



Invacuation and Lockdown

CHC Global supports organisations in developing their evacuation, invacuation and lockdown plans as part of their overall crisis management strategies. While most organisations have confidence in their evacuation processes (as a result of well-rehearsed fire drills), many are looking for specialist guidance and direction when it comes to the more complex issues of lockdown and invacuation. Our expert advisors work closely with clients to develop their plans at both a strategic and practical level as follows:

- **We look beyond simply creating or fine-tuning incident response plans** and take a broader and deeper approach that addresses concerns of board members as well as security and risk directors.
- **We build plans that are straightforward** and realistic that will work from the most junior to the most senior staff members, allowing them to respond confidently to real-world incidents.
- **Drawing on our extensive work across sectors**, our recommendations are based on developing appropriate responses, taking into account brand and client requirements.
- **We keep in mind post-incident litigation.** By developing comprehensive security governance frameworks and processes we identify gaps and vulnerabilities within risk management strategies. This helps ensure that, should you be subject to post event litigation, you have a body of work that will help demonstrate your long-standing commitment to safety and security.
- **Through the unique way we work, we can also offer risk transfer solutions.** This means we can source appropriate insurance policies that include the crisis response services as well as liability protection.

Organisations are becoming increasingly concerned about the threats they face from individuals or groups intent on undertaking acts of violence. These can range from organised terrorist groups and radicalised individuals, to disgruntled clients, members of the public or simply those suffering from complex mental health issues.



Our services

01 Understanding first principles

- Workshops and training programmes to support personnel in understanding key principles, legislation, and best practice in developing their lockdown, invacuation and wider crisis management plans.

02 Threat, vulnerability, and risk assessments

- Threat analysis including how, why and under what circumstances you might be targeted.
- Review of normal business vs increased risks associated with specific events, groups, brands, or individuals.
- Identification of vulnerabilities to attack and impediments to response.

03 Security governance frameworks, including policies and procedures

- Creation or refining of current policies and protocols.
- Integration with existing safety and security policies and procedures.
- Alignment of plans with your specific security infrastructure e.g. access control systems, CCTV etc.
- Build decision-making frameworks to guide stages of evacuation, lockdown or invacuation, including when to unwind incident response protocols and return to normal business.

04 Incident response planning

- Review and recommend options to deter, detect and delay a potential assailant.
- Creation of response plans for:
 - Partial and full lockdown
 - Evacuation for non-fire related incidents
 - Invacuation with options for dealing with incidents from rioting to extreme weather
 - Invacuation, specifically responding to an active assailant attack.
- Build effective communications plans to use with staff, clients and first responders.

05 Training

- Evaluation of training programmes and rehearsals.
- Assessment of staff engagement and preparedness to respond appropriately.
- Run table top exercises to test incident response planning and wider crisis management capability.

06 Post-incident response

- Establish internal and external communication protocols, including escalation procedures, and role of designated spokesperson(s).
- Thorough post-incident reviews, integration of findings and implementation of lessons learnt.
- Support identification of lessons.

07 Liability transfer

- Advice on the role of insurance and appropriate cover, which could include:
 - Directors and Officers cover for liability
 - Access to response consultants to support you through post-incident management
 - Post-incident employee support such as employee assistance programmes including counselling services.

To find out more about how CHC Global can help and support with your lockdown, invacuation, and crisis management planning please email info@chcglobal.co.uk

