



Reopening with Care

GUIDANCE FOR A SUCCESSFUL TRANSITION
TO A POST-COVID WORLD



EXPERTS WITH IMPACT™

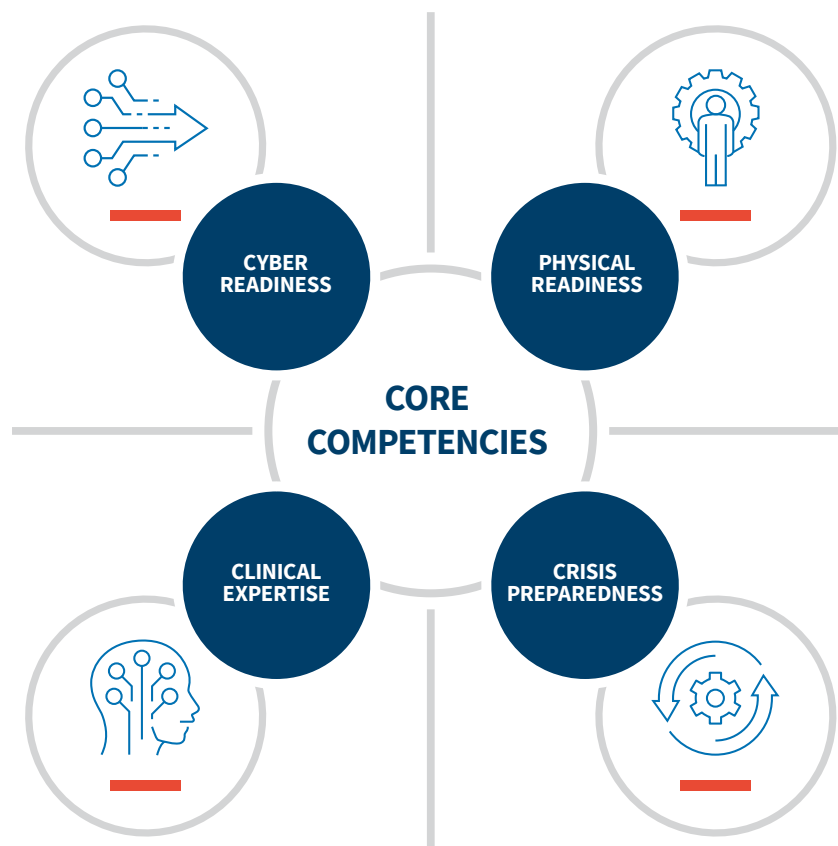
A close-up photograph of a hand holding a blue surgical mask. The mask is held vertically, with its top edge near the top of the frame and its bottom edge near the bottom. The hand is positioned at the top left, with fingers gripping the top edge of the mask. The mask is a standard three-ply surgical mask with visible pleats. It is held over a black, textured bag, which appears to be a briefcase or a professional bag. The bag has leather straps and buckles. In the background, a blurred office environment is visible, including a desk and a chair. The overall lighting is soft and professional.

FTI Consulting is capable of handling all aspects of a return to work plan, positioning our clients to seamlessly transition from the temporary working environments created by COVID-19. Instead of coordinating with multiple third parties, we operate as a cohesive unit, functioning as an extension of your existing team.

Reopening with Care

The unprecedented Coronavirus pandemic raised questions that were never before considered and left teams scrambling to find solutions. As restrictions are lifted and organizations reopen, a new set of questions now demands answers. Tackling this challenge requires a cohesive approach that considers four elements and how they interact: **cyber readiness, physical readiness, crisis preparedness, and clinical expertise.**

FTI Consulting brings together a deep bench of expertise across these four pressing areas that organizations will face as they prepare to reengage. Leveraging extensive experience in helping a variety of organizations implement effective planning protocols and procedures, FTI Consulting takes a holistic approach to augmenting and testing preparedness and reopening plans in terms of processes, systems, and response protocols.



The FTI Consulting Difference – A Holistic Approach

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Unmatched Capabilities

Our team provides in-depth audit and gap analysis to ensure that organizations are best equipped to handle a variety of likely scenarios that could play out once they reopen. Coupled with stress-testing and custom-built table-top exercises, our experts ensure that clients are capable of responding to an issue swiftly and effectively, ultimately protecting their reputation, avoiding any type of high-profile crisis that could drive sustained media attention or scrutiny, and ensuring continued trust with stakeholders. Further, relying on experienced medical and building operations backgrounds, our team provides guidance and tailored procedures to ensure the safety and protection of all staff and facilities, without interrupting business operations.

