

CRISIS & CONTINUITY



Security Exchange

A core member of the Chelsea Group Security & Crisis Management Division, Security Exchange is dedicated to the provision of specialist consultancy on a worldwide basis, supporting corporate, private client, affinity and insurance markets through effective contingency planning, the provision of security information, crisis management and 24/7 response.

In order to meet the increased demand for assistance from clients wishing to update and consolidate their crisis management, business continuity and disaster recovery plans, Security Exchange has developed '*Crisis & Continuity*', a service designed to offer a simple and straightforward solution to the challenges of corporate contingency planning.

'Crisis & Continuity' – Our Approach

There are a number of factors which frustrate the formulation of effective crisis management and business continuity plans: the often voluminous historic documents which have been inherited from previous authors; the fact that many managers have been given business continuity planning as an additional task to their already demanding 'day job'; and the difficulty in setting aside quality time to devote to the project.

At Security Exchange we are used to being called in to help with planning; to take the burden off the manager and to provide a 'fresh start'; a

platform upon which to build a plan going forward. It is also helpful to have an independent, objective look at what is needed. Our methodology is based on a clear, easy to follow, format: analyse the risks the company faces; establish preventive measures; plan how to manage a crisis if it occurs; prepare to keep the business running throughout the crisis; and have the business back up and running in the shortest possible time. Plans need to be concise and easily understood by all those tasked with their implementation.

The Security Exchange '*Crisis & Continuity*' team can help to identify the right people to be members of the crisis management team (CMT) and ensure, through a practical learning experience, that all members of the team fully understand their roles and responsibilities in the event of an incident.

Finally, if a crisis occurs and the company needs help, the Security Exchange '*Crisis & Continuity*' team can deploy in support of the client's CMT to help with any key issues, including liaising with the authorities and managing crisis communications.

Contact Us

For further information please contact us on:

Telephone: +44 (0)1491 683710

Email: enquiries@securityexchange24.com

or visit: www.securityexchange24.com



SECURITY EXCHANGE



Constructing the Plan

The process follows a simple chronology based on the risk management cycle. Whether we are working with an historic plan or starting from scratch, the principle is the same; and working through the process will result in a clear and logical master document.

Risk Assessment and Impact Analysis

Before trying to make sense of pre-existing plans or formulating new ones, we will need to identify the range of risks which the company faces; and to assess the relative impact of each risk on the organization. In this way the 'risk register' provides a clear indicator of which risks might need to be addressed and how frequently they might need to be reviewed. *Security Exchange can offer assistance in compiling the risk register and assessing the impact on the organization, especially where multiple operating companies are involved.*

Risk Prevention Measures

Once the register of risks is complete, the company must then identify appropriate measures, whether physical or procedural, to mitigate and prevent the identified risks. The resulting schedule will not only reassure the Board of Directors that all reasonable steps have been taken to mitigate their operational risk; but will also provide a useful reference document for the risk manager when carrying out insurance audits. *Security Exchange can help with the identification and procurement of effective risk prevention measures.*

Crisis Management

It follows that if the first two stages of the risk management cycle have been completed, then most operational risks will have been mitigated; however, the company needs to be prepared for any risk which might slip through the net and which, almost by definition, might become a crisis. Much has changed in the crisis management world in recent years and whereas we used to plan for 'causes', we now plan for 'effects', making the formulation of a crisis management plan a good deal simpler. The Crisis Management Team (CMT) needs to represent the five principle impact areas (the 5 P's): People, Product, Property, Partners and Press, co-ordinated by a Chair and supported by a record keeper; so even the average small to medium size company can now cover all the bases. *Security Exchange can help with the selection and training of the CMT, especially in key areas such as media management and communications; and can provide ad hoc support in the event of an actual incident.*

Business Continuity

No sooner than the CMT is dealing with the crisis, the business continuity begins. A company should not grind to a halt whilst the crisis is being managed and the team needs to be able to ring-fence the essential functions so that they can kick in whilst the CMT operates. A schedule of resources which can be readily accessed in the aftermath of a crisis, including offsite premises and communications, is essential to a successful business continuity plan. *Security Exchange can advise on the most cost-effective way of setting up emergency resources.*

Business Recovery

With the business continuity plan under way, the company will need to get back to normal operating mode as soon as possible. It is essential that the CMT therefore has a clear idea of the recovery phases; and which staff and company infrastructure will be available within which timescale. A smooth process can only really be achieved through rehearsal; and framed within the overall risk management cycle. *Security Exchange offers a range of exercises, from desktop to real-time, multi-site simulations to ensure that the company plans will be robust enough in the event of an actual crisis.*

