



**Incident Response, Management & Recovery
Performance Package**
“Understanding ICS “



*“Building Authority in Skills
for Industry”*



PURPOSE & PLACEMENT

The primary purpose of the design, development & accreditation with internationally endorsed products & services that are the “pieces in the IRMR Resilience Leadership, Performance Package” was to offer a suite of products & services that were both relevant to its purpose and suitable to be installed into any existing ICS or ER culture that is already partly in place in industry globally.

The main objective was not only to finally *fill the gap* that has always existed in the establishment of a credibly industry suitable Tier 2 & Tier 3 level of Emergency Response & Incident Command, but to ensure that it seamlessly integrated back into the industry accepted OPITO Tier 1 level ER Product range. Emergency Response Preparedness at site level is well captured, managed and accepted globally as a direct result of the “Cullen Report” post Piper Alpha incident in the North Sea. What was never built was, how offsite supporting groups gave the “next higher” level of incident management support.

There are some industry service providers that offer ICS compliant products that they claim to be *fit for purpose*, usually heavily environmentally specific, but to really meet that criteria, they must be built in a way that it’s an extension to what the industry already has in-place, tried tested and functioning at ER Tier 1 level. It should be a balanced priority positioning in not only compliance but also of equal importance in competency and capability.

A clearly defined pathway of development, built on a qualification’s framework, that incorporates modern technology, and allows for the next generational shift and change in engagement through hybrid learning to replace the loss of experienced personnel that once performed these crucial support functions. The gap between site emergency response and offsite incident command support management must be closed if we are placing people in roles that they have not performed in or have the experience from before at ER Tier level 1 in industry.

Incident Command Systems at Tier 2 level is more focused on the provision of “future orientated support” comprising of information management, decision making, coordinating and communicating to relevant external agencies. A lot less time sensitive for things to take place, but a lot more challenging in establishing contact and managing third parties towards a common objective. At Tier 3 level, it is more strategic, orientated towards recovery reducing impact resulting from speculation, and proportioning accountability. Clearly three escalating and slightly different core focus groups, however there must be foundational couplings that keep them aligned, in-sync and unified across all performance indicators.

The placement of Incident Response, Management & Recovery was purpose built by industry for industry, sticking to known principles, foundation pillars and at each step along the performance pathway the destination is unchanged, with each group understanding their function and role to play.

INCIDENT RESPONSE MANAGEMENT & RECOVERY

Is a turnkey, multi-disciplined specialized performance package that removes the complexity of how to interpret what is happening, when the challenges of how to apply a management system designed to reduce escalation, by responding in a predictable manner during out of routine and abnormal times or conditions exist. It comes complete with scheduled exercises, easy to apply enhancement options, detailed performance evaluation checklists. By building in the capability through competency development and compliance assurance, the transition between normal routines and abnormal routines becomes a gateless change of direction, guaranteeing a higher level of performance with reduced oversight potential. A unified command system, not needing a translator or designed to intimidate when time to dial in is critical. Building Resilience Leadership, when results matter and time counts.



Structured drills built into programme calendar



Ready-to-apply assessment tools.



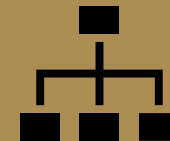
Bespoke enhancement options



Structured pathways that build and verify response capability



Assured governance that confirm regulatory and procedural alignment



Clear framework of unified command

IRMR – the WHO, WHAT, WHERE, WHY & HOW

Resilience Leadership

Is the ability to anticipate, adapt, and grow through adversity. It enables leaders to remain calm under pressure, make sound decisions with incomplete information, and guide their teams through disruption without sacrificing long-term goals or employee well-being.

Performance Package

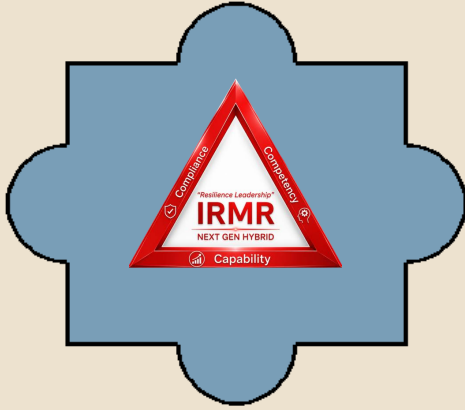
This is a professionally installed, industry endorsed and internationally accredited, often after market suite of products & services designed to enhance performance capabilities. Focused on three main pillars of performance, essential to Incident Command Systems.

