



A well-rounded Crisis Management Plan is necessary for any organization. Tragedy can strike at any time, and preparation is the best defense. To ensure the most possible safety, organizations should consider a balanced, thorough, multi-layered, and appropriately resourced approach, including the following tips.

PERSONNEL SECURITY VETTING

While most organizations appropriately vet initial applicants, very few will go back and check in with personnel over time. Adversaries are known to exploit employees when they may be at a personal or emotional low point – employees are humans after all.

COMPREHENSIVE PHYSICAL SECURITY SYSTEMS

Physical security systems not only play a critical role in keeping out unauthorized visitors, but also in understanding which authorized visitors are in a building and when. They also can be a critical force multiplier in protecting sensitive information to only those who need access.

TRAINING AND AWARENESS

Personnel need to understand their role in the protection of critical organizational information – and not only when they are onboarded to a new organization, but throughout their tenures, through frequent reminders and annual training. They need to continuously be reminded and educated that they remain a target to threat actors and be provided with resources and tools to maintain their awareness and diligence.

STRONG INTERNAL COLLABORATION AMONG SENIOR LEADERSHIP, SECURITY, HR, AND LEGAL TEAMS

It is critical for senior leads within an organization who may detect “blips” in the behavior or conduct of individual personnel to be engaged in ongoing dialogue and collaboration. The ability to meet, discuss and bring the collective data together in a manner that respects and maintains the privacy and civil liberties of employees is incredibly important.

EMERGENCY PREPARATION AND PLANNING

Organizations need to understand that emergencies and crises are going to happen – whether it be a ransomware attack, a disgruntled employee who wants to do the organization reputational harm and/or gain financial benefit from providing access to critical information, a disgruntled employee turned active shooter, a natural disaster, etc. Tabletop exercises are no longer “exercises”; they are a critical opportunity for an organization to plan for the inevitable, understand senior leaders’ individual roles and identify gaps in preparation before the crisis happens.