



WEBINAR

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

July 2, 2020

Kroll

A Division of
DUFF & PHELPS

QUICK REMINDER



- **If you have questions during the presentation, please type them into the Question box in your GoToWebinar control panel. They may be addressed during or after the session.**
- **This webinar will be recorded and the recording will be made available to all participants afterwards.**
- **The contents of this webinar reflect thoughts of each of the participants and not their organizations.**

Any positions presented in this session are those of the panelists and do not represent the official position of Duff & Phelps, LLC. This material is offered for educational purposes with the understanding that neither the authors nor Duff & Phelps, LLC or its affiliates are engaged in rendering legal, accounting or any other professional service through presentation of this material.

YOUR PRESENTERS



Nick Doyle
Managing Director
Head of EMEA
Security Risk Management
ndoyle@kroll.com



Simon Ashenden
Managing Director
Head of APAC
Security Risk Management
Simon.Ashenden@kroll.com

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

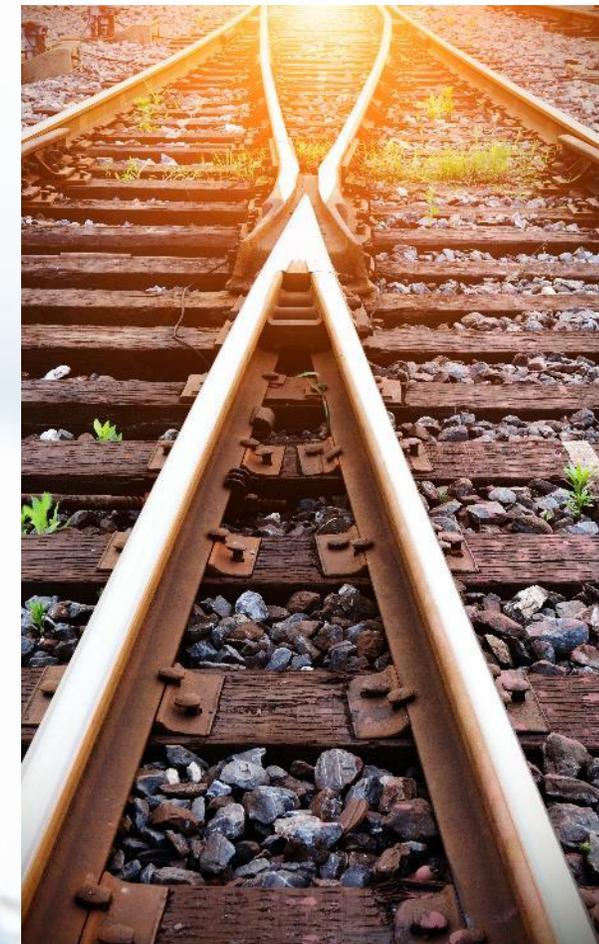
POLL QUESTION

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!

Contact us at securityriskmanagement@kroll.com

For ongoing security updates and thought leadership, visit www.kroll.com.

[Kroll Video Library](#)

[Crisis Management and Business Continuity for COVID-19](#)

[Kroll Coronavirus Resource Center](#)