



# CRISIS EMERGENCY MANAGEMENT



## CRISIS MANAGEMENT

Crises and other high-profile situations can, and will occur, when you least expect them. It is no longer acceptable to think that disasters will happen to someone else and not you! It is imperative that your organisation is prepared for such events and is able to deal with any issues that arise during this time. Prior preparation ensures an efficient response to an incident and a smooth transition back in to full scale operations after the incident.



An ERS Crisis Management Plan will put in place systems and procedures that assist in the planning for any event, from dealing with the first couple of chaotic hours after an event occur, to dealing with the cleanup and aftermath of an event.

**Crises and other high-profile situations can, and will occur, when you least expect them**

ERS have the unique ability to test your entire organisation's response to a crisis, from assessing the Emergency Response Team's performance all the way through to providing testing and training to your Incident and Corporate Management Teams.



## ERS CRISIS MANAGEMENT SERVICES:

- Reviews and Audits of current crisis procedures, organisational skills and capabilities  
A full review of current procedures in place, accompanied by a detailed report on recommended improvements to match international best practice.
- Development of procedures and tools from the ground up or incorporating them in to current organisational structures, including manual development  
This includes activation packs, aide memoirs, developing, printing and production of manuals in durable hard plastic folders, along with full individual activation packs.
- Training of both individuals and Incident Management Teams in their crisis management responses and structures  
Complete training packages provided beginning with the On-Scene Commander and including roles through to the senior management team.
- Testing of team structures and crisis response, including rehearsal, desktop and full scale exercises. Complete training and testing exercises tailored for the individual site. A perfect way to test the team's performance in a controlled, yet challenging and realistic environment.



## RISK MANAGEMENT

Before risks can be managed they need to be identified. ERS is passionate about helping organisations make realistic evaluations about the true level of risks for their business, providing tailor made tools and procedures for their clients to follow in order to protect their vulnerabilities, and ensure conformance with risk management policies.

Risks can be unexpected and unpredictable, and have the potential to damage your business, or at worst, put you out of business. ERS are experts in helping clients set up risk management processes that aim to neutralize or minimise the damage suffered should an identified risk eventuate.

ERS are able to provide the following risk management services:

- **Audits and Inspections**  
Full review of current risks to your organisation with a detailed report provided outlining recommendations
- **Strategic Risk Management**  
Full review conducted of your organisation's risks with a detailed report provided outlining recommendations. Full Strategic Risk Management Plan provided that ensures your organisation is addressing all its vulnerabilities whilst maximising its organisational growth
- **Business Continuity**  
Business Continuity Planning addresses the possibility of disasters affecting your firm. ERS is able to conduct full Business Impact Assessments, identifying core corporate objectives whilst assessing possible business risks. A Business Continuity Plan is then developed to ensure your organisation can continue to operate at the highest optimum level possible whilst responding to the incident, ensuring you are able to return to 'business as usual' as quickly as possible.
- **Risk Assessments**  
ERS can help you identify hazards, evaluate risks and recommend controls. Once completed, ERS will help you develop risk registers and incorporate them in to your Standard Operating Procedures



## EXERCISE MANAGEMENT

Testing your crisis and disaster management systems.

We will develop, facilitate, assess and report on a full scale exercise that incorporates field level response, site management response and corporate management response. ERS will provide trained consultants at each location to ensure that total coverage of your Crisis Management response is assessed. Imagine the benefits in conducting a full scale exercise where, at its completion, both your Emergency Response Team (ERT) and Incident Management Team (IMT) has been critiqued on their actions and have come away with solid action items to continue to develop their capabilities. Both teams will come away with firsthand knowledge of working as part of the entire crisis response and an understanding of exactly where they all fit in to the strategic organisational structure. The Site based crisis response will be exposed to the critical importance of communication with the incident site, as well as understanding the level of support the ERT requires to carry on during an extended incident response. Valuable knowledge will also be gained by incorporating the Corporate Headquarters into the exercise, with the IMT gaining insight into the requirements of this office as well as discovering the levels of support they are able to provide. In contrast, Corporate Headquarters will have the opportunity to appreciate the difficulties and challenges in responding to and supporting a site based incident. ERS also has the ability to involve further personnel in the exercise, role playing members of the media, Government and other stakeholder relationships, in order to assist the site in practicing to minimise the impact and ensuring business continuity and a smooth transition and recovery.

**ERS can provide an exercise that will assess all levels of your current crisis response.**

Tie in and test all aspects of crisis response to ensure that you are fully prepared for an incident; often all relevant levels of response are not tested together and this opens up an opportunity for miscommunications and misunderstanding of the true capabilities of each level! Test them all together to ensure that it is efficient and effective and gain a full written report on your true capability.