

Emergency Response Program

Your Roadmap to Emergency Response Preparedness

The Emergency Response Program is a comprehensive roadmap that enables your team to proactively and confidently prepare for emergencies, enhance your crisis decision-making skills and advance company emergency preparedness. If you need to respond, you can do it successfully, compassionately, and professionally.

As a Program customer, you will learn how your internal resources should be utilized and what external resources you need to supplement your in-house response capabilities. Your team will be trained using real-life experiences, so your readiness to respond to an emergency will become second nature.

We will work with you to analyze your state of readiness recognizing that each customer will not only enter The Program in different stages, but also move through the stages at different paces. The goal is to ensure readiness once the cycle is complete.

The Program is comprised of four stages of development that build upon each other:



Contact us today to learn how to make your emergency response plan a truth-telling document.

Stage #1: Development

Build the foundation of your capability to respond to an emergency

24/7 Emergency Services Agreement

Your 24/7 Emergency Services Agreement is our assurance to you that no matter when or where an emergency occurs, you have immediate access to professionally trained team members who are ready to mobilize with the needed equipment to respond. Your 24/7 Emergency Services Agreement builds the foundation for us to work with you, alongside your team and your decision-makers to ensure you have the most compassionate and comprehensive response to an emergency anywhere in the world.

Your 24/7 Emergency Services Agreement provides you with a trusted resource that knows your company, understands your culture, and what's important to you. We will work side by side with you to ensure you have the resources and capability to respond appropriately. Organizations have found that during a crisis, executive decision-makers and managers are often double tasked with responding to the emergency at hand, while simultaneously keeping the business running. Even large organizations have relatively small teams called into action during a crisis. Your 24/7 Emergency Services Agreement provides you with a proven and experienced integrated approach to emergency management.

Tactical Emergency Response Plan (TacERP)

Developed during Stage 1 of your Emergency Response Program, your Tactical ERP will help your team respond faster with a "first things first" methodology. Most ERPs are essentially narrative descriptions coupled with ideas to consider. With the Tactical ERP you can reorganize content and focus on specific actions and priorities to bring speed and clarity to any response.

- Interactive, procedures focused ERP
- Activate from anywhere via mobile device or PC
- Developed by aviation emergency responders
- Compatible with industry requirements
- Economical, adaptable and risk-adverse

This interactive tool allows you to not only automatically link to documents and checklists throughout an event, but also manage notifications with links to your contacts phone numbers and emails, with the option to print any section or checklist if required. The Tactical ERP is at its core, an interactive PDF, which has advantages over websites and apps, including maintaining a sole source of information for the response process. Everyone can have their copy of the document on the device they choose and work their individual checklists.

Educational Tabletop Exercise

Developed in Stage 1 of your Emergency Response Program, your Educational Tabletop Exercise is a scenario-based discussion focused on solutions to enhance the crisis decision-making skills of core executives and significantly advance your emergency preparedness.

During a Tabletop Exercise, facilitated by your experienced responders at Fireside Partners, your team can expect to:

- Clearly define and understand their roles and responsibilities
- Identify any gaps in resource and preparedness
- Use scenario-driven real-life examples of emergencies
- Learn how to execute your Emergency Response Plan effectively

The Exercise will result in an action strategy for the continuous improvement of your emergency response plan. Your enhanced ERP will form the foundation for your Live Drill introduced in Stage 2 of your Emergency Response Program.

eLearning Library

Available as an add on service to our 24/7 Emergency Services Agreement Customers in early 2021, the eLearning Library supports and prepares you for the various stages of your Emergency Response Program. Throughout the life cycle of your Program, these courses will provide you and your team with the knowledge to advance your emergency preparedness. Each course contains a knowledge transfer assessment and provides you with a certificate of completion once you pass the assessment. Your course library has a user-friendly dashboard that provides you with a real-time view of your progress and allows managers to track their team's progress easily.

In Stage 1, your eLearning Course will focus on Emergency Response Planning. In this course, participants will learn the foundation of emergency response. How to organize the team for your Tabletop Exercise and ultimately introduce the process of your Tactical Emergency Response Plan. This course includes 4 (1) hour modules, each with their own knowledge transfer assessment and certificate of completion.

