

July 2016 NEWSLETTER



E.R.S.
EXECUTIVE RISK SOLUTIONS PTY. LTD.

THE FIRST RESPONDER



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Scott Houston

CEO

Executive Risk Solutions

The New Year has started at a hectic pace for Executive Risk Solutions, continuing on from an outstanding 2015, a stellar year when we were honoured to be awarded the Telstra Australian Business of the Year. The strength and stability of the company has been further enhanced this year with recent staffing contracts that will keep us in good stead for the future. Additionally our consulting and auditing capability is continually gaining momentum with additional and varied work opportunities across the country and overseas.

The ability to keep growing our business and unearth new opportunities is testament to our people and their ability to provide our clients with quality services at a competitive price and without comprising the high standards that we are always striving to achieve.

This is particularly important as the current economic conditions, especially in the sectors that we operate in, have seen significant pressures on costs and staffing levels. ERS have not been immune to this and we have all had to tighten our belts just as our clients have similarly been doing so within their operations.

What this means for ERS quite often is that we are being asked to do more for the same price and on many occasions with fewer resources. However it is imperative that we continue to focus on adding value for our clients and delivering the exceptional service that we are known for within the industry.

It is our level of service and professionalism that clients are now seeking to assist them maintain the safety and security of their people and assets.

It's not all doom and gloom and in 2016, ERS are diversifying in several key areas to ensure we maintain our global coverage and deliver the services that our clients and the industry demands.

Some of these exciting and challenging opportunities are:

- The establishment of a premium Health service that enables us to provide a wide range of health/medical related services to current and new clients. Our Health team is challenging the status quo within the resources sector. This is gaining momentum and attracting a lot of interest in our unique products and offerings.
- A recently secured Joint Venture contract in Africa that has resulted in a workforce of 500 in Mozambique that is leading to various other opportunities throughout the African continent.
- Two separate opportunities that will see us expanding and opening up offices in Asia. ERS already established an office in Singapore.

•Tendering for major Government contracts which if successful would see some large scale changes for ERS in late 2016 and early 2017.

Notwithstanding the significant upside for ERS, the other half of 2016 will come with its challenges, however I am extremely confident in the ERS team and their ability to succeed in each and every challenge that we face.

Cheers, Scott



ERS In the spotlight:

28/01 Scott Houston was the keynote speaker at “Princes, Lead your own Business Program” an Ernst and Young hosted function.

19/03 Scott Houston presented to parliament as part of a Telstra Event for Small and Medium businesses.

15/04 Scott Houston, was on the panel of speakers at a special CCI Business Breakfast with the Hon Joe Francis MLA Minister for Veterans.

28/04 Scott Houston was the main speaker at the WA Australian Institute of Management Sundowner on Thursday 28th of April 2016.

10/05 to 12/05: Tim Curtis was a guest speaker at the Asia Emergency Management Conference in Macau



Publications

Executive Risk Solutions; Emergency Management - When Danger is your business

Scott Houston in the photo of the 2016 Telstra Awards promotional postcard



FOR BUSINESSES THAT WERE READY TO MAKE THEIR MARK, TO INNOVATE AND GROW

It's time to be recognised.



ERS Corporate Social Responsibility

ERS sponsored the South 32 Groote Eyland Awards 2016 Australia Day



YOUNG CITIZEN OF THE YEAR
HENRIETTA MAMARIKA

2016 ERS Tour de Gracetown
19th March 2019

Go to page 7 to find out more.





A new addition

The ERS team has welcomed a new member to its Perth team. Damien Rogers joined us in February as our new Business Manager. Damien will be assisting our Perth and Brisbane team with the service delivery of our contracts.

Check out Damien's profile on page 21.

Responsive services:

ERS has delivered on a number of short notice tasks this quarter, from investigative tasks through to the provision of specialist close protection teams. Clients have included heavy industry organisations with internal Industrial Relations issues through to individuals being targeted by issue motivated groups. In the most extreme circumstances, ERS was tasked to deploy a 6 man close protection team, supported by an intelligence led solution, with less than 12 hours notice. ERS met the requirements and delivered a service that surpassed the client's expectations.



