

# Retained advice & support for activity providers

## How can we help?

AIM Members benefit from an exclusive discount on our retained specialist advice services that add resilience to your business, help protect your people and your reputation and provide greater assurance for your customers.

- ♥ Safeguarding advice
- ✚ Occupational health & safety competent person advice
- 🔒 Site security advice (including Martyn's Law)
- 📞 24/7 critical incident management support with crisis PR

SAVE up to 66%  
on our regular fees!



## Always there when you need a helping hand

Have you ever been unsure when to contact your Local Authority Designated Officer to report a safeguarding concern?

Have you wondered whether an incident is RIDDOR reportable?

Are you unclear what your site security duties are regarding Martyn's Law?

Have you ever wondered whether or not to report an incident the police?

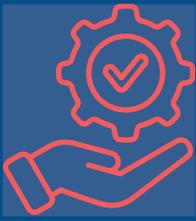
These examples are statutory duties that you are expected to comply with, yet many people in the outdoor sector tell us they are uncertain how these duties relate to them and what they need to do.

The Pharos helplines provide access to subject specialists to guide you to make the right, compliant decision for your specific situation.

Our health and safety, safeguarding and site security specialists understand both the outdoor and education/youth contexts, so our guidance is highly relevant.

Getting the right advice quickly can help prevent an incident from happening altogether, or help prevent an incident from becoming worse.



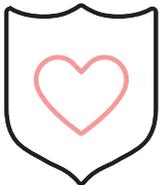


# Helplines providing specialist advice to help you **prevent** incidents

## How it works

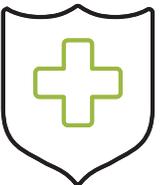
Our safeguarding, health & safety and site security advice is accessible during office hours via a dedicated email you will be provided on sign-up. Requests for help will be sent to the most relevant subject specialist who will respond ASAP either by phone or email.

We can provide a template policy on safeguarding, H&S or security without charge. In addition to providing advice, you can also request audits, detailed document reviews or redrafts for a discounted additional fee.



### 1. Safeguarding advice

We have been involved in a vast scope of safeguarding incidents over the years so our team is well placed to provide helpful second opinions and experienced guidance for your Designated Safeguarding Lead on all safeguarding matters. This could include what procedures you should have in place to manage safeguarding, what training is necessary for your staff and of course guidance on how to respond to specific safeguarding situations.



### 2. Occupational health & safety advice

Although activity safety will be your priority, there are other facilities-based hazards you have a duty to manage that your health and safety lead may benefit from a second opinion on. Such as advice on your specific occupational health and safety management procedures, from COSHH, RIDDOR or DSE to asbestos and legionella, access to our H&S experts will provide peace of mind while also making your organisation a safer place to be for everyone.



### 3. Site security advice

Mainly relevant for organisations that operate from a centre or building, whether owned or leased in any capacity, our site security experts will be able to advise on how you could enhance your site security and lockdown procedures and ensure compliance to Martyn's Law. For those who work with schools, your clients will have an expectation of site security for their groups, so we are well placed to advise on this in addition to the common queries such as CCTV policies and conflicts between security and safeguarding procedures, for example.



### 4. 24/7 critical incident support helpline

Please see the next page for details of how this 24/7 emergency response service can support your organisation.



[www.pharos-response.co.uk](http://www.pharos-response.co.uk)



[info@pharos-response.co.uk](mailto:info@pharos-response.co.uk)



+44 (0)1183 800 140



@Pharos\_Response



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**PHAROS**  
R E S P O N S E

# 24/7 specialist support to help you respond to critical incidents



Incidents, emergencies and serious issues can negatively impact your reputation if they are not responded to effectively and efficiently from the outset. The pace of social media and news reaching your stakeholders is such that there is little time for delays in preparing your response.

Our 24/7 response service can be a 'life-saver' as our team of experts will always be there to help when needed. Pharos becomes an extension of your own critical incident team, sharing our vast experience of dealing with incidents to help you navigate the situation effectively and efficiently, avoiding the common pitfalls. Our team of highly experienced incident advisers (usually senior members of the uniformed services) provide initial incident containment advice before escalating to Pharos subject specialists as the situation requires to provide ongoing support.

These subject specialists, accessible to you at short notice in the event of a serious incident, include experts in crisis management, crisis communications, PR and stakeholder communications, social media, safeguarding, trauma aftercare, health & safety, travel and adventure activity risk specialists, as well as former police and doctors for valuable insights. This support helps ensure a fully integrated, well considered response to keep your people safer, and better protect your good reputation.

## What's included?

Emergency number providing 24/7 access to specialist support for <b>senior and on-call staff</b> responding to an incident they have already been informed about.	✓
<b>UNLIMITED</b> telephone and virtual meeting-based confidential advice and crisis management mentoring for senior staff and specialist advice (see below).	✓
<b>UNLIMITED</b> specialist technical advice on crisis management, crisis stakeholder communications, PR, social media, incident operations and logistics, health, safety and security, adventurous activity and travel incidents, also insights into medical and criminal procedures (not legal advice).	✓
4-hours of <b>crisis communications</b> intervention time for drafting stakeholder and media communications (additional time if required charged at £95/hour).	✓
Access to discounted <b>trauma aftercare</b> support via Pharos' retained contract with The Centre for Crisis Psychology (charges apply).	✓
Access to a <b>high capacity call centre overflow</b> service (charges apply).	✓



[www.pharos-response.co.uk](http://www.pharos-response.co.uk)



[info@pharos-response.co.uk](mailto:info@pharos-response.co.uk)



+44 (0)1183 800 140



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RESPONSE

## Great support, great value

As an AIM Member, you can access our subscription services for about 1/3 of the price other organisations pay! What's more, if you **sign up to more than one service, you'll benefit from a further 10% discount on the additional services.** In order to ensure our support is affordable to smaller operators, we've tiered our pricing in line with your AIM insurance contribution level.

The following prices are monthly subscription fees with a minimum 12 month subscription, renewable annually.

Pricing tier	Your current AIM insurance fee level	Safe-guarding advice	Health & safety advice	Site security advice	24/7 emergency response
Tier 1	£0-1,000 per year	£28/mth	£28/mth	£28/mth	£28/mth
Tier 2	£1001-10,000 per year	£45/mth	£45/mth	£45/mth	£45/mth
Tier 3	£10,001+ per year	£80/mth	£80/mth	£80/mth	£80/mth



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