



EIC Workshop: Crisis Management in the Energy Industry

Date: Tuesday 23 March 2010

Host Company: Kenyon International

Time: 08:30 – 17:00

Location: 1 Western Centre, Western Road, Bracknell
Berkshire RG12 1RW

Host Contact: Lisa Cuthbert
lisa.cuthbert@the-eic.com

This one day workshop will enable delegates to:

- Understand the complexities of crises and their effects on employees and company reputation.
- Examine the roles and responsibilities of company executives to manage crisis response operations.
- Consider the essential elements of emergency planning at corporate level and determine 'what good looks like'.

Company Profile

For over 100 years, Kenyon has provided unparalleled comprehensive services to businesses, governments, and individuals planning for and responding to crises involving the injury or loss of human life.

Kenyon's mission is to help people and organizations survive and transition through the normal processes of shock, grief, and loss from natural disasters, accidents and deliberate attacks. While Kenyon is not in the prevention business and cannot undo an event, since 1906 they have assisted people and organizations through the phases of planning, response, recovery and mitigation for several hundred major events around the world.

Today it remains the only firm of its type offering comprehensive resources and experience for every type of aviation disaster, natural disaster, war or terror.

Facilitator

Jerry Allen, Vice President, Planning and Training

Jerry is an acknowledged expert in emergency planning and crisis response operations. Twenty-one years service in the Royal Air Force helped him to understand the impact of tragic events and how proper preparation can mitigate the effects. During his RAF career, Jerry saw operations in the Falkland Islands, Bosnia and the first Gulf War. In 2000 he joined the International Air Transport Association firstly as Manager of Business Continuity and then as Director of Crisis Management Services. In IATA he led a specialist international group that considered and published guidelines for emergency response that are now recognized as industry best practice.



Management & Professional



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Since 2004, Jerry has been a member of the senior management team for Kenyon International Emergency Services, the world's leading disaster response company. He has been personally involved in several recent international emergencies including the 2005 Tsunami, Hurricane Katrina and several high-profile transportation accidents. In 2006, Jerry was the subject-matter expert for the Government review of national mass fatality capability and in 2007 he developed and published the first Standard for emergency planning for the aviation industry

Who should attend

This workshop is intended for those who have a responsibility for emergency planning and contingency operations. This could be the personnel in compliance, safety or security. It is also particularly suitable for those in HR, corporate communications, insurance and legal as these topics are fundamental to understand the scope of emergency operations.

Overview

"I never thought it would happen to us". This is the common reaction of CEOs on learning that their company has been involved in a disaster with human victims. After all they had safety plans and security plans and insurance. These may be effective 99% of the time in averting tragedy. It is managing that one percent of events that 'escape the net' that cause the most damage, trauma and lasting impact on corporations and individuals. Through the use of a developing scenario and interactive discussion, this workshop addresses those unthinkable events, the necessary company preparations and the responsibility of management.



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Workshop Programme

0830 Arrival and coffee	1230 Plenary discussions
0915 Introductions	1300 Lunch and tour of Kenyon
0930 'Marker' presentation on the importance of robust crisis management	1345 Presentation on Crisis Communications (External and Internal) and Reputation Protection
0945 Scenario introduction to a developing crisis	1445 Scenario development
1000 Facilitated debate on the principal components of the developing crisis and the directions that it may take	1500 Practical exercise on Crisis management Centres and Information Management
1045 Coffee	1630 Workshop debrief, lessons learned, open forum on current industry crisis management capability
1100 Presentation on Organising for Effective Crisis Management and Crisis Leadership	1700 Close
1130 Scenario development	
1140 Small-group scenario discussion, determination of issues and priorities, resource allocation	

Workshop timing and administration

The workshop will run from 08.30 to 17.00 and there will be several breaks throughout. The workshop venue has ample free car parking spaces.

Recommended Hotels

Elizabeth House Hotel, Rounds Hill, Wokingham Road, Bracknell, RG42 1PB
Tel: +44 (0)1344 868480 <http://www.lizhotel.co.uk/>

£65 including breakfast

Palm Hills Hotel, London Road, Bracknell, RG12 9FR
Tel: +44 (0)1344 869130 <http://www.palmhills.co.uk>

£80 including breakfast