Next Generation

A product, with service provision and technology, designed to replace or succeed an older version. It generally implies a significant upgrade that is newer, different, and vastly superior to its predecessor.

Hybrid

A hybrid is an offspring, object, or concept created by combining two different elements or systems to achieve better characteristics or a unique blend. It describes anything that is a mix of two disparate parts.



A standardized, on-scene management framework used by emergency responders and agencies. It is designed to control, command, and coordinate emergency operations, enabling multiple agencies to work together seamlessly under a single, organized structure.

Why ICS is Used

- **Standardization:** Uses common terminology to eliminate confusing radio codes and jargon across different departments.
- **Scalability:** The structure is modular; it can expand rapidly for large-scale disasters or shrink down for smaller, localized events.
- **Safety & Accountability:** Keeps track of personnel and limits the number of people a single supervisor manages (span of control).

The 5 Core Functional Areas

When an incident occurs, the system is broken down into five primary areas:

1. **Command:** The Incident Commander (IC) establishes objectives, manages overall operations, and directs the response.
2. **Operations:** Handles the tactical, hands-on work at the site to achieve the IC's objectives.
3. **Planning:** Collects and evaluates information, tracks resources, and develops the Incident Action Plan (IAP).
4. **Logistics:** Provides resources, services, and support
5. **Finance & Administration:** Tracks costs, negotiates contracts, and manages compensation related to the incident.

For larger emergencies, a Tier One response is usually the first phase of a multi-tiered system, which can escalate to Tier Two (regional backup) and Tier Three (national or state intervention) if the incident outgrows local capacity.



the 1988 Piper Alpha disaster served as the major catalyst that established and revolutionized the safety case concept in the offshore oil and gas industry. a structured, documented argument supported by evidence that demonstrates a system, facility, or operation is acceptably safe for its intended use. It acts as proof that operators have identified all potential hazards and reduced risks to "As Low As Reasonably Practicable" (ALARP).

TIER 1

“Incident Response”

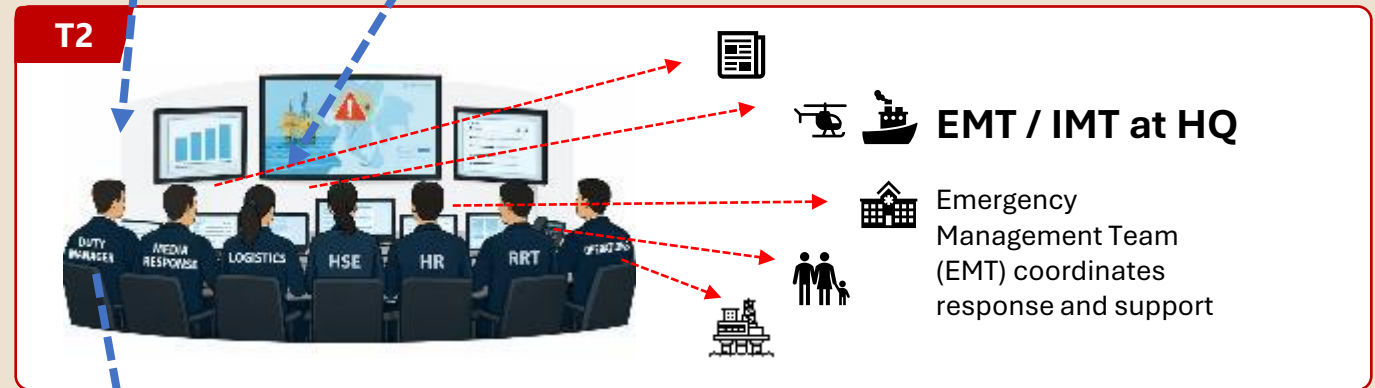
In emergency response, Tier One typically refers to the immediate, on-site personnel and local resources deployed to handle a crisis. The exact definition depends on the context of the emergency:



TIER 2

“Emergency Management”

In overall emergency management and incident command. "Tier Two" often describes an escalating scale of resources called in to handle an emergency that exceeds local, first-alarm capabilities:

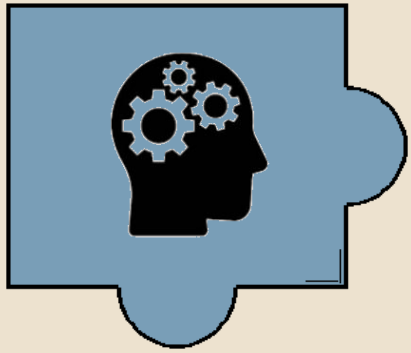


TIER 3

“Crisis Recovery”

A Tier 3 emergency response represents the highest level of a graduated escalation framework, activated when an incident is catastrophic, widespread, or exceeds local and regional capabilities. It requires national or international mobilization of government resources, specialized equipment, and centralized command.





