



EBOOK

2023 Predictions

What Every Organization Should Know
to Manage Risk and Strengthen Resilience



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Our Current Operating Environment

This past year brought a semi-return to normal. While COVID-19 hasn't disappeared, it has become something organizations simply have to deal with on a regular basis. As a result, we've seen an increase in remote and hybrid work, along with continuing supply chain issues. Other threats like unpredictable and extreme weather and civil unrest have also become more persistent.

In other words, our current operating environment is filled with risk.

Currently, the top four global risks threatening organizations are:¹

- 1 Crime/Violence
- 2 Climate/Extreme Weather
- 3 Global Infrastructure Incidents
- 4 Civil Unrest

1. Data from the [Global Risk Impact Report](#)

2. Failing to Plan is Planning to Fail: Take a Proactive Approach to Critical Event Management to Improve Risk Preparedness," a commissioned study conducted by Forrester Consulting on behalf of OnSolve, Oct 2021




Surprising Findings

Despite this atmosphere,

57%

of executives report their organizations are not proactively mitigating risk.²





So, what does 2023 have in store, and how can organizations better prepare for it? Leaders and risk managers must plan ahead to strengthen organizational resilience.

Get a head start by focusing on these top five predictions.



We are operating in a world where crises happen every day and most CEOs aren't looking past the pandemic to realize the biggest threats to their companies. Managing risk has become more challenging as physical threats have a ripple effect throughout an organization. **Business leaders must be prepared to face emerging threats** such as extreme weather, crime, civil unrest and shootings that can halt business operations and disrupt the broader supply chain and global economy with unparalleled intensity.”

— Mark Herrington, CEO of OnSolve, [Forbes](#)



TOP FIVE

Risk Predictions for 2023



ONE

Severe weather and the “end of seasonality” will demand better monitoring and communications.

Previously, the most severe weather events tended to occur in predictable, well-defined patterns. This is no longer the case. A steady uptick in critical weather events outside of traditional seasonal parameters has now emerged, putting an end to seasonality.

What does this mean for organizations and government agencies?

What does the data tell us?³

- Extreme weather and natural disasters were up 47% in 2021. Reports of blizzards and avalanches tripled from 2020 to 2021.
- In the United States, weather-related disasters caused an estimated \$145 billion in damages in 2021. There were more than 50,000 weather-related risks last year.
- The average weather event could lead to damages on average of \$2.5 million.

³ [GRI Report](#)



To protect people, places and property, leaders must be ready for all forms of weather, around the clock.

Technology is helping officials and business managers deliver crucial information to staff, clients and residents in time to save lives and reduce damages.

Here's how:



Geo-targeted alerts via phone, email, SMS, IPAWS, desktop and voice ensure everyone gets your updates.



Features like response options enable both staff and residents to mark themselves safe, while an intuitive design reduces the stress of sending alerts during emergencies.

Education is the next piece. Everyone needs to know how to:

- ✓ **Craft** an effective message
- ✓ **Communicate** with other cities or agencies
- ✓ **Leverage** the features and functionality of the communications system



The Cost of Crime

The integrated risk management market will show double-digit growth through 2024.⁴

Civil Unrest: Protests skyrocketed in 2020 and still slightly increased from 2020 to 2021 (+4%).⁵

Reported shootings increased by 250% from 2020 to 2021.⁵

Assault, homicide and theft all more than doubled between 2020 and 2021.⁵

4. [Gartner](#)
5. [GRI Report](#)

TWO

The convergence between physical security and cyber security will continue.

Cyber attacks and geopolitical instability will continue to occur simultaneously. The intersection of these two threats increases the risk associated with each. Risk and continuity leaders must have a solid understanding of both, as well as the ability to respond effectively to either type of event.

Risk can no longer be managed in siloes. Teams tasked with physical security must coordinate with those responsible for cyber security. Incident management solutions and communications technology must be incorporated into every aspect of security protocols. It's also important to gather input from all departments regarding their concerns about the risk landscape.





Where to begin?

Start by assessing recent and potential areas of disconnect, especially:

- Vulnerabilities to cyber and physical threats and where they intersect
- Misalignment between teams/departments
- Blind spots in identifying threats
- Weaknesses in security strategy

By compiling this information, your physical and cyber response teams will be better positioned to coordinate their efforts.

