



Building a better
working world

How can a crisis help you turn a challenge into an opportunity?

EY Crisis Management & Incident Response



The better the question. The better the answer. The better the world works.

Solution summary

EY Crisis Management & Incident Response helps organizations to recognize potential crises, get ready to deal with them, respond to incidents and recover to build resilience.

Understanding your business issues

Competing demands can make it difficult for organizations to identify threats and prepare for crises. EY Crisis Management & Incident Response supports business leaders in building greater resilience for their organizations by helping them to:

- ▶ **Prepare:** understand the threat landscape, and identify and monitor potential threats
- ▶ **Build:** develop crisis management teams, improve crisis resilience, and design comprehensive (and regularly updated) crisis response plans which leverage innovative technology and are rigorously tested with crisis simulations
- ▶ **Resolve:** respond with speed, integrity and critical information when responding to a crisis, and in (re-) building a stronger, more resilient business

Supported by leading technology

As organizations face challenging situations, embracing technology can provide a distinct advantage in preparing for and responding to crises. EY Virtual is a digital, modular management and monitoring platform that helps organizations to easily access and analyze their data in order to manage threats, to prepare for identified risks and to respond to crises with confidence.

The [EY Virtual](#) platform and its embedded apps are designed to keep your team focused and to ensure that tasks can be completed with ease. Its suite of apps is versatile and is structured on three underlying functionalities (supported by analytics and AI): data management, workflow & questionnaires, and dashboards & reports. Furthermore, it is built on Microsoft technology and so it connects with collaborative environments and allows EY clients to manage their work and processes securely and with a single point of entry.

By providing you with both pre-built and tailored apps – as well as on-demand workspaces – you have the tools you need to scale at the speed of business.

Addressing your specific challenges

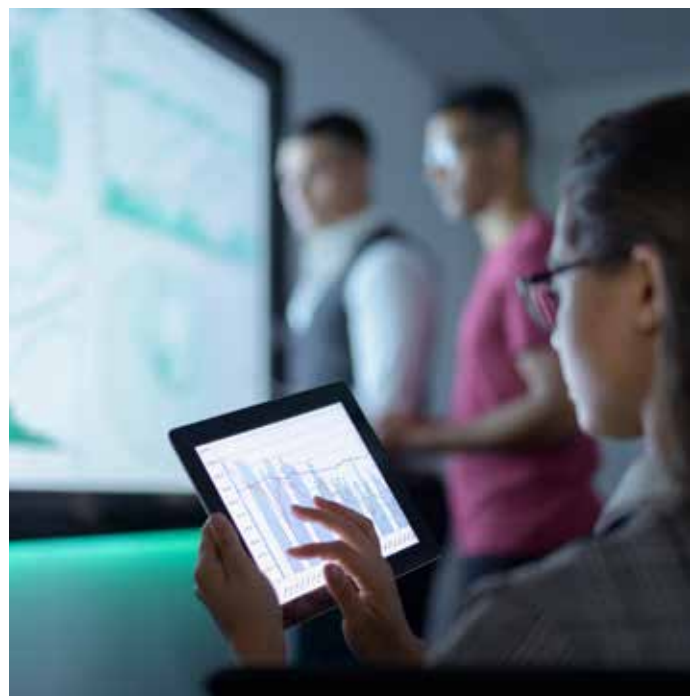
Crises can disrupt business, damage reputations and even lead to closures. Many organizations are unaware of the breadth of potential threats, and are not prepared to manage them effectively. Challenges can include:

- ▶ **Identifying potential crises:** A crisis can come from anywhere, at any time. It may spring from an existing issue, hidden within the organization, or it may develop slowly under the radar. It could be sudden, caused by external factors beyond leadership's control. Or it could be completely unpredictable.
- ▶ **Responding to different types of crisis:** Crises can take many forms and prompt different responses. A natural disaster such as a flood or a pandemic may require different strategies to those needed to deal with a technological failure or a crisis caused by human error. Other threats may come from malevolent third parties, the misdeeds of internal teams or even from confrontation with discontented individuals and organizations.
- ▶ **Keeping up with an evolving threat landscape:** Executive teams may be aware of the principal threats to their organization, but the speed of digital and regulatory evolution, as well as changes in geopolitics, environmental, social and governance (ESG) requirements, cultural, consumer and employee demands make it hard to keep on top of the diversity of potential threats.

Business benefits

EY Crisis Management & Incident Response gives business leaders the trusted support they need to steer their organizations through crises with confidence.

- ▶ **Building preparedness:** An effective response to crisis begins with preparation. EY Crisis Management & Incident Response helps organizations identify threats and use comprehensive, regularly updated playbooks and simulations to understand their potential impact. Building this level of preparedness allows leaders to focus on business as usual, confident that they are ready to manage any crisis effectively with speed and brand integrity.
- ▶ **Responding with speed and integrity:** The EY Forensic & Integrity Services team gives organizations the support to respond at speed amid significant, competing pressures. EY teams work closely with yours to quickly source and compile relevant information from across organizations, from third parties and from news sources, and provide actionable insights in an easily accessible format that guides rapid, business-critical decisions.
- ▶ **Guiding smarter decisions:** EY Crisis Management & Incident Response helps the C-Suite and all the other functions respond to crises effectively, underpinned by intelligence that drives smarter decisions by leaders, as well as crisis communications and legal teams.