New Contracts:

ERS was recently awarded two new contracts with sizeable teams deployed to each. GEMCO, a remote mining operation owned and operated by South32, have engaged ERS for a solution including the provision of both security officers and emergency service officers. A part of ERS' commitment to innovation and efficiency, these teams are supported by any intelligence based reporting system, and ERS new canine assets. ERS has taken possession of two canines, both trained in skills from guarding and patrolling, through to search and rescue.

ERS hopes these assets will add real value to its services and increase its reputation for excellence within the emergency response and security sectors.

Yara Pilbara is an ammonium nitrate plant situated on the Burrup Peninsula, in Karratha. ERS was awarded a contract for security officers, based on its ability to offer a unique and incentivised local employment package. In time, these security officers will also be up skilled in advanced emergency medical qualifications to add further value and increase Yara's emergency response capabilities onsite.

ERS' successful bid for this contract again demonstrates the value in challenging the status quo and searching for true innovation and value.





Consulting Services

In continuation of ERS pursuit of subject matter excellence, ERS has been engaged by a number of organisations seeking management solutions and consulting services. Here is a sneak peek:

- Westrac: security management, investigations and emergency management reviews.
- SEQ Water: security audits and threat assessments of a number of critical infrastructure sites in SE Queensland.
- RISC: country threat assessments provided for the organisation's travellers.
- Goldfields: Explosive management and Incident Management Training
- O&G: Onshore and Offshore Oil spill exercises
- Local government risk assessment and training
- WA Port building fire risk assessment
- Local Government: Security Investigations
- WA Airport Training in Post Incident Reviews



ERS is travelling the world

ERS sent a small team into Mozambique to conduct emergency response audits and emergency management training for a mining company.

We also provided security and safety advice ahead of the upcoming election in the Philippines.

Our team have also been awarded a long term security guarding contract in East Africa and we will commence mobilising the project team this month.

Check out what Tim Curtis Director for International Operations , has been up to on page 16 and 17 .





ERS provides Mid-West Ports with a firefighting solution (Emergency Services and Equipment) for their 6 fuel tankers unloading berth. The scope of the work required risk assessing the unloading operation, researching available options for compliance with relevant codes including the Australian Standards and ISGOTT. In response to the assignment ERS developed a portable pumping and water/foam delivery system that protects the berth in accordance with the relevant standards. The ERS Emergency Services Officers (ESO) see a ship 3 to 4 times a month and have been supervising the unloading of an average of 408 Million litres so far. One of ERS ESOs Gary Howard is one of the Supervisors at the Geraldton Port for the Mid-West Ports Contract. Being a coastal dweller, and after finishing a career in the Fire and Rescue services, Garry has been enjoying working in beautiful and sunny Geraldton. But when off shift Garry is also a passionate musician by heart.

Garry is loving the job as it suits perfectly his circumstances as he nudges retirement, however music is his passion along with a certain purple AFL team!!!

If you ask Garry to define his love for music he will respond: *A well-known Liverpool band of the 60's wrote a lyric that said... "the best things in life are free"*. Currently his music evolves around writing songs with purpose of protecting our future - hence The Protectors band. His band is a basic union of *whoever fits the bill for some session recording, and the odd live performances*. Garry says. The purpose of their music is to raise awareness for issues that are important to him but most importantly to the community.



Garry at the Port of Geraldton





People at ERS are happy with their lot, so that's always a good sign!!

Garry Howard, ERS ESO Supervisor at the Port of Geraldton



Garry is very passionate about the indigenous culture and environment. He is part of the Save Beeliar Wetlands group, who are dedicated campaigners who have been fighting to preserve Bibra Lake and North Lake from Roe Highway Stage 8 development. *Save Beeliar Wetlands has become a strong community of protectors in its own right Garry says.* It is closely linked to 30 other likewise groups who all feel the need to have a say in the wellbeing of our natural assets.

My awareness of ancient heritage has increased immensely since I moved to Perth 18 months ago. Garry says.

A song that reflects Gary's love and passion for the protection of the environment and communities he is supporting is **Common Sense**. His neighbours who have a foster daughter from the Nyunyar community of Geraldton contributed to the recording as well as backing singing. This song is one of the 4 songs that are to be recorded for the cause.

