

December 2016 NEWSLETTER



E.R.S.

THE FIRST RESPONDER

ERS Recruitment Supporting Ex-Defence Personnel



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Scott Houston

CEO

Executive Risk Solutions

FOREWORD!

Another year is coming to an end, and once again I'm still trying to find out just what happen to the time! It seems that each year just goes by quicker and quicker!

It's only when I stop and look at the year in review that I truly appreciate just how much we have achieved and what ERS has been up to this year!

One of our greatest achievements this year has been the safe execution of our duties across all of the sites, operations and countries that we have been deployed to. I am extremely proud of the fact that our staff have upheld our safety values and we have had no lost time injuries. Well done to everyone.

As a great deal of you will most likely be aware, ERS tendered for a substantial State Government contract in regards to Court Security and Corrections Transport. We were the only Australian company in the final three and we were up against some extremely large multinational companies.

Unfortunately we were not successful with the bid however we did take away a lot of lessons learnt in submitting a bid 3 to 4 times larger than any tender we had previously done.

ERS Health has taken a huge step forward with the launch of our Tele-Health service. This is a new standard in tele-health that provides the patient and the clients an amazing level of interaction and ensures that distance and remote sites are no barrier to professional medical advice.

In the latter half of the year we decided to take another huge step into a new marketplace for ERS, Recruiting! This step has been driven from my own personal ambition to create pathways for ex-military personnel to be able to find employment after they have left the military. I think ex-military personnel bring huge benefits to companies and educating companies as to the benefits and then assisting those companies to find the right ex-military staff is a very rewarding challenge. For me, it's all about Supporting the People Who Have Supported the Nation! Through their service.

Our International Business Unit and Consulting Business Unit have had a very productive year, with new services being delivered, new training programs rolled out and new clients coming on board. Add to that some of the challenging countries that we've been working in with some very unique requests from clients, this leaves me in no doubt that we are delivering a service that is second to none and on a truly global scale.

I would also like to acknowledge the head office staff from the Business Support Unit who are working tirelessly to make sure the important elements of recruiting, payroll, travel coordination, managing suppliers and business development is assisting us to keep our

teams supported in the field and on sites around Australia and overseas.

Overall, this year for ERS has been a building year. It is where we have looked at where we need to be in the future and then gone about reinforcing our foundations to allow us to expand.

I'd like to thank all of our clients for their support this year and I'd also like to thank all of the staff at ERS for their efforts throughout the year.

Most importantly I would like to thank the dedicated ERS staff who will be working over the Christmas break.

Please, Stay safe over Christmas, enjoy time with your families and get set for an exciting 2017 with Executive Risk Solutions.

Cheers Scott



WA EMPLOYER SUPPORT AWARD

Executive Risk Solutions was awarded the WA Employer Support Award for the Medium Sized Business Category in November, at a cocktail reception held by the Defence Reserves Support Council at the Maritime Museum in Fremantle. The award recognises employers who have provided continued and significant support to their Reservist employees.

Craig Hynes was invited to present at the Risk Management Institution of Australasia Conference which took place in Melbourne in November. Craig 's presentation was about Emergency Leadership.



IMPROVISE, ADAPT, OVERCOME

Scott Houston is an ex-SAS soldier turned award-winning business owner. Once he jumped out of a plane only to find his parachute wouldn't (in fact didn't) open! In this chat Scott talks about how he turned that into a business lesson plus four other lessons that he has learned from the SAS that we can all apply to grow a better business. Listen to the podcast by [The Small Business Big Marketing Show](#)



CHARITY

It was a busy month for Craig who also participated in The ERS Tour De Gracetown for the second time this year. The ERS Team once again finished well up in the standings. It was a great honour for ERS to be the naming sponsor this year and we look forward to supporting the charity in the future.

ERS also hosted wine tastings for the SAS Trust, Toy Box, Save the Children and the Starlight Foundation where representatives from major companies in Perth got together to discuss the charities initiatives.

NEW HQ EMPLOYEES

Lorretta Jackson, recently joined the ERS Team as their new Recruitment Consultant along with Dion Smith ERS new Chief of Sales. Both Lorretta and Dion work for the ERS Recruitment Division which specializes in recruiting Ex-Defence Personnel for organisations.

