



MESSAGE FROM THE CEO

Welcome back to our Newsletter ! After a year of silence (too busy working) we have decided to bring back the ERS Newsletter. The Newsletter this year will be different, with a new name ,new articles , great tips and updates for our clients, and staff, and a deeper insight into our business . We hope you like it and welcome your feedback.



Scott Houston - Executive Risk Solutions CEO

What happened this year at ERS

We have gone through some considerable changes this year, starting with a restructure of the company to allow us to expand and bring on more opportunities. We also welcomed new faces to our head office: Cindy Gan HR Manager, Dan Wright, Security Operations Manager , Jason O'Keefe Crisis Management Coordinator, Tim Curtis International Services Director, Anne-Eline Bourgoin Business Development Coordinator and our latest addition Renee Tallnash-Pitt Admin Assistant . The team has significantly grown due to the continuing development of the services and the success we have been experiencing.

ERS has recently been audited by SAI global to acquire quality accreditations in Environment, Safety and Quality (ISO 9001:2008, IOS 14001:2004, AS 4801:2001). We passed phase 1 and we are just about to complete phase 2 . If everything goes according to plan, we will be quality certified at the beginning of next year.

With the launch of our new website, new LinkedIn page, and Twitter, ERS has gone viral. One of our goals this year is to communicate better with our employees and provide useful information to our clients and followers. Going social is successfully fulfilling that goal and we count on you all to keep supporting us by following our updates .

This year we won the Rising Star award which gave us great exposure and opens a lot of doors to new opportunities. We also were nominated finalists for the Australian Mining Prospect Awards and the WA Business Pinnacle awards. A lot has happened and is still happening for ERS and we couldn't be more proud of what the team have achieved this year .

Merry Christmas and Happy New Year

I would like to thank all of our employees for the tremendous effort you have made and the customer service you have provided to our clients this year . Our professionalism and commitment have been noticed, distinguishing us from the pack, leading to invitations to tender for work, securing new contracts, as well as positive feedback from clients. Well done everyone!

To our dearest clients and partners, I would like to thank you all for trusting ERS and faithfully supporting our business. We appreciate your confidence and look forward to supporting you in the new year.

I wish you all a Merry Christmas and Happy New Year and hope you enjoy this very special time with your loved ones.

IN THIS ISSUE

- Message from the CEO
- Company News
- Interview : Craig Hynes
- Interesting fact: Drones
- Australian Security Trends
- Health: Maintaining Psychological Resilience
- Key Tips for your Crisis Management Plan
- ERS Training in Texas
- Employee spotlight: Phil Cribb
- Equipment Spotlight: ERS Foam Trailer
- Birthdays
- Success stories



Hot Fire Training at the Riklan training facilities in November 2014 - Filming for our new promotional video

INTERESTING FACT

Drones : the new tool for safety in heavy industry .



Drones are currently being used in a variety of functions; including:

- Safe area inspections
- Structural audits and
- Rescue planning

COMPANY NEWS

ERS Emergency Responders helped with major bush fire in the Pilbara

The ERS ESOs assisted a team of volunteer responders last month with a major fire which broke out at a neighboring camp in the Pilbara . The fire started very early in the morning in the laundry. ERS ESOs were nearby and identified the fire and danger very quickly, rushing to the affected location and provided assistance to the local team with an ERS RIV and fire truck. Luckily no one was injured and only one building was affected. This story shows the importance of having a professional team of responders equipped with the necessary vehicle and equipment when operating in a remote location.



November at ERS

Dan Wright Security Operations Manager took on the Movember challenge last month to raise funds and awareness for men's health. Dan has been supporting the cause for a number of years and has managed to raise over \$1200 . ERS supported him and the cause by throwing a barbecue every Friday of the month to raise money for Dan's Mo. Well done Dan!



ERS is opening an office in QLD

ERS is excited to announce that we are opening a new office in Brisbane, which will be up and running from the beginning of January 2015. Nicolas Whitehead, an ex army officer with extensive experience in security, strategic planning and leadership will be looking after business development opportunities and ERS operations in for the entire state.



