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Monthly Newsletter
of
Matrix Risk Control (UK) Ltd

Matrix Matters



If you are a British national, and travelling or living abroad, or planning to do so, Matrix strongly recommend that you use the Foreign and Commonwealth Office LOCATE service.

Embassy and crisis staff can then give you better assistance in an emergency such as a tsunami or terrorist attack.

All British nationals travelling and living abroad are encouraged to register with FCO on LOCATE even for short trips.

Already registered and going on another trip? Simply log in and update your LOCATE account and the relevant British embassy will be advised.



What are the benefits of registering with LOCATE?

If a major catastrophe occurs the embassy will have an instant record of your details

If family and friends need to get in touch with you the embassy can help to find you

It only takes a few minutes to register your travel or residence information online and the local British Embassy will know you are coming. You do not need to contact them directly.

You only need to register for the service once and then update your account when you make a new trip abroad or change your country of residence. You can even add planned trips abroad up to a year ahead

LOCATE improves the ability of the FCO to provide help in an emergency and reduce delay and worry in times of stress for family and friends at home.

Register today at ;

<https://www.locate.fco.gov.uk/locateportal/>



2010 TapRooT® Summit

October 27-29, 2010

Pre-Summit Courses October 25-26, 2010

The Westin Riverwalk, San Antonio, Texas

Corporate Homicide

On 25/26 Oct 2010 **TapRooT® UK Instructors Alan Smith and Mhorvan Sherret** will provide a dynamic and insightful training experience for delegates attending the 2010 TapRooT® Summit in San Antonio, Texas.

Their teaching style is infectious and you will not fail to become engaged in the unfolding scenarios used to highlight the legal and moral requirements placed on the "Directing Minds" of an organisation.

Recent events in the Gulf of Mexico have reiterated the need for organisations to be acutely aware of their responsibilities, and to identify the steps they can take now to mitigate the risks.

During this training Alan and Mhorvan will use ;

1. realistic accident investigation scenarios
2. clear explanations of legal duties
3. practical guidance on police and regulatory investigations
4. implications of an intrusive media
5. pressures of grieving relatives
6. intensity of Police interview
7. responsibility of Jury service

Over the course of two days, an interactive and dynamic training programme tests the management skills of those required to take key decisions but in a controlled environment. One of the highlights is an opportunity to face the challenge and pressure of a police "interview under caution" conducted by former senior officers with vast interrogation experience.

In addition, delegates will be required to consider how to respond to the demands of the media and also those of grieving relatives.

The course concludes with delegates being led through a jury exercise where they have the opportunity to consider the legal position in light of the evidence produced and deliver their verdict.

Throughout the course reference will be made to the application of **TapRooT®** methodology.

Why don't you sign up today.....invest a little, learn a lot !

Sign Up here> <http://www.taproot.com/courses.php?d=25>





How to bounce back

We all make mistakes at work but luckily they're unlikely to be as public as Robert Green letting the ball roll past him to allow America to draw with England in the World Cup.

We can only imagine what Green has had going through his mind after letting that goal in. Goalkeeping is his job, and he made a mistake at work.

Luckily most of our workplaces don't have thousands of vuvuzelas constantly blaring out and the eyes of millions around the world looking on.

The Health and Safety Executive estimates the cost to society of work related stress to be around £4 billion each year. 13.5 million working days were lost to stress in 2007/08.

There's no turning the clock back, but what can Green do after such a highly stressful workplace event? How can his boss (Cappello) and coworkers (Gerrard, Rooney, Terry...) help him?

High profile error

Anything that's high profile like this is really in the extraordinary circumstances remit because much of it is unpredictable and you can't plan for every eventuality.

Looking at stress in its widest content, one of the HSE [Health and safety Executive] risk factors is 'control', but there are elements of that position [England goalkeeper] that you can't control. By definition it's going to be a stressful place to be.

The whole team would have help in coping with stress - and failures.

While they probably do train themselves pretty well to be resilient to cope with these errors because they're almost an inbuilt cost or part of the job, you have to know you are going to let some goals in. Some of them will be dramatic and totally unpreventable and some of them will be a bit of a faux pas or near miss.

Team responsibility

No one should be singled out, as the **end result wasn't just in one player's hands - or in this case - not in his hands.**

Errors are made by all of the players lots of times.

Three strikers missed an open goal but no one has harped on about their misses, but if they'd got their goals, the miss that Robert Green had made would have been marginalised.

You have to look at the whole picture - and that's the same in any workplace - rather than focusing on one incident that may be disproportionate. It's the same scenario when a penalty is missed and they 'sky' it, yet nine times out of 10 they would score a good penalty.

Under certain amounts of pressure some people will miss penalties. That's the nature of the game.

It isn't just star players who have a lot riding on their every move. If you work in a power station, you're working with enormous potential for disaster, but you're trained to manage it and the risk factors are not as intense, because it is what you are trained for.

Training and the ability to be resilient and pick themselves up is part and parcel of the job role they take on board, whether that's as a goalkeeper or any other area of a workplace where they are in the firing line when things go wrong.

Train! Train! Train!

www.matrixriskcontrol.com/courses.html

Upcoming Events

- TapRooT® training in Tripoli
- TapRooT® training in Theddlethorpe
- TapRooT® training in Algeria
- Corporate Manslaughter training in Aberdeen
- EPS seminar programme
- Investigation Training in Swindon

Parting Shot

Investigations – When is enough evidence enough?

By Alan Smith, former Detective Superintendent

One of the most common questions I am asked when teaching incident investigation techniques is 'When do you know when you have gathered enough evidence?'

In my previous life as a Senior Detective investigating major crime, the answer was simple. 'There is no cut off point. Every witness is interviewed and every scrap of physical and forensic evidence is captured without exception. No consideration was ever taken of the question 'Have we enough?'



Of course within industry when investigating less serious incidents the investigator will rarely have this luxury of time and resource. At some point pressure will be brought to bear to free up resource and resume full production.

Before I had the chance to answer this inevitable question on a course in Abu Dhabi this week, another student raised his hand and asked if he could respond. He then gave a powerful account of an incident he investigated many years ago when a pipeline worker lost his life in a chemical release incident. Under enormous pressure to conclude the investigation, despite the cause remaining a mystery, his boss told him



he had interviewed more than enough people. Sticking to his guns he sought out the second but last name on his list and all became clear. This witness provided vital clues as to what had occurred and the subsequent corrective action activity

remains in place to this day.

This was a far better answer than I could have given, however if I had, it would be to tell the course that evidence gathering and interviewing witnesses is easily the most important phase of any investigation and shortcuts should never be taken. If you do you can expect the outcome to be flawed.

If you are an investigator and want to learn more about evidence gathering and interviewing techniques Matrix Risk Control run a highly acclaimed one day course guaranteed to arm you with the confidence to stand your ground the next time you are under pressure to 'Wind it up!'

For more details visit our website on

<http://www.