



Crises Control
CASE STUDY

CRITICAL INCIDENT NOTIFICATION SOLUTION

Dolphin Square

LIVE YOUR WAY



THE CUSTOMER

Dolphin Square is an historic, large, purpose-built development in south west London, dating from 1936. Located close to the River Thames in Pimlico, the premises provide residential apartments and serviced apartment accommodation in the original buildings, which form a quadrangle around a central garden area on the site.

The buildings consist of 13 interlinked (ground and basement levels) apartment blocks, 12 of which are occupied as residential flats. The remaining block, Dolphin House, forms the serviced apartment accommodation. In total there are 1,250 flats in the complex, which is the biggest block of private flats in the UK

The estate contains a swimming pool, bar, brasserie, gymnasium, shopping arcade, laundrette and car park. The managing agent, Dolphin Square Ltd carries out the day to day operational management of the site on behalf of the landlord, Westbrook Ltd.

THE BUSINESS CHALLENGE

"The size and complexity of the buildings on site makes communication a real challenge for us. At the same time, having thousands of residents on site 24 hours a day in a central London location, close to the river, places a serious responsibility on us to have a rapid and first class emergency response plans in place."

"We use radio phones to communicate with our response team on site. But we also wanted to have in place a robust system of communication with our team when they are away from the site. This tool would need to be available for both routine scheduling issues or for a full scale mobilisation of our emergency response team."

BENEFITS OF CRISES CONTROL

"There are a number of benefits that Crises Control has brought to us as an operational management team."

- "Onboarding ourselves to the platform has forced us to review our emergency response plans and make sure that they are fit for purpose."
- "The platform has also encouraged us to test our plans, so that they have a much better chance of working smoothly in the event of an incident."
- "It's a great tool to be able to communicate effectively to all of the emergency response team at once."

"I would definitely recommend Crises Control to anyone looking to ensure that their whole team is kept up-to-date with policies and procedures and communication in the event of an emergency."

Catherine De Villiers
Health & Safety and Projects
Manager, Dolphin Square

IMPLEMENTING THE SOLUTION

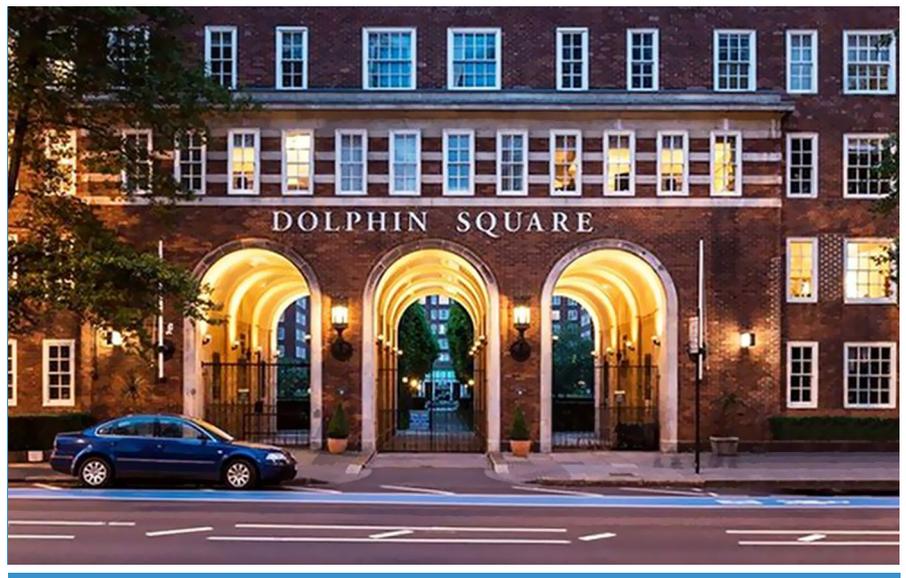
"Once we had decided to use the Crises Control platform, the team there worked closely with us on the installation. One of the Crises Control team visited us on site to train our key users in how to setup, manage and use the tool."

"The process of uploading information to Crises Control, including contact details for all of our team, is easy and straight forward. The time we did spend was in ensuring that our own emergency plans and procedures were correct and up to date."

USES FOR CRISES CONTROL

"Our main planned use for Crises Control is in the event of major incidents that require an emergency response from our team, such as a fire, a flood or a power outage. Fortunately, we have not experienced any of these incidents and so have not been required to activate the platform."

"Instead, we have used the platform to ensure that our emergency response plans are all up to date and available 24/7, and we have tested those plans through training exercises with our response team. Through this training we can see the benefits of the platform and how it would provide robust communications with all of our team in the event of an incident."



For more information please visit www.crisis-control.com or call us on +44 (0)20 8584 1385. Email: sales@crisis-control.com

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