INTERVIEW

Craig Hynes, General Manager tells us about the exciting work ERS has recently done in Crisis Management



It has been a busy couple of months in the Crisis & Emergency Management space for ERS. Several clients have requested services in this key platform area of ERS. This included two major clients in the gold mining sector that have obtained training in the Incident Controller and On Scene Commander roles with training that required site visits during November and December.

In the corporate space ERS has delivered training to one of Perth's largest single employers with on-site training of key executives and general managers in Crisis Management.

Exercises are also planned for all these clients to validate and confirm the training delivered since October 2014.

One of ERS major clients, has also reengaged our consultants for training at the Crisis and Incident Management level. This was also preceded by a major Aerodrome exercise that was convened in September this year.

The exercise "Vesta" involved over 50 personnel and tested the Aerodrome Emergency Plan, the Incident Management Team procedures as well as the capability of the on-site emergency services. The exercise was a resounding success with a video completed by ERS partner Entity Media being shown on the client's media channel.

ERS is also awaiting the outcome of a recently tendered contract with another major Iron Ore company for Crisis Management services. With positive indications of our success in this area as final documentation is completed.

ERS has also returned to the Underground Mine Rescue Competition in Kalgoorlie as sponsors of the Incident Management scenario. Thirteen teams competed with ERS staff Phill Cribb and Craig Hynes attending as adjudicators.

We are looking for further success in this growing part of our business in 2015 with other clients' proposals currently being considered and developed. This includes an assignment in Myanmar with ERS key personnel Tim Curtis and Dan Wright on site in December 2014.

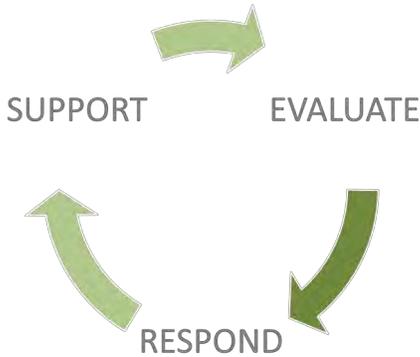
Craig Hynes, ERS General Manager



"One of the staff members at ERS asked me to define who I thought ERS' competitors were. In truth, they don't have any as their service offering both exceeds the capacity of their nearest competitor, and is delivered with such excellence that comparisons are null and void."

- *Contract Manager , Emergency services*
-





“ERS continues to invigorate the market by providing a value for money service that exceeds the capabilities of its competitors”

- *Contract Manager , Security services*
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SECURITY

Australian Security Trends: The threat level has been raised but are Australian businesses asking themselves the hard questions?

On the face of it, Australian businesses appear to be experiencing a time of increased security risk, both domestically and abroad. The government’s recent raising of the National Terrorism Alert Level from Medium to High, coupled with the recent related arrests in Sydney and Melbourne, all give rise to the perception of increased domestic insecurity. The reality is that little has changed. Australian companies continue to be exposed to a variety of risks both inside our borders and out. An increased focus in the light of Islamic State’s rise to public infamy is nothing more than a backdrop of contextualising the risks in the current environment.

Indeed, Australia’s economic challenges – such as a national economy in deficit and a slump in the value of resource exports – force companies to explore new markets and push the boundaries of both innovation and cost reduction. Threats in this environment include industrial espionage, electronic attack and subversion, theft and attacks on employees, through to natural disasters and political instability. None of them are new, yet there is no time like the present to start addressing these issues and asking critical questions. The following questionnaire may give you an insight into your organisation’s security posture and its effectiveness:

A quick health check—Do I understand my company’s risks? Do I know where they come from?

Do any of my company’s risks stem from others? Clients, suppliers, neighbours, etc. How reliant am I on their own policies and systems?

What is the likelihood that threats to my business will result in harm, financially, physically and reputation wise? What are the long term and short term consequences? How do you handle the theft of valuable knowledge and corporate know-how? How thorough is background checking for new employees? Do you have a framework for what information needs to be protected and how?