Competency is the ability to do something successfully or effectively. It is the combination of specific knowledge, skills, and behaviours that allow an individual to perform a task or meet a required standard in real-world situations.

Client is a person or organization that receives a professional service or advice. Unlike a customer who buys a physical product in a one-time transaction, clients typically engage in an ongoing, advisory, or relationship-based partnership with experts.



THE THREE PILLARS



Capability refers to the power, capacity, or potential to do something. It encompasses the skills, resources, and conditions required to perform an action or achieve a specific outcome.

Compliance is the act of adhering to established rules, laws, regulations, or standards. Whether applied to legal frameworks, business operations, it means yielding to requirements and ensuring that actions align with expected or mandated guidelines.



An **Emergency Response Plan (ERP)** is a formalized, actionable set of procedures designed to guide organizations or communities in safely responding to critical, unexpected events. Its core purpose is to protect lives, minimize property damage, and ensure business or operational continuity during crises like natural disasters, fires, or medical emergencies



An **Incident Action Plan (IAP)** is a formal, written or oral document that defines the strategic goals, tactical objectives, and operational resources needed to manage an emergency. It ensures all responders work toward a common goal during a specific timeframe.

An **Incident Management Guide** is a documented, step-by-step framework that helps organizations identify, respond to, and resolve unexpected service disruptions, system outages, or security threats. Its primary goal is to minimize business downtime, limit negative impact, and restore normal operations as quickly as possible.



The global, not-for-profit skills and standards body for the energy sector. It sets the international benchmarks for workforce safety, emergency response, and competency in both offshore and onshore industries.



A leading UK-based educational and skills charity that operates as an international awarding organization. Its primary mission is to provide vocational qualifications, apprenticeships, and skills assessments that help individuals reach their potential and help organizations thrive.



is the Southeast Asian and ASEAN regional office of the **NOCN Group**, a leading UK-based educational charity and regulated awarding organization. Its primary role is to bridge the gap between vocational education and global industry standards by providing recognized qualifications, apprenticeships, and skills assurance programs.



An Internationally recognized & accredited provider of Incident Command & Emergency Response Products & Services to the global Energy Industry sector for over two decades.

"A Capability Development Organization"



A subsidiary to Wild Geese Group and Centre of Excellence (CoE). Their primary role is to upskill, accredit, and place human capital in the global maritime, offshore energy, and critical infrastructure sectors.

"Building Authority in Skills for Industry"



a physical store or service provider that is officially approved by a brand or manufacturer to sell their products. They ensure your items are 100% genuine and backed by the official manufacturer's warranty.

"An Exclusive, Authorized Outlet Strategically & Regionally located to support Offshore Academy IRMR Products & Services Delivery & Support Activities"

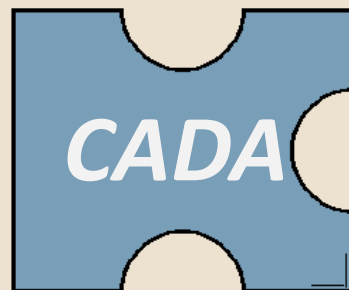
“Managed Emergency Response Service Centre”



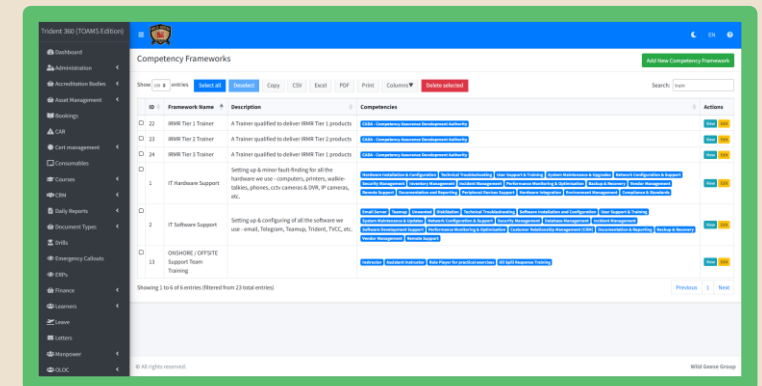
MERSC is an Offshore Academy, ICS compliant “Command & Control” center model, at Tier 2 & Tier 3 level performance. It can be for a single use or multiple client use. It encompasses purpose built advanced technology, systems both digital and mechanical that aid in the collection and management of data and information from the site facing the emergency, needed to make informed decisions for those designated Incident Management Team members and their support groups in providing them to be effective and efficient during abnormal operational conditions, working towards reducing escalation and building recovery.

