

# What is CS&A's FAtool© ?

CS&A's unique **FAtool©** provides clients with a graphic and statistical representation of their issues/risk and/or crisis management capability.

**FAtool©** (Fitness Assessment Tool) - The most comprehensive review of:

- **Processes**
- **Competencies**
- **Tools & Equipment**
- **Facilities**
- **Resources**

The **FAtool©** is interview-based and assesses the client capability in the key areas of risk, issues and crisis management. One-on-one, in-depth interviews are conducted and query pre-selected managers and employees on:

- Their knowledge of company policies, processes and procedures in crisis management
- Their understanding of and competency level in crisis management and the associated fields of issues, risk and stakeholder management.

The results are represented in percentages of the desired optimal situation and in spider-grams, for the team as a whole as well as for individuals.

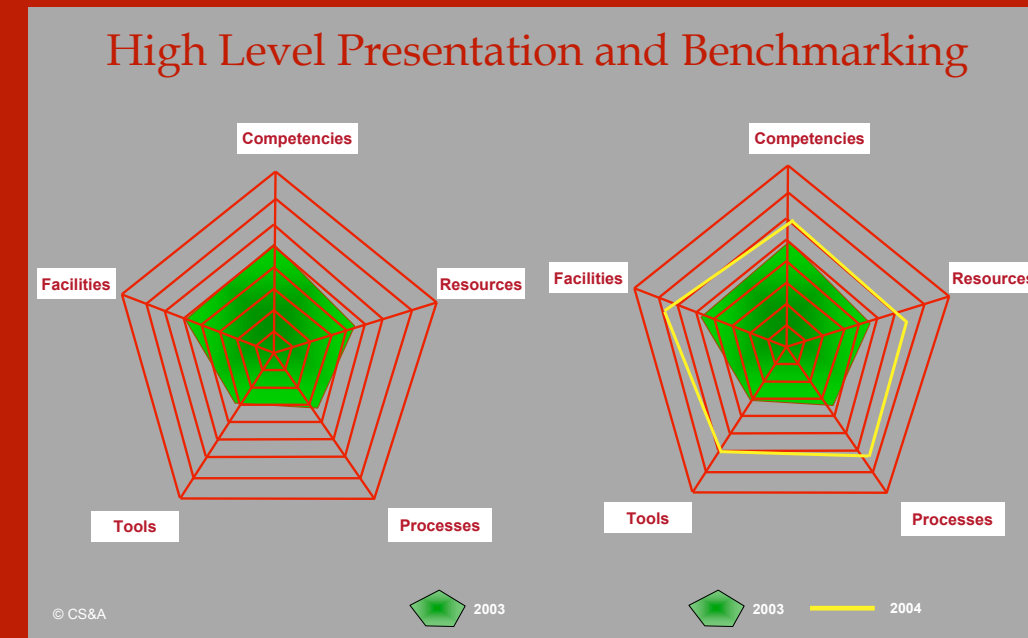
The results and their graphic representation provide clients with:

- A clear picture of their strengths and weaknesses in specific areas of risk, issues and/or crisis management
- A detailed account of crisis management team members' knowledge and understanding of the client's policies, processes and procedures
- A crisis management competency profile for individual crisis management team members
- The possibility to measure progress through benchmarking

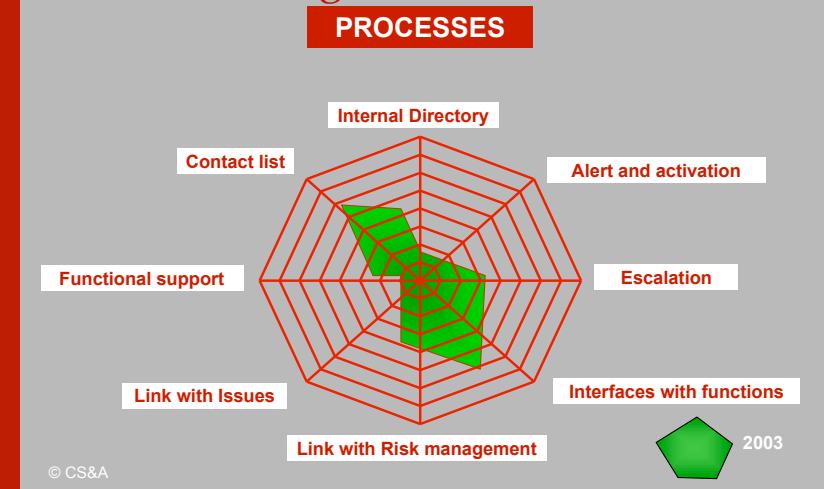
In its accompanying report, CS&A further details its findings, comments, highlights potential discrepancies and weaknesses and makes recommendations for improvements.

The **FAtool©** 's contents can be adapted to the particular needs of the organization being assessed. CS&A work with client organizations to ensure specific needs are met and bring best practice to their attention.

The graphs below provide an indication of what we look at in the field of Crisis Management and how findings are illustrated (other topics are examined when assessing Issues or Risk Management):



### Benchmarking & Lower Level Detail



**CS&A's FAtool© is –**

- **The only truly comprehensive issues/risk/crisis assessment tool available**
- **Based on internationally accepted standards of best practice**
- **Enables you to set and measure your capability against your own targets**
- **Enables you to apply uniform standards to all your operations**