

By selecting Wackenhut to provide you with Crisis Management and Response Services, your company will be better prepared to manage and recover from crisis incidents.

One would assume that most companies have responded to the 9-11 terrorist attacks by making crisis preparedness a high priority. Yet, 51% of organizations **do not** have a crisis management plan in place, and 59% **do not** have written policies and procedures for crisis management.

American Management Association survey on Crisis Management and Security



Over 40% of medium-sized businesses that suffer a disaster never reopen. Of those that do, another 40% are gone within three years.

University of Texas and IBM Studies



WACKENHUT CRISIS MANAGEMENT AND RESPONSE SERVICES

Crisis is inevitable. Recovery is optional.

The dawn of the 21st century has brought with it a broad range of crises all over the world, including the attack on the World Trade Center, the war against Iraq and global terrorism, and an actual outbreak of the mysteriously lethal SARS virus. Corporations have also been hit by tornadoes and hurricanes both in the United States and abroad. This crisis-rich environment is not a transient phenomenon, but a reality that corporations will encounter well into the future.

As part of the Group 4 Securicor, The Wackenhut Corporation is uniquely positioned to provide global solutions to challenges posed by these crisis incidents. We possess the necessary resources and talent to supply assistance to manage and recover from these threats to business continuity. The following Crisis Management and Response Services are offered through Wackenhut:

- Risk Evaluation
- Crisis Planning and Training
- Disaster Prevention and Business Continuity
- Evacuation and Incident Response
- Product Tampering
- Kidnap and Extortion

Companies with thorough, well-tested contingency plans were able to continue 'business as usual' from the moment the terrorist attacks occurred on September 11, 2001.

Disaster Recovery Journal



Risk Evaluation

The structure of the security operation will determine the effectiveness of your ability to deliver adequate security protection to your employees. Wackenhut's team of professional consultants will provide assessment and evaluation of your organization and make cost effective recommendations to improve the overall value of your security program.

Crisis Planning and Training

Our crisis plans are based upon a profound knowledge of what works in real world situations and the understanding of your business, its people and culture. Our plans encompass a proven organizational strategy, detailed crisis management position descriptions, communications protocols and written guidelines concerning actions in an actual crisis. We also provide a variety of training services as part of our crisis management planning process to ensure that your organization is prepared to execute the plans when you are faced with a crisis. We train the members of the crisis team in their roles and responsibilities and conduct exercises to allow them to function in a realistic crisis setting. Our crisis management plans and training will assist you in responding to a crisis incident in a seamless manner reducing risks to your personnel and operations, while setting the stage for crisis resolution and a return to normal business operations.



Disaster Prevention and Business Continuity

Disasters strike so quickly that without a tested plan in place, recovery could be technologically impossible or cost prohibitive. Wackenhut's consulting team can help your company prepare and respond to threats from natural or man-made incidents. A comprehensive plan will ensure the continuity of your business, regardless of the source of interruption.



Evacuation and Incident Response

Wackenhut has global experience in preparing emergency evacuation plans and assists companies in evacuations from hazardous situations in all regions of the world. We work with companies to develop specific evacuation plans that permit them to assess risks and, as needed, execute pre-planned actions in a phased, flexible evacuation process. We have found that the optimal structure for emergency evacuation planning initially involves creation of an evacuation plan at a corporation's headquarters. This plan creates an organizational structure to plan for and assist international locations in managing evacuations. This structure also ensures that the corporation's interests are clearly identified and protected during an evacuation.

Product Tampering

Companies in the pharmaceutical, personal care and food/drink industries face a serious threat of product contamination and extortion. These threats are costly and have the potential to cause irreparable harm to a company's image and its brand. Wackenhut assists companies to prepare crisis plans and teams to meet the unusual requirements of product-related incidents. We focus on being prepared to act quickly and decisively in the initial stages of a product contamination or extortion. Professional preparation permits clients to reduce the impact of contamination or tampering and protect their image. Wackenhut delivers a proven crisis management methodology to enable companies to respond effectively to an incident. Our methodology encompasses preparation of a crisis management plan, and identification and training of crisis management teams.



Kidnap and Extortion

Managing an extortion is a major test of any crisis organization. Kidnapping for ransom requires a highly professional and carefully orchestrated response. For companies operating in regions with significant risks of extortion, we provide training specifically designed to respond. Our briefings for the crisis management team layout the details of managing extortions, the criticality of communications and initial actions, and key strategy decisions. We conduct realistic training exercises to prepare team members for the stress of managing an extortion. Wackenhut is prepared to provide on-site advice and logistical assistance during actual extortions. We have a cadre of experienced and fluent consultants who provide advice and support at company headquarters or on the scene of the incident. Our personnel provide the key element of hands-on experience that helps make sense of unusual situations and aids in building and implementing a strategy to end the incident.



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