

POST INCIDENT REVIEWS

When an emergency or critical event occurs, leaders of organisations are under pressure to perform at their best and make critical and telling decisions. Unfortunately there are numerous examples of how poor crisis leadership in a response to a crisis event, has had an adverse effect on an organisation's reputation and brand. Therefore it is important that you take every opportunity to improve performance in every element of the organisation's response. This is best served by a Post Incident/Crisis Review (PIR) where lessons learned and opportunities are developed in to meaningful and productive outcomes.



At ERS we are specialists in reviewing crisis events that may have interrupted or adversely affected your operations. We can quickly put together a team that matches your profile and risk that can work with your people to identify the lessons learned and map the path forward to continuous improvement. This has the positive effects of building resilience whilst concurrently protecting your brand and reputation.



An ERS Post Incident Review will ensure opportunities are not missed. We undertake the task with the principles of no blame and recognizing the opportunities to improve in a consultative way. This in our experience provides a platform for a shared belief and an investment in the road to improvement by all stakeholders.

After all, if that road is not taken it is not a lesson learnt but an opportunity lost.



HOW CAN ERS ASSIST

Companies need to have an understanding of the environment in which they are working and have a general knowledge of its employees' experiences in such environments. It is just not about knowing what goes on in your company but what goes on in the industry and sector.

If a major incident has occurred or you simply want to test systems for potential crisis events, the ERS team with years of real experience in the emergency services, military and corporate world can assist you through the process of review.

The team we deploy for a PIR has real world experience and will be comprised of crisis and emergency management, business continuity, business resilience, crisis communications, planning, and training expertise. The team will ideally also include technical experts and specialists from areas of concern for the specific event. This can be incorporated from the client's expertise or alternatively ERS can source and supply suitable candidates.



Based upon the objectives and scope of the review, ERS develops specific review questions around each important facet of the incident. Concurrently, another part of the team will undertake a literature and records review to assist with the development of the analysis.

Interviews of key staff and stakeholders are also important. This can be undertaken in a workshop format, through targeted questionnaires or face to face interviews. During interviews everyone involved with the actual response, management, or recovery effort should be provided the opportunity to supply input. However it is not practical to interview everyone, yet it is necessary to ensure an adequate cross-section of those involved with the incident is covered. During the interview process, the team will begin to identify the various pieces of the incident and the timeline of activities.

We use a collaborative and consultative approach



Following the Post Incident Review process, ERS will assemble the information and data into a PIR report which documents the methodology of the review, findings, lessons learned, and recommendations for improvement, and specific changes to existing policies, plans, and procedures.



The report will include:

- An event time line;
- incident cause and recommendations for future correction or prevention;
- prevention, mitigation and response equipment performance and procedures;
- performance of the crisis management plan including strengths and areas of improvement;
- stakeholder reactions, e.g. neighbours, community, executives, government agencies, regulators; and
- media involvement and reaction.



VALUE ADDED SERVICES

Organisations may also need specialist review services to assist in their remediation of a site, the completion of risk analysis survey, or a fire cause analysis and scene investigation. The latter may be very important to insurance recovery and claims reporting.

The added services associated with a post incident review that can be incorporated in to the scope of an assignment include:

- Fire scene analysis;
- Fire investigation;
- Building Safety Analysis;
- Evacuation and site emergency planning arrangements;
- Media and Communications review and advice; and
- Expert witness statements and evidence.



The PIR process provides all organisations with lessons learned from crises which is an opportunity often lost by many. An honest, third-party review, will speak directly to the culture, brand, and future reputation of your organisation.

Consider preparing for the unexpected with Executive Risk Solutions. It is not only about your duty of care, it is the right thing to do.



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