

## Background

We recognise many of our clients, especially in the COMAH-regulated sector, are under pressure to maintain mandated emergency management capacity. Eddystone Consulting is committed to provide you with emergency management support throughout this pandemic, wherever possible. This is important to ensure you maintain capacity despite the impact of absence and illness on safety-critical roles and to ensure that you do not get behind with a scheduling backlog. We now have two strategies to help you achieve this:

- Firstly, we have developed remote methods for training and assessment of mandatory roles, coupled with remote mentoring for development of these roles. This allows accelerated learning and makes best use of technology and advanced learning practices, while COVID restrictions are in place.
- Secondly, we have a pool of experts ready to provide direct support to reinforce capacity and mentor existing capability. Our team of experts is ready to stand alongside your key emergency response personnel.

## Our Offers

**For existing Site Main Controllers (SMC) and Site Incident Controllers (SIC),** who have received training with us and are current, we offer to refresh them on their roles and responsibilities; and update them on specific pandemic issues. We offer this in a 3-hour remote package, consisting of around 60 minutes of theory, followed by interactive scenarios relevant to your site and the current situation. This satisfies the mandatory requirement to conduct periodic refresher training for awards to remain valid.

**For personnel nominated as Site Main Controllers (SMC),** who have not yet received training, we offer a temporary award for pairs of SMC candidates. This package consists of 10 hours of contact time in a 1:2 ratio, delivered over videoconference, spread over 3-4 days to suit your schedules. For each pair, the course comprises pre-reading, followed by 2.5 hours facilitated discussion of theory; 1.5 hours of a facilitated tabletop based on a credible scenario; 2 sets of 2-hour scenario exercises; and a 2-hour joint reflective practice, around one week later, to ensure learning is transferred to the workplace.

**For personnel nominated as Site Incident Controllers (SIC),** who have not yet received training, we offer a temporary award for pairs of SIC candidates. This package consists of 7 hours of contact time

in a 1:2 ratio, delivered over videoconference, spread over 3-4 days to suit your schedules. For each pair, the course comprises pre-reading, followed by 3 hours facilitated discussion of theory and demonstration of response process, including a facilitated tabletop exercise based on a credible scenario; 2 x 45-minute scenario exercises per pair; and a 1-hour joint reflective practice, around one week later, to ensure learning is transferred to the workplace.

**In the event of a major incident**, or a sudden loss of capacity at your site, we are able to provide experienced, qualified tactical advice to support you. We can provide 24/7 telephone and/or videoconference support immediately. If required, an advisor can deploy to your site physically within a few hours, with a seamless transition from telephone to physical support.

### **Other Services - Crisis Management and Business Continuity support.**

While most have planned for the health impacts of a pandemic, some clients are now asking for support exercising the CMT on potential business impacts. To make this more efficient for our network of clients we have developed three base scenarios, which describe a range of credible potential operating environments. We adapt these to your industry specifics and deliver them as a set of rapid-fire tabletop exercises. This process flushes out the business continuity issues, which your team can use for business planning. It also enables you to test your planning assumptions for health protection measures in your pandemic contingency plan.

## **Notes**

- These offers are only open to our existing clients.
- Temporary award courses are designed for pairs (i.e. 2 candidates) but we are able to provide for up to 4 multiples of 2 candidates concurrently.
- The temporary award is time-limited to 6 months and extensions will not be granted. Post-pandemic, qualifications will no longer be valid and full accreditation should be sought.
- We do not require a retainer for access to our response capability: we offer this service as part of our ongoing relationship with valued clients.

## **Contact Us**

Please contact us to discuss how we can help you on [opportunities@eddistone.com](mailto:opportunities@eddistone.com) with your contact details and we will respond within 6 hours.