

Crisis Framework Design

A crisis is a specific, unexpected and non-routine event, or series of events, which create high levels of uncertainty and (perceived) threat to the strategic goals and reputation of an organisation. Having a well developed crisis management capability helps organisations to protect its assets and mitigate possible crisis situations.

The British Standard on Crisis Management 11200:2014 states that businesses need to be prepared with clear, universally understood structures, roles and responsibilities - a crisis framework design. Investment in developing a Crisis Management Framework helps organisations to recover faster, and enables leadership to react with confidence when a crisis occurs. Our experts support organisations with high level decision making, adequate information processes, and an effective leadership structure.

Ingredients for crisis framework

When establishing a crisis organisation, we take the following areas into account:

1. An organisation's crisis profile
2. An organisation's crisis ambition (what can be organised through the company or external parties)
3. Legal obligations and/or supervisory limitations
4. Internal corporate guidelines
5. Standard formation (capacity, skills, HR aspects)

Crisis organisation, teams and roles

Managing a crisis requires teams with multi-disciplinary expertise, knowledge and skills. These teams must work effectively together with both internal and external stakeholders. We help by determining the right composition of skills and expertise to develop the crisis teams, by describing in detail the roles and activities required, and ensuring that those involved have access to the right tools.

Crisis organisation redesign

In recent decades, the lifespan of organisations has become much shorter, and organisational models are currently exposed to major change. This means that a crisis organisation must be regularly reassessed and, if necessary, redesigned.

We help support companies with this transition by asking the following questions:

- Does the crisis organisation operate effectively within the new structure of the overall organisation?
- Is the crisis structure flexible enough to manage the organisation's chief risks?
- How can consistency between different levels of the organisation be created?
- How can single issue incidents (ICT/cyber, reputation issues, quality affairs, etc.) be connected with organisational crisis management?
- What is needed in order to ensure effective cooperation between internal and external parties?

To learn how Aon can help empower your organisation, contact:

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Crisis Framework Design

Our solution

The development of a crisis management framework is a strategic process, often directed from organisational leadership. Investment in this area helps organisations to recover faster, and enables managers to react more effectively when a crisis occurs.

A crisis management framework helps to implement a strategic process through:

1. Establishment of a suitable crisis framework design (teams, roles, responsibilities)
2. Training of key staff
3. Development of Standard Operating Procedures
4. Crisis response tools and templates
5. Evaluation & reporting
6. Organisational embedding

Our approach

We help to address the key question: Which structures, tools, and plans does an organisation need to operate a suitable response to a crisis?

To design or redesign the crisis organisation, our experts support the following process:

1. Assessment of crisis profile
2. Inventory of chief risks
3. Inventory of current planning
4. Interviews with key officials
5. Design session
6. Recommendations & organisational report
7. Implementation of recommendations

Top organisational challenges?



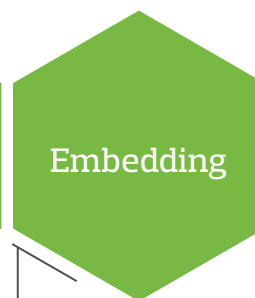
- Core activities and chief risks
- External requirements
- Anticipation and resilience
- Current response organisation

Is the organisation crisis ready?



- Crisis teams and roles
- Mandates and responsibilities
- Plans and checklists
- Crisis chains (internal and external)
- Tooling & techniques

What is needed to implement?



- Portfolio and budget
- Training programmes
- Cultural embedding

Client benefits

Aon's Crisis Framework Design helps clients to:

- Design a temporary crisis organisation
- Execute high level decision making
- Provide an effective leadership structure
- Improve crisis response & recovery