



**BUILDING  
YOUR BUSINESS'  
RESILIENCE**

**AN INTEGRATED APPROACH**

The ability to change rapidly and respond effectively to external forces is a characteristic of business resilience. We assist organisations both large and small to improve the resilience of their people, community, environment, operations and reputation.

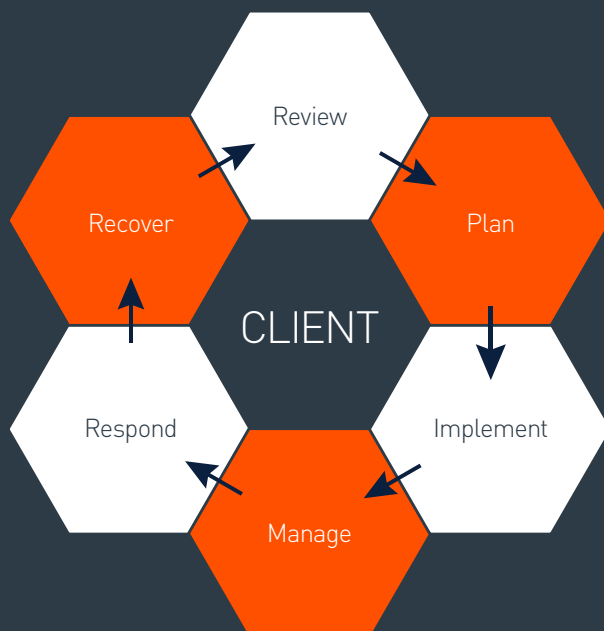
We work with your senior management to integrate risk, security, crisis and emergency management and business continuity planning.

Our contemporary training uses challenging and realistic scenarios and our trainers have first-hand experience in supporting clients during major incidents and crises.

Our approach is simple but effective: understand the complexities of the operating environment, the people and organisational culture and then deliver pragmatic and integrated risk management strategies to enhance organisational resilience.

## THE DYNAMIQ APPROACH

Dynamiq is a trusted advisor to many Australian and international companies. The 'Dynamiq' approach treats business resilience as a life-cycle and under constant review.



### THE CORE ELEMENTS ARE:

- **Plan:** Identify, assess and prioritise the security, enterprise and other risks. Coordinate resources to minimise, monitor and control the risks.
- **Implement:** Implement world's best practice in risk, crisis and incident management. Training individuals and teams how to manage, monitor and respond to events that threaten their people, operations and reputation.
- **Manage:** Maintain skills through sustainment training, continuous improvement and ongoing testing of systems, procedures and equipment.
- **Respond:** Fast, efficient and effective immediate response to contain an incident, minimise disruption and impact to the business.
- **Recover:** Plan and implement recovery strategies to get the business back to normal.
- **Review:** Investigate causal factors, review policy, plans, risk assessments and implement for the future and build resilience.

# HOW DYNAMIQ CAN VALUE-ADD

## HOW CAN WE ASSIST?

### PLAN

- › Business resilience program development.
- › Crisis and emergency management plans.
- › Business impact analysis and business continuity plans.
- › Security risk audits, assessments and implementation of mitigation strategies.
- › Terrorism and transnational crime, geo-political, strategic risk and country risk assessments.
- › Travel risk management policy development.
- › Physical and personal security management plans.

### IMPLEMENT

- › Business resilience training courses for all levels from front of house to CEO.
- › Comprehensive desktop and full mock exercises involving internal and external stakeholders.
- › Crisis communications training for spokespeople and stakeholder managers.
- › Travel safety and security training for all employees.

### MANAGE, RESPONSE AND RECOVERY

- › Provide real-time advice 24/7, to assist in managing a crisis anywhere in the world.

- › Response and Recovery services include: crisis communications, legal support and deployable services.

### REVIEW

- › Provide post-incident investigation of causal factors and identify areas for development.
- › Conduct review of current policy, plans and training programs.

## RISK AND SAFETY PROJECT MANAGEMENT

Dynamiq provides expert project management services to help maintain and manage a global business resilience program encompassing all parts of the life-cycle. Project management staff are available on-call at short notice, or may be engaged on longer term project contracts. Their responsibilities are flexible, but most commonly include:

- › Pre-feasibility assessments.
- › Project risk assessments, audits and reviews.
- › Integrated medical, security and emergency project management and implementation support.
- › Security, fire and monitoring systems implementation.
- › Planning, security, safety and logistics project management.
- › Liaison with local medical and security providers.
- › Provision of emergency response and first aid training.
- › Provision of security and compliance checks.
- › Management of fire and security detection and monitoring systems.
- › Pre-deployment medical, security briefings and plans for overseas operations.
- › Training of locally-engaged staff
- › Evacuation planning and execution
- › Intelligence reporting and briefing on assignment.

## DYNAMIQ ADVISORY SERVICES

Business Continuity Planning	Crisis Management Manual Development
Security Risk Assessments	Journey Management Plans
Country Risk Assessments	Medical Evacuation Plans
Emergency Response Capability Audits	Building and Facility Security Assessments
Cyclone Management Plans	Implementation of Resilience Programs
Flood Management Plans	Aerodrome Emergency Planning
Travel Safety Advice	Travel Risk Management Policies

## TRAINING AND EXERCISING

Dynamiq lead the way in progressive training and exercise methodologies. Our team of trainers are highly skilled and use their first-hand experience combined with accredited training to deliver quality learning outcomes.

We offer customised training solutions for our clients in addition to a public schedule of specialised training courses throughout the year.

### OUR LIST OF TRAINING SERVICES

Incident Management Team (IMT) Training	All Worker and Frontline Employee Training
On-scene Coordinator and Control Room Training	Media and Spokesperson Training
Crisis and Emergency Management Training	Remote Worker Safety Training
Travel Safety and Security Training	Anti-Carjack Training
Kidnap and Ransom Training	Pre-Deployment Training
Project tailored E-Learning packages	Travel Safety Webinar Training
Crisis Communication Training	Organisational Resilience Training
Managing Stakeholders during a Crisis	Responding to Fatalities Training
Telephone Response Training	Hostile Environment Awareness Training
Stakeholder Strategy for Crisis Management Teams	Managing Social Media During a Crisis
Crisis Management Team (CMT) Training	

## EXERCISES

We work with you to develop structured exercises designed to meet your organisational objectives and ultimately to provide a learning experience for all participants.

The difference between Dynamiq exercises and other providers is that Dynamiq uses realistic and objective-based scenarios to drive the activity.

### OUR LIST OF EXERCISE AND TESTING SERVICES

Flashpoint™ Discussion Based Exercises	Facilitated Walkthrough/Talkthrough Exercises
Desktop Incident Management Exercises	Full Scale Mock Exercise (field deployment)
Aviation Emergency Exercises	Media and Spokesperson Exercises
Multi-Layer Desktop Exercises	Emergency Evacuation Exercises

### DYNAMIQ REACT – RAPID EMERGENCY ASSISTANCE COORDINATION TEAMS

The new Dynamiq REACT 24/7 retainer service gives you and your staff confidence that dedicated crisis management experts are only ever a phone call away.

It covers consultancy advice and emergency support for your organisation as well as its people on the ground, at home and abroad, whenever they need risk management support.



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