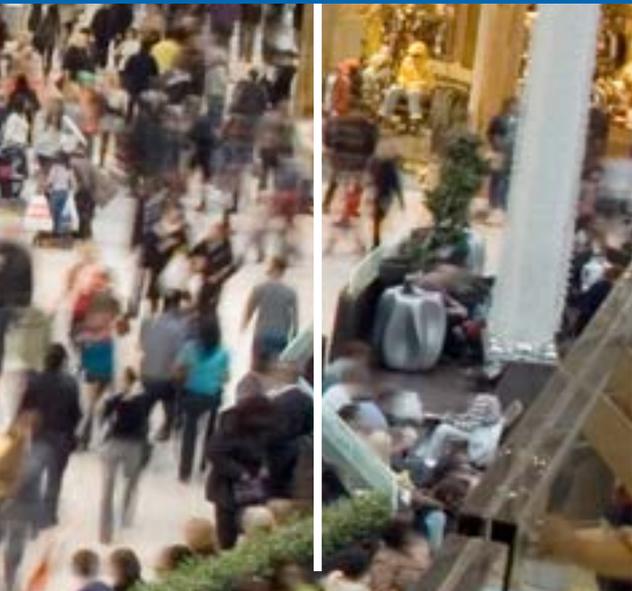




Advise  
Educate  
Exercise  
Implement

## The Customer

Hammerson is a FTSE 100 company with a portfolio of retail property across the UK and France. The current value of their estate is an estimated £5.9 billion. This includes 20 prime shopping centres, 22 retail parks and investments in 9 premium designer villages. With shopping centres spread all over the UK these retail outlets currently attract over 250 million visitors every year.



## The Results

As part of the final phase of the project our subject matter experts working closely alongside Hammerson Operations Ltd to provide a more holistic Organisational Resilience package. For this a contract manager was assigned to work closely alongside the customer to ensure the planning and implementation plans were agreed.



## The Challenge

They had previously experienced a number of small scale incidents and several recent disruptive challenges in a number of different locations. There were a number of planned public events across a variation of locations that not been designed with such events in mind.

As Hammerson Operations Ltd is centrally based, they needed to know there was a consistency across each location so that each centre understood and implemented their detailed crisis management and public safety management policies, plans and procedures.

## The Solution

Once they had established there was a need to design and implement a continual training programme EPC were brought in and asked to deliver a programme of training and exercising across their business. This programme was carried out on an annual basis.

A phased programme was implemented at senior management level. Working alongside external partners; this was cascaded down through each shopping centre in the UK to test their key elements.

Staff were individually tested to give Hammerson's the confidence there team had the right skills and knowledge to implement plans should an incident arise.



Cabinet Office

**epc**

Advise  
Educate  
Exercise  
Implement



**STAND OUT  
FROM THE  
CROWD**

Supporting the Event and  
Crowd Safety Industries

**serco**