



managing crises



ICAS WELLBEING



"Our long standing relationship with AXA ICAS means that all our people can rely upon the professional support of a credible organisation 24/7. With their help and support we are able to offer a service to our people which is second to none."

Premier Custodial Group

Traumatic incidents in the workplace threaten an organisation's three core assets – its people, its finances and its reputation.

There are many examples demonstrating that organisations who were prepared for trauma, and who responded appropriately, enhanced the recovery of morale, performance and shareholder value.

AXA ICAS CRISIScall® provides a range of expert solutions that help in the preparation for and recovery from a trauma. These solutions are a result of 18 years' experience in assisting organisations in the aftermath of international, national and local disasters. CRISIScall® has supported organisations in a range of sectors including oil, chemical, public transport and retail.

Day to day involvement with terrorist attacks, death of employees and assaults on staff has helped AXA ICAS to shape a unique pre- and post-trauma service for organisations. The service promotes resilience and education for employees prior to an incident and facilitates stabilisation and natural recovery after a trauma.





Contracted Trauma Support - CRISIScall®

Formal contracts with organisations enable us to understand the potential threats and risks to business and staff. We are then in a position to review existing emergency plans and include the human dimension, based on compassion, common sense and continuity.

Translating philosophies into action involves:

- establishing training requirements for Human Resources staff, managers and security personnel
- agreeing appropriate response times for trauma consultants on-site when a trauma occurs
- establishing protocols for the continuation of post-trauma services to staff, customers and the general public in the aftermath of a trauma

Post Trauma Services

AXA ICAS post-trauma services are continually monitored, evaluated and reviewed. The unique combination of services and procedures conforms to NICE guidelines and standards. Post-trauma support comprises the following principle aspects:

- **Stabilisation**
AXA ICAS trauma consultants provide practical support and guidance to both the crisis management teams and staff in the immediate aftermath of an incident.
- **Assessment**
Certain staff will be particularly vulnerable to intense post-trauma reactions. AXA ICAS pro-actively monitors and assesses the recovery process of all affected staff in the immediate, short-term and long-term time frames.
- **Treatment**
During this phase AXA ICAS will identify staff at risk of, or who have developed, disorders as a consequence of the trauma and will offer a range of evidence-based treatments (e.g. cognitive behavioural treatment).

Helping Managers

During and after a trauma Emergency Managers within organisations are highly visible and play a pivotal role in the recovery of the business.

As well as providing essential post trauma advice, our consultancy ensures that managers work effectively and continuously without suffering burn out.

Training

In preparing for trauma AXA ICAS works alongside emergency management, HR and business continuity teams to support staff who will be in the 'front line' when an incident occurs. We create and deliver training workshops for Psychological First Aid, Relative Response Support and Incident Responders. They can be delivered to staff groups, ranging from security guards to senior managers. Preparation is the key.



About AXA ICAS

AXA ICAS is a global provider of employee support and health and wellbeing services that can help you improve morale, reduce risk and deliver increased productivity across your organisation.

Our three core areas are employee assistance and wellbeing programmes, sickness absence management and occupational health. These areas are further supported by our tailored consultancy and training services, which can help you identify behavioural risks and improve performance, and our crisis management services, which can help your organisation prepare for, respond to and recover from critical incidents and trauma.

By choosing us you have the reassurance of dealing with one of the world's leading providers of employee support services. We own and operate businesses in the UK, Southern Africa and Spain and have a network of providers and affiliates covering more than 30 countries across six continents. Together we provide employee support services to more than 1,700 corporate clients, covering 1.8 million employees around the world.

Talk to us

Organisations often invest heavily in business continuity plans but fail to include the human side, leaving themselves exposed to substantial costs and disruption. AXA ICAS, the leading Behavioural Risk Management company, can help.

www.axa-icas.com or call 01908 285200

Supporting Employees | Managing Crises | Developing People | Managing Risk | Managing Absence | Managing Stress

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