

EMERGENCY AND CRISIS MANAGEMENT PLANNING

CRISIS MANAGEMENT – CONSULTING – TRAINING – PROCEDURES - RESPONSE

CASE STUDY ONE

Security Consultancy Response to International Security Issue

PROBLEM

An international client requested operational support in determining security risks to premises and assets in an ever changing security threat picture fraught with rising risk and forthcoming elections. The specified requirement was to conduct security audits of existing security architecture at two locations in order to evaluate the security mitigation measures, whilst detailing specific shortfalls and making recommendations.

SOLUTION

Based on the initial client request the following Phased Approach was adopted through to completion:

Phase One

Initial Planning, 1 – 5 days

- The Inkerman Group operational team were activated
- Initial contact with the client established to determine all available information and specified timelines
- Copies of existing policies, procedures, operating parameters and specific client product data sheets requested for review and evaluation
- Initial client contact established in-country
- Corporate Intelligence Team (CIT) initiated research based on the Intelligence Requirements (IR) of the task
- Concept visit plan and objectives designed and sent to client for review and sign-off

Phase Two

Deployment, 1 – 5 days

- Flights allowing personnel to arrive in-country in line with required timeframe were booked and travel arrangements and planning completed
- Initial Risk Assessments and Threat Analysis completed surrounding the deploying team
- Established initial contact with local and strategic Crisis Management Team structures

EMERGENCY AND CRISIS MANAGEMENT PLANNING

Phase Three

Short-term, 2 – 5 hours from initial client contact

- Inkerman group personnel departed
- Developed plan through variety of courses of action, based on all available client information
- Confirmed realistic plan, with maximum chance of success, to Strategic Crisis Management Team for sign-off
- Briefed Local Crisis Management Team on proffered plan
- Action list developed with Local Crisis Management Team

Phase Four

Medium-term, 5 – 15 hours from initial client contact

- Inkerman Group personnel arrived at waypoint destination
- Confirmation of in-country action points received / updated
- Planning conference via Skype conducted with deployed Inkerman Group personnel

Phase Five

Medium-term, 5 -15 hours from initial client contact

- Inkerman Group deployed personnel arrive in-country
- Interface and local briefings conducted
- Evacuation Plan implemented in line with timelines

Phase Six

Long-term, 15 hour – 1+ day from initial client contact

- Families received at evacuation point and evacuated on chartered aircraft (19 hrs after initial client call received)
- Local CMT given advise on
 - o securing business premises, business information, vehicles, storage areas / equipment, employee homes
 - o local employees given initial safety and security briefings and advice on 'Staying Safe'
- Inkerman Group personnel undertook in-country contingency planning to maintain business operations
- Inkerman Group personnel undertook assessment of client premises creating video, photography and damage assessment reports, so that insurance process could commence
- Inkerman Group personnel maintained operational footprint on the ground to support the local Crisis Management Team

EMERGENCY AND CRISIS MANAGEMENT PLANNING

CLIENT BENEFITS

- Swift and measured response to tactical picture available
- Development of existing plan updated and compliant with internal frameworks, legislation and industry best practice (ISO:31000)
- Clear transparency on planning and sign-off
- Clarity on cost implications on courses of action
- Control remains with the client and the Crisis Management Team
- Added-value through support to local nationals and Crisis Management Team for as long as required.