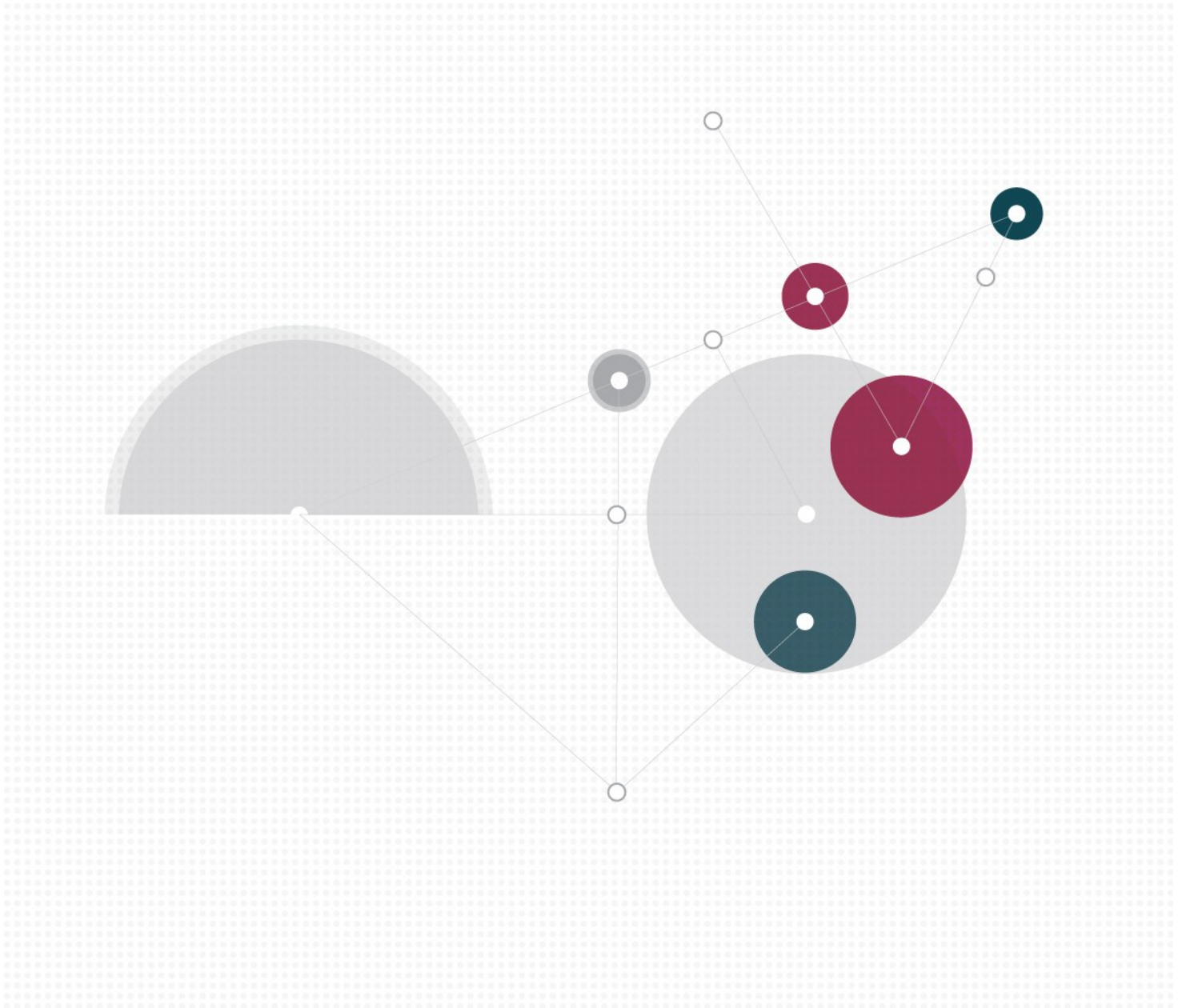


Outcomes Supported

Building Organisational Resilience



Outcomes Supported

Building Organisational Resilience

By applying industry better practice management methods and techniques, Providence works with our clients to build organisational resilience, and protect routine or 'business as usual' operations. Building resilience in business operations includes: protecting people, assuring the availability of organisational capability and assets, as well as business planning frameworks to deal with, contain and control incidents as they occur; followed by the restoration of normalcy in the event of an incident or disruption to business as usual operations.