THREE

Private sector leaders will continue to fill public sector risk management roles.

The increased frequency and severity of critical events in recent years has placed a marked strain on institutions responsible for public stability.

The result? A weakening of global infrastructure.

Here's just a few examples:⁶

- Transportation accidents and fire events both increased worldwide by more than 100% from 2020 to 2021.
- Road (+168%), railway (+91%), aircraft (+52%), and maritime (+30%) accidents all rose in frequency year-over-year.
- Global infrastructure and technology incidents, like power outages and technical disasters, rose +111% from 2020 to 2021.

6. [GRI Report](#)



To compensate, business leaders in the private sector are finding themselves tasked with new and increased burdens:

- Business leaders — not just risk managers — are re-examining their international labor and supply chain sources.
- Chief legal officers are working with their HR and risk teams to create COVID policies.
- Sales executives are making decisions to close or board up stores or even leave countries.

As private sector leaders step in and fill the gaps in crisis response and risk management, they must be equipped to make decisions and address issues outside their traditional duties and areas of expertise. This makes planning and cooperation within organizations and between the public and private sectors vital to successful risk management and crisis response.



Tumultuous Times

Polarizing events continue to take their toll in the form of:⁷



Controversial Supreme Court decisions



Political elections



Mass shootings across the United States

7. GRI Report

FOUR

Public safety will remain a challenge due to changing regulations and turbulent politics.

As we embark on the two-year countdown to the Democratic and Republican party conventions and the 2024 election, city and county officials face an increased demand on their public safety resources. Civil unrest and crime will continue to pose risks.

In addition to physical threats, data privacy regulations and compliance requirements are changing. Recent developments include:

- The European Union's General Data Protection Regulation (GDPR)
- The California Consumer Privacy Act (CCPA)
- Climate Change Disclosures under review by the SEC





Companies and governments have to think more critically about how they protect and communicate with their people. In 2023, technology will play a pivotal role in addressing this issue by enhancing the ability to:

- Pinpoint threats
- Coordinate response teams
- Deliver timely and targeted alerts

AI-powered, analyst-vetted risk intelligence that filters out the noise of irrelevant data so leaders can focus their attention and make proactive decisions will be in high demand.

More than **3/4** of voters reported they perceive violent crime to have increased nationally, and the majority (88%) perceive it to have increased or stayed the same in their communities.⁸

8. [POLITICO/Morning Consult poll](#)

FIVE

The duty of care to employees will continue to broaden in a continuously distributed workforce.

In our post-pandemic world, remote and hybrid work has increased the duty of care for employers. Home security, personnel welfare and business continuity are inextricably linked.

This means organizations must rethink their approach to providing a safe and secure work environment, especially when it comes to online access and virtual interactions.

Making Work, Work

In 2022, among U.S. workers who opt to work from home, significantly more (76%) say they do so because it's their preference, compared to just 60% in 2020.⁹

Yet the majority (72%) of businesses don't have a detailed hybrid work strategy.¹⁰

9. [Pew survey](#)

10. [2022 Future of Work Study](#)



As travel rebounds in the post-pandemic world, the duty of care once again increases. Employers must develop a strong travel risk management program that includes:

- Clear policies
- Consistent employee training
- Efficient communications technology

