



WEBINAR

**Crisis Management Post COVID-19:  
The Value of the Virtual Security and Crisis Manager**

July 2, 2020

**Kroll** | A Division of  
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# YOUR PRESENTERS



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# POLL QUESTION

# Kroll Virtual Security and Crisis Manager (VS&CM)



- Why is the market asking for this service?
  - Short term crises need addressing
  - Need for specific specialist expertise not contained in-house
  - The ability to react swiftly to a security problem or crisis
  - Requirement for flexible cost structures for specialist knowledge
  - New way of operating due to COVID-19
- Which types of organisations would benefit from a Virtual Security and Crisis Manager?
  - Clients with specific specialist projects to deliver
  - Clients experiencing a specific crisis or security situation
  - Large organisations and security functions that can't onboard additional staff
  - Small or medium-sized enterprises with small or no security function
  - Clients who are budget constrained



# POLL QUESTION

# When and Why Would You Need a VS&CM



- Do you need occasional expert security advice without the additional headcount of a security director or chief security officer?
- Have you grown faster than your organisation can support?
- Do you have a reliable security department but still need expert augmentation at times?
- Are you undergoing restructuring and need impartial guidance on future rightsizing?
- Do you have safety and security questions and don't know where to turn amidst all the regulations and compliance requirements?
- Do you have a vacancy at the top of your security organisation?



# Benefits of a Virtual Security and Crisis Manager



- You will receive expert guidance from industry-leading personnel
- You will gain access to Kroll's global footprint, expertise and multi-sector problem solving
  - Security Master Planning, Crisis Management, Threat Management Consulting, Emergency Action Planning and Preparedness, Business Continuity Planning, Facility and Process Security, Information Protection, Security Program Assessments
- Kroll is committed to the culture of your organisation and to working hard for your objectives
- You will save considerably on overhead of additional headcount with no onboarding costs
- There are no employment separation considerations
- You will have a flexible fee structure that makes sense and which you can change anytime

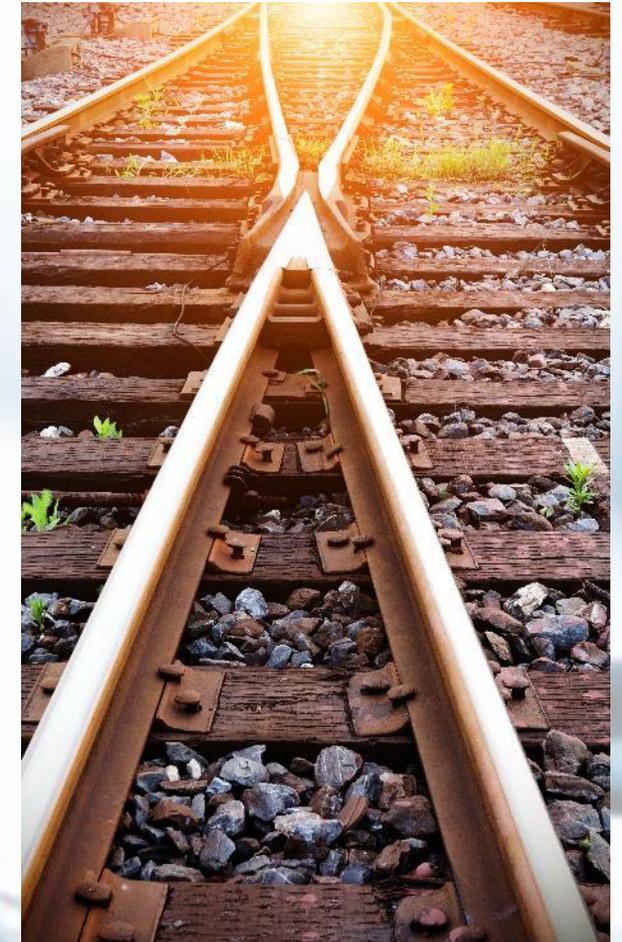
# POLL QUESTION

# Potential Service Level Options



The service will be split into two elements:

- **Proactive Element** – subscription based on number of hours per week
  - Advise on security risk management issues
  - Conduct a security health check on what you currently do
  - Assess your electronic security measures, fit your business needs
  - Advise on a plan to enable people to go back to work
- **Reactive Element** – costed per activity/module
  - How do you respond to breaches of security and theft or burglary?
  - How do you respond to an insider threat issue?
  - How do you deal with a threat management situation?
  - We can assist in developing security and crisis management plans



# Potential Service Level Modules



# Virtual Crisis Manager Case Study



## Client Challenges

**Asia Pacific-based e-commerce company** asking for Kroll Emergency Crisis Management services

**Immediate challenge** - The company didn't have a crisis management team (CMT) and didn't know where to start to manage the crisis. No CM plans.

**Overall key challenge:** to maintain operational and business continuity

**No crisis management team**  
Contingency plans for specific parts of the operation, as well as mitigation checklists had to be developed ad hoc in response to crisis priorities

**Legal issues** became significant in certain jurisdictions including dealing with Union issues

## Key Activities

Provide an **emergency crisis manager** on the ground within 72 hrs

**Assess** the situation and pandemic threat posed by COVID-19

**Review** existing crisis management plans and identify gaps in relation to the threat

**Review** the steering committee composition and capabilities and adapt as necessary

To **provide leadership** and steer the committee as required during the current crisis period

To ensure there is **a plan, process and team** that can be led by rotated crisis management experts throughout the pandemic

Heavy focus on **crisis communications**

## Client Outcome

Our involvement meant the client managed the COVID-19 crisis effectively with **minimal disruption** to the business.

The planning and process put in place helped the client during the **second wave** of COVID-19-related infections.

The client is more able to react to and implement **government requirements**.

Business has been **impacted to a minimum** with process and policy heavily focussed on their **responsibility** to ensure **safety** of staff, customers and partners.



**Please type your questions in the “questions” panel on the right hand side.**

# THANK YOU



**Thank you for joining. We hope you found the session informative. Stay well and healthy!**

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