Garry has been enjoying working at ERS for about a year now and ERS is delighted to have him in the team. We look for people who are passionate in helping others and who are not afraid to make a difference.

Check out the Protectors on You Tube.

Share your story with us , contact Anne-Eline Roberts
anne-eline@executiverisksolutions.com.au

ERS TOUR DE GRACETOWN

Executive Risk Solutions (ERS) was very honoured and excited to announce that the 2016 Tour de Gracetown (TDG) was named the ERS Tour De Gracetown. The naming rights sponsor for the 2016 Tour of Gracetown were given to ERS in appreciation of their support over many years. TDG is a fund raising charity ride event which supports local hospitals, the St John of God Foundation and Telethon Adventurers. TDG also donates to the South West Coronary Care and South West Cancer Service, both of which have been recently established at the St John of God Bunbury Hospital. They serve both public and private patients who have the benefit of not having to travel to Perth to get specialist medical treatment.

ERS has been participating in the event for a number of years now. ERS CEO, Scott Houston, has been personally supporting and donating to the charity for a long time, notably last year after winning the Telstra Business Awards, ERS donated a portion of the award prize money to the fund raising organisation.



The ride started at 7 am and the last riders finished at about 1 pm. There was some great efforts from some riders doing the full 110 k distance for the first time.

It was another great success with more than 150 riders and volunteers showing up for the event. At the end of the race, the riders were rewarded with a nice cold beer or soft drink and snags in a bun. Thanks to the volunteers for the day, as well the marshalling and event management team from Perth Integrated Health who all did a fantastic job. Regular riders Scott Houston ERS CEO and Craig Hynes ERS General Manager along with the rest of the ERS team, proudly wore the green ERS colour with its trademark fingerprint.

The ERS team led the peloton out of Gracetown for the circular route that travelled through Rosa Brook and back to Gracetown to the finish line. Unfortunately one little errant move by a rider in the peloton caught an unsuspecting Scott Houston and brought him down!

Scott with his trademark fighting spirit got himself back up to finish the event. “The little pain that I suffered pails to insignificance when compared to the lot of the people are helping with riding in this event,” he said. The money raised for this event was given to the South West Coronary Care and South West Cancer Service at the Bunbury St John of God Hospital. The next ERS Tour de Gracetown will take place in November 2016 and we are expecting to attract even more riders this time. Make sure you follow ERS on LinkedIn or Twitter to get the latest updates on the next ride.

If you are not a rider but still want to support the charity you can also donate on the TDG website.





School bus crash

It's 3.54 pm, the school office has just received a call that a school bus with several of your school's students have been injured. Details are a little sketchy however it is known that it was the school mini-van (20 seats plus driver) returning from an approved excursion. The incident is at an intersection 3 kilometres from the school. Parents are waiting at the school to pick up their children who are in the 10 – 11 year old age group.

As the principal of the school you need to make some important decisions:

1. Should you enact a Critical Incident Management Plan?
2. What are your 3 priority actions?
3. What is the worst case scenario?
4. Who are the top three priority stakeholders that you need to communicate with?
5. How will this impact the school over the next seven days?

YOU SCHOOL HAS A PLAN, NOW WHAT ?

1. Have you finalised your Department of Education Emergency and Critical Incident Management Plan?
2. Do you have an appointed Critical Incident Management Team? Who are they?
3. Have you identified delegations and functions within your Critical Incident Management Plan?
4. What happens if there are fatalities? Who contacts the parents? Who responds to the media? Who is going to monitor the social medias?
5. Who will be attending the scene?
6. Has your team been trained and tested?

If you cannot answer these questions , you need to consider training and exercising your school team for critical incidents.

Contact ERS for more information on our training packages.





Baby Grow Asia

Between the 10th and 12th of May, ERS were invited to present at the Asia Emergency Management Conference (AEMC) in Macau. Macau is a special administrative region on the southern coast of China. Macau is 64km west of Hong Kong and it is also bordered by Guangdong province of Mainland China to the north and the South China Sea to the east and south. With an estimated population of around 636,200 living in an area of 30.3 km² it is the most densely populated region in the world.

Scott Houston and Tim Curtis attended on behalf of the company with Tim firstly presenting for an hour on the Art of Crisis Leadership- Lessons Learned from Crisis Management Gone Wrong.

