

# Respond

Despite best efforts, incidents occur that can threaten the safety & security of personnel and assets. Vulnerability and weakness can be exposed and reputation undermined. The capacity to respond quickly and effectively is critical.

## OUR PEOPLE

Coming from law enforcement and specialist military backgrounds, RMI's team understands the importance of being positioned to respond quickly and decisively in the event of any incident or issue, regardless of origin or cause. In a highly-interconnected world, with growing dependencies across all facets of business, the issue or incident that impacts your business may not even be of your own making. Regardless, response is essential, time is of the essence and the 'golden hour' is critical.

## 24 HOUR HOTLINE

As part of our clients' incident management process, RMI provides a 24-Hour Hotline Response so that client crisis management teams have a continuous means by which to contact RMI and ensure a structured and immediate response to any issues or incidents that may arise. For employees travelling abroad, the RMI 24 Hour Hotline provides an extra level of care, response capability and reassurance to our clients' employees.

## INCIDENT AND CRISIS RESPONSE

Unattended issues or poorly managed incidents can lead to crises, with little or no forewarning. Speed is of the essence, and well-rehearsed plans are critical for timely & effective response. Whilst many businesses have disaster recovery, business continuity and incident / crisis management plans, the quality varies widely from organisation to organisation.

Personnel are not usually familiar with plans and response protocols and little training and exercising is undertaken. In the majority of companies, regardless of size, the level of true ability to 'respond' effectively is often not what might be expected.

## RESPOND

As an operational risk management organisation RMI has assisted clients in their response to crisis events. Crises seldom present a clear picture of all the issues that an organisation is facing. RMI has significant experience in building a picture of the facts, unknowns and potential outcomes. We help you to manage your internal and external stakeholders. Our team is available on a 24-hour basis to assist your team in their crisis response.

## KIDNAP RANSOM EXTORTION

One area where special risk insurance is available is kidnap, ransom and extortion, (KRE). In many parts of the world, kidnapping is a very real danger. Companies have a duty of care to their employees and their families and must take all steps necessary to ensure that they can live and work in a safe environment.

RMI helps clients identify if there is a threat to personnel from KRE. We assess the associated risks, review existing controls and develop mitigations. We provide awareness training programmes, such as Hostile Environment Awareness Training, (HEAT), to personnel who may be at risk or who are deploying to locations where KRE is prevalent. We develop contingency management plans for clients, focusing on immediate actions, in-country response, communications and liaison with key stakeholders – next of kin, police, security, responders, etc. Even where the risk of KRE is low, peace of mind through awareness and preparedness training is central to the reassurance of employees who may be at risk. RMI provides training to ensure that personnel know how to react to situations and we also advise on the procedures necessary to minimise risk at home and abroad. Should a kidnap occur, our KRE experts are on hand to help, manage and advise throughout the event.

## SPECIAL PROJECTS

What do you do when the problems you are being faced with don't fall under the usual categories? How do you deal with threats and related risks where there are no obvious or clear cut solutions? From time to time organisations have a requirement to undertake challenging projects that stretch their resources and capabilities. RMI has for many years worked alongside clients in difficult political & security environments. RMI's years of experience bring reassurance to our "Special Projects" clients who may be in a new threat environment - be it security, political, economic or a combination of these such as:

- Major event security
- Hostile Protest Action
- Complex projects
- Hostile Environments
- Project Management - Close protection / Executive Protection / TSCM

Where incidents arise and your usual advisors may not have the answers RMI will assist to identify the problems, safeguard your assets, devise your response and support you in managing the associated risks.