Crisis management

AEC

The essence of crisis management is to overcome emergency situations such as economic turbulence, bad managerial decisions or pandemics. The aim of anti-crisis measures is the early detection of an approaching crisis and to initiate the framework rescue processes.

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How would you answer these questions?

- Can we recognize a crisis in time?
- Do we know what to do when the crisis comes?
- Does it pay to review our current crisis management process in line with current industry best practices?

Description of the solution

- We offer consultation or complete processing for all phases of preparing the procedures related to crisis management.
- A control or the actual design of crisis management processes (including preparing a crisis plan, setting up a crisis team and its competencies during crisis management).
- Assistance when deploying and maintaining crisis management.

The AEC solution

It is based on the recommendations of the original BS 11200: 2014 standard of the BSI organization, which is currently evolving into an EN standard under the designation PD CEN/TS 17091:2018.

The issue of crisis management primarily affects company management, but is closely related to the issue of business continuity ISO 22301: 2019. Crisis management also ties in to ISO 22320: 2018 incident management and ISO 31000: 2018 risk management.

How the cooperation takes place

- After analysing the processes associated with crisis management, we will help you set up suitable crisis management procedures. Working with you, we will prepare the relevant documentation and internal procedures.
- We will help you set up a process to give an early warning of a coming crisis.
- We will advise you on choosing appropriate means to monitor the situation and on preparing the criteria and procedures for assessing the severity of the crisis.
- We will then start preparing the processes and structures for crisis management, which will be described in the crisis plan, which includes:
  – the procedure for activating crisis processes,
  – the steps for setting up a crisis team,
  – the method of communication,
  – working with the information,
  – and documentation templates used during crisis management.

All suitable crisis management procedures need to be adapted to your specific circumstances. Therefore, we will work in close contact with you, which will help us to thoroughly evaluate the situation and, based on our findings, prepare the best made-to-measure solution.

Advantages

- We place an emphasis on specialization in specific areas, but also a broad overview, which is essential in cyber security.
- The practical knowledge we have gained on projects implemented for our customers is paramount for us.
- Many of our specialists can also boast professional certifications, such as CISA, CISSP, ITIL Foundation, etc.

Associated risks

With regard to climate change, it can be expected that disasters affecting human society will increase in the future, leading to more frequent crises affecting all types of organizations. As COVID-19 has graphically indicated, pandemics can also be a source of crisis, where managing the health risks generates impacts on the economy.

Of course, every crisis means events that can lead to very significant financial, economic and trade impacts on a company. Crisis management does not ensure that this does not happen, but a well-prepared company can respond adequately and in time, if needs be, thus increasing the chances of overcoming the crisis with the minimum of possible losses.

Crisis preparedness also means that a company manages the events that will lead to recognizing a crisis in time and responds to them accordingly. Without this preliminary preparation, reaction times increase and the information needed to make the right decisions is not ready. As time goes on, the room for maneuver also narrows and the possibilities for resolving the crisis diminish.

The essence of crisis management is to prepare the processes, structures and documents within the organization, so that the responsible employees will be able to devote themselves to a truly effective solution to the crisis.

For example: in the current COVID-19 crisis, there were a large number of companies that were able to apply suitable preventive measures even weeks before the state was able to do so.