Scott and Tim then co-presented a 2.5 hour interactive workshop where conference attendees formed the Crisis Management Team for a fictitious publicly listed company in Hong Kong. The CMT was required to review a scenario whereby "Baby Grow Asia", a multinational provider of baby food products, had been accused of contaminated food which had allegedly led to babies being admitted to hospital. The CMT members were narrated through the techniques and tricks that can be used by a Crisis Management Team in leading their organisation out of a crisis event. The feedback received was incredibly complementary with Scott and Tim being invited to Taiwan later in the year to present at another conference.



CAN YOU OUTRUN OR OUTWIT THE TIGER?



In our experience crisis and emergency management plans and procedures need to be highly applied and practical. There is no time to read them when the tiger starts chasing you. Brevity and simplicity is key.

Training and exercising your crisis management team is the secret to its success

1	Is crisis management included in governance statements and strategic planning? Is your management team open to surprise and criticism?	YES/ NO
2	Do you have a crisis management plan? & If so, is it short (<20pages)?	YES/ NO
3	Is this plan more than just public relations and media response?	YES/ NO
4	Does it integrate the subordinate levels of emergency management and incident management and separate leadership of problems at each level?	YES/ NO
5	Does it dissect crisis problems into categories such as People, Environment, Assets and Reputation with consideration for Business Continuity and Liability?	YES/ NO
6	Do you have a Crisis Management Team (CMT) identified by name? And has it been exercised in a practical application of crisis management procedures?	YES/ NO
7	Do you have a proven method of identifying stakeholders relevant to each crisis event? Do you develop specific themes and messages and deliver measured and prioritised communications to them?	YES/ NO
8	Do you have Support Teams that assist the CMT in managing information flows? Have they been trained and exercised?	YES/ NO

You Answered....	You Versus Tiger	Assessment
'No' to six or more of the above questions?	When the tiger starts chasing you he will definitely win. That means you will lose your job and your great reputation.	Your organisation's ability to manage a crisis situation is likely to be poor.
'No' to four or more of the above questions?	The chase will begin and you will likely be bitten many times. You may require hospitalisation. You'll survive but you'll wish you had a more resilient crisis management process.	With one day of training and exercising you would drop down one level. Wouldn't it be good to not have been bitten hard by a tiger!?
'No' to two or more of the above questions?	The tiger will smell fear early and incessantly prey on you. He will make things more painful than they ever needed to be.	Improve the areas that were marked down. Develop resilience for when time critical situations descend on you like they have to BP, Volkswagen, Malaysian Airlines and many, many more.
'No' to none of the above questions?	The tiger will give up early. You will win. You will identify opportunities in the crisis and transform your business.	Let us test you ;-)

At ERS, we assist our clients in the provision of coherent and proven strategies for crisis and emergency management.

Let us assist you to:

1. Understand your risk profile do a threat assessment and monitor your operating environment continually;
2. Develop a written plan and test it regularly;
3. Assign roles with identified alternates;
4. Act decisively and quickly when a crisis occurs;
5. Assign and train a spokesperson;
6. Support your staff and their families;
7. Use external expertise where needed and recognise your own limitations (e.g. public relations, legal advice, industrial relations, and security);
8. Look to the future by starting the recovery process as early as possible;
9. Develop business continuity plans dependent on the risk profile of the organisation.





A recent fire in Melbourne in a hoverboard being charged in a bedroom highlighted the dangers of an electrical ignition from an appliances, equipment or circuits.

In the case of the hoverboard, the media attention was extensive, generating interest from product and electrical regulators who initiate product safety recalls.

At the time regulators called for consumers to check that all electrical products complied with Australian Standards.

How many of us actually look to see if an appliances or electrical lead complies with an Australian Standard?

Having investigated numerous electrical initiated fires during my 34 year career with the Fire Services including as manager of a Fire Investigation Unit, I have seen first-hand the damage and destruction caused by these fires.

The fact that it was Christmas, a novelty item and initiated by overheating Lithium batteries may have assisted the proactive approach to recalling the hoverboard. This proactive approach to a product recall needs to be applauded.



