

Crisis Management Planning

Prepare for the unexpected. Protect against major business disruptions.

When a crisis occurs, organizations must be prepared to adapt to rapidly changing events and the impact on their organization including revenue loss, brand reputational damage and disruption to business operations. A crisis management plan is pivotal to:

- Ensuring employee safety through initial and frequent communication, action plans and policies
- Continuing to provide services to your customers and resuming business activities as the crisis wanes
- Limiting the loss of vital business functions and potential loss of physical assets

Protiviti helps clients develop Crisis Management, Disaster Recovery and Business Resumption plans as part of your overall Business Continuity program. We help organize, assess and mitigate the risks associated with planning for, and responding to, business disruptions and crisis events.



Key Elements of a Crisis Management Plan

	<p>Develop Command and Control processes Identify Emergency Operation Centers (EOC), establish integrated primary and secondary communications. Implement emergency and communications protocols with a regular exercises/testing schedule.</p>
	<p>Build the Crisis Management Team Establish roles such as "Team Leader", "Business Continuity Coordinator", "Crisis Communications", "Administration" and establish communication with key recovery teams such as IT.</p>
	<p>Identify critical resources Identify the people, tools and equipment for the EOC. Identify internal and external stakeholders, primary spokesperson, communication infrastructure and redundancy, decision making, and emergency funding.</p>
	<p>Discovery information requirements Gather key information such as contact information for employees, insurance, government agencies as well as information regarding your customers and critical third-party suppliers.</p>
	<p>Define Crisis Management Plan Include information regarding protecting employees, incident containment and damage assessment. Document all information in an easy checklist format and store utilizing resilient resources.</p>
	<p>Determine Business Resumption and Restoration procedures Build procedures for the resumption and normalization of business operations after the crisis event has concluded including the After-Action Review process with training and updated plans.</p>

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How we help clients

Continuity Risk Assessment



Working with your executive leadership team and company leaders, Protiviti will facilitate a **Continuity Risk Assessment** which will classify the key continuity-related risks of the organization according to their likelihood and significance. Additionally, based on our experience working with similar companies, we will help identify general crisis events that may be applicable to your geography, region or industry.

Crisis Management Plan Development



Protiviti will help you develop a Crisis Management Plan and approach that is specific to your organization and culture. We'll leverage your operational structure and company culture to drive the approach to facilitate corporate knowledge, decision making and awareness while incorporating options for certain activities to be overseen from a regional or local perspective. Crisis Planning expertise includes brand monitoring and protecting the organization's digital footprint.

Incident Response Plan Development



From the list of risks identified from the Continuity Risk Assessment, we work with clients to prepare Incident Response Plans (IRP) based on event likelihood and potential impact to your company.

The IRP will help you address:

- Connectivity to business partners and customers
- Government regulations and compliance initiatives
- Specific identified risks

Crisis Management Training



To ensure your Crisis Management Team knows how to respond in the event of an emergency, Protiviti will develop a training program to provide guidance and instruction to the key stakeholders. The training will cover aspects of the Crisis Management Plan and the associated Incident Response Plans. In addition, we'll develop a testing program including table-top drills and exercises to imitate live events and ensure preparedness of your key stakeholders.

Schedule a crisis management planning consultation today by contacting us at TechnologyConsulting@Protiviti.com.



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