



crisis response

Protecting your organisation, your people and your reputation from the impact of a major incident.

A serious data breach? A death on your premises? Television cameras and press outside your office? How do you contain the incident and protect your reputation?

Should your business encounter a crisis situation, its reputation can hang in the balance. We have seen this recently in the press surrounding the Thomas Cook and Alton Towers incidents, both handled in very different ways.

Crisis situations may vary from organisation to organisation, but whether you find yourself dealing with a serious health and safety failure, catastrophic fire or flood, breach of data security, allegation of financial fraud, suspected abuse claim, environmental leak or controversial legal proceedings our experts can guide and assist you.

Decisions made in the first hours of a crisis often have impacts that resound for years.

dwf crisis response brings together specialist consultants with detailed knowledge of managing crisis situations for your business. These include lawyers, PR specialists, clinical psychologists, IT forensics specialists and industry bodies as well as consultants specialising in safeguarding online reputation.

Our consultants will take time to understand your business and help you incorporate any crisis response and recovery plans into your business structures. If a crisis hits we will help you communicate with internal and external stakeholders, ensuring that information is collected, kept confidential and circulated to the right people at the right time. A crisis is a time for clear thinking, we impose order, enable you to see the bigger picture and bring sound judgement and skills to bear.

Success in business is all about taking control of a situation and having a crisis management plan is one step to help you manage an unprecedented situation.

Assessment

To develop an effective Crisis Management Plan, you first need to understand the specific threats and potential risks to your organisation. We can help you understand your business vulnerability to these issues.

Our consultants can provide a full desktop review of your organisation's crisis plan. This will include a thorough assessment

of the procedures in place and identify potential areas for improvement and development. On completion a comprehensive report, including proposals and recommendations, will be provided to enable you to take your Crisis Management planning forward.

Preparation

Plan

An effective Crisis Management Plan sets out the framework and composition of your crisis teams. Our team of consultants draw on our experience of operational efficiency to create a plan which will suit your organisation's structures and culture, outlining best practice procedures and processes. We also have our British Standards self-assessment tool, this will help assess your company's readiness for a crisis and your compliance with the British Standards for crisis management.

Complete our self-assessment tool by visiting:

dwf.law/british-standards-self-assessment

Test

Our Crisis and Incident Management Training can bring your strategic, operational and tactical team leaders together to conduct multiple scenario analysis sessions. This can ensure that everyone is comfortable with various trigger points and "key areas of concern".

React

Effective response to a crisis situation requires a well-judged response, and damage limitation. Backed by a specialist team of lawyers, media containment specialists, clinical psychologists and forensics specialists our round-the-clock Crisis Response service provides you with rapid access to a team who have the knowledge and experience to react, adapt and achieve positive outcomes for your organisation.

Review

Conducting a post-crisis review provides invaluable feedback on your organisation's reaction to managing a crisis. It can provide key points of learning on areas to focus on improving in your company's Crisis Management Plan and procedures.

Your options

Crisis Management Plan – Detailed Desktop Review

A pre-agreed and scoped desktop review of your organisation's plan. A comprehensive report including proposals and recommendations will be provided. Price: £950 to £1,495 plus VAT (depending on scope).

Crisis Management Plan

A bespoke Crisis Management Plan prepared for your organisation. Preparation of the plan will include detailed discussions to ensure that the plan is suitable and tailored to your organisation. This process will include consideration of the specific risk areas and potential commercial and regulatory threats to your organisation, with a functional set of procedures for employees to follow. The plan will address all key requirements of BS11200. Price: £2,500 to £4,500 plus VAT (depending on scope).

Crisis Management Training

A full day of interactive Crisis Management training run by Crisis Management legal and PR experts. The day will involve developing a crisis scenario based on a health and safety, environmental, suspected abuse claim, competition, data security or other sector-relevant incident and explore how an investigation and its associated issues might unfold. This training will help ensure that everyone is comfortable with various trigger points and key areas of concern surrounding crisis management. Price: Ranging from £750 - £7,500 plus VAT (depending on scope).

Incident Management Training

Our Incident Management Training gives you and your employees the crisis planning tools to deal with major incidents. Delivered through an interactive, hands-on workshop we tailor our training to your business and identify how to enhance your existing crisis management processes and procedures. The experience gained from this scenario based workshop will enable your team to gain a feel for what to do during a crisis, as well as how to value the information received and its strategic importance. Price: Ranging from £750 - £7,500 plus VAT (depending on scope).

Bespoke training for organisations can be arranged on request.

Crisis Response

DWF offers a 24 hour, 7 days a week Crisis Response service. It is free to register for the service and it will provide you with

emergency support should a crisis emerge, as well as regular legal updates by email and interactive workshops.

Registration is free visit: dwf.law/crisisresponse

We can work with IT specialists and communications experts to support retailers in fully comprehensive reviews of data security, conducting assessments of risks of a breach, testing the security of systems and improving system resilience. On top of this, our lawyers will ensure that you are kept up to date with the latest regulatory changes and legal developments.

“ DWF ran a Crisis Management training session for our senior management team, based around a simulated event, related to our sector. It was an excellent session and brought home to us a number of things we needed to do within our organisation. We are now in a much better position to handle a crisis.

CFO, Acorn Care and Education

“ DWF have over the years provided exceptional service... this course has only increased our appreciation of their services. The course took a real life incident, suitably modified, to ensure the session was “real” for those attending. Without exception all attendees have endorsed the quality of the course and the trainer.

Head of Health, Safety and Risk, Hovis

Case study – managing a worksite fatality

When a major construction company had a worksite fatality dwf crisis response provided immediate support in effectively protecting their legal position, keeping a cool head in dealing with the press and provided psychological support teams. The instant and well-judged response led to damage limitation and a high level of reputation protection.

Contacts

To discuss your crisis management needs and find out more about dwf crisis response contact:



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