On most occasions the rate of recall is slow, with electrical product manufacturer's not wanting to accept that their product is faulty or a reluctance of Regulators to become involved given only a small number or reported fires.

The real danger with faulty electrical products is that they are:

- made in the thousands,
- used across the community including homes, hospitals and institutions,
- not necessarily going to cause a fire immediately,
- often recycled or given away in later life,
- sometimes are donated to Charitable Institutions before being sold or given to, at risk people.

So what can you do to prevent an electrical fire in your home or business?

One of the many things, investigating fires taught me was that in most cases electrical fires are slow developing before flaming combustion occurs.

Electrical appliances and equipment tends to heat up before it fails, hiding from sight until a problem becomes "self-evident" with the generation of smoke or flame.

Many of those interviewed after a fire, stated that they had experienced a number of signs or symptoms that in hind sight appeared to be linked to the fire.



These included:

- Smell of plastic smouldering or burning,
- Fuses blowing,
- Circuit breakers tripping,
- Static or electrical interference on the radio,
- Electrical interference on the television,
- Rodent infestation in ceiling or roof spaces,
- White ant infestation in ceiling or roof spaces,
- Lights were brightening up and dimming for no reason,
- Appliance or circuit failing without any reason,
- Leaking roof spilling water onto electrical circuits.



What can you do to prevent an electrical initiated fire?

It is important to act on any of the Signs and/or Symptoms above to prevent a fire damaging your property. This not only protects your businesses livelihood but also removes the potential of life threatening injuries if a fire starts.

If you experience electrical circuits breakers tripping or fuses blowing try to establish if it occurs when you use a specific appliance or circuit. If you can identify the appliance causing the problem turn it off at the power point and remove it for disposal or repair by a Licenced Electrical Contractor.

An infestation of Rodents or White Ants in a ceiling or roof space should be acted upon immediately, as they can chew electrical cables, exposing the conductors leading to a fire. Rats and mice can also make their nests with leaf litter and other combustibles materials around the warmth of ceiling down lights.

If you smell something burning, investigate to establish were the smell is coming from. If you believe there may be a fire “Call 000” immediately. If it appears to be coming from electrical equipment and is not an emergency, turn it off and call your Licenced Electrical Contractor. If lights are brightening up and dimming without reason, turn the light switch off and call your Licenced Electrical Contractor.

If you experience static electrical interference on the radio or television and cannot attribute what may be causing it in or around your home (eg welding, using another appliance) try to establish what is causing the electrical interference. If you cannot, contact your Licenced Electrical Contractor.

If you notice a water leak or stains on a ceiling identify how the water is getting in repair the leak or get a repairer in as a priority. Water and electricity do not mix and create an electrical shock and fire hazard.

ERS also recommends that large electrical switch and distribution boards be inspected with Forward Looking Infrared (FLIR) cameras. This is an added precaution to identify a faulty electrical circuit or hot joint that may be or becoming problematic. Ask your Licenced Electrical Contractor about a FLIR scan of your electrical cabinets, breaker panels, fuses, bolted connections, and switchgear.

Phillip Cribb, Fire & Emergency Management Specialist



Did you know that ERS uses their own fleet of vehicles and equipment and tailor specifications to suit the project client or region?

The ERS fleet includes several light multi-purpose fire and rescue tenders equipped with Compressed Air Firefighting Systems (CAFS). CAFS is ideally suited to Western Australian conditions with its ability to spray CAFS foam or lay down a visible wet break. It is a highly effective suppressant on bush fires, structural and equipment fires, particularly in non-reticulated water zones.



The ERS Rapid Intervention vehicle (RIV) equipped with the latest firefighting technology and equipment, hazardous material spill kits, vertical and confined space rescue equipment, defibrillators, breathing apparatus and trauma kits.



THE ERS FLEET

The ERS vehicles are available for purchase or hire. Contact ERS for more information.

