

# Duty of Care Solutions Enabling Proactive Risk Management and Organizational Agility for a Global Investment Management Firm

## Situational Analysis

A privately-held investment management firm handling over USD\$200 billion in assets had a limited duty of care program in place to look after their 1,000+ employees. The first step they took to strengthen their program was to hire a new Chief Security Officer who was able to quickly identify the gaps in the program. Existing gaps included limited awareness of their employee's global travel plans and movement, no proactive monitoring of threats to their people and sites, and limited resources to undertake this function. If an incident occurred, they spent valuable time manually pulling and aligning travel and people management data. The Chief Security Officer reached out to Crisis24 in search of a cohesive and comprehensive end-to-end solution to protect their critical business drivers – their people, both at home and abroad.



# Crisis24 in Action

## Key Challenges

Our first step was to assess the risk exposure of the organization and, together with the Chief Security Officer, identify solutions to mitigate these concerns and implement a best-in-class duty of care solution that shifted their position from reactive to proactive. The program also had to support an organization without a fully resourced security department and with significant financial assets and executives managing investments globally. With limited resources overseeing their security program and no 24/7 monitoring capabilities, they also needed support for their frontline monitoring and emergency requests. The internal program also needed to be automated to maximize efficiency and minimize process gaps and oversight, leaving their personnel to focus on their primary responsibilities. The final step was to identify any ad-hoc security needs required to solidify their security ecosystem.

## From Ad-hoc Monitoring to a Comprehensive Solution

Our collaborative program was designed exclusively with our client in mind including flexible plans that evolve with its business needs and respond to the unexpected.

## Key Program Components

- An automated risk management system that combines location and travel data and indicates exposures of their people and sites in real-time
- Proactive threat intelligence related to the organization's personnel and places of operation
- Bespoke analysis on unique situations and custom threat reports for C-suite level travel
- Access to threat intelligence and security advice for all personnel
- Our mobile app, complete with a crisis signal button to use in an emergency
- Frontline monitoring of all personnel, evaluating the safety of individuals potentially impacted by a critical event and handling emergency calls or panic button activations
- A critical monitoring solution, including mobile app, to monitor personnel in high-risk locations
- On-demand executive protection services for senior personnel at home and abroad including armed residential security for the CEO and protection for C-suite executives in various locations



*Crisis24's Risk Management Platform enabled the client to stay aware of their threat exposures globally and effortlessly communicate with their employees.*



### Critical Trac

*When staff travel to high-risk locations a more proactive stance is required to ensure their safety. With our Critical Trac solution, we monitor the individual's location from our 24/7 Global Operations Centers, and in the event of an emergency, enact the pre-agreed response protocols.*



# Results

## Effective Duty of Care and a Trusted Security Provider on Hand

Crisis24's security and risk management solution enabled this financial organization to put a comprehensive duty of care program in place, delivering proactive protection of their people and offices worldwide. Knowing they needed to safeguard their critical business drivers and decision-makers, they trusted Crisis24 to implement a security program that was automated and flexible. By engaging our specialist services to support their security needs, they could continue with their business goals in confidence. Our resources, expertise, and cutting-edge technology provide the needed frontline support assisted by our 24/7 Global Operations Centers. Through our integrated approach, we can also provide additional security services as needed. Crisis24's professional, scalable, and trusted approach has made us the preferred integrated risk management partner for this dynamic organization.

