



Capability that goes beyond compliance, to be best in class

Country
United Kingdom

Number of locations
1

Number of employees
1,000

Services included

- > Audit of capability
- > Crisis Management
- > Incident and emergency management
- > Business consultancy

Client

A producer of fuel for nuclear power stations

Challenge

Our brief was to improve our client's situational awareness, giving them broader in-house capabilities and the flexibility to be able to respond to a wider range of threats. Investigation into their exposure to risk, identified areas where they may have been unable to cope effectively. We worked with the senior team and changed the internal mind-set, to go further than simply ticking the regulatory boxes.

Approach

Step one was a detailed audit which spanned fact-finding, observing exercises, interviewing key stakeholders, and reviewing documents and previous assessments. Once we had established the freedoms and constraints of the project, we made clear recommendations and provided tools to enable a raft of changes. These included refining key processes and improving the workplace, by adapting the ergonomics to allow better interaction between teams. Having outlined our plans and achieved buy-in from the stakeholders, we ran a pilot which demonstrated the effectiveness of our strategy. Post-implementation, we worked with the team to review the changes and identify lessons for the future.

Results

Our client passed their next regulatory assessment with flying colours, delighting the regulator and retaining their licence. Following a real-world emergency six months later, the client paid tribute to Berwicks' work in preparing their team to respond effectively. Drawing on their new capabilities, the leadership team had the time and space to think, while effectively engaging with all stakeholders (including the regulator, police and suppliers) and managing the response process effectively. We are continuing to work with the team today, refining their emergency response capability, training new responders and embedding the skills that will underpin the future success of the business.