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Global security

The Deloitte Global Security Office (GSO) works with member firms 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 during FY2016 was increasing member firms' resiliency, so regional training sessions were held to formulate effective business-continuity programs. The GSO's regional security managers continued efforts to enhance member firm security and crisis response capabilities through on-site visits, meetings with country leaders, and local security councils made up of member firm security officers in each region. The GSO also has global working groups composed of member firm security leaders who improve the consistency of member firm background screening and physical security measures.

Keeping Deloitte people safe

The GSO team tracks world events on a daily basis for potential impacts on Deloitte's people and member firms. Whenever a crisis occurs, the GSO, in conjunction with the Deloitte Global Crisis Management Team, 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.

Threats come in many sizes and forms, including geopolitical instability, crime, and natural disasters. During FY2016, the GSO team responded to a wide range of crisis events, including significant terrorist attacks in Western Europe and the United States, earthquakes in Asia, and other natural disasters.

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. In FY2016, the GSO team responded to more than 150 medical-assistance cases, several of which involved

serious medical conditions or accidents necessitating emergency air evacuations.

Risk awareness for travelers

On an average day, Deloitte member firms may have nearly 25,000 people traveling to serve clients. The GSO provided guidance and security planning support in FY2016 to nearly 1,000 member firm engagement teams considering work in potentially troublesome areas of the world. As part of Deloitte Global's travel security protocols, member firms 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, including location-specific security briefings, hotel and transportation recommendations, on-the-ground project logistics, and direct security support, as needed. In doing so, a network of specialized security providers based in many high-risk locations is available to assist.

The GSO continues to work with member firms to raise the awareness of Deloitte people to ensure they are aware of particular risks before they travel. In FY2016, the GSO rolled out the International SOS (ISOS) mobile app to Deloitte professionals worldwide. The app puts security threat information, country health information, and emergency contact numbers at people's fingertips on their mobile phones.

Deloitte professionals also have access to a comprehensive travel security website containing the latest security bulletins, assessments, country risk ratings and other resources for travelers.

