ERGSS

PREPARE · RESPOND · RECOVER · MITIGATE

HOSPITALITY, CRUISE AND VENUES

Emergency Readiness for Hotels, Resorts, Cruise, Stadiums and Events

Guests, crowds and staff depend on a venue team that knows its plan and has practiced it with local responders. ERGSS writes the emergency operations plans, trains venue command staff and runs the exercises, from pre-opening through major events.

Who we serve: Cruise lines and terminals, hotel and resort groups, casino resorts, theme parks, stadiums, arenas, convention centers and event organizers, worldwide

WHAT ERGSS DELIVERS

Emergency operations plans

Venue, shipboard and terminal emergency operations plans, including evacuation, shelter in place and reunification.

Crisis and mass-casualty exercises

Tabletop through full-scale exercises with fire, EMS, police and port partners.

ICS for venue and event command

Incident command training for venue, security and event operations staff.

Pre-opening readiness

Plans, training and opening-day exercises for new properties and venues.

Event medical and fire support

On-site medical and fire support for large events, staffed on short notice.

Security risk and duty of care

Security risk assessments and duty-of-care programs for guests and staff.

WHY ERGSS

- Cadre includes incident commanders who have led response at federal, state, local and international levels.
- Exercises built around your property, your crowd and your responders.
- Formal, discreet engagement for international and Gulf properties.

RELEVANT PAST PERFORMANCE

- **Dallas Fort Worth International Airport.** Pandemic preparedness plan, among the first at any international airport, validated through tabletop and functional exercises; COOP planning and EOC management support.
- **Fidelity Investments.** Incident Command System instruction for corporate staff in Boston, Massachusetts.

A 20-minute call on your next opening, season or event and what it needs to be ready.

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