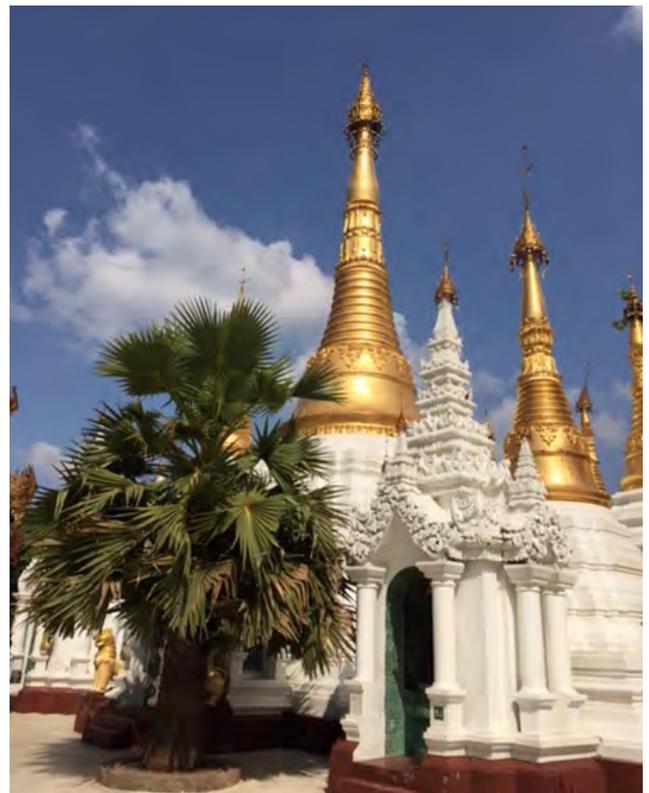


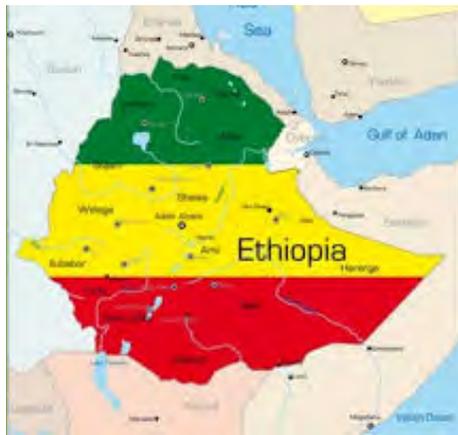
Franchising Terror - The unintended similarities between jihadists and junk food

ABC News Interview with Tim Curtis



Tim Curtis has been back in Myanmar as one of 5 international advisors to a USD100m international peace fund. Over the course of a week, Tim worked with other international experts including in peace and conflict, strategy and politics, gender and technology to ensure that the fund is appropriately positioned to commence the delivery of programmes in support of the Myanmar peace process. A wonderful and greatly interesting country, Myanmar recently saw democratic elections after over 50 years of military rule. The changes in the country have been profound over the last few years, but the challenges are still very significant. For more information contact tim@executiverisksolutions.com.au





An estimated 8 million people are in dire need of food aid. about the growing levels of insecurity.

In the west of the country, the Oromo Liberation Front are a nationalist and secessionist movement who have conducted small scale insurgent operations against the Government and national security forces. The Oromo people have recently been protesting and resisting the Ethiopian Governments claim for land to expand the capital, Addis Ababa. This has led to violence, deaths and many arrests. As a result many international organisations are concerned



For more information contact Tim at tim@executiverisksolutions.com.au

In January, Tim Curtis supported an ASX listed company in Ethiopia by conducting a range of operational risk reviews that will ensure staff safety at a new gold project in the west of the country. Ethiopia, the oldest independent nation in Africa, covers an area slightly smaller than New South Wales. Landlocked in the Horn of Africa, Ethiopia is bordered by Sudan, Eritrea, Djibouti, Somalia and Kenya.

Ethiopia has recently been in the news for all the wrong reasons. It is currently assessed as the second worst humanitarian disaster in the world after Syria. In the East of the country a lack of rain has led to the worst drought in decades and chronic food shortages.





The process started with the audit of the current capability of the Emergency Response Team.

Phill Cribb, ERS Fire and Emergency Response Specialist and Scott Temple ERS Emergency Services Supervisor took their skills and experience to Mozambique at the beginning of June, to assess the skills and train a team of Emergency Reponse officers working on a promising mine in Mozambique.





Phill and Scott also undertook a site assessment to identify any hazards on site and at the camps; and a review of the response arrangements and the Crisis and Emergency Management Plan to allow the development of a brand new Emergency Management Plan.



