



PrivateEdge Security Response  
**Who, What and Why?**





PrivateEdge Security Response:

## Who is it for?

Security Response is a strategic crisis response consultancy for directors who have purchased PrivateEdge. It is ideal for the boards of small and medium sized businesses in all industrial sectors. Security Response is activated by a host of potential crises facing their business – helping directors protect their people, their property and their reputations.

Private Edge Security Response is offered in collaboration with crisis management specialists, Security Exchange Ltd, with over 25 years' experience of helping companies prevent, manage and recover from critical security incidents worldwide.



An immediate expert 24/7 response for directors to a host of crises



Act of Terrorism



Assault



Blackmail



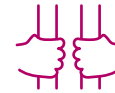
Civil Commotion



Cyber Extortion



Deprivation (Denial of Access)



Detention



Disappearance



Emergency Repatriation



Employee Dishonesty



Extortion



Hijack



Hostage Crisis



Kidnap



Product Tamper



Radicalisation of Workforce



Sabotage



Stalking



Threat



and many more





## PrivateEdge Security Response: What does it do?

Security Response provides immediate 24/7 access to expert security consultants to guide directors through the optimum response to a crisis from prevention and mitigation, to crisis management and crisis recovery.





## Crisis prevention and mitigation

Help in assessing the threats, selecting and training the company crisis management team members.



## Crisis Management

Expert, on-the-ground support in the event of a crisis, guiding and advising the crisis management team through to a successful conclusion.



## Crisis Recovery

Post-incident support to help the business recover its trading position and reputation, thereby minimising company directors' exposures.

Security Response services are tailored to the particular crisis facing the business and may include:



Immediate assessment and initial guidance



Stakeholder liaison eg police, authorities



Personnel impact assessment



Investigation services



Help setting up crisis management team



Management of crisis communications



Surveillance and counter surveillance management team



Victim, witness debriefing



Deployment of consultant to location





PrivateEdge Security Response:

# Why do directors need Security Response?



## Directors' headaches: instant response

We know from experience that the major security worries of many company directors relate to some form of radicalisation and terrorism, some form of violent crime (whether against employees, in the workplace or travelling overseas) or some form of company cyber crisis. For many directors knowing who to call whenever these issues appear, which may be any time of the day or night, can be problematic.

**Security Response gives directors immediate 24/7 access to security consultants, all experts in their field, to guide them through the optimum response to a crisis.**

## Directors' 3 major security headaches:



Source: Security Exchange





## Directors' headaches: terrorism

As well as the risk of being a terrorist target themselves, businesses also risk facing the impact of a nearby attack. A number of clients affected by nearby terrorist incidents have suffered restricted access to their premises with concerns about staff safety, business continuity and the suitability of planning for future incidents. (In fact the operations centre has received several requests about contingency planning from businesses that have never been impacted either directly or indirectly, but are nevertheless concerned about the possibility)

### Typical prevention and response measures



Immediate investigation and containment



Advice on stakeholder communications



Assessment of staff trauma and recovery



Effective crisis management to foster swift business recovery

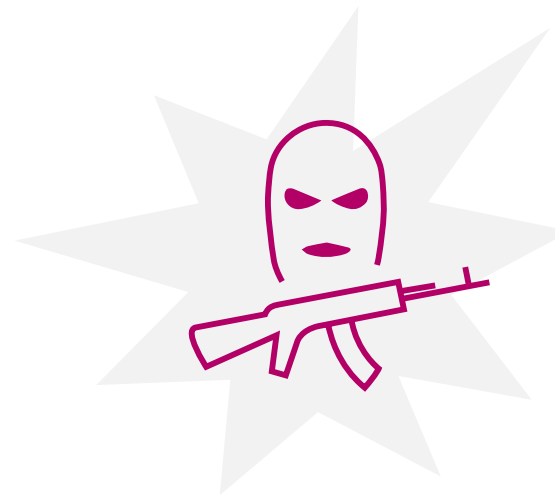






UK had the highest rate of terror-related deaths in Europe in 2017

Source: Europol



UK had 107 terror-related incidents in 2017

Source: Europol





## Directors' headaches: radicalisation

Many clients have expressed concerns about the possibility of radicalisation. In one case, where a former employee was involved in a lone act of terror using a vehicle as a weapon, the company was (unfairly) criticised for not having picked up the individual's radical tendencies in their vetting procedures.