Read more about ERS Recruitment at page 6.



WHAT HAVE WE BEEN UP TO ?

ERS' Australian division has had a busy quarter, welcoming several new clients and diversifying our services. We have successfully placed contract Health and Safety Advisors and Trainers for a coal mine in Collie. We are establishing a local base of operations and with our staff being residential, we are supporting both the mine and the community through our services.

Our investigations team have had an increasingly busy time, with several new and discerning clients engaging us to complete high profile investigations and open source media research. We can now offer clients services in a wide range of services, from a sensitive Human Resources investigation, through to social media profiling and personal data security.

The Pilbara continues to be a busy region for ERS and our presence in Karratha has now expanded with a number of new full time and casual employees coming on board. In late December our Queensland operations ramped up again – this time with some very out of the ordinary work: an Unexploded Ordinance Clearance of a public land area.

ERS consulting has also been busy across a wide range of industries and services in the last quarter. Our services and products delivered have included specialty consulting in Risk Management, Targeted Crisis Leadership training (stay tuned for a complimentary workshop in early 2017), training and desktop exercises in the Government, Oil & Gas, Mining and Corporate sectors and a full scale emergency aerodrome exercise in the Pilbara. Some interesting scenarios have been used this year which exemplify the diversity of our client base. This has included:

- IT Cyber-attacks;
- Active Shooter;
- Mine emergencies;
- Water Contamination incident for a Government Water provider;
- Aerodrome emergencies (varied);
- Oil Spill scenarios;
- Shipping incident; and
- Remote management of an international incident.



Oil Spill Exercise



ERS has also been extensively working in the provision of expert advice and review of Emergency Management and Natural Hazard plans against best practice and State based assurance frameworks.

On the international front, ERS has been involved in several overseas engagements in the past 6 months. ERS was requested to provide risk mitigation services into Thailand at short notice. A task that was both complex and fluid. Due to the changing environment, rapidly evolving risk profile and compressed timeline, the ERS fly away team had to plan for a number of potential events. An ERS advisor touched down in Thailand 24 hours after the initial request for assistance and immediately met with the client to gain greater understanding of the threat drivers, potential friction points and overall needs. The first 24 hours required the delivery of personnel protection measures and forward planning, for short term in-country tasking. The overall success of the deployment relied on the fluent liaison of different levels: in-country security providers, intelligence specialists and local authorities, to ensure that potential threats were understood and contextualized. The team then travelled to central Thailand where a number of specialist tasks were conducted, some requiring a diplomatic approach due to local sensitivities. It was a short turn around before the team then had to return to Bangkok in order to close out security risk assessments, threat and vulnerability assessments and review organisational resilience plans. The final task required the provision of close personal protection services during critical meetings in Bangkok.



Road Crash Exercise



In Thailand



ERS aligns its effort in support of the clients 'objectives to achieve Common Corporate Social Responsibility goals.

1300 ADF RECRUIT

ERS RECRUITMENT

ERS recently launched a new division: ERS Recruitment

ERS Recruitment specializes in creating pathways for Ex-Defence personnel, and is committed to making a difference in our industry by supporting Defence personnel transition to civilian employment and by allowing employers to access highly skilled and trained personnel for their operations.

Supporting Defence Personnel

Supporting those who support the nation and notably Supporting Defence Personnel has always been close to ERS core values and notably Scott Houston's heart. Scott was a former Special Air Service Regiment soldier and is a third generation military man who served in a number of overseas deployments including Afghanistan and East Timor. Earlier this year Scott hosted a lunch where 30 + HR professionals and government officials attended and shared their interest in recruiting ex Australian Defence Force (ADF) personnel and in collaborating to assist them with their search for employment.

After the different discussions he had, Mr Houston recognised the growing demand in the Australian job market, for a professional approach to the supply of Ex-Defence personnel who are transitioning to the civilian world. He decided to take his initiative to supporting Ex Defence personnel to another level and created ERS Recruitment.



By giving work opportunities to ex-service men/women, ERS Recruitment not only facilitates their transition into the civilian world, but also delivers extremely qualified personnel to our clients and their subcontractors.

ERS Recruitment is led by Dion Smith. Dion held various management and executive positions, in sales, marketing and operations for major recruitment

agencies in Australia. Dion has served on the Board of two publicly listed recruitment and professional services companies as an Executive Director, and was also a Board Member for the WA State Branch of Save the Children from 2006 -2008.

