

Crisis & business continuity audits, tests and simulations

The need

In the heat of a live event, most business continuity and crisis plans fail, or are revealed to have serious shortcomings that hampers recovery. The most common reasons include inflexibility, false assumptions, failure to keep the plans up to date and human behaviour such as trauma, denial, inexperience and panic.

Whilst plans and preparedness can be audited the only way to avoid the behavioural problems is by testing all or components of your preparedness by running tests and simulations. That has the considerable advantage that not only might it highlight areas of weakness in your preparedness but regardless of the quality of your preparedness, the experience of the simulation provides invaluable training for those who will be involved in a real crisis.

Our experience in this field

DBRC has considerable experience in mounting such simulations in a wide variety of scenarios including

- product contamination
- computer extortion
- interruption to critical business processes
- scandal

We have run exercises that have lasted from between two and twenty four hours, and we have run them for a single team and for several teams parallel. Our more elaborate exercises have included actors, journalists and media teams simulating the pressures of acute media attention and stakeholder communication.

DBRC - the flexible consultants

We make risk management work for you by adapting to your culture and way of doing things, rather than imposing a rigid process on you. In our experience this results in far greater buy in to, and embedding of, the risk management culture and procedures.



How we will work with you

Your most expensive cost will be that of time of those who participate in the simulation and we will work hard to maximise the value that you get from this. To this end, we will design a simulation that precisely meets your objectives in the way that best fits your culture and desired style. Preferably, the simulation will be designed between us so that it is totally grounded and real to those taking part.

A key part of our process is the use of a simple scoring system where the team leader, or a wider group, can specify beforehand the desirable balance of the various elements that could be reflected in the simulation.

The options for feedback

The feedback can take many forms to match your preferences, including live feedback to the participants immediately after the simulation, a written report, and an edited video of the team's performance. In addition, we can provide assistance with any upgrading that might have been shown to be necessary.*