Stage #2: Alignment

Align your Program with other business continuity plans (BCP)

BCP Alignment Assessment - identify overlap on resources

Along with your 24/7 Emergency Services Agreement and your TacERP, Stage 2 of your Emergency Response Program begins with aligning your Emergency Response Plan (ERP) with other important business plans such as your BCP. Organizations have found that during a crisis, executive decision-makers and managers are often double tasked with responding to the emergency at hand, while simultaneously keeping the business running. During your Tabletop Exercise, you identified participants that will be included in your Emergency Response Plan. The next step is to compare your ERP participants to the key stakeholders identified in your BCP.

During this review, your team at Fireside will work with you to analyze your resources to address any overlap with your other business priorities. Once the analysis is complete you can solidify your ERP, including the areas of support you will receive from your team at Fireside. This will build the foundation for your Live Drill during Stage 3 of your Program.

eLearning Library – Building a Family Assistance Program

As you progress through Stage 1 of Your Program, it will become apparent the vital role Family Assistance plays in your Emergency Response Program. In Stage 2, your eLearning course will focus on Family Assistance. In this course, you will identify the different milestones of Family Assistance, to align your team and external Fireside Partner resources to ensure families receive the emotional support, direction, and compassion needed as we navigate through the challenging times in the aftermath of an emergency. This course includes 3 (1) hour modules, each with their own knowledge transfer assessment and certificate of completion.

Stage #3: Execution

Train your team through real-life experiences

BCP Alignment Assessment - identify overlap on resources

At Stage 3 of your Emergency Response Program, your ERP toolbox now consists of:

- 24/7 Emergency Services Agreement,
- TacERP,
- You have completed one or more Tabletop Exercises
- Your BCP has been aligned with your ERP

Team training is role-specific for each primary and alternate member of your ERP team. This will ensure that in the event of activating your emergency response, all team members and back-up personnel are familiar with their roles and responsibilities.

Each ERP team member holding a primary role will participate in a specific familiarization session to hone their response skills and understand the expectations and objectives related to their participation.

Live Drill

Executed in Stage 3 of your Emergency Response Program, your Live Drill allows your company to demonstrate your plan in action. At this point, you have been through your Tabletop Exercise as outlined in Stage 1 of your Program. You have aligned your resources with your other business plans (Stage 2), which has allowed you to identify how and where our experienced team will support you throughout your response. Your Live Drill, facilitated in real-time, is designed to provide you with a controlled and realistic scenario-based experience covering the initial hours of an emergency response. The drill will enhance knowledge of your plan, allow team members to hone their response skills, and identify opportunities to improve capabilities to advance your readiness to respond to an emergency effectively.

eLearning Library – Preparing for your Live Drill Exercise

At this stage, you have completed one or more Tabletop Exercises and developed a good foundation for your Family Assistance Program. In this course, you will continue to grow and hone your skills to ensure you have correctly identified your roles and responsibilities in advance of your live drill. This course includes 2 (1) hour modules, each with their own knowledge transfer assessment and certificate of completion.

Stage #4: Readiness

Communications and After Action Strategy

Throughout Stages 1, 2 and 3, you have progressed your Emergency Response Plan into a state of readiness. In Stage 3, you conducted a comprehensive Live Drill that has resulted in a report detailing your after action strategy. As your Live Drill included many components and simulations, this report will contain additional observations and recommendations necessary for readiness. We will work with you throughout this change management process to ensure all facets of your Program have been addressed. In addition, in Stage 4, we will define the maintenance plan of your Emergency Response Program and prepare you for your next tabletop exercise. Maintenance of your Program is critical as new personnel arrive and roles and responsibilities change throughout your organization. We must be vigilant with recurrent exercises, training and awareness to maintain your state of readiness.

eLearning Library – Preparing for your Live Drill Exercise

In Stage 4 of your Emergency Response Program focuses on Emergency Communications. In this course, we will address the critical communication requirements after an accident. Communication in areas such as:

- What to say to your employees
- Addressing the concerns of owners and customers
- Talking with family members after a traumatic event
- Preparing appropriate media statements
- And many more...

This course includes 3 (1) hour modules, each with their own knowledge transfer assessment and certificate of completion.

Your emergency response program with Fireside Partners is guided by **Three Key Principles (3Ps) of effective emergency response.**

- **People** – Protect your people. They are your most valued asset. Fireside works closely with you and your people to ensure that those most affected are supported with compassion and empathy. **We are the family that helps you take care of yours!**
- **Perception** - Ensure your response aligns with your number one priority – your people.
- **Participation** – Participate in the investigation. Protect your interests and confirm best practices are in place.

We are Fireside Partners, the family that helps you take care of yours.