



CASE STUDY

Crisis Management Training

INTRODUCTION

A high-profile European leader in the manufacturing industry operating across 12 sites in seven countries, contracted us to evaluate existing crisis management arrangements to devise and deliver suitable training and assessment to better equip key personnel with the knowledge, understanding, skills, and abilities to deal more effectively with a crisis.

OBJECTIVE

The training aimed to prepare key individuals from the crisis management team to respond quickly and effectively to a crisis, mitigate its impact, and ensure the safety of personnel and stakeholders. This assisted them in working more closely with the emergency services and government organisations and effectively with their established protocols, roles, and responsibilities, testing and improving existing management plans.

SOLUTION

Ubique Risk Management reviewed existing protocols, strategies, and responses and designed a one-day training event for the organisation's crisis management team. Realistic workplace scenarios and practical activities were employed to deliver the training, which included:

- Actions at the scene of a serious event.
- Carrying out crisis roles effectively.
- Understanding the likely responses of the Emergency Services.
- Demonstrating an understanding of the Joint Emergency Services Interoperability Principles (JESIP).
- Raising incidents at the right level.
- Demonstrating effective initial responses.
- Understanding potential challenges when dealing with a crisis scene.
- Informing and mobilising appropriate role-holders.
- Securing and preserving evidence.
- Problem-solving.
- Decision making.
- Application of accepted principles and protocols.

AT A GLANCE

Challenges

- Making the training realistic.
- Developing the training against existing standard operating procedures.
- Capturing the broad and complex nature of the subject.
- Exerting sufficient stress factors into the scenarios and realistic events.

Benefits

- Improved response time and effectiveness during a crisis.
- Reduced impact on personnel and stakeholders.
- Better coordination with emergency services and government organisations.
- Strengthened crisis management protocols and plans.
- Enhanced problem-solving and decision-making skills.
- Improved understanding of potential challenges during a crisis.
- Better preservation of evidence.
- Increased confidence and preparedness among key personnel.
- Improved stakeholder confidence and trust in the organisation's ability to handle crises.



"The training provided by Ubique was incredibly realistic, effective, and worthwhile. It gave our crisis management team the confidence to perform more effectively in crisis situations, work collaboratively with emergency services, and develop our own response protocols further."

Louise Frogley, Plant Manager

