

# incident management training

Preparing you and your key duty holders to deal with a major incident

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## Equipping you with everything you need...before you need it

At DWF we believe that active crisis planning and preparation is everything. Having a well-rehearsed team and clear, consistent crisis protocols and processes will have a significant positive impact on the outcome of any incident.

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### What if:

- A fatal accident occurred at your premises?
- An explosion or major fire at your premises stopped your business in its tracks?
- Significant data was lost or leaked?
- Or an anonymous complaint led to regulatory intervention?

Would you or your team be confident in managing the crisis as it developed, facing the press or potentially answering difficult questions in a formal interview?

## Why do you need DWF Incident Management Training?

Our Incident Management Training walks you and your staff through a mock scenario that has been carefully tailored for your organisation to include the specific challenges that you might face. It introduces both employers and employees to a health and safety, competition law, data protection or abuse incident, explaining the key duties and legislation and how to consider them in planning for a crisis event. The training is delivered through an interactive, hands-on workshop including mock interviews, media containment strategy, technical Q&A and crisis management guidance.

“ We will give you a clearer understanding of the areas upon which to concentrate your crisis protocol, and identify where enhancements can be made to current processes and procedures ”

## Who would benefit from Incident Management Training?

In reality, any members of your team who would hold duties in forming the first line of defence in the event of a crisis event will benefit from crisis training;

### Typical attendees are:

- Directors and Senior Managers
- Risk and Compliance Managers
- Members of business continuity teams
- Health and Safety/Environmental officers
- IT Managers
- Facilities and Site Managers

### Key Benefits

- Reduction and minimisation of exposure to enforcement/sanctions
- Protection of reputation
- Increased understanding and awareness of crisis protocols across your business
- Positive impact on future compliance and corporate resilience
- Potential improvements to your future insurance claims and credit profile
- Positive impact on broader governance



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## Incident Management Training in practice

### Before your training:

Training takes place throughout the course of one full day, in your premises. To give the day maximum impact, we will spend time beforehand learning about you, your business and industry sector so that we understand your needs and concerns inside out. We can then devise an event scenario relevant to your business, which will typically include witness statements, reports, photographic and even physical evidence culminating in a mock formal interview.

### On the day:

To bring the training to life, our specialists will walk you and your team through the event scenario from start to finish, working through the initial stages of an investigation and exploring the number of different issues and considerations that will arise as the incident unfolds.

We will then help you to identify any gaps or changes which might enhance the resilience of your existing crisis management processes and procedures.

## What does the training cost?

We offer one full day of training for up to 20 people within the organisation, for a fixed fee of £7,500. Training will of course be tailored to make it relevant to your organisation, but should you have any bespoke requirements we can agree alternative pricing.

## We can help you manage any situation

By undertaking Incident Management Training, you will be as prepared as possible should the unthinkable happen. And in the event that a crisis does occur, our **award winning Crisis Response** service will provide you with all the support you need to help protect your legal rights, support employees and effectively contain any potential adverse media attention, overall protecting the reputation of your business.

Registration for the service is free and includes 24/7 access to an emergency helpline, free crisis workshops and regular email updates.

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## Find out how DWF can help you



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To find out more about how Incident Management Training or Crisis Response could benefit your business, please contact:

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DWF is the legal business where expertise, industry knowledge and leading edge technology converge to deliver solutions that enable our clients to excel. Embracing our diverse skills, we gain a unique and more valuable legal perspective that can empower our clients, giving them a competitive advantage or simply delivering new solutions to old problems.

With over 2,500 people across the UK and Ireland, we make sure that wherever you are, wherever you aim to be, we will go further to help you get there.

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