



CASE STUDY

Control Room Management Course

INTRODUCTION

Ubique Risk Management was contracted by a high-profile Security Management Services Company to develop and deliver a tailored control room management course for them at Europe's largest nuclear site here in the United Kingdom. The purpose was to improve the control room operator capability and provide effective interoperability between key operational stakeholders. Our training course is endorsed by the National Skills Academy for Nuclear (NSAN) providing additional assurance as to the quality.

OBJECTIVE

The training included a range of topics related to crisis management, emergency response, and effective communication among key stakeholders. The delivery was designed to provide high-quality interactive scenario-based events to inform, develop, and test the capability of the control room personnel to respond to operational incidents.

SOLUTION

Some of the key components of the training included:

- Understanding the roles and responsibilities of personnel within the control room.
- Developing effective communication protocols.
- Identifying potential risks and hazards.
- Responding to emergency events.
- Coordinating and interacting with other emergency responders, including the blue light services.
- Understanding the Joint Emergency Services Interoperability Principles.
- Reporting and documenting incidents, including effective log-keeping.
- Event risk assessment and management.
- Decision-making and problem-solving.
- Understanding relevant legislation and regulatory requirements.

AT A GLANCE

Challenges

- The complexity of the geographical environment.
- The intricate nature of the control room.
- Breaking down barriers between organisations and stakeholders.
- Ensuring the training was relevant and focussed effectively.
- Overcoming professional cultural differences.
- Reflecting standards and regulatory requirements.

Benefits

- Increased safety and security for personnel working on the site.
- Improved communication between key stakeholders during an emergency.
- Enhanced crisis management skills.
- Better understanding of roles and responsibilities during an emergency.
- Effective coordination with other emergency responders, including blue light services.
- Improved decision-making and problem-solving skills.
- Better compliance with relevant legislation and regulatory requirements.
- Improved event risk assessment and management.
- Reduced likelihood of errors and accidents.
- Increased confidence and morale of personnel during an emergency.



“Ubique delivered an exceptional training course that could make the difference between a minor incident becoming a real disaster. The training not only enhanced the knowledge of our staff it also improved the capability skills to respond more effectively to operational incidents. A highly worthwhile investment. The NSAN endorsement was a bonus to the training”

John Lambert, Security Solutions Director



Ubique Risk Management

