



CAPABILITY STATEMENT

BUSINESS CONTINUITY & CRISIS MANAGEMENT

- Crisis strategies and executable tools for controlling business continuity, reputation, financial and legal liability issues in a hurry. Advice on the strategic management of emergencies and Emergency Response.
- Global and regional crisis management and business continuity planning. We identify, share and apply best practices.
- Communications protocols and crisis communications advice. Preparation of traditional spokespersons, social media commentators, 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, Continuity Planners and Emergency Response Professionals operate from nine countries across Asia Pacific, the Gulf and Africa.

RISK, SECURITY & EMERGENCY MANAGEMENT

- Business resilience frameworks, risk, and security management systems and emergency management aspects of safety cases. Business Impact Analyses (BIA) and Security Threat Assessments (STA) to inform crisis, emergency and business continuity plans.
- Enterprise wide risk advice to inform crisis management and crisis communications. We are in the business of truth and we take a side view of organizational conscience. Scenario planning for crisis avoidance.
- Emergency Management and Emergency Response planning for saving life, protecting property and minimizing damage to the environment, and the hand-off of tasks and issue to crisis leaders.
- Training of Emergency Management Teams, Business Continuity Teams, support teams, Emergency Response Teams, On Scene Commanders and first responders and in the hand-off of strategic tasks and issues to crisis leaders.

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ENABLING BUSINESS RESILIENCE

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

- **A Proven Method.** We are a networked team of Crisis Practitioners, Continuity Planners and Emergency Response Professionals focused on enabling the development and implementation of crisis strategies in the boardroom and effective executive leadership under pressure. Speed is important, but we do not sacrifice depth as thought leaders and writers.
 - Expertise with in-crisis support and post-crisis debriefing and investigations
- **Global Perspective & Local Relevance.** From Boardrooms to Control Rooms in Australia, Austria, Bangladesh, Brazil, Brunei, China, DRC, Ghana, India, Indonesia, Italy, Korea, Kazakhstan, Kurdistan, Malaysia, Malawi, Mauritania, Mongolia, Mozambique, Myanmar, Namibia, New Zealand, Nigeria, Oman, Pakistan, Philippines, Papua New Guinea, Qatar, Romania, Sierra Leone, Singapore, South Africa, Tanzania, Tunisia, Thailand, Taiwan, UK, USA, Uzbekistan, Vietnam, UAE and Yemen and their linkages to global head offices.
- **Actionable Tools.** Experience in preparing situation rooms to manage time-sensitive strategic issues. Expertise 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.
- **Thought Leadership & Transformative Results.** Expertise in nurturing executive leadership by senior managers during crisis simulations; life-long experiential activities. Expertise in scenario planning, crisis avoidance and stakeholder management.
 - Experience in the fast moving consumer goods, aviation, banking, insurance, broking, local, state and federal government, manufacturing, mining, rail, maritime, energy, water, power, construction, oil and gas super majors through to minors, not for profit, hotel, education, 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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