



News release

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To keep citizens and businesses safe, secure and prosperous, the public and private sectors must forge new collaborations says new PwC report

“Achieving safety and security in an age of disruption and distrust” outlines how organisations that may not have worked together in the past need to now in the face of increased threats

2 November 2019 ---The ability of citizens and businesses to go about their daily lives with a sense of safety and security is vital to prosperity, but citizens in many countries feel unsafe¹. Whether it's because of inadequate responses to natural disasters, terrorist attacks, massive data breaches or the spread of disinformation, trust in governments' ability to protect society is declining.

To address this requires a new, systemic approach to security that broadens its definition beyond defence and policing. Governments, local authorities and the private sector need to work closely together across all areas that contribute to security. PwC identifies four overlapping domains - physical, economic, digital and social -- underpinned by trust, that form the foundation of a secure and prosperous society.

That's the conclusion of PwC's new report, **“Achieving safety and security in an age of disruption and distrust.”** It challenges the traditionally narrow view of physical safety and security, expanding the concept of what security means to include citizens' basic needs; including food, water and utilities; and the organisations that deliver them.

The report draws on academic research* and case studies to show the necessity and benefits of a collaborative approach to security. It identifies the different elements that cause citizens and businesses to feel unsafe and the players, from private sector communications firms and infrastructure companies to security forces and non-governmental organisations, who need to work together to deliver security in all the domains.



Tony Peake, PwC Global Leader, Government and Public Services, says:

“Unless you create a safe and secure environment in which people can go about their daily lives without fear, they won’t be able to work and sustain their families or carve out a decent standard of living.

The breadth of the challenge of delivering security has never been greater, requiring agility in response and innovation in prevention. And while security is a core task of governments, it can’t be achieved in isolation. It needs to be viewed holistically, with governments taking the lead in facilitating collaboration across organisations, sectors and territorial divides to deliver the security that is vital to a functioning society.”

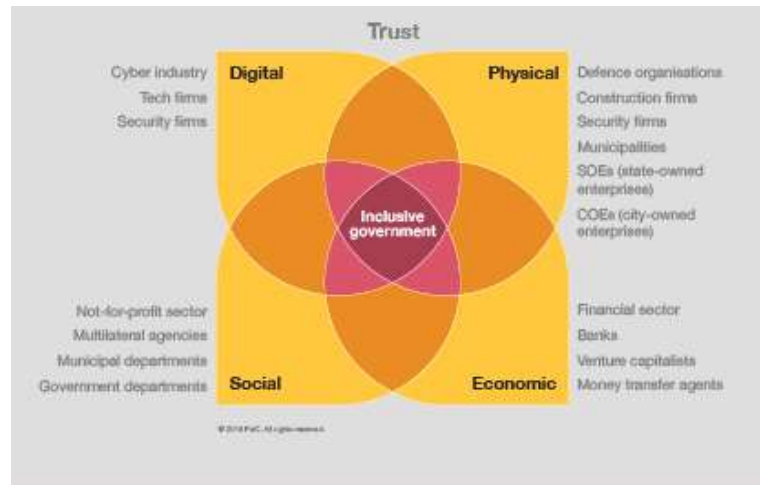
Jessica Shannon, Regional International Development and Forensics Leader, said:

“Safety and security issues impact citizens across the Caribbean region. There are no geographic, social, economic or political boundaries. This report throws the spotlight on citizen’s perception of safety and security, perceptions which are critical to address concerns and drive sustained growth and development for both business and nations. Finding the right approach for collaboration amongst the public sector, private sector and civil society is a critical step toward a sustainable solution. This is a challenge that must be addressed at the country level, but also at a regional level – we must all come together.”

“The report points to some critical areas we need to focus on such as how physical, digital, social and economic security overlap each other and how their interconnections can help us to better understand the issues. This may help us to find solutions that are relevant and effective.” she added.

The building blocks of security: physical, digital, social and economic

The report explains how these domains overlap and impact each other, adding to the complexity of delivering security. For example, economic security is closely tied to cyber security and thwarting data theft. Critical infrastructure services like telecommunications, power and transportation systems that rely on technology to operate must be secured both physically and digitally. Border control systems such as passport readers and iris scanning machines rely on digital interfaces that require cyber security.



Peter van Uhm, former Chief of Defence of the Armed Forces of the Netherlands, summarises in his foreword to the report:

“It has become increasingly clear that delivering the safety and security that citizens and businesses need to prosper requires ever closer collaborations across borders, sectors and institutions. I learned that (re)building a failed state means realising that everything in a nation is interlinked and that it is all about the hearts and minds of the people. If you want the people to have trust in their society and faith in their future, safety and security in the broadest terms are the prerequisite.”

How governments can safeguard and protect citizens

PwC has identified six key actions that government leaders can take to develop a collaborative, systemic approach to delivering safety and security to their citizens:

- 1) Take stock: look at the interplay of the different physical, digital, economic and social domains and spot any weak links across sectors.
- 2) Identify and engage the right stakeholders and collaborate to develop a joint agenda and a national and/or local safety and security policy.
- 3) Identify what each stakeholder needs to provide in the process and assess their level of interconnectedness to deliver safety and security, e.g. back-up systems for telecommunications failures.
- 4) Work with leadership in the different overlapping domains and empower people in the right places to make decisions.
- 5) Invest in leaders so that they are skilled in engaging the public and instilling a sense of trust.
- 6) Manage carefully the trade-off of security with safeguarding personal data and citizens' rights.

The recommendations for private sector firms and non-profit organisations include these steps:



- 1) Work more closely with trusted governments to improve engagement and collaboration.
- 2) Align organisational purpose with the broader societal safety and security agenda.
- 3) Develop the capacity and capability to improve safety and security for stakeholders.

Examples of how this works in practice

Crisis readiness and response to a terrorist attack in Sweden

The 2017 Stockholm terrorist attack illustrates the need for collaboration between governments and non-profit partners. This attack was perpetrated by one individual who drove at high speed down a pedestrian street, killing five people and injuring 10 more. A scenario planning exercise between government and security agencies had been carried out several months before the attack and is credited with limiting the number of casualties and the swift arrest of the attacker.

Government authorities and the private sector collaborate to thwart cyber threat

A major cyber attack in Australia, dubbed Cloud Hopper, was identified and mitigated through close collaboration between cyber security experts in both the public and private sectors.

-ENDS-

For more on PwC's new report "*Achieving safety and security in an age of disruption and distrust*," download the report at [pwc.com/safe-society](https://www.pwc.com/safe-society).

Notes

¹Gallup's Global Law and Order Index

²Edelman Trust Barometer 2019: only 47% of 33,000 respondents across 27 countries had trust in Government

³PwC's 22nd Annual Global CEO Survey

*Williams & McDonald (eds.) 2018, "Security Studies, and introduction"

Tallinn Manual, developed by NATO Cooperative Cyber Defence Centre of Excellence Tallinn, Estonia, 2.0 version 2017.

Wheeler, Tarah (2018), "[In cyberwar, there are no rules](#)," in Foreign Policy, September 12, 2018

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