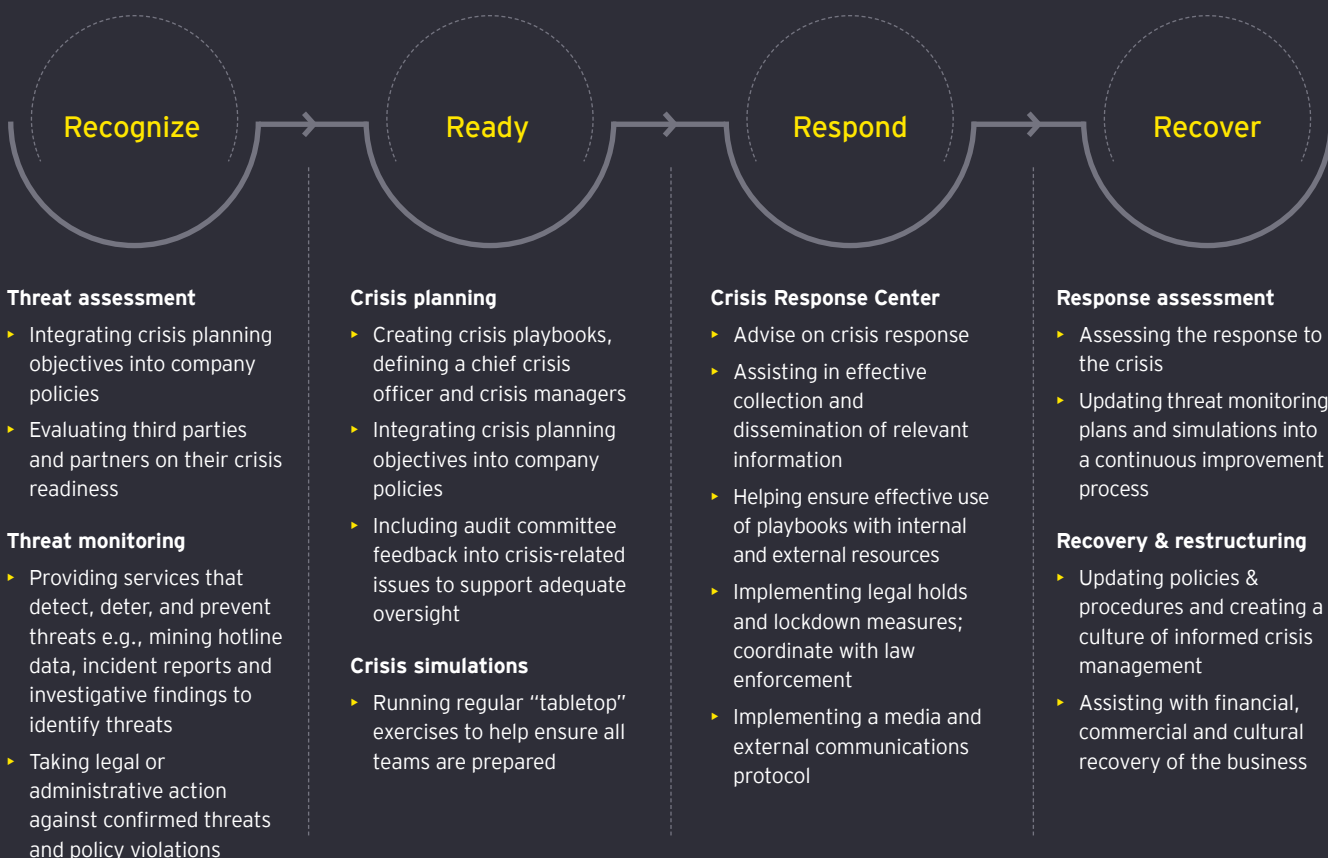


Solution features and functionality

EY Crisis Management & Incident Response is led by EY Forensic & Integrity Services professionals and draws upon EY multi-disciplinary teams located around the world. It offers comprehensive, whole-of-organization crisis support built around four pillars:

- ▶ **Recognize:** identify and monitor the ever-changing threat landscape (which can be offered as a managed service)
- ▶ **Ready:** develop threat resilience along with crisis response playbooks and plans, tested by regular simulations, which are continually reviewed and improved to reflect changing dynamics
- ▶ **Respond:** respond to a crisis with integrity and in alignment with corporate values
- ▶ **Recover:** support clients as they recover from crises, by improving plans to manage future threats, and build a stronger, more resilient organization

Aligning the enterprise to crisis management



Why EY?

EY Crisis Management & Incident Response is built upon EY deep experience in helping clients to manage crises. As business crises and subsequent impacts become more complex and potentially damaging, it is necessary to consider advisors who manage and resolve issues through an integrated approach, driving innovative solutions to quickly and comprehensively address complex matters. World’s leading organizations rely on the experience and knowledge of the EY global teams to help identify, prepare and respond to any threat in order to recover and build resilience.

EY Global Approach

With teams in 77 countries, EY Crisis Management & Incident Response combines local knowledge with global experience to help organizations identify, prepare for, respond to and recover from any crisis.

Continuing the conversation

In an increasingly uncertain world, EY Crisis Management & Incident Response can help you build a stronger, more resilient organization.

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Working across assurance, consulting, law, strategy, tax and transactions, EY teams ask better questions to find new answers for the complex issues facing our world today.

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About EY Forensic & Integrity Services

Embedding integrity into an organization's strategic vision and day-to-day operations is critical when managing complex issues of fraud, regulatory compliance, investigations and business disputes. Our international team of more than 4,000 forensic and technology professionals helps leaders balance business objectives and risks, build data-centric ethics and compliance programs, and ultimately develop a culture of integrity. We consider your distinct circumstances and needs to assemble the right multidisciplinary and culturally aligned team for you and your legal advisors. We strive to bring you the benefits of our leading technology, deep subject-matter knowledge and broad global sector experience.

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