



Background

A multi-national company was concerned about the impact of political turmoil in a country it had operations in; it wanted to create a contingency plan and manage the response as events unfolded.

What Was Done

- A team was established, covering all potentially affected areas
- Areas provided impact assessments, enabling creation of an emergency response plan
- Time-critical actions (such as updating account systems for a new currency) were then approved; as the crisis developed into restrictions on capital outflows, the team evolved to focus on this
- An assessment was then conducted to recommend how the business could operate almost as normal with a new set of metrics around at-risk cash and implemented after management approval

How It Was Done

- Nominated representatives attended frequent (at times, daily) meetings with a structured agenda to minimise time wasted
- Email to a wider audience showed progress and help needed

The End Result

Business disruption of the crisis was minimised and the team were able to bookshelf a process and plan in case conditions deteriorated.

Case
Study

Contingency Planning For Political And Banking Crisis