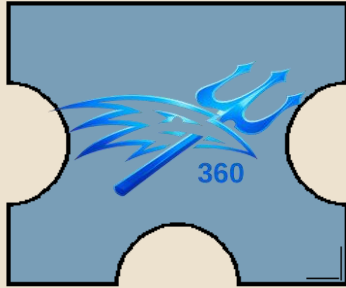


A boutique technology driven corporate resilience consultancy firm, who has partnered with the Offshore Academy to support in the development of products and services for the IRMR Performance Package, at Crisis Management & Business Continuity Level Tier 3 for the global Oil & Gas industry sector.

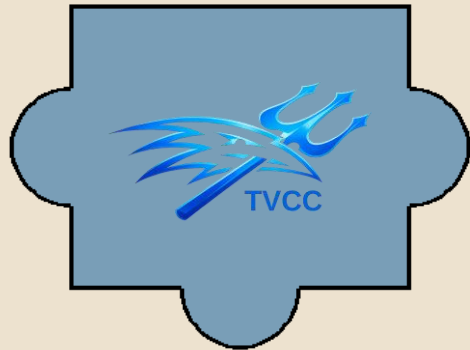


Is the qualification & skillset available to the “client” enabling them to manage the IRMR Performance Package from their end of activities and operations. This is not a training manager, or a HSE manager it is an individual OR individuals who can understand, implement and maintain the responsibility of the IRMR Resilience Leadership Performance Package as the client (end user), with support from the “Authorized Outlet” & “Offshore Academy”.

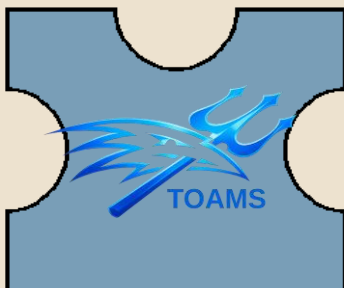




Trident 360: Complete business workflow software for training providers. Trident is fully modular, covering courses, sessions, bookings, student records, reporting, certification, quotations & invoicing, and general training admin.



TVCC: A web-based Tier 1, 2 & 3 emergency management training simulator that can be configured to replicate real client assets, emergency plans, ECC roles, alarms, scenarios, and command structures. TVCC also acts as an Emergency Management Track System when used for real emergencies, in real EMT rooms or creating a virtual EMT when physical co-location is not possible.



TOAMS: The training-facing “TOAMS Edition” of Trident 360. TOAMS ensures competency of your training staff, capability of your facilities to perform the training, and compliance of your methods & procedures, to meet standards required by accreditation bodies and to meet the needs or real emergencies.

The screenshot shows the 'Weekly Course Routine' interface for Trident 360 TOAMS Edition. It displays a table of training sessions for Tuesday, 2024-09-24. The table has columns for Classroom, Session Name, Duration, Instructors, Break Time, Lunch, and Lunch Time. The sessions are organized by classroom (B004, B005, B006) and session name (e.g., B004 - B004, B005 - B005, B006 - B006).

Classroom	Session Name	Duration	Instructors	Break Time	Lunch	Lunch Time
B004	B004 - B004	1:00:00	1:00:00	1:00:00	1:00:00	1:00:00
B005	B005 - B005	1:00:00	1:00:00	1:00:00	1:00:00	1:00:00
B006	B006 - B006	1:00:00	1:00:00	1:00:00	1:00:00	1:00:00

