



CRISIS MANAGEMENT – CM360°

All crises are unique and must be handled without preconceptions. It is not always deplorable actions that cause crises but more often **the way**, in which a crisis is managed that will decide its outcome. Crises will generate further problems and are best solved by a **collective effort**. The burden of Crisis Management should never be put on a single person.

Risk Analysis

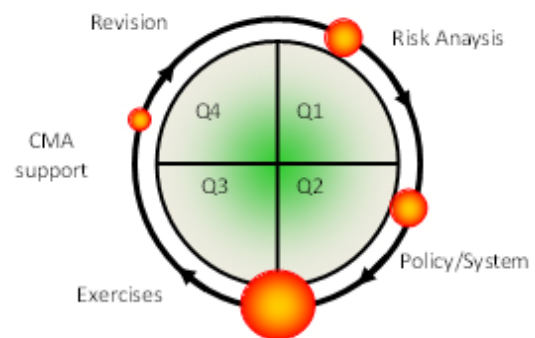
We will perform a Risk Inventory of your organization by cross-referencing incident-mapping with key-personnel and other critical assets. This will conclude with the identification & evaluation of possible risks and who face them. We will support with creating confidential personnel-forms, security-policies, contingency-plans and training requirements. We will also help establish a robust alarm- & incident reporting system. Finally we will organize a **Crisis Management Team (CMT)**.

- Review of risk exposure
- Identification and management of key-personnel
- Review of security policies & plans
- Review of contingencies
- Organization of a CMT
- Alarm & reporting procedures

Crisis Management support

By subscribing to our Proactive Support you get access to our country data-base with travel and security advice. We will also cater for a continuous Crisis Management Adviser (CMA) on standby 24/7. Furthermore we will plan and execute an annual scenario-based Crisis Management

- Access to travel-advice covering some 120 countries via web-interface
- Annual Crisis Management Exercise
- Crisis Management Adviser on standby



Crisis Response

In case of emergency we will immediately assume control of the incident and deploy a **Crisis management Adviser (CMA)** to support you staff on the spot within 48 hours. We will ensure that a local CMT is established and equipped adequately to deal with the incident as well as to provide mentorship for the duration of the crisis.

- Assume immediate contact with CMT
- Deploy within 48 hours anywhere in the world
- Establish routines and procedures for the CMT
- Advise continuously the CMT for the duration of the crisis
- Submit daily reports on developments
- Provide conclusions and lessons learned