We can also assist with additional organizational needs, including determining and ensuring adherence to any regulatory requirements, and benchmarking to ensure that plans are in alignment with industry standards. Overlooking even one piece of a return to work plan can be potentially disastrous. This can be avoided by working with a trusted third party to verify that proper plans and procedures are implemented, maintaining key stakeholder confidence.



Cyber Readiness



As organizations transition back to business as usual from a remote work environment, there are additional cybersecurity concerns to consider.

Our Cybersecurity team, which consists of more than 500 dedicated incident response and cybersecurity consultants, led by those with decades of experience at the highest levels of law enforcement, intelligence agencies, and global private sector institutions, has the background necessary to help organizations mitigate cyber risk. FTI Consulting can deliver these services in the following ways:

- Developing tailored best practice technical policies and procedures
- Crafting best practice manual and training sessions for stakeholders
- Performing vulnerability assessments and penetration tests
- Conducting a cyber risk assessment to assess for commonly known critical vulnerabilities
- Evaluating and stress-test existing secure connections and infrastructure
- Deploying and manage endpoint detection and data loss prevention sensors on critical devices
- Serving as on-call support to existing technology staff

CASE STUDY

REOPENING PLAN FOR AN ACADEMIC INSTITUTION

SITUATION

An academic institution needed assistance with the reopening of their campuses.

OUR ROLE

FTI Consulting was hired to perform a gap analysis and develop custom made tools to assist administrators in their reopening decision making. Our work was designed to ensure that the college was properly prepared to handle a variety of scenarios that could occur once students return to campus. We were also asked to include external and internal risk assessments of their environments, assistance with developing risk tolerances, and providing feedback on existing plans, positioning the college to respond to the ever-changing landscape.



OUR IMPACT

In lockstep with the institution, FTI Consulting's work will take steps to create a safe and sound reopening of a large community amid COVID-19 reopening concerns. Our expertise will allow the college to reopen in a confident manner, where resources are not overwhelmed and people are not put at greater risk.

Physical Readiness



A return to the office and scenarios in which in-person interaction is expected requires ensuring proper safety measures are implemented and followed.

Our Global Risk and Investigations Practice conducts sophisticated investigations, uncovers actionable intelligence, and performs value-added analysis to help decision-makers address and mitigate risk, protect assets, remediate compliance, make informed decisions, and maximize opportunities. These experts can assist organizations in addressing the following critical areas:

- Testing
- Personal Protective Equipment
- Screening
- Contact Tracing
- Isolation and Quarantine
- Cleaning and Disinfecting
- Education and Awareness
- Facilities Operations

CASE STUDY

ACADEMY AND PROGRAM ACCREDITATION FOR AN EDUCATIONAL & TRAINING FACILITY

SITUATION

An 84-acre educational and training academy, with over 400 lodging rooms, indoor and outdoor dining, a lounge, and recreational and academic facilities, sought both academy and program accreditation.

OUR ROLE

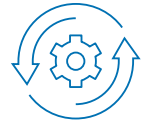
One of our FTI Consulting experts was formerly the head of the federal law enforcement academy, where he managed a two-year process towards academy and program accreditation.



OUR IMPACT

The academy accreditation process included response capabilities for emergency medical, workplace violence, fire/police response, employee/attendee violence prevention and response, security and continuity of operations.

Crisis Preparedness



Incidents often occur when least expected and being able to immediately respond requires preparing in advance.

Our Strategic Communications experts design and execute communications strategies for clients managing financial, regulatory, and reputational challenges. With over 650 expert strategic communications consultants located in key markets around the world, we provide counsel and support to organizations as they navigate evolving situations by:

- Responding rapidly to new developments and planning for shifting scenarios
- Managing external and internal stakeholder relations
- Providing comprehensive support in creating/ disseminating targeted materials
- Coordinating all parties involved in managing issues to ensure message discipline
- Taking control of the situation through active media engagement
- Conducting media training to ensure that spokespeople are equipped to effectively convey messages
- Minimizing leadership distraction
- Working with counsel to manage potential legal liability

CASE STUDY

CRISIS READINESS ASSESSMENT AND CRISIS MANAGEMENT REDESIGN FOR A FORTUNE 500 COMPANY

SITUATION

FTI Consulting worked with a Fortune 500 diversified financial services company to assess its operational crisis readiness and to redesign the company's crisis management structure. This work also included a scenario-driven crisis communications playbook.

