

Travel

SERVICES TO
RESPOND TO CRITICAL
OR COMPLEX INCIDENTS



PHAROS
R E S P O N S E

	SILVER	GOLD
	Provides peace of mind that specialist support is available 24/7 to on-call staff at minimal cost.	Provides immediate 24/7 support direct to staff/ customers at the scene without undue pressure on in-house on-call staff.
24/7 access to Pharos Incident Managers	✓	✓
Inclusive telephone-based support time	3hrs	Unlimited
24/7 access to specialist incident intervention services: incident management mentoring, crisis PR, social media, trauma counselling, health & safety.	✓ Charged at £75-£125/hr*	✓ Charged at £75-£125/hr*
Use of standard Pharos telephone number and telephone answering	✓	-
Provision of your own dedicated telephone number and answering script	-	✓
Calls to Pharos from your on-call staff only	✓	-
Calls to Pharos directly from the field (leaders or customers) in addition to on-call staff	-	✓
Annual incident review	-	✓
Number of emergency contact cards	5	15
COVID response support line COVID management response advice during office hours for non-emergency COVID related issues/ cases, such as if a customer presents with COVID symptoms in your care.	£125/year additional charge	✓ No additional charge
Price for 'small' businesses (under £6.5m turnover and/or under 50 employees):		
1-year subscription	£1,075/year	£2,095/year
3-year subscription	£995/year	£1,995/year
Price for 'medium' and 'large' businesses (larger than £6.5m turnover and/or 50+ employees)	Please contact us to discuss	

NOTE:

- All prices are +VAT
- * The cost of our specialist incident intervention services may be covered by your insurance company. Check any critical incident policies for details.

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