INCUBATERS

INCUBATERS is part of ERS Recruitment Services and aims at assisting the transition of veterans into their own business, from advice and the development of business plans as well as providing sales and marketing support. ERS provides business coaches and mentors and can also facilitate introductions into their trusted network and provide financial assistance.

ERS Recruitment services multiple industries and provides Permanent Recruitment, Contract Labour Hire, Executive Search, Skill Shortages, International Recruitment and Career advice.

For more information, visit our website www.ersrecruitment.com.au or contact:

1300 ADF RECRUIT



RESUME WRITING TIPS

Finding the right balance when putting together your resume can be frustrating to say the least. Add to the mixture that you have been working in the Australian Defence Force just adds to the complexity. So in order for employers to understand your skill set I listed some tips below that will make it easier for civilian people to understand your skills.

1. Make sure your name, address, mobile and email address are included on the first page of your resume and ensure they are updated, you would be surprised to know that candidates still forget to add their personal details on their resume.
2. Summary - Provide a short summary of your skills ensuring that you mention administration, trades, technical skills you have learned over the years are mentioned.
3. Qualifications, Licences, Software should also be listed.
4. Start your employment history with your most recent role and work your way backwards.



Your resume should present the information a hiring manager needs to know in a logical order with a clean, attractive layout. It is also important to ensure that no typo's, inconsistent spacing or any other flaws appear on your resume, so attention to detail is vital.

Tailoring your resume to the job is very important, this does not mean that you need to start from scratch, but rather take your master resume and edit it slightly for every job you apply.

Tailor your summary to include the skills they are looking for and list the qualifications that are relevant to the job, for example you may edit your resume as follows:

For a job in the mining industry, you might emphasize working in remote areas and your ability to quickly become part of a team.



For more tips visit our website www.ersrecruitment.com.au or call 1300 ADF RECRUIT

Loretta Jackson, ERS Recruitment Consultant

MINING TERMS

Listed below are common mining terms that will help show your potential employer that you have done some research into the mining industry:

- **ASSESSMENT WORK** - The amount of work specified by law, which must be done each year to retain legal control of mining lands.
- **BEDROCK**- Solid rock forming the earth's crust, frequently covered by overburden or water
- **BIBO** – Bus into a job and bus out
- **BULLION**- Metal bars, ingots or other un-coined form
- **CAGE**- The conveyance used to transport men and equipment in a shaft
- **CHANGE HOUSE**- A special building constructed at a mine where the miner changes to his working clothes; also, known as a dry house.
- **CHUTE**- An inclined opening, usually constructed of timber and equipped with a gate, through which ore is drawn from a stope into mine cars.
- **COWS** – Can you hear me, Open your eyes, What's your name, Squeeze my hand
- **CRIB ROOM** – The room where miners eat (taken from the word cribbage where miners would play the card game cribbage)
- **DIGGER** – An Excavator
- **DONGA** – Living quarters
- **ERT** – Emergency Response Team
- **FIFO** – Fly in and fly out
- **MILL**- a) A plant in which ore is treated for the recovery of valuable metals;
b) A machine consisting of a revolving drum, for the fine grinding of ores as a preparation for treatment
- **MINES INSPECTORATE** – The government body in charge of mining.
- **MOPS** – Mine Operating Procedures
- **MSDS** – Material Safety Data Sheet
- **MQSHA** – Mining & Quarrying Safety Health Act
- **PPE** – Personal Protection Equipment
- **RECOVERY**- The percentage of valuable metal in the ore that is recovered by metallurgical treatment
- **SLAM** – Stop, Look, Assess and Manage
- **SOP's** – Standard Operating Procedures
- **SWP** – Safe Working Practice
- **SWI** – Safe Working Instructions
- **TAILINGS**- Material rejected from a mill after the recoverable valuable minerals have been extracted
- **TARP** – Trigger Action Response Plan
- **TRAM**- To haul cars of ore or waste in a mine



Just remember that we are here to help you so don't be a stranger and give us a call and forward your resume to us, we are always happy to help you.

Lorretta Jackson, ERS Recruitment Consultant



SCOTT JOSEPH

Security Officer at ERS for 9 months.

