



# Training For Success

...minimising corporate threats



## Critical Incident Management

*'The time to learn to dance is not the day of the ball'*

### Introduction

How would your organisation have responded to the Buncefield Oil Refinery explosions? Is there sufficient resilience to deal with a Chemical, Biological, Radiological, or Nuclear (CBRN) terrorist attack? Do you have the capability to deal with on-site protestor activity, supply chain disruption or an aircraft crashing into a nearby housing estate?

The lessons learned from the London July 7<sup>th</sup> bombings and other critical incidents are that organisations can often be overwhelmed in responding to these types of incidents. A further weakness is often the inability of the different responder organisations to work together.

The defining feature of these types of incidents is their complexity and in order to make sense of this issue and to rehearse how well your organisation is prepared to deal with incidents of this nature we have developed a critical incident management workshop that will test resilience within a multi-agency environment.

### Our Approach

- It brings together the different agencies involved in responding to the incident;
- It can include other agencies that will be involved in managing the aftermath such as Police, Local Authorities and NHS Trusts;
- It includes business community representatives to consider business continuity issues.

Training For Success • TFS Suite • Unit 1 • Egham Business Village • Crabtree Road • Egham • Surrey • TW20 8RB

Tel. +44 (0)870 114 9999 • Fax. +44 (0)870 114 9998 • E-mail. [info@tfsuccess.com](mailto:info@tfsuccess.com) • Web Site. [www.tfsuccess.com](http://www.tfsuccess.com)  
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## **Our Technology**

We use an innovative software programme jointly developed with the University of Portsmouth which enables us to record and compare 'real time' decisions, policies and processes which are developed during the workshop.

Delegates are able to compare and contrast the work of other attendees and the data generated during the workshop can be used to further develop internal strategies, plans and processes.

## **Our Method**

Delegates from the various stakeholder organisations are invited to attend a two day workshop. Presentations include learning the lessons from July 7<sup>th</sup> and the Buncefield Explosion.

The software will be used to identify risks and to ascertain the probability of the risk occurring and the impact should it occur. Delegates will then be immersed in a simulated critical incident during which they will be required to test their internal strategies, plans and procedures and to compare and contrast them with those from other community members. The response to the incident is also explored from the perspective of media and public relations, community impact and business continuity.

The software enables delegates to continually test organisational capability in these areas.

## **Delivery Team**

Our trainers have extensive experience in developing the resilience of a number of organisations to more effectively manage critical incidents. Recent work in this area includes:

- Delivering Critical Incident training to an international Petrochemical company.
- Developing occupational standards for Gold and Silver CBRN Commanders.
- Delivering Critical Incident Management Workshops for the Garda Síochána Ombudsman Commission.
- Delivering a Critical Incident management Workshop to the Office of the Police Ombudsman for Northern Ireland.

**Critical Incident Management** – Contact us for a free consultation.