The evolution of CRISIS management
- threats are CHANGING

so are the SOLUTIONS
BREXIT

Trump

Refugee Crisis

Ongoing fighting & instability

Somalia

Yemen

Afghanistan

Syria

Iraq

Nigeria

Libya

Somalia

Central African Republic

South Sudan

Somalia

Somalia
NEW CHALLENGES

INCREASED VULNERABILITY THROUGH:

• Greater mobility – globalisation
• Global supply chains
• Population density – urbanisation
• Increase in severity and frequency of major natural disasters
• New infectious diseases – spread easily through mobility
• Terrorism focussing on these new vulnerabilities
• Privatisation of major infrastructure/utilities reduces government control
• Changing culture - raised employee expectation
Critical Success Factors to Crisis Management
CLEAR, WELL STRUCTURED
CRISIS MANAGEMENT TEAM
GOOD COMMUNICATIONS
RESILIENCE
EVEN DURING A DISASTER
BEFORE THE CRISIS

Assessment → Planning → Training & Exercising → Testing
FAILING TO PREPARE IS PREPARING TO FAIL
MAINTAIN AWARENESS
ACCESS TO CRISIS MANAGEMENT EXPERTS & ANALYSTS 24/7
CRISIS MANAGEMENT ENABLED THROUGH TECHNOLOGY
FAST, INFORMED DECISION MAKING
PLAN & PRACTICE
MAINTAIN AWARENESS
NEW SOLUTIONS

Accounting for people

24/7 Crisis Management Capability

Enabling technology

Staff training and awareness

Intelligence at your fingertips

Bulk communication

Combined solutions – medical & security

INtrinsic
SOUTH SUDAN
SOUTH SUDAN EVACUATIONS

- 3 separate but concurrent evacuation requirements -
SOUTH SUDAN EVACUATIONS

- Lone female expat worker
- Armed team located her at her hotel within 20 mins
SOUTH SUDAN EVACUATIONS

- 650km Juba-Kampala, Uganda: nearest suitable medical facility
SOUTH SUDAN EVACUATIONS

- Two patients with multiple gun shot wounds located and treated at secure compound
- No travel documentation
- International airport remains closed to commercial aircraft
- Moved across border to an L/S and medevac'd
CONSIDER 3 THINGS

1. What are the steps to take to avoid an incident

2. Do you have the right tools, the move to mobile technology is only one part of safe travel

3. Don’t wait for an event to happen, be ready to react quickly, effectively and reduce the impact
ANY QUESTIONS?
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