Before arriving at ERS I was a Poly welder/ Plastic fabricator. After a career spanning several heavy industrial sites I decided on a career change and researched the security industry. I felt the industry would allow me to combine my understanding of industrial processes with a Security officer's responsibility

to work closely with people and provide for their safety.

The job at Yara Pilbara Fertilizers involves a dynamic site and is challenging at times. We guard a major hazard facility which brings with it a number of legislative requirements plus health and safety challenges. My day normally consists of: site access and control, site and infrastructure security and monitoring, vehicle inspection/searches, medical treatment, environmental monitoring.

I enjoy the different challenges each day brings and the opportunity to work with some really great people.

Keeping up with an ever changing work environment is a constant battle and one that needs to be approached holistically. We are responsible for medical treatments as well as the security of the site and this certainly keeps us on our toes.

We have a really diverse workforce, all based here in Karratha. We also have people who have been in the industry for some 10+ years and others of us are fairly new to Security.

I am also a volunteer ambulance officer which gives me the opportunity to work on my medical experience. I also enjoy fishing and going to the beach.

If you would like to work with ERS , [email us your cv.](#)



Australia's Leading
Tele-Presence Provider



ERS HEALTH

ERS was really proud to launch its new division ERS HEALTH last month.

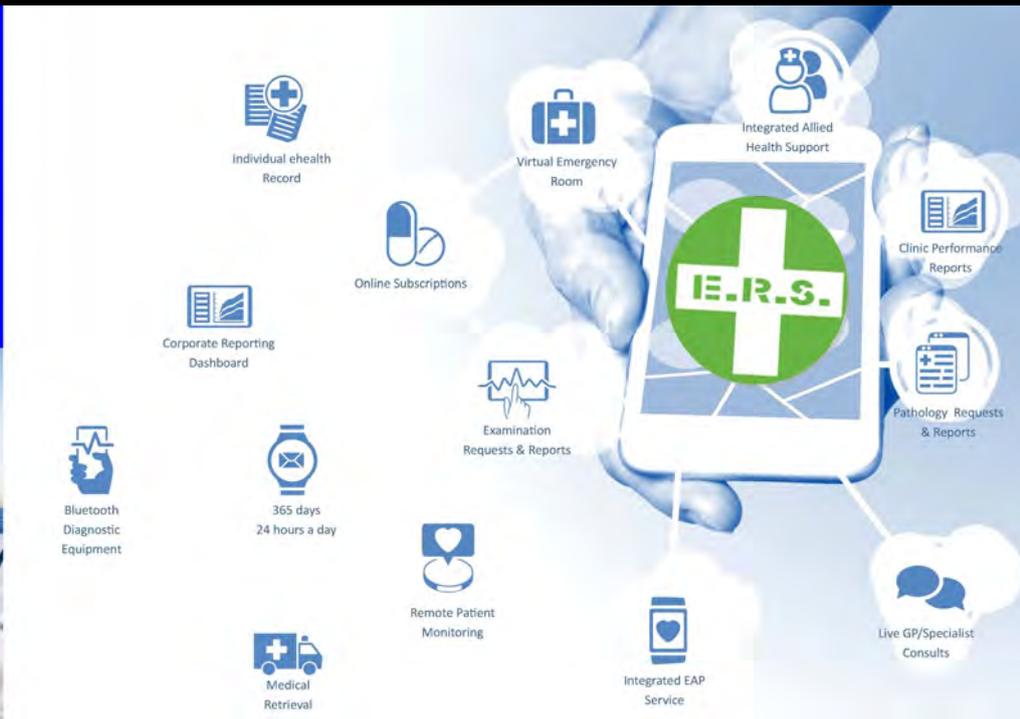
ERS Health is part of the ERS Group and specializes in delivering Health Solutions for complex and remote locations.

Through our Health Alliance network, ehealth software and Telemedicine technology we can provide bespoke solutions to all industry sectors, operating in metropolitan, regional and remote locations around the world.

Vast distances, hostile environments, limited communication and infrastructure, make the delivery of traditional healthcare challenging.

ERS Health uses Australian first State-of-the-Art tele-presence medical technology, supported by leading Australian Emergency and Allied Health Professionals, to deliver high quality care to our clients anywhere in the world.

