

Gold Standard



Serco Combined Resilience Exercising



Combined Resilience Exercising

Exercising is critical in ensuring organisations are prepared for and able to manage risks that may affect lives, reputations and profits. Through our Combined Resilience exercising capability we offer a wide range of solutions to assist with the development of emergency plans and procedures and also to ultimately test preparedness and resilience within and between key organisations and agencies.

The Combined Resilience Exercising capability is built upon the strong foundation of Gold Standard, developed by the UK Cabinet Office with extensive input from practitioners within the UK resilience community. It is flexible and adaptable in approach and scalable across different levels of authority and management. The intensity and complexity can be adjusted to suit the training audience as can the range of technical simulation support. This capability is underpinned with a deep knowledge pool of highly qualified and experienced Subject Matter Experts that cover all key sectors, local government, international and commercial, and the rigour and best practice of the UK Cabinet Office.



Gold Standard is a mixture of people, technologies and procedures brought together to work as a complete system that fits around the decision making team. It provides the multi-agency training and validation necessary to promote effective management of emergencies. Without this investment in collective training and exercise activity, there is significant risk that the effectiveness of any response or the ability of an organisation to maintain business continuity may be undermined. Our experience has shown that it is vital for leaders and supporting staff to experience 'real time' exercises in realistic and pressurised, but safe environments.



Our Gold Standard exercising expertise has been used extensively in the UK and in the international market to help train and prepare local government, businesses, major sporting events and foreign clients to deal with today's risks. Alongside wider EPC specialist training support, Gold Standard was a key part of the preparatory activity for the London 2012 Olympic Games. It exercised 14 Olympic venues, regional resilience teams across the UK and the senior management team of a FTSE 100 company responsible for key elements of the London transport network.

Exercise Development

The Gold Standard exercise team will work with and alongside clients to help design an appropriate exercise programme that is progressive in nature and firmly based on their requirements throughout the training cycle to ensure maximum training benefit.

An appropriate exercise programme may include:

- Workshop exercises designed to assist with plan development
- Table-top exercises to develop teamwork and validate plans
- Full scale rehearsals of operations or coordination centres at all levels of command
- Integration of live exercise play

Types of Exercise

Workshop Exercises

These are structured discussion events where participants can explore issues in a less pressurised environment. They are an ideal way of developing solutions, procedures and plans rather than the focus being on decision making.

Table Top Exercises

These involve a realistic scenario and will follow a time line, either in real-time or with time jumps to concentrate on the more important areas. The participants would be expected to be familiar with the plans and procedures that are being used

although the exercise tempo and complexity can be adjusted to suit the current state of training and readiness. Simulation and media play can be used to support the exercise. Table-top exercises help develop teamwork and allow participants to gain a better understanding of their roles and that of other agencies and organisations.

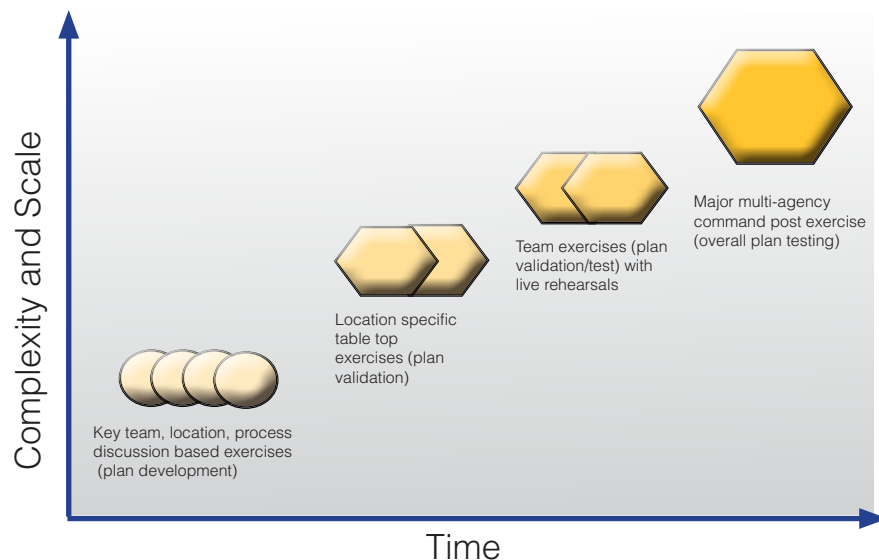
Command/Control Post Exercises

These are designed primarily to exercise the senior leadership and support staff in collective planning and decision making within a strategic grouping. Ideally such exercises would be run from the real command and control locations and using their communications and information systems. This could include a mix of locations and varying levels of technical simulation support. The Gold Standard system is flexible to allow the tempo and intensity to be adjusted to ensure maximum training benefit, or to fully test and evaluate the most important aspects of a plan. Such exercises also test information flow, communications, equipment, procedures, decision making and coordination.

Live Exercises

These can range from testing individual components of a system or organisation through to a full-scale rehearsal. They are particularly useful where there are regulatory requirements or with high-risk situations. They are more complex and costly to organise and deliver but can be integrated with Command Post Exercises as part of a wider exercising package.

Illustrative Progressive Exercise Schedule



Simulation and Media Support

The method of delivering an exercise is flexible and will be designed with the client to meet their requirements with options ranging from simple paper-based delivery through to full use of their real communications systems and advance computer simulation. In addition, media play can also be added in the form of news injects and the provision of experienced journalists and television crews to help test procedures and also assist in training key staff.

Conduct and Feedback

Throughout all exercises there will be regular reviews with the participants and the pace and complexity of the exercise can be adjusted to ensure optimum training value. Issues around business continuity and initial activities for recovery preparation will also be explored.



Regular debriefs will be incorporated at appropriate points as the exercise unfolds and a comprehensive post exercise report will be provided including guidance on further training and support if required.



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