



CAPABILITY STATEMENT

CRISIS LEADERSHIP & BUSINESS CONTINUITY

- Crisis strategies and knowledge products for controlling business continuity, reputation, financial and legal liability issues in a hurry.
- Global and regional crisis management and business continuity planning. We identify, share and apply best practices.
- Advice on the strategic management of emergencies and emergency response.
- Communications protocols and crisis communications advice. Preparation of spokespersons, internal call centres, communications and people support teams. We are a growth enabling consultancy where people are our products.
- Exercises and high fidelity simulations. Our Crisis Practitioners and Continuity Planners operate from six countries across AsiaPacific.

ISSUE, SECURITY, SAFETY, EMERGENCY & RISK

- Emergency management planning for saving life, protecting property and minimizing damage to the environment and their hand-off to crisis leaders.
- Risk management frameworks, safety and security management systems and emergency management aspects of safety cases.
- High-level training of emergency management teams, business continuity teams, support teams, emergency response teams and first responders and in the hand-off of strategic issues to crisis leaders.
- Issue management and the development of outrage mitigation strategies with stakeholders. Scenario planning for crisis avoidance.
- Business impact analyses and security threat assessments to inform crisis, emergency and business continuity plans.
- Risk assessments and advice to inform crisis and issue management and crisis communications. We are in the business of truth and we take a side view of organizational conscience.

The best companies now disclose their Crisis and Business Continuity preparedness in Annual Reports just as they disclose remuneration, audit compliance and safety records

15 Kylie Street Wembley Downs Perth Australia 6019
61-8-92045141 head office 61-421915441 24/7 hours
jtruscott@crisisleaders.com www.crisisleaders.com

Abu Dhabi Adelaide Bangkok Brunei Brisbane Islamabad Jakarta Karachi Kuala Lumpur Manila
Melbourne Nelson New Delhi Perth Sharjah Shenzhen, Singapore Sydney

CAPABILITY STATEMENT

ENABLING RESILIENCE

We use pre-stress to avoid distress

- We are a team of network-enabled Crisis Practitioners and Continuity Planners focused on developing and implementing crisis strategies in the boardroom and exerting executive leadership under pressure.
- Speed is important, but we do not sacrifice depth. We are thought leaders and writers.
- Experience in preparing situation rooms to manage time-sensitive strategic issues.
- Experience in optimizing internal to company information flows, virtual crisis management environments (VCME), the bypassing of jammed external communications in-crisis and the use of websites.
- Expertise with in-crisis support and post crisis debriefing
- Experience with boardrooms through to control rooms in Australia, Austria, Bangladesh, Brunei, China, India, Indonesia, Italy, Korea, Malaysia, Mongolia, Namibia, New Zealand, Pakistan, Philippines, PNG, Qatar, Romania, Singapore, Tanzania, Tunisia Thailand, Taiwan, Vietnam, UAE and Yemen and their linkages to global head offices.
- Expertise in nurturing executive leadership by senior managers during crisis simulations; life-long experiential activities.
- Expertise in scenario planning and crisis avoidance, campaigning on issues and their stakeholder management in-crisis.
- Experience in the finance, fast moving consumer goods, aviation, banking, insurance, broking, government, manufacturing, mining, rail, maritime, energy, water, power, construction, oil and gas super majors through to minors, not for profit, hotel, wagering and entertainment sectors.
- Experience with critical infrastructure protection, counter-terrorism and counter-piracy.

If you wish to lead in business you must be able to function in a non-business as usual environment and to be able to capitalize on negative events

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