ERS 'Online Virtual Clinic can be accessed at the touch of a button via the ERS Health Application.



Why ERS Health?

- An app that gives you access to high level medical care at your finger tips
- An extensive network of health care providers available 24/7 Australia wide and internationally
- An innovative and reliable health solution that will give you peace of mind
- Expert trainers in emergency medical response that will ensure your staff are prepared for any situations
- Extensive experience in health with a wealth of knowledge in multiple industries and diverse geographical markets
- Smart and cost effective opportunities, to leverage our tele-presence technology, to support your remote, rural and aboriginal communities

ERS Health Services

ERS Health Services include:

- [Consulting](#)
- [Education and Training](#)
- [Medical Services](#)



ERS Health Team

ERS Health has a dynamic team of specialist consultants with a huge range of hands on experience in the industries we serve, including: mining, oil and gas, emergency services, ports, government, finance, and defence.

For more information visit www.ershealth.com.au

or

[Book your demo today.](#)

ERS IS TAKING E-HEALTH TO DOWN TOWN COLLIE!

In November the first ERS Telehealth Kit was deployed to the Premier Coal mine in Collie. The kit is a combination of the latest telehealth and eHealth technology and will provide our client with a significant enhancement of their existing health support services on site.

Training was conducted on the Telehealth kit for the ERS Emergency Service Officers (ESO's) and an introduction of the equipment and capability was provided to the Emergency Response Team (ERT) volunteers. The training was successful and the ESO's will receive ongoing training and support over the next few months as they get more familiar with the devices.

So what does E-Health mean for our clients?

The combination of software and hardware is an Australian first for the resources sector. Not only can it provide an Audio-Visual consult to patients located on a remote site, but it can also take and record a range of vital signs, automatically load them and store them into a patient's secure eHealth record, whilst simultaneously transmitting those vital signs in real time to the consulting GP or specialist. The GP or Specialist can be located anywhere in the country and break the barrier that often make medical consults hard when located in a remote area.

The Telehealth kit connects the site to the secure ERS cloud clinic where numerous GP services can be accessed. ERS offers a range of allied health professionals including Psychologists and Physiotherapists, through the ERS virtual clinic. Our Psychologists can assist in an EAP capacity or in a crisis situation, providing immediate visual consult services, through the telehealth kit, which are far more engaging and productive than just a standard phone consult.



Our Physiotherapists are currently working with us to formulate faster return to work programs using the ERS clinic technology.

When people are recovering from muscular, skeletal and soft tissue injuries, ERS can assist your personnel return to work sooner, under the remote supervision of the physiotherapist through the telehealth kit.

In addition to traditional outpatients and allied health services our clients also have access to the ERS Emergency Room.



The Emergency Room is staffed 24/7 by experienced Emergency Physicians who will assist with vital advice in medical emergencies. There is simply no better resource in a medical emergency. Our Emergency Physicians are able to assist ERT Volunteers on site while they wait for a medical evacuation.



Advice in the first hour of a medical emergency (known as the golden hour) is critical and can make a difference in a life and death situation of a critically ill or injured patients.

Matt O'Shea, Global Health Manager



MEDICINAL MARIJUANA AND SECURITY A NEW PARADIGM

Medicinal marijuana was legalised in WA last month, sparking a flurry of companies applying for registration and distribution approvals. In the last month 3 companies have listed on the ASX and more are looking to set up in Australia and commence growing marijuana for commercial distribution. The Australian market is estimated to be worth \$50b out of a \$270b global market.

Security concerns around the production, storage, distribution and sale of marijuana are obvious. Cash-in-transit (CiT) protocols seem the most appropriate solution but this creates a potentially dangerous precedent. The CiT industry is characterised as a multi-user operation; for the most part, CiT companies will service several clients during a 'run'. Even covert CiT operations are seldom dedicated to a single client or a single collection/delivery point.

Marijuana is arguably far easier to transport and launder than cash.

Its variable street value makes a haul potentially more lucrative than an equal sum of currency. The potential targets and options for a threat vector are more diverse. Marijuana cannot be kept locked away in a bank vault indefinitely. Its production requires predictable real estate and identifiable equipment and infrastructure. The retailer in all likelihood will not be able to afford standard cash-protection infrastructure. As such, the most secure part of the marijuana supply chain is likely to be the transit – the exact opposite is true for cash.