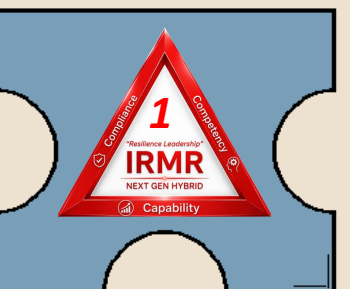
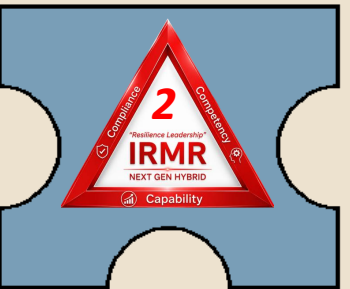
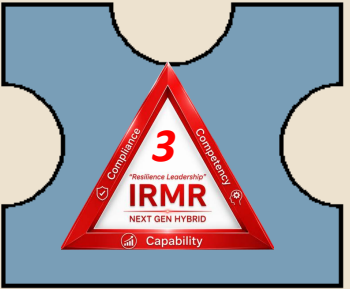
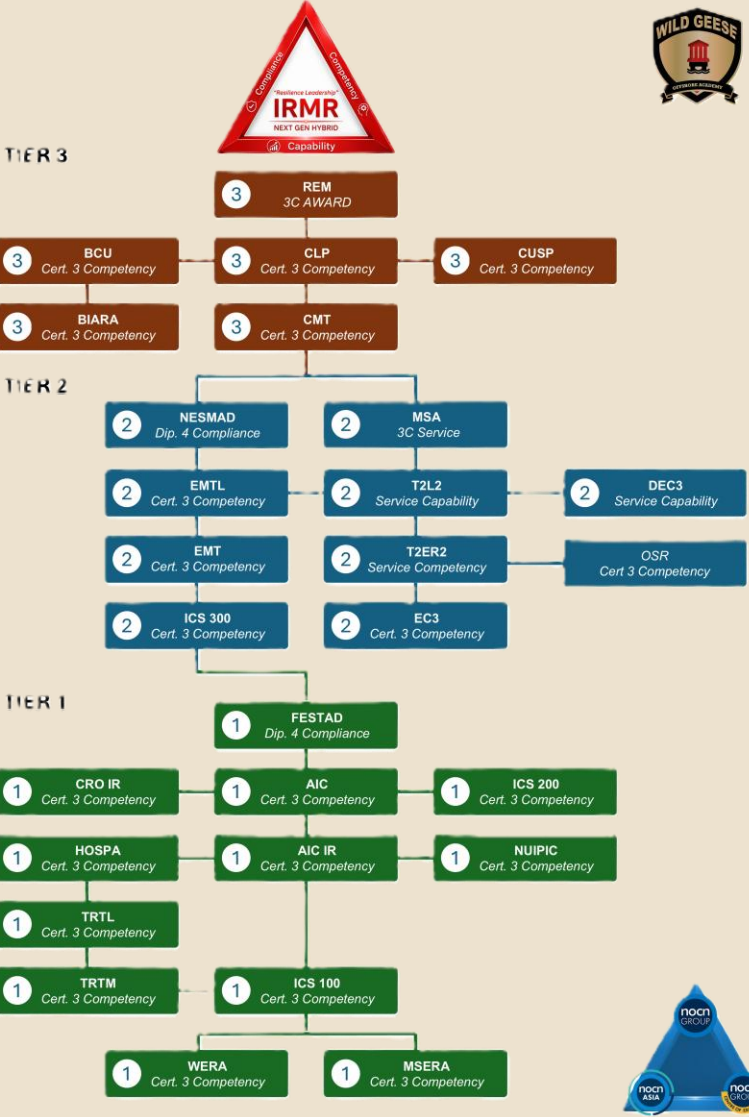
The screenshot shows the 'Incident Controller' interface for TVCC Team Edition. It displays a table of incident details with columns for Name, Category, Location, Task, ETA, and Details. The table is filtered by 'LSC (Logistics)'. Below the table, there is a 'Weather' section with fields for Location, Wind On/Speed, Visibility, Wave Height, and Sea State.

Name	Category	Location	Task	ETA	Details
Incident 1	Category 1	Location 1	Task 1	ETA 1	Details 1
Incident 2	Category 2	Location 2	Task 2	ETA 2	Details 2
Incident 3	Category 3	Location 3	Task 3	ETA 3	Details 3

The screenshot shows the 'Role Competencies' interface for Trident 360 TOAMS Edition. It displays a table of competencies for a specific role, with columns for Role, Competency, and Status. The table is filtered by 'Required Competencies'. Below the table, there is a 'Competency' section with fields for Competency Name, Competency ID, and Competency Description.

