



# Crisis and Continuity Management

Helping you prepare  
to manage disruptive events

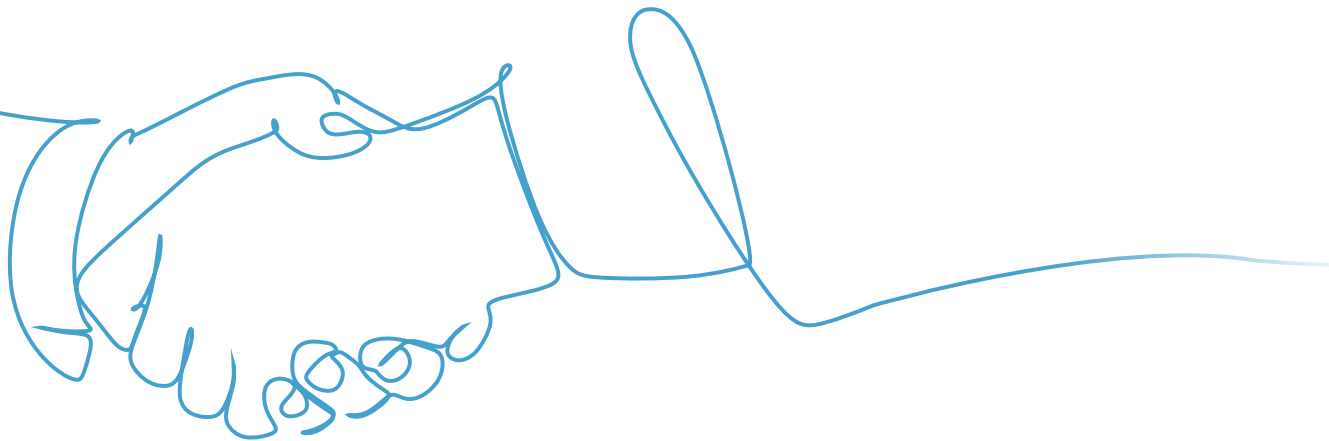
# Introduction

Inverroy Crisis Management, as your trusted partner, offers comprehensive organisational resilience services to help you navigate the unknown with confidence. Our services include crisis and continuity management, security risk management, safety and risk management and Inverroy Digital, our user-friendly DIY platform for developing and implementing business resilience plans.

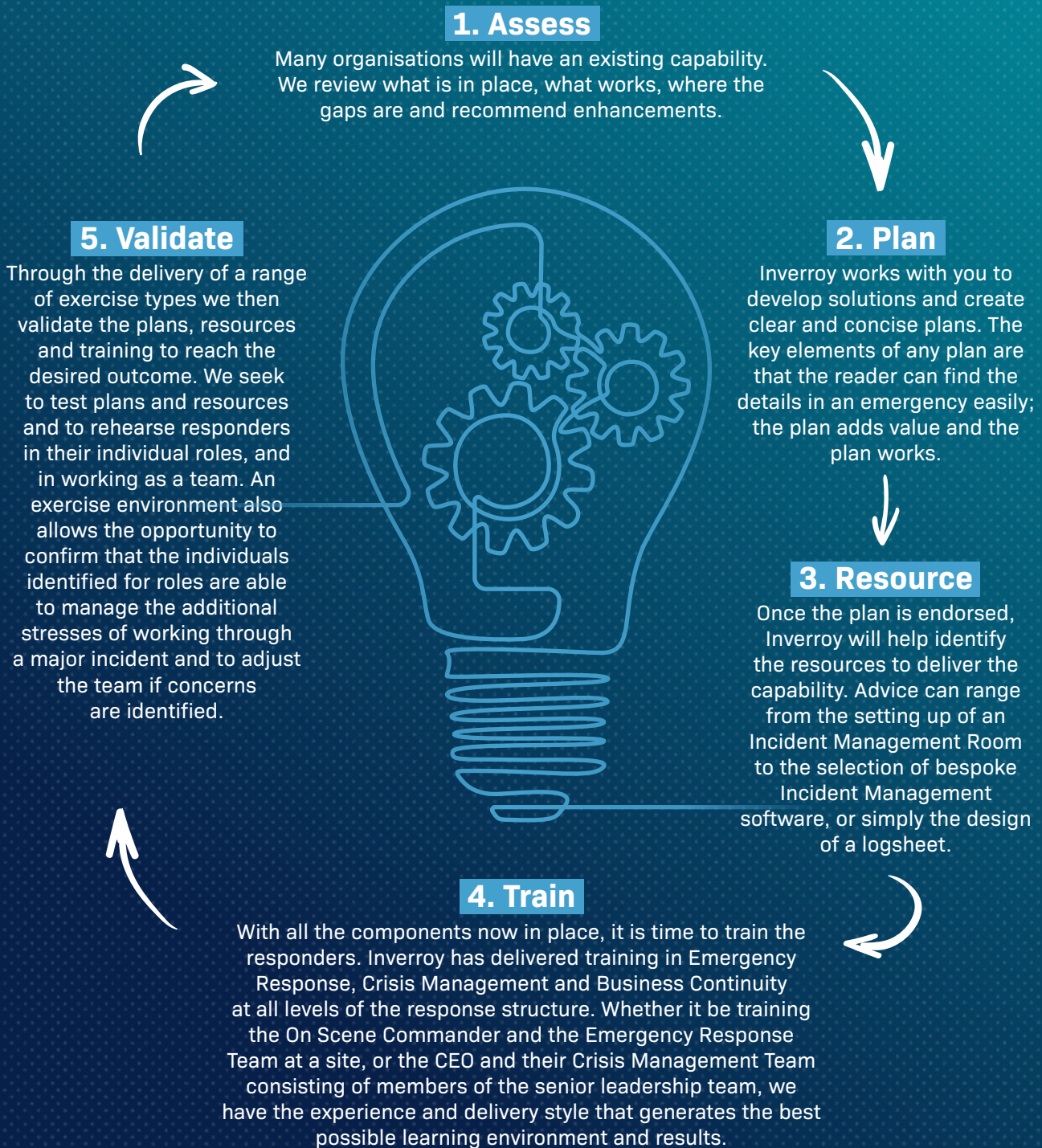
Inverroy's Crisis and Continuity Management Division (C&CM) was founded on the belief that all organisations should be prepared to manage disruptive events. Our specialism is building resilience, primarily within the energy sector, but our knowledge and experience from working with multiple other industries such as charities, academia and construction give us valuable insight into delivering best practice.

