



Case Study: Hammerson Operations Limited

A phased training programme was implemented across each venue in the UK at senior management level.



Executive Summary:

Background:

Having previously experienced a number of small scale incidents Hammerson saw a need for staff training.

They brought in EPC to make sure the correct plans were in place and staff were aware of their role in the event of an incident.

EPC's Solution: Effective Training

Once Hammerson 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.

Result: Validate and Review

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.

Results showed that the training had given staff a better understanding of the plans in place and the role they had in the event of an incident.

This relationship is ongoing, Hammerson staff are regularly trained and tested by EPC,.

The Background:

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.

Hammerson saw a need for incident training. In order to make sure the correct plans were in place and staff were aware of their role in the event of an incident they brought in EPC.

The Solution:

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.

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.

The Result:

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.

About Us

EPC is the UK's leading centre for organisational resilience, delivering emergency and crisis management, business continuity, cyber resilience, event and public safety training, exercising and consultancy services. Our highly experienced, industry leading experts work closely with organisations of all sizes to deliver our services to both public and private sectors in the UK and across the world.

For more information please visit:
www.epcollege.com or email:
enquiries@emergencyplanningcollege.com

