

Crisis Consulting

How capable is your organisation at managing a crisis?

We help our clients to build crisis maturity and resiliency within their organisation, and develop intellectual, cultural, organisational and logistical capabilities required to prepare, respond & rebuild in the event of a crisis.

Top 5 crisis scenarios

- | | |
|------------------|-------------------|
| Failure of IT | Physical incident |
| Cybercrime | Fraud & integrity |
| Reputation issue | |

Clients rank their top risks

- | | |
|---|--|
| #1
Damage to brand & reputation | #8
Interruption of business operations |
| #5
Cyber incidents | |

Source: Aon Global Risk Management Survey, 2017



How mature is crisis management within your organisation?

Aon's Crisis Maturity Assessment examines the crisis profile and ambition of an organisation, and measures its crisis maturity level, providing recommendations to strengthen capabilities.

Benefits

- Insight into an organisation's current standing and ambition
- Enables an organisation to report and monitor its crisis capability (hard and soft indicators)
- Provides guidance for clear improvements, budgets and yearly programme

30%

of organisations have a crisis maturity level of formalised

Aon Crisis Management Survey, The Netherlands, 2017



Is your crisis structure flexible enough to manage your chief risks?

Our experts design a temporary crisis organisation to support high level decision making, adequate information processes, and an effective leadership structure.

Benefits

- Clear, universally understood structures, roles and responsibilities
- Provides a company-wide approach to a broad range of crisis situations
- Allows decision making and performance at all levels within the crisis organisation

64%

of organisations have a business continuity plan



Do you have the right people in the right roles for when a crisis occurs?

We provide training, testing & crisis simulation which are integral to developing multi-disciplined teams, and embedding crisis management within the organisation.

Benefits

- Enables repertoire-building in crisis teams
- Enables the 'closest to reality' experience
- Demystifies unfamiliar risks and situations

67%

of organisations invest in crisis training & exercise

Our clients

We help clients across multiple industries in their approach to crisis management.

- | | |
|------------------------------|-----------------|
| Healthcare | Energy |
| Governmental agencies | Food & Beverage |
| Banking, Insurance & Finance | Automotive |
| Education | Pharmaceuticals |
| Transportation | Retail |

How we help our clients

Redesign of the Crisis Framework

Situation: A large transportation organisation wanted to transform its operations focused crisis management to a strategic, all hazard approach.

Action: Together with the client, we designed a crisis management framework, developed a strategic crisis management plan, and trained and coached the board and key staff.

Result: There is now an embedded crisis management framework that enables a response to crises, ranging from life-threatening accidents to cyber and terrorism.

Leadership team training

Situation: A global operating company wanted to strengthen its crisis management worldwide and implement a crisis framework.

Action: We developed a training programme and provided training to leadership teams globally (across 10 countries).

Result: Leadership teams are comfortable in dealing with a crisis and familiar with the framework, tooling and processes required.

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