### Typical prevention and response measures

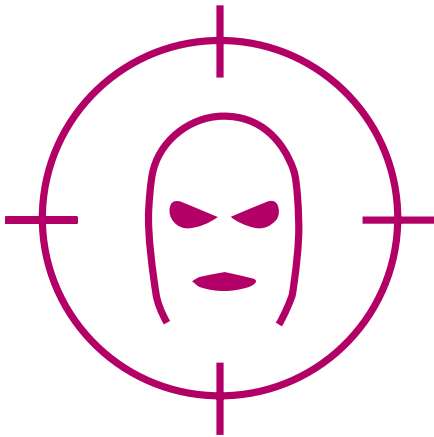


Explore and develop early warning systems



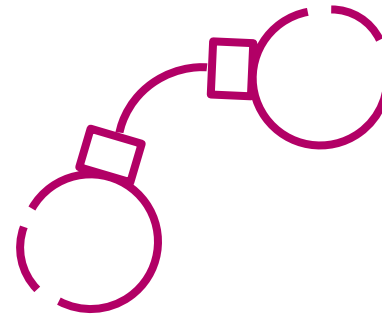
Adaptation of existing whistleblowing facilities to encourage the reporting of any unusual behaviour.





UK security services intercepted over 1 terror plot a month in 2017-18

Source: Europol



UK had 412 terrorism-related arrests in 2017 – the highest in Europe

Source: Home Office










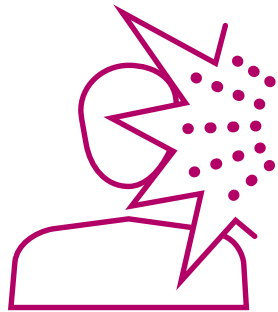
## Directors' headaches: violent crime

Businesses, concerns about violent crime are reflected in the increasing threat of knife crime, violence in the workplace, sexual assault or online trolling. Meanwhile concerns about threats to lone travellers (from the threat of street robbery to assault in a remote hotel) are driving more requests from lone travellers for pre-trip advice. Even in developed countries, police and government forces are hard pressed to cope with the volume of incidents so companies are increasingly having to resort to self-help measures.

### Typical prevention and response measures

-  Snapshot briefings to improve traveller awareness
-  Incident investigation and threat containment
-  Liaison with the relevant law enforcement agency
-  Ensure proper medical treatment and safe location for victims
-  Review company staff safety procedures





Over 500 UK acid attacks in 2016-17 – highest per capita in the world

Source: BBC, House of Commons, Acid Survivors Trust International



In UK workplaces there were 132,00 assaults and 204,000 threats of violence in 2016-17

Source: HSE



UK knife crimes risen to over 41,000 incidents 2017-18

Source: ONS



## Directors' headaches: cyber-extortion (denial of access)

With personal and corporate data being stolen on an industrial scale, the chances of a company being targeted by hackers or extortionists are increasing along with directors' concerns about the possibility. Many of our clients have reported receiving demands via their company email threatening to close the system down if a certain sum is not paid to the perpetrator's anonymous virtual account.

### Potential response measures



Advice on how to handle the demand and how to prevent further attacks



Importance of response planning for an attack

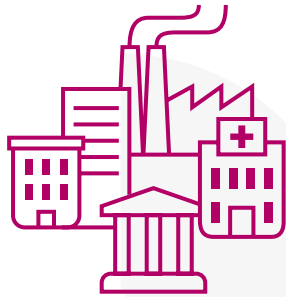


Short desktop walkthrough exercise to promote awareness and prevention.

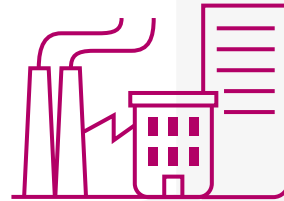




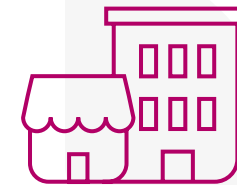
In 2017, cyber security breaches were experienced by...



