

# PHAROS

R E S P O N S E



## 24/7 Incident response & support

**Pharos provides affordable and practical support** with robust call handling solutions for your incident reporting and crisis management needs.

Our clients no longer have the stress of their on-call staff fearing missing a call due to poor mobile reception, travel or out-of-hours personal commitments.

**You have access to a team of highly experienced incident handlers** on-call to answer urgent calls direct from your clients or staff who may need support in handling a situation, or perhaps just need to report an incident.

### Trusted Partners

We become trusted partners of our clients, from industry leading brands to one-man bands within the travel, adventure, education and charity event sectors.

### How does it work?

- **Divert your duty telephone** (either when unavailable or permanently) to your dedicated Pharos number so we can answer on your behalf, 24/7.
- **Your calls are answered by experienced incident managers** (never an answerphone) who provide immediate practical advice, record the details and alert your team to agreed protocols.
- **Immediate access** to crisis communications/PR, operational risk management, crisis mentoring, in-field support or specialist trauma counselling.
- **Online access to a centralised record of incident details** via our secure Incident Log System (iLS).
- **Support and advice** when you need it, working hand-in-hand to reduce impact on those affected, your brand and your reputation.
- **Reduce the likelihood and impact** of a major incident through our consultancy and training services.



- ▶ **+44(0)1183 800 140**
- ▶ **[www.pharos-response.co.uk](http://www.pharos-response.co.uk)**
- ▶ **[info@pharos-response.co.uk](mailto:info@pharos-response.co.uk)**

# Our services

## 1. Prevent

### incidents from happening

Our consultancy services help reduce the likelihood of a major incident through health and safety auditing, reviewing and recommending improvements to current systems and procedures.

## 2. Prepare

### for when incidents do happen

Real-life training simulations, desktop exercises or workshops to help ensure you are ready for anything.

## 3. Respond

### to and handle incidents more effectively:

- Experienced incident handlers (ex police, military or search and rescue) available 24/7 to support your on-call team or even handle incident calls on your behalf.
- Immediate practical advice and action planning before reporting the incident to your protocols.
- All in-bound calls are digitally recorded to provide a useful audit trail.
- Incident details can be accessed securely via our bespoke online Incident Log System (iLS).
- Incident mentoring and support for your senior managers.
- Specialist advice on operations, media, stakeholder communications, trauma counselling and deployment of field support including professionally qualified accident investigators.
- Drafting of press statements and other stakeholder communications.
- High-volume call handling solutions.
- Personalised waterproof emergency contact cards.



## Maximum support minimum cost

**Our services are designed to be affordable for organisations with lower incident volumes who cannot justify resourcing a full-time, in-house, failsafe duty system.**

A low-level annual retainer ranging between £995 and £1,575, inclusive of base level hours of support and an initial incident management review. Thereafter, you only pay if you need us £75-£125/hour for call handling and incident intervention. In the event of a major incident, our intervention fees may be insurable.



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