Are travel safety policies in place, both for domestic and overseas travel? Are employees briefed, trained and equipped sufficiently? How do you measure this?

Do you ensure that suppliers and partners adhere to your ethical standards? What is the impact to you if they aren’t?

Is their approach to security and safety as rigorous as yours? What is the impact to you if they aren’t?

Does your company regularly review its IT security? Is this tested, and if so does this include actual penetration testing?

In short, it is not difficult to conduct a quick health check of your organisation’s security posture, its effectiveness and its robustness. A change in the National Security Level is a welcome time to review such frameworks, even if the risk of terrorism itself is not one the business deems to be likely. It is also relevant to ensure that consequences are also adequately assessed, and that treatments are scaled to ensure the appropriate level of investment according to the intersection of likelihood and impact. Finally, ask yourself if your organisation can handle a crisis – and answer with honesty, considering the potential impact if, in truth, it can’t..

Dan Wright , Security Operations Manager

HEALTH

Maintaining Psychological Resilience During a Critical Incident

As you well know, everyone reacts differently during crises and in the drawn out process that follows. Most of the different ways people respond are OK so long as it is not too extreme (abuse, violence, uncontrollable crying, inability to function). Keep in mind that you need to let people express themselves and not bottle things up. It is important to remember that most people cope and our moods and behaviours will normalize over time.

YOUR role is to assist in this process and reduce the readjustment period. This assistance period provided by YOU see below for things you can do to improve morale, provide effective respite, reduce overload (emotional and physical), speed up recovery, reduce the potential for accidents and increase productivity.

Your Team

- Maintain good contact with your team/personnel,
- Be direct in asking them how they are going in relation to the accident,
- Don't let personnel become physically/emotionally isolated,
- Maintain structure,
- Develop clear and direct goals with measurable outcomes,
- Maintain your own functioning. (Rest, Exercise & Diet),
- Set a good example- if you're struggling, they will struggle.

Some of the signs that a problem may be developing are:

- Being constantly on edge or irritable,
- Having difficulty performing tasks at home or at work,
- Being unable to respond emotionally to others (shutting down),
- Being unusually busy to avoid issues,
- Using excess alcohol and or drugs to cope,
- Having severe sleeping difficulties,
- Erratic behaviour,
- Extreme mood swings,
- Continued mood swings (more than a week or two).

For You

- Spend time with people who understand,
- Find out about impact of trauma and stress and what to expect,
- Try to keep a routine going – work, study, exercise, etc,
- Return to normal activities,
- Talk about how you feel or what happened when ready,
- What can you do right? Don't pay it off.
- Do things that help you relax!

Things to avoid:

- Using excess alcohol or drugs to cope,
- Keeping yourself overly busy and working too much,
- Engaging in unnecessary stressful family or work situations,
- Withdrawing from family and friends.

When to get help...if someone,

- Doesn't feel any better after two weeks,
- Feels highly anxious or distressed,
- Engaging in overt risky behaviour,
- When ever you're in doubt,
- His or her reactions to the traumatic event are interfering with home, work and relationships,
- Is thinking of harming themselves or someone else.



Critical Components is the EAP service provider for Executive Risk Solutions, and our services are available to all Executive Risk Solutions staff, in our Fremantle office or via Tele psychology. These services are delivered to you free of charge and any attendance is **strictly confidential** to protect your privacy.

By Joshua Hawes, Principal Psychologist at Critical Components

If you have any concerns with your general wellbeing, or would like any further information regarding EAP services, please contact Critical Components on (08) 9200 4229 (24 hours) or email us at info@criticalcomponents.com.au.

CRISIS MANAGEMENT

Does your company have a Crisis Management Plan?

Here are some key tips you don't want to miss.

Understand your risk profile do a threat assessment and monitor your operating environment continually;

Crises have a characteristic of being unexpected, but should they be? Know your business and the risks that are likely to cause problems. (Injuries, Fatalities, Public Relations, Cash Flows, Environment). Scenario plan and work through solutions in advance.