Our C&CM team brings specialist knowledge and experience gained from the Emergency Services, the UK Armed Forces and the business sector.

Our consultants are certified by:  **bc**i Leading the way  
to resilience



Inverroy provides tailored solutions to develop and build a robust resilience structure based on your resources. We work with you to fully understand your people, operations and assets and develop procedures fit for purpose. We do this in a continuous cycle to keep the plans aligned with your business as it continues its future growth.



From one time projects to embedded support, Inverroy's team is dedicated to helping organisations react, respond and recover quickly from any incident.



## When an incident strikes

### **Bronze**

The Emergency Response Team (or ERT) is the essential group on site that will directly tackle the incident. Having someone competently trained to stay calm under pressure, coordinate resources and lead a team in a time-critical situation is paramount to helping minimise casualties and asset damage and protect your reputation.

Whether it is a physical event or cyber attack, your people need to be confident and capable to know how to react and respond quickly and effectively.

Being able to make decisions quickly and offer clear direction to responders, while coordinating with the support teams, will help save lives, protect the environment and safeguard assets. Whether managing all three or just one, your company reputation and survival depends on well trained and well practised individuals.



## Supporting those on the ground

### **Silver**

The ERT needs support to allow them to focus on managing the scene. The Incident Management Team (IMT) can take the pressure off the ERT, if everyone understands their roles and responsibilities within the emergency response process.

Key department representatives such as Operations, Planning, Logistics (including Human Resources and Procurement), Communications, Finance and Information Services come together to provide specialist assistance to get things done.

It is also important to have a log keeper capable of recording events for any future investigation.

Inverroy not only develops the plans and procedures but can also help train the teams to better understand their roles and responsibilities and how to communicate within and outside each team.

Specific training includes:

- Logkeeper training.
- Care for People training, including Relative Response, Family Liaison and Evacuation Reception Centre.
- Reputation Management (Crisis Communications)
- Team Leadership.



## Keeping your business alive

### Gold

If a severe event occurs, there is a greater risk of irreparable damage to the overall business. A Crisis Management Team (CMT), made up of the senior leadership team, has the ability to authorise the resources needed to support the response teams as much as possible. It is also imperative that they manage the organisation's reputation to prevent miscommunication from destroying the business.

The CMT must focus on the strategic aspects to maintain investor confidence, meet regulatory compliance and protect the reputation of the business.

Inverroy can help develop plans and the core skills needed when managing a major incident including:

- Leadership
- Communications, including Media Spokesperson and Family Liaison Representatives
- Business Continuity (also known as Business Recovery).





# Resilience in the aftermath

Having the capability to recover during and after a major disruption will not just save an organisation from destruction but may even enhance its reputation. Those who demonstrate being prepared and in control lead the way in recovering quickly and minimising the traumatic effects it can have on staff.

The longer the recovery takes, the longer the organisation isn't delivering its essential outputs and is thus vulnerable to losing market share to a competitor and ultimately ceasing to trade.

Inverroy identifies the critical outputs, processes and activities and what resources are required. With this data, the business continuity team (BCT) can begin to assess the impact of the disruption and recover prioritised processes and activities.

**Inverroy takes a five-stage approach for a Business Continuity programme:**



To ensure that the capability remains ready to be implemented at no-notice, the programme includes a periodic review and update of the documentation, refresher training and validation.

Inverroy continuously looks to what the future potential threats could be to help prepare organisations for any eventuality.

**Don't let disruption derail your business.**

## Get in touch to find out more or to arrange a free consultation

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