

**Deloitte.**



**A new mindset for action**  
2018 Global Impact Report

## Global security

Threats come in many sizes and forms, including geopolitical instability, crime and natural disasters. The Deloitte Global Security Office (GSO) works with member firms worldwide to help keep Deloitte people safe, particularly during times of emergency or when they are called upon by clients to work in higher-risk areas.

A primary GSO focus is increasing Deloitte's resiliency, so working with local Deloitte firms to formulate and implement effective business-continuity programs is a priority. The GSO's regional security managers help enhance Deloitte's security and crisis response capabilities through on-site visits, meetings with country managing partners, and working with the Global Security Council made up of security officers in each member firm.

### Keeping Deloitte people safe

The GSO team tracks world events on a daily basis for potential impacts on Deloitte's people and offices. Whenever a crisis occurs, the GSO responds swiftly to help member firms account for the safety of their people, provide necessary relief and resume normal business operations as soon as possible.

Health emergencies also can affect Deloitte people while traveling or assigned overseas, so Deloitte Global maintains 24-hour resources, delivered by a leading emergency medical and security provider, to respond in such situations.

### Risk awareness for travelers

On an average day, more than 25,000 Deloitte people are traveling to serve clients. As part of Deloitte Global's travel security protocols, all Deloitte locations are encouraged to incorporate security into their travel programs and consult with the GSO before undertaking travel to high-risk locations.

When member firm engagement teams need to travel to high-risk locations, assistance provided to engagement teams can range from designing comprehensive security

plans that include location-specific security briefings to hotel and transportation recommendations, on-the-ground project logistics, and direct security support, as needed. In doing so, an external network of specialized security providers based in many high-risk locations is available to assist. During FY2018, the GSO provided security planning support to more than 1,250 engagement teams.

The GSO tries to make sure all Deloitte people are aware of particular risks before they travel. Deloitte professionals have access to a comprehensive travel security website containing the latest security bulletins, assessments, country risk ratings and other resources.

During FY2018, the GSO team responded to a wide range of crisis events—including four major hurricanes (Harvey, Irma, Jose and Maria), a 7.1 magnitude earthquake in Mexico, other natural disasters, terrorist attacks and geopolitical instability occurring around the world—to account for the safety of Deloitte people. The team also:

- Implemented a new global emergency communications system across the Deloitte network to significantly improve the ability to account for the safety of Deloitte people during crisis events. The system is live in almost 70 percent of member firms and is expected to become fully operational in all member firms during FY2019.
- Responded to 208 medical-assistance cases, several of which involved serious medical conditions or accidents necessitating emergency air evacuations.
- Rolled out a new member firm business continuity self-assessment process.
- Provided ongoing security design and implementation support for new global delivery centers.

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