A fresh approach to security is required. The production facility will naturally occupy an amount of land and will be situated in rural-urban fringes. Traditional Crime Prevention through environmental design principles coupled with integrated access control and CCTV will suffice only if staff are trained

in threat awareness and incident response.

A wider intelligence and surveillance program must be considered, as well as an approach to community and the establishment of strong and mutually beneficial relationships.

The movement of marijuana must be managed with a number of particular nuances. Covert transport should be coupled with highly trained staff, surpassing CiT standards, and stringent chain of custody procedures and accountability practices. Consideration should be given to having a contracted third party to review, audit and regularly test these operations.

Companies involved in the supply chain of medicinal marijuana should consider their security arrangements with an open mind. Liaison across the supply chain is as critical as the security protocols that are established and the effect that lapses will have on reputation should not be underestimated. At the very least, comprehensive risk assessments and meticulous planning should occur prior to the implementation of any security solution.

Daniel Wright, General Manager Aus.



CRISIS & EMERGENCY MANAGEMENT LEADERSHIP

All types of organisations should be aware of the need to be prepared for business disruptions or events that threaten their capacity to maintain operations. One Business Leader in a recent discussion with their Risk Manager said we need to be prepared for “Stuff that Happens to Us” or “When we Stuff up”!

This is a simple way of putting crisis management, for instance, the former situation can be a natural disaster such as a flood or storm affecting your business capability or in the latter case you could have made a poor investment decision or are dealing with a scandal related to your employees’ behaviours. In either situation you need to put in place your plans to counter any material effects to your ongoing business.

In most instances Leaders of organisations can deal with routine emergencies or crises, after all something will inevitably go wrong in the course of business most weeks of the year.

However in those instances where you are faced with greater complexity, the challenges of the situation call for Leaders that are prepared to take charge and motivate the team towards a common goal.

It is this theme that ERS have recently been developing internal capability with our clients. In particular the importance of leadership in non-routine events. The coordination of very large, complex, long duration, and multi-agency emergencies (what we refer to as out-of-scale events) requires that teams form and work together quickly and effectively. The Leader is integral to the success in these events and it may require a leadership style not normally displayed in the workplace.

In recent years there has been a great deal of investigation and research in to the success factor of high performing Incident Management Teams in the Disaster and Emergency Management arena. Much of this can be attributed to the emergence of research bodies such as the inaugural Bushfire Cooperative Research Centre and more recently its

successor the Natural Hazards Cooperative Research Centre.

In emergencies or out of scale events that demand a more targeted and concerted response there will be pressures on the Leader that are not normally expected from their day to day roles. Some of the research previously referred to, detail the types of issues you will need to deal with in more complex situations. In particular citing different disruptive behaviours that emerge such as: lack of team cohesion through not knowing team members; people bypassing normal communications; ineffective coordination; and poor handover of control or takeover from another team. ERS has focused on overcoming these areas for a number of Crisis and Emergency Leaders in recent months with some great outcomes.

ERS will be conducting a complimentary Crisis Leadership workshop early in 2017, we would be pleased to have you attend the workshop to learn more about this crucial aspect of Crisis and Emergency Management.

Craig Hynes, General Manager



NEVER UNDER ESTIMATE THE POWER AND DAMAGE OF A TROPICAL CYCLONE

The North West of Western Australia is subject to Tropical Cyclones as can be seen on the Bureau of Meteorology (BoM) tracking map below for the period 1999 to 2010. Some of these Tropical Cyclones never develop into the higher end Category 3, 4 or 5 classifications, termed severe tropical cyclone.