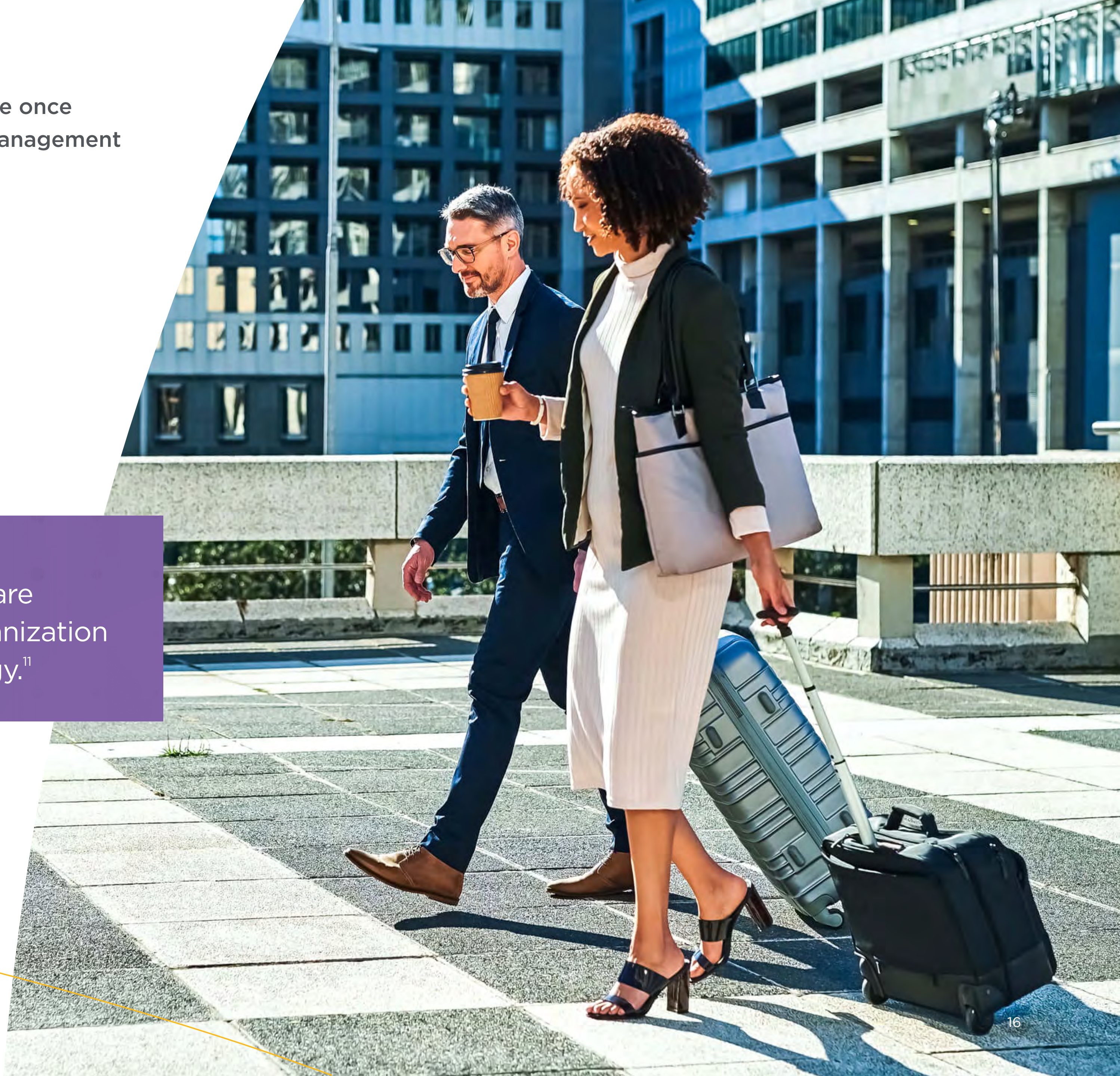
The right platform can help locate travelers based on their itinerary and mobile GPS, as well as identify rail stations, flights, hotels and other areas of transit impacted by critical events.

More than

1/2

(59%) of top quartile performers are redesigning their technology organization to better support business strategy.¹¹

11. McKinsey 2022 IT Survey



From Reactive to Proactive – It's Possible

If you're feeling overwhelmed by today's increasingly dynamic and unpredictable threat landscape, you're not alone. The frequency and severity of critical events combined with the dramatic breadth and depth of their impact has led many security, business continuity and risk management professionals to fall back on a reactive approach to crisis.

It doesn't have to stay that way.

While you can't control the events happening around the world and their ripple effects, you **can** take proactive measures to protect your people, places and property.



Ready to Take Action?

As we look ahead to 2023, although the inevitable dangers may be daunting, organizations and government agencies can proactively prepare with help from an effective platform for critical event management. Mitigating the impact of risk and strengthening organizational resilience go hand in hand when you're fortified by reliable technology.

For a closer look at trends in research, download the complete [Global Risk Impact Report](#).

