

# How Effective is your Crisis/Duress Management Team ? When did you last dust down your contingency plans?

YOUR FREE

“EFFICACY” CHECK LIST

FOR 2017



The last 5 years has seen a reduction in “Tiger Kidnappings” and Duress attacks on physical security operations. Good partnerships with Law Enforcement Organisations, Intelligence Sharing between competitors and closed user groups, minimum standard industry benchmarks, together with good training have all played a part.

**The threat has not gone away -  
it has only changed.**

Companies are much leaner, at the top and at point of service delivery, dual control systems are diluted, and information technology systems are directing focus and effort.”



# Negligence Duty of Care Informed Consent



“ How do we ensure our Duty of Care Policy and practice are robust enough to withstand scrutiny in a court of law and leave employees feeling they don't need to sue? ”

European Courts during 2016, gave a lot of attention to the theatre of operations which is Crisis Management. They had much to say about “negligence” and “gross negligence,” “Duty of Care,” and “informed Consent” issues, it was clear that they wanted to remind organisations, that they must clearly demonstrate the concept of safer workplaces, and proportionality in avoiding incidents but also managing high risk events. The Crisis is yours to manage as are the decisions, but what you had in place before the event, and what you provided after the event, are footprints that Courts will want to examine with scrutiny.

Before	During	After
Ordinary Event	Crisis & Duress	Employee Assistance
Became High Risk Event	Difficulty of Decisions	Support and Resources
Recognition of enhanced risk	Understanding of dynamics	Return to Normality
Preparedness	Partner with Law Enforcement	Learning for Organisation
Duty of Care	Best possible outcome	Health Care
Safe Working		

Detailed Court reports are available, but the learning is that if your, policy, strategy and preparedness are not match fit before an event, and your post incident procedures are inadequate then those footprints will show a culture that gives doubt to your commitment to Duty of Care.

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- ✓ Crisis plan reviewed and updated in last 12 months ?
  - ✓ Informed Consent Doc for Team & First Responders
  - ✓ % of Team with no “live experience” identified.
  - ✓ % of team with no recent training documented.
  - ✓ Escalation from normal to high risk is proactive act.
  - ✓ Employees aware ethos & risk & basic training delivered
  - ✓ Duress “champion” has budget & resources
  - ✓ Team have regular training and intelligence.
  - ✓ Organisation can evidence Law Enforcement liaison.

Continued on next page.

Take whatever steps are proportionate and necessary to SAVE and PROTECT LIFE.'

First Responders give the Crisis Team, the dynamic real-time facts needed for active decisions.

PROMPT AND SAFE RETURN



Hostage Negotiator  
Training  
First Responder  
Training







- ✓ Evidence of working with Industry Forums
- ✓ “Soft Costs” grasped after attempt or incident.
- ✓ Team has more than one leader fit for post
- ✓ IT Policies include telematics & are inclusive to assessed risk
- ✓ Evidence that staff believe in your policy.
- ✓ Employee Assistance Programmes tailored to need
- ✓ Return to Normality is not just business but people.
- ✓ Manuals show significant developments over time.
- ✓ Decision logs worded with court scrutiny in mind.

compliance with the law should not frustrate or hamper the overarching aims of the incident, but you must be able to demonstrate the care, and the safe working culture, and the commitment of the Organisation..

PRESERVATION OF LIFE



Hostage Negotiator  
Training

First Responder  
Training

Simulations.

Incident Support



- The Courts showed their approach in 2016 & raised many questions.
- What questions do you need to ask yourselves in 2017?
- “No Change.” - Is that a viable option for your team?

It is easy for teams to get stagnant, so take 30 minutes with this checklist and identify the gaps - if any. With disclosure and litigation, if you don't do your own efficacy checklist now, it will still need to be done if someone decides to sue your Organisation.

Challenge your Service provider to bring you up to speed on current litigation, and look at your record keeping, does it show you as being inclusive and effective. This open source document cannot do that in isolation.

Maybe you should make the call to

**+44 (0) 845 519 7225**

and get 2017 off to a good start.

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