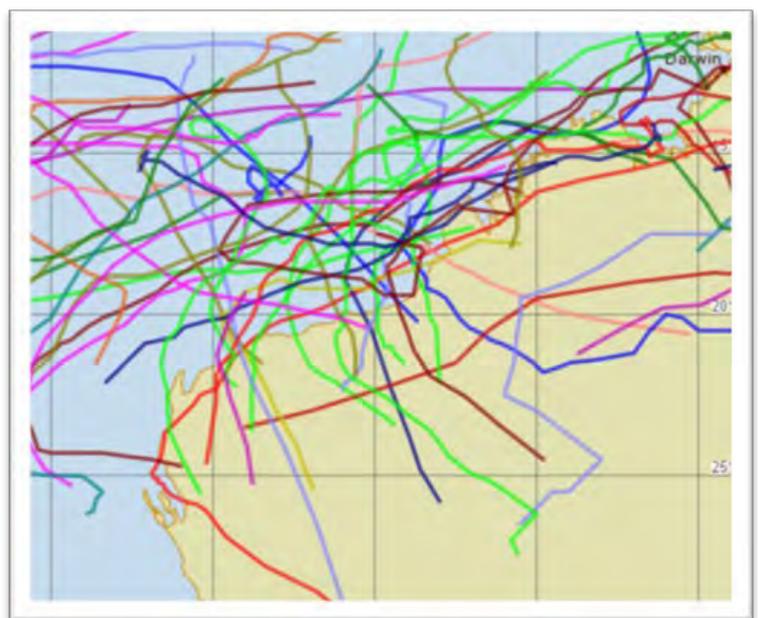
It is likely for these Severe Tropical Cyclones to produce with wind gusts of up to 280 kilometres per hour, creating strong winds, tidal surges and conditions that have the potential for injury, death, widespread damage to infrastructure, including loss of power, information, communications and other technologies.

If you live in the Kimberley, Pilbara or Gascoyne, are you, and your business prepared?

The seasonal outlook from BoM for the 2016/17 Tropical Cyclone season details:

- A 63% chance of an above average number of tropical cyclones in waters off the northwest coast (average number is five).
- Likelihood of around two coastal impacts.
- Significant risk of at least one severe tropical cyclone coastal impact during the season.

The BoM outlook should be a warning to businesses and the community given the potential damage and long term recovery that is often required following the impact of a Tropical Cyclone.



Tropical Cyclone Tracks for period 1999 to 2010

Repairs to these facilities may not be possible immediately and given the isolation from flooding and lack of trades of the Gascoyne, Pilbara and Kimberley it is essential to have a Cyclone Contingency Plan.

ERS has extensive knowledge in the planning for, and recovery from, Tropical Cyclones and recommends the following for your businesses Cyclone Contingency Plans.

- Does your businesses leadership team and staff understand Tropical Cyclones procedures?
- Who gives advice on the potential impact of a Tropical Cyclone?
- Are your staff and their families better off in their home, at an Evacuation Centre or out of the District altogether?
- What to do when a Tropical Cyclone Watch or Alert is declared?
- When do you prepare for a Tropical Cyclone?
- Locking down your business for the impact of a Tropical Cyclone?
- Impact assessments guidelines and Insurance Company interface?
- Business Continuity and Recovery considerations?
- Building logistical capacity for the Cyclone Season to ensure your business can continue when isolation of these locations, restricts the resupply of essential elements of your business – eg liquid and gas fuels for processes, power generation and vehicles, lubricants, consumables, parts, staff accommodation, PPC and staffing,
- Who does what within the business and when?



Damage to a residential property



Being prepared for the impacts of a Severe Weather Event, Tsunami or Tropical Cyclone in the Gascoyne, Pilbara or Kimberley is a must for a company's response and may ensure the long term viability of your business.

For general information on Tropical Cyclones visit www.bom.gov.au or www.dfes.wa.gov.au

If you require detailed assistance in developing your Cyclone Contingency Plan do not hesitate to contact [Executive Risk Solutions](#).

Phill Cribb, Emergency Services Consultant



THE ERS BREW

Daniel Wright, ERS General Manager came up with the great idea to brew our own beer for Christmas. Engaging a local microbrewery, we were able to brew to our own recipe, creating two craft beers: a lager and a pale ale. We then invited our staff to come up with names, with the winner receiving a gift voucher. We ended up with the Texican Stand Off Lager and the Crack Thump Pale Ale – two great beers with unique ERS labels.

Drop into our office at Myaree or Murray street for a brew and some takeaways!!



| ERS XMAS PARTY |

ERS hosted a number of Christmas parties in December where we invited our staff and their families to join us for a BBQ and a taste of the ERS Beers. We wish our staff and families a Merry Christmas and we look forward to working with you in the new year.



December 2016
NEWSLETTER



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