

Business Continuity: Emergency Response and Crisis Communication



Extreme weather events, worksite incidents, cyber threats, and even social unrest can quickly escalate into crises, leaving businesses vulnerable to damage to life, property, profitability, and reputation.

Zurich Resilience Solutions can help your company design effective Emergency Response and Crisis Communication programs to help reduce the impact of devastating loss events and build resilience.

How a business responds at the outset, during, and after a crisis can determine the degree and extent of its impact. Prompt action and communication can save lives, minimize property and reputational damage, and position the business to recover more quickly.

An Emergency Response (ER) and Crisis Communication (CC) program is critical to business continuity, ensuring emergency events are managed effectively to accelerate return-to-normal operations and minimize harm to essential systems, facilities, customers, and employees.

Zurich Resilience Solutions supports businesses of all sizes in preparing for and managing the risks they face every day. Our Business Continuity specialists work with customers to build customized programs that help them avoid disruption and mitigate the impact of crisis events. From guided risk assessments, ER and CC plans, training and testing exercises, our experts can help you anticipate, respond, and recover when unexpected events threaten your business.

Emergency Response and Crisis Communication Services

- Review of existing emergency response and crisis communication plans
- Training in all aspects of emergency response and crisis communications
- Creation of comprehensive emergency response protocols and practices
- Design and implementation of crisis communication policies and procedures
- ER and CC plan maintenance and testing
- Review for ISO compliance 14001 & 22361

A few of the ways we support our customers

Our Business Continuity specialists can:

- Assess and deliver comprehensive Emergency Response and Crisis Communication insights and support
- Help you design and implement Emergency Response and Crisis Communications programs across your organization.
- Assist you in integrating emergency and crisis communication to support resumption of normal operations.





Emergency Response and Crisis Communication

Programs to help reduce the impact of devastating loss events and build resilience

1-2 Months Planning Workshop

- Assessment of existing communication channels and programs
- Development of comprehensive, customized ER and CC plans



1 Month Emergency Response Preparedness

- Review of existing ER and CC plans (with overview and quantification of vulnerabilities and mitigation opportunities)
- Support and development of ER and CC plans



2-4 Months Emergency Response program

- Plan maintenance protocols and testing
- Employee training



Ongoing

Plan Check-in

Periodic reviews of updated plans to ensure they remain accurate



Contact us:

Zurich Resilience Solutions
800-982-5964
zrs.esg@zurichna.com
zurichna.com/risk/supply-chain-risk-services

The Zurich Services Corporation

Zurich Resilience Solutions | Risk Engineering 1299
Zurich Way, Schaumburg, Illinois 60196-1056
800.982.5964 www.zurichna.com

This is a general description of services such as risk engineering or risk management services provided by Zurich Resilience Solutions, which is part of the Commercial Insurance business of Zurich Insurance Group, and does not represent or alter any insurance policy or service agreement. Such services are provided to qualified customers by affiliates of Zurich Insurance Company Ltd, including but not limited to Zurich American Insurance Company, 1299 Zurich Way, Schaumburg, IL 60196, USA, and The Zurich Services Corporation, 1299 Zurich Way, Schaumburg, IL 60196, USA. The opinions expressed herein are those of Zurich Resilience Solutions as of the date of the release and are subject to change without notice. This document has been produced solely for informational purposes. All information contained in this document has been compiled and obtained from sources believed to be reliable and credible but no representation or warranty, express or implied, is made by Zurich Insurance Company Ltd or any of its affiliated companies (Zurich Insurance Group) as to their accuracy or completeness. This document is not intended to be legal, underwriting, financial, investment or any other type of professional advice. Zurich Insurance Group disclaims any and all liability whatsoever resulting from the use of or reliance upon this document. Nothing express or implied in this document is intended to create legal relations between the reader and any member of Zurich Insurance Group. Certain statements in this document are forward-looking statements, including, but not limited to, statements that are predictions of or indicate future events, trends, plans, developments or objectives. Undue reliance should not be placed on such statements because, by their nature, they are subject to known and unknown risks and uncertainties and can be affected by numerous unforeseeable factors. The subject matter of this document is also not tied to any specific service offering or an insurance product nor will it ensure coverage under any insurance policy. No member of Zurich Insurance Group accepts any liability for any loss arising from the use or distribution of this document. This document does not constitute an offer or an invitation for the sale or purchase of securities in any jurisdiction. In the United States, Risk Engineering services are provided by The Zurich Services Corporation.

©2024 The Zurich Services Corporation. All Rights Reserved.

A1-P0700230-A (01/24) P0700230