OUR ROLE

FTI Consulting conducted socialization exercises to elicit organizational behavior changes, which included multiple table-top crisis exercises and a live-action crisis simulation to ensure real-world applicability of the crisis response plan.



OUR IMPACT

FTI Consulting continues to advise the company as issues arise and conducts annual crisis simulations to help maintain readiness among the leadership team.

Clinical Expertise



A return to work plan would be incomplete without accounting for medical concerns.

Our Health Solutions team develop innovative solutions that optimize performance in the short term, while preparing for long-term strategic, operational, financial, and legal challenges. FTI Consulting has worked with many of the leading and most high-profile medical, pharmaceutical, and biotechnology companies in the wake of COVID-19 to achieve desired outcomes. Our expert team possesses:

- Experience and knowledge implementing CDC guidance as it relates to COVID-19
- In-depth understanding of cleaning protocols, spacing, and flow
- Operational experience in optimizing technology in operations to enhance throughput
- On staff clinicians with deep expertise in emergency management and human resources
- Practitioners with extensive experience in policy/procedure development and implementation
- Experience messaging and positioning for an announcement for a major pharmaceutical company working on multiple vaccine candidates in partnership with a biotechnology company

CASE STUDY

INTERIM CHIEF COMPLIANCE AND QUALITY OFFICER FOR A LEADING PROVIDER OF RESIDENTIAL LIVING SERVICES

SITUATION

A leading provider of 24/7 residential supported living services for individuals with intellectual or developmental disabilities, was in need of an interim chief compliance and quality officer, which was served by an FTI Consulting Health Solutions expert.

OUR ROLE

FTI Consulting designed and led implementation of a systematic COVID-19 emergency preparedness plan to protect over 2,000 employees and more than 600 supported individuals in 240 residential facilities across five states.



OUR IMPACT

As of June 2020, persons supported by the company have sustained seven infections and two deaths related to COVID-19.

About FTI Consulting

FTI Consulting is an independent global business advisory dedicated to helping organizations manage change and mitigate risk: financial, legal, operational, political & regulatory, reputational, and transactional.

Individually, each practice is a leader in its specific field, staffed with experts recognized for the depth of their knowledge and a track record of making an impact. Collectively, FTI Consulting offers a comprehensive suite of services designed to assist clients across the business cycle — from proactive risk management to the ability to respond rapidly to unexpected events and dynamic environments.

OUR COMPANY



With over **5,700** employees and offices in **27 countries** on six continents, our breadth and depth extends across every major social, political, and economic hub **around the globe**



Founded in **1982** and **\$4.7BLN** equity market capitalization*



Advisor to **96** of the **world's top 100** law firms



53 of the **Global 100** corporations are clients



Advisor to **8** of the **world's top 10** bank holding companies

OUR EXPERTISE



Trusted advisers serving clients globally with **diverse expertise** and **exceptional credentials** including accountants, economists, engineers, former CFOs, and strategists



We are a **global advisory firm** that provides multi-disciplinary solutions to **complex challenges** and **opportunities**



Expertise across a range of industries:

Construction	Insurance
Education	Mining
Energy Power & Products (EPP)	Real Estate
Financial Institutions	Retail & Consumer Products
Healthcare & Life Science	Telecoms, Media & Technology (TMT)



We combine unparalleled **expertise** and **industry knowledge** to address critical challenges for clients

*Number of total shares outstanding as of April 23, 2020, times the closing share price as of April 30, 2020.



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EXPERTS WITH IMPACT™

FTI Consulting is an independent global business advisory firm dedicated to helping organizations manage change, mitigate risk and resolve disputes: financial, legal, operational, political & regulatory, reputational and transactional. FTI Consulting professionals, located in all major business centers throughout the world, work closely with clients to anticipate, illuminate and overcome complex business challenges and opportunities.

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