Role	Competency	Status
Role 1	Competency 1	Status 1
Role 2	Competency 2	Status 2
Role 3	Competency 3	Status 3

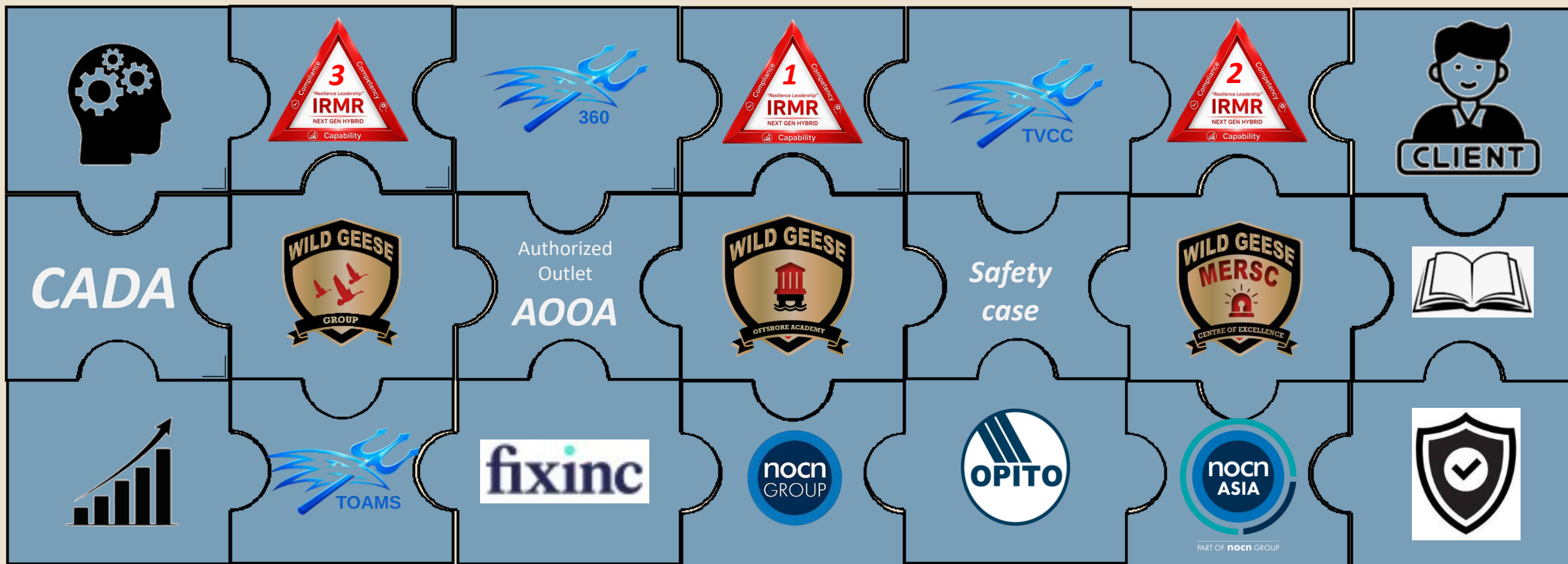
PRODUCT ORG CHART IRMR
FOR THE ONSHORE & OFFSHORE
WORKFORCE DEVELOPMENT



“Resilience Management”

“Resilience Leadership”

“Maintain a State of
Readiness”



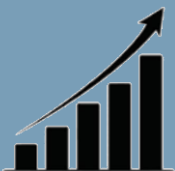
CADA



Authorized
Outlet
AOOA



Safety
case



fixinc





The Architect

“Poacher turned Gamekeeper”

Thank you for taking the time to show interest in something that has been a major part of my working life for the last four decades in some shape or form.

The transition of my career from start to finish is not uncommon to some, what is different is what “lessons learnt” have motivated me to offer up back to industry. This ***“performance package”*** has been a 10yr project for me, there will be a few can relate to this legacy.

I believe it is the only one of its kind, that provides an affordable, achievable and realistic approach to how ***Incident Command System*** needs to function in our industry, that captures the 3 performance criteria pillars successfully, it uses a blended, hybrid approach, that meets the needs of today and is robust enough to also platform into tomorrows requirements.

To some it will be foreign to others it will be what they not only want but what they need and to those who aren’t part of the industry yet, it will be what they expect, ***Simplify the complexity that abnormal situations like emergencies bring*** to the decision making, information, time & task management and to ultimately reduce the risk associated with harm, and damage to what is important to them.

More specific details are available on parts of, or the “full package” as either an ***“Authorized Outlet”*** or a ***“Client”***.

Contact my office at www.mersc2.0.com