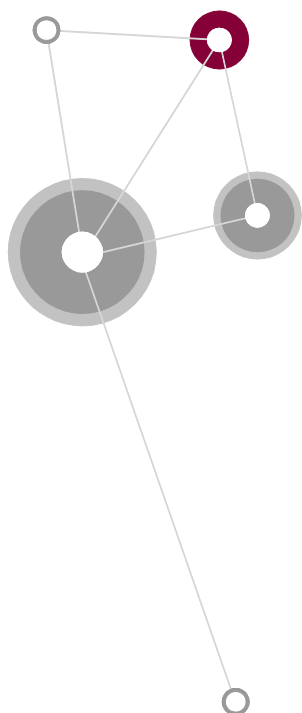
In providing this service Providence works with our clients across the following disciplines:

- Security Risk Analysis and Management
- Emergency Management
- Occupational Health and Safety
- Business Continuity Planning (physical and virtual operations)

In providing this service Providence adopts an analysis, benchmarking, strategy formulation, investment planning, implementation, monitoring and adjustment/improvement lifecycle to the planning and delivery of services.



Providence is adept at integrating the technical analysis and management disciplines of security, emergency management and OH&S planning into the wider enterprise strategy and governance frameworks. Providence achieves this through effective engagement with the enterprise's executive to facilitate investment planning and promoting an enterprise approach to risk tolerance. It is then important to cascade consistent tolerance for risk into the planning for and investment of capabilities to build and maintain organisational resilience.



Outcomes Supported

Building Organisational Resilience

Working closely with our clients, we are able to undertake all phases of the Business Continuity Planning lifecycle, including: analysis, solution design, implementation, testing and organisation acceptance, and maintenance.

Providence's consultants maintain industry qualifications and certifications necessary to the provision of services to build organisational resilience. (e.g. Certificate IV in security risk management, State Security Licences; as well as professional memberships with organisations such as American Society for Industrial Security (Australian Chapter) and the Risk Management Institute of Australasia

Examples Providence's Experience in Building Organisational Resilience

- Managed the procurement process and conducted the evaluation for the Department of Defence's Common Assess Card (DCAC) for deployment across Defence
- Providence assisted a client implement a standardised approach to the analysis of risk at each facility within the enterprise. This included consultation on threat assessments and performing security risk assessments across over 80 facilities. Following the conduct of security risk assessments, Providence developed and implemented a standardised planning framework for security risk management as well as generating consistency in treatment investments through enterprise level consideration of options available to address unacceptable risk profiles. This enterprise level consideration of investment assisted normalising the enterprises tolerance for like risk from a facility to facility basis.
- Providence is assisting a client remediate assessed physical security and business process deficiencies at a range of sensitive asset and explosive storage facilities.
- Providence is assisting a client develop and implement facility security and emergency management solutions. This includes a range of project, procurement, technical and integration management and monitoring of contractor supplied products and services.
- Providence has worked with a major Federal Government client to assist them to develop emergency response procedures to a raft of scenarios. Our consultants worked with key stakeholders to develop and document the procedures. Providence consultants also facilitated, in a number of locations, exercises to test the efficacy of the procedures. The exercises were followed up with workshops to highlight lessons learned and feed this back into further improving the procedures.
- Providence assisted a Federal Government client to develop and implement a framework for meeting the Commonwealth and State based obligations for Work Place Health and Safety (WHS). The framework contained the management reporting responsibilities following incidents, the conduct of WHS Risk Assessments as well as "tactical level" details such as templates for site WHS Plans.