ERS provides medical, risk and safety audits and can train your team in different languages. If you would like to find out more contact us on info@executiverisksolutions.com.au



Mine sites undertaking the storage and use of explosives as a component of their operations are required to administer the control, storage and use of explosive products via the instrument of Explosive Management Plans (XMP) that are regulated under the Western Australian Dangerous Goods Safety (Explosives) Regulations 2007. XMP are required to be subject to a regular audit regime with internal audits required every year and an external security audit every two years.

Executive Risk Solutions (ERS) have conducted a number of XMP audits of explosive magazines and the associated procedures in the past 12 months. While audit objectives may vary from site to site audits look to ensure that companies are meeting their corporate and legislative compliance, verify the existence of effective security controls in accordance with the approved XMP.



As a follow up to these on site audits and a review of all documentation a comprehensive report is prepared by ERS with recommendations for improvements to the site security arrangements in relation to explosive use and storage as applicable. Given the expertise contained within ERS personnel, with backgrounds from the security, fire and emergency response disciplines, the quality and recommendations contained within the formal XMP have been well received by the respective Companies who commissioned the audit.



In undertaking an audit ERS reference WA Dangerous Goods Safety Acts, regulations, Australian Standards and guidance notes issued by the Department of Mines and Petroleum. The audit process also references the site documentation including the XMP, Emergency Management Plans, training documentation and risk assessment documents. ERS have developed an audit check list based on the requirements of the relevant Legislation and this is the blue print for the conduct of the audit.



While ERS are flexible in the way the audit is conducted, they generally commence with a document review and familiarisation with the XMP documentation. This is usually followed by a site visit to the explosive magazine and then informal discussions with specific personnel at the mine site, most often the underground manager, shift supervisor and shot firer as a check on procedural requirements required under the regulations. ERS works with the client in all aspects of the audit ensuring that a full and comprehensive report based on the audit check list is delivered to add maximise value to the process.



For more information about XMP contact ERS.



EMPLOYEE SPOTLIGHT



DAMIEN ROGERS

Damien Rogers recently joined Executive Risk Solutions (ERS) as their new Business Manager. Damien is a former soldier with significant experience in the special forces. After serving in the Australian Army for over 20 years, Damien joined the private sector as a security, safety and emergency management specialist and has had significant experience in the security industry including National Critical Infrastructure. Over the years, Damien had a number of manager roles working for key players in the industry. Damien's experience ranges from high threat international arenas to national oil and gas and resource sector.

He has extensive capabilities in security risk assessments, emergency management, government liaison and corporate interface and prides himself on an exceptional level of customer focus and the provision of a top tier service to his contracts and clients. Damien throughout his career has accumulated a number of qualifications in Security, Project and risk amangement.

In his role of Business manager Damien manages the service delivery of ERS major contracts for Emergency Response and Security such as Yara Resources, South 32 Gemco, Perth Mint, and Roy Hill. His biggest challenge in the job is to go above and beyond for the client but it is also his biggest satisfaction.

According to him, family and a supportive work team is what motivates him the most in doing his job.

What has surprised him the most about working with ERS is how supportive the entire business is. "I wish people knew about the wealth of knowledge ERS brings to the market place and ERS's ability to get things done quickly, professionally and to an extremely high standard" says Damien.

Damien 's biggest achievement is being a mentor and a role model to his children. In his personal time Damien enjoys restoring cars and helping children.

*"I am highly appreciative of the opportunity that has been given to me with ERS. I truly believe that the ERS team has the ability to dominate the market place through professional prowess, dedication and tenacity."*Damien Rogers



If you wish to be part of the ERS team, make sure to follow ERS on LinkedIn and Twitter to find out about our latest vacancies.

Anne-Eline Roberts
ERS BD Coordinator

JUNE 2016 NEWSLETTER



E.R.S.
EXECUTIVE RISK SOLUTIONS PTY. LTD.

THE FIRST RESPONDER

**We are the first call you make in a crisis.
We are the boots on the ground, the hands on the deck.
From natural disasters, to major incidents, we bring
strategy, equipment and manpower to respond to any
emergency.**



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