Have a written plan and test it regularly;

A plan should be written and be up to date. Endorsement and ownership by the corporate leadership is important. If there is one plan not to leave on the shelf, make it this one!

Assign roles with identified alternates;

Managing a crisis takes you to a different level, leadership is paramount and an ability to stay cool and keep your eye on the big picture means that not all people are suited to the roles in your team. Incident management systems should be employed to ensure functional management, span of control and Management by Objectives are employed.

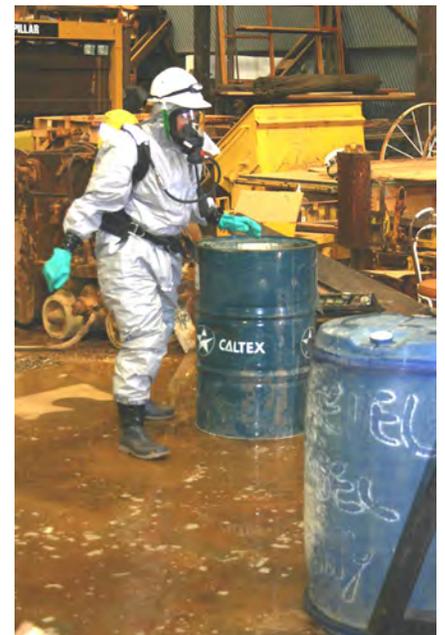
Leadership is paramount

Act decisively and quickly when a crisis occurs;

Coordination and control is key to regaining the initiative, the sooner a company implements sound control measures, the sooner they start the process of returning to normal operations. Apply a basic 'Start/Stop' process, what must we now start to do and what must we stop doing.

Be prepared to communicate;

Communication is vital throughout any incident; however it must be clear and concise with no ambiguity. Develop a communication strategy and implement it early. A solid communication strategy will significantly reduce the workload on incident management teams.



Assign a spokesperson;

Unauthorised and unofficial communications can be extremely damaging to any company during a crisis. A trained spokesperson should always be assigned during a crisis; however serious consideration needs to be given to whom that person should be, often this is dictated by the actual incident itself. Don't forget how powerful a toll social media can be. Embrace it or avoid at your peril.

Support your staff and their families;

Often the focus of a poorly trained Crisis Management Team is solely on the external stakeholders, although the external stakeholders are extremely important it is critical that the management send a very clear message as to how they value their staff and what they are prepared to do for their staff and their families in their time of need. The implications of this will extend well after the incident is over.

Seek external expertise where needed and recognise your own limitations (e.g. public relations, legal advice, industrial relations, and security);

Identify potential allies and experts that may assist you in mitigating the impacts, do not alienate or try to blame potential allies. Utilise the experience of others to assist you in a time of uncertainty when you are attempting to make decisions under immense pressure and under a great deal of scrutiny.

Utilise the experience of others

Look to the future by starting the recovery process as early as possible;

It may sound cold and heartless, but at the end of the day the company needs to be restored to normal operations as soon as practicably possible. Ensure that you learn by the mistakes of the past and restore the operation to a higher standard than prior to the incident.

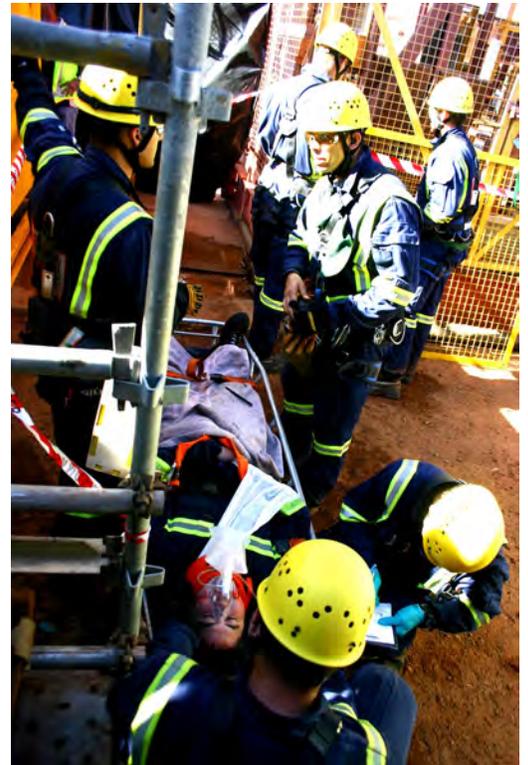
Business continuity plans should be developed dependent on the risk profile of the organisation.