43%  
of all UK businesses



72%  
of large UK businesses



47%  
of small businesses

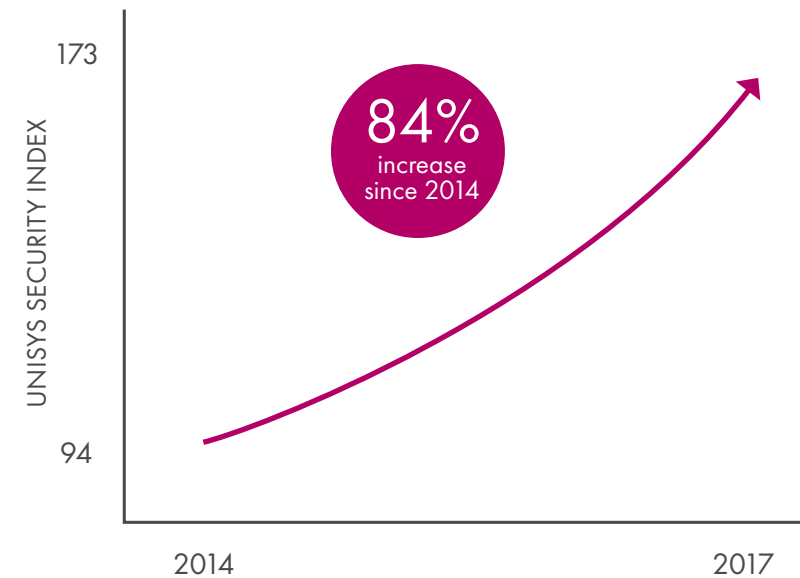


## Public expectations and directors' duty of care

Directors' headaches are reflected in the British public's anxiety about security. This is at an all-time high, according to research by Unisys, especially around war and terrorism which has shown an 84% increase in the index of security concerns in the last 3 years.

**Against the background of intensifying exposures, Security Response helps directors demonstrate they have taken responsible precautions by going outside their company to put expert independent measures in place.**

Britain's number 1 security concern is war and terrorism:



Source: Unisys Security Index







## Financial efficiencies

For many small and medium sized companies, resourcing an in-house security team may not be feasible, while the financial costs of funding an outsourced security service may be prohibitive. Security Response for PrivateEdge clients is a highly efficient and effective alternative.

**Security Response gives the board of directors the reassurance of knowing that they have immediate access to an affordable, full-service up and running crisis operations centre ready to respond, whenever and wherever it is needed.**



## Public authorities and a rapid response

Companies that have not experienced a crisis may believe the best response is to alert the police or government agencies (like the FCO). But a potential crisis that is a top priority for the business, may not be a top priority for the police – who need to focus on apprehending perpetrators rather than post incident issues effecting the business.

**Security Response provides an immediate 24/7 response not only to help prevent, mitigate and manage a crisis, but also to help the business protect its reputation and recover its trading position afterwards.**





## Preparation and prevention

In our experience it isn't just crises that have taken place that give Boards cause for concern, but also possible eventualities that haven't happened yet. Over 90% of the calls received by the operations centre requested advice and guidance about potential threats (such as an upcoming activist demonstration in the vicinity or an increased terror threat).

**Security response provides immediate advice from security experts to help directors prepare for a crisis and if possible prevent it from materialising in the first place.**



## PrivateEdge Security Response:

# Scenarios

A small business is forced to close temporarily and some of its staff are traumatised following a terrorist attack in the area.



Consultant deployed on-site and advises on business recovery



Financial contribution to support the business's post-incident recovery

After a computer system is hacked an anonymous caller demands a bit coin payment in return for reinstated access



Consultant guides the board through the initial crisis response: ensuing correct procedures for assessing the threat, for communicating with key stakeholders and for establishing a robust and effective decision making process.

A services firm is fearful of a potentially violent demonstration planned close to its office.



Consultant advises on the safe movement of staff and customers entering and leaving the premises



Consultant liaises with police and emergency services to establish the scope and extent of the demonstration



Consultant advises on external communications to customers and suppliers

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