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Who are we?

Our core business is providing retained 24/7 incident response support services, training and practice drills for the UK energy industry.

We have been in business for 25 years this April.

www.mcmcrisis.com

This talk is on care for the health and wellbeing of offshore workers affected by an incident.

We have been activated to provide emergency support some 300 times since 2020.

The vast majority have been to support people evacuated ashore from offshore operations.

I will focus on 4 Cornerstones for effective support for evacuees

- For individual medical evacuations
- For groups brought ashore

And I'll explain what has led us to rely on them

- Even after people have been evacuated, the ‘incident’ may remain ongoing
- The situation, and required response is dynamic, evolving, and the end game may not yet be apparent

Cornerstone 1:

LOCATION, LOCATION, LOCATION

There is no substitute for having someone to meet and support individuals coming ashore for medical treatment.

- Find your evacuee!
- Understand their mental and physical status
- Understand their diagnosis & treatment path
- Demonstrate compassionate support for them
- Provide practical support
- Maintain situational awareness for all stakeholders
- Make informed decisions about the evacuee's needs

Cornerstone 2:

ANTICIPATION, ANTICIPATION, ANTICIPATION

There is no substitute for having someone planning what comes next, in reaction to updates from the front line.

- React to sudden hospital discharge
- Provide timely local logistical support
- Stand up all the necessary onshore stakeholders
- Maintain current situational awareness for all
- Make informed decisions about meeting the evacuee's needs

Cornerstone 3:

COMMUNICATION, COMMUNICATION,
COMMUNICATION

There is no substitute for keeping the lines of communication open with all parties as the onshore situation develops

- Gain common understanding of the situation
- Clarify the role and needs of the duty-holder, employer, family
- Agree on the best solution for the evacuee
- Achieve agreement and authorisation for spend
- Make informed decisions about next actions

Cornerstone 4:

PREPARATION, PREPARATION, PREPARATION

There is no substitute for having a well-understood process and a contacts list for key resources

- Establish sufficient on-call resources to provide all the necessary support
- Access those resources at all times
- Identify lessons for improvement – “drill, baby drill!”
- Identify training needs and additional specialist services; stress awareness, counselling, family liaison
- Be resilient and flexible for unexpected events

For groups coming ashore, there are two categories:

1. Precautionary evacuations of unaffected people
2. Mass evacuations following a serious incident, with people affected in some way

- A suitable location for a reception centre
- Transport from the inbound disembarkation point
- Reception Centre documentation
- A team of trained people to run the reception centre
- Liaison with all companies and agencies involved
- Onward transport – travel desk

For the second category you also need people to support those who have been taken to hospital.

We recommend that reception centre teams are trained in stress awareness so they can signpost individuals for mental health support / counselling.

You also need a team and facilities to receive calls from worried relatives.

And the same for media – a separate team with the relevant skillsets for this work – definitely a topic for another day.

And contractor and family Liaison teams to make some difficult notification calls and consider what support is needed for these groups.

LOCATION

COMMUNICATION

Person-centred support

Informed decision-making

Rapid and effective solutions

ANTICIPATION

PREPARATION

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