If you are developing business continuity plans at the start of an incident then you are already way behind schedule and will have very little chance of achieving a positive outcome.

Don't' leave it



Craig Hynes, ERS General Manager



EMERGENCY RESPONSE

ERS Emergency Response Team Training at TEEEX in Texas

Craig Hynes ERS General Manager along with a team of 3 ERS Emergency Responders (Scott Temple, Liam Walter and Brad Giddings) made the journey in November to Texas to undertake a training in Marine Oil Spill response (Freshwater and Coastal) and LNG response at TEEEX (Texas A&M Engineering) in Texas.

Oil and Gas is such a different and growing industry that it was important for us to make sure our team is trained and familiar with the latest techniques used in LNG and Oil spill incidents.

ERS's commitment to professional development is paramount to our success. The training is recognized as world's best practice and is a significant investment that ERS is prepared to make in its people and future as a company.

Here is the insight of the trip told by Scott, Brad and Liam.

TEEEX Trip 16TH November– 28th November 2014

Coastal / freshwater oil spills: Tactical and Operational levels, 17TH – 21ST November 2014

The coastal/freshwater oil spill course is run out of TEEEX Galveston campus (located approximately 100kms South of Houston on the coast). The course itself is designed to provide the participants with the knowledge and skill to be able to

- Determine where an oil spill will travel, given tidal change and wind direction
- Protect a shore line or asset with boom
- Divert spill with boom
- Construct collection points with boom
- Divert spill into collection points with boom.
- Construct land anchors and water anchors
- Deploy boom from land and water craft
- Operate a variety of skimmer devices (used to collect spill substance and transfer to collection point)
- Applying national incident management system (NIMS) and Hazardous waste operations emergency response (HAZWOPER) to an oil spill



The course structure involved a short theory lesson in the morning and then followed up with practical scenario training throughout the remainder of the day.

All members of the ERS detachment had a very hands on approach to the course (which was mentioned by a few of the other participants on course, *these Aussies sure like to work*) and in doing so cemented the teachings of assessing, responding, containing/collecting and documenting an oil spill response on water.

LNG spill control and fire suppression 24th - 25th November 2014

This course was conducted at TEEK College Station campus (located approximately 150kms north east of Houston).

This course is designed to provide participants with an understanding, knowledge and skill set to

- Understand LNG properties and characteristics
- Types of LNG incidents , spills in water and on land, contained and non-contained, fires and bleve
- LNG incident using foam (high expansion foam used to control LNG vapours and fire)
- Rapid phase transition (expansion of vapours when LNG is in an un-contained environment and subjected to temperatures warmer than its contained -162 degrees Celsius)
- Dry chemical application (desired agent to be used with LNG fires)

This course was a 50/50 split between theory and practical application and provided a good knowledge base of LNG properties and left all ERS participants with confidence in responding to and LNG spill or fire.



Again the ERS lads were hands on, as this course worked very much in our favour (we were able to cycle through a couple of extra times on the scenarios, due to half of our class mates not being too interested in undertaking the training).

All, in all our detachment really enjoyed our time on the course and exploring the greater Texas country side and its inhabitants.

We would like to thank Tex (Scott Houston)for the opportunity to go to Texas to undertake the training. We would also like to thank Dougy's new adopted father/stalker Craig Hynes who kept us all entertained with his dad jokes (ahhh come on mannnn).

Scott Temple, Emergency Services Officer Supervisor

Brad Giddings, Emergency Services Officer

Liam Walter. Emergency Services Officer

* *See the full story on the ERS website (blog news)*



EMPLOYEE SPOTLIGHT



Phillip Cribb
AFSM

Phillip is an ERS Fire and Emergency Services Specialist. He retired from the Department of Fire and Emergency Services of WA (DFES) in March 2014, after 34 years of service. His career started with the WA Fire Brigade in 1979 as a probationary firefighter. After completing the firefighter's training school he worked his way through the ranks, retiring as a Chief Superintendent. During his career Phillip has worked in various roles for DFES in fire and emergency operations, fire and arson investigation, fire prevention, breathing apparatus and rescue, training, and a coordination role for State operations for the preparedness and response to natural and man made hazards. He has had extensive experience in emergency management in a preparedness, response or recovery role for hazmat incidents, rescues, bushfires, structure fires, floods and cyclones. Phillip was the recipient of the Australia Fire Service Medal (AFSM) on the 2007 Australia Day Honors List for his services to the community in the area of fire and arson prevention. Since retiring from DFES he has made a successful transition into the private sector as a senior fire and emergency management specialist consultant. Phillip's skills include emergency preparedness, response and recovery, fire and arson investigation and fire prevention (building and life safety). Phillip holds a Diploma of Fire Engineering Management, a Diploma of Firefighting Operations, a Diploma of Fire Investigation, a Graduate Certificate Fire Investigation, a Graduate Certificate of Applied Management, a Certificate IV Trainer and Assessor.

EQUIPMENT SPOTLIGHT

ERS FOAM TRAILER

The ERS foam trailers incorporate the latest technologies in foam production from the self-oscillating drive and automatic nozzle pressure on the Ranger 1.0 Monitors. It is a highly effective suppressant on bush fires, structural and equipment fires, particularly in heavy industry facilities such as ports, and non-reticulated water zones. The trailers carry 2 x 1,000 litre of AFFF in Intermediate Bulk Container which can be induced into the Ranger Monitors at either 1% or 3%. Other features include 2 x 125mm water inlets from high volume hose and the ability to draw bulk foam supplies from sources other than the Intermediate Bulk Containers.

- Monitor: Williams Fire Ranger 1.0 - 946 to 3785 lpm,
- Monitor Oscillator: Spectrum High Flow, Model 4,
- Foam: 2 x 1000 litre Intermediate Bulk Containers (IBC),
- Foam Induction %: 1% or 3%,
- Foam expansion ratio: Non aspirated at between 3:1 to 5:1,
- Foam Produced: Between 11,409 litres and 19,409 litres.



BIRTHDAY THIS QUARTER

- Enrique Gonzalez 7/12
- Paul Atkins 10/12
- Clark Parata 17/12
- Andre Lewkowski 21/12
- Reeve Mc Broom 21/12
- Jason Matheson 25/12
- Matthew Masters 31/12
- Phil Hearn 01/01
- Jackson Harris 02/01
- Jamie Caldwell 03/01
- Carlos Juan Centeno 01/02
- Greg Chandler 03/02
- Mark Guildford 06/02
- Jason Callaghan 14/02
- Khemp Taala 22/02
- Ruben Evans 24/02
- Wayne Caldwell 25/02

HAPPY BIRTHDAY !

RECENT SUCCESS STORIES

- ERS secures a 1 year contract with a high value facility in WA to provide Security Operations Officers.
- ERS is retained by a major client in the entertainment industry to provide crisis management support and training.
- ERS secures a major contract with a WA port for Crisis Management and Emergency Response services
- ERS finalist at the Pinnacle awards for Customer service excellence and finalist at the Australian Mining prospect awards in the OH&S category



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Executive Risk Solutions is a highly specialised Perth-based consultancy in emergency response, crisis and security management. Working particularly within the worldwide resource and oil and gas sectors, ERS provides 24 hour coverage with highly qualified and fully equipped personnel with backgrounds from the Police, Military Special Forces and Fire and Emergency Services. A whole of service provider with capabilities that are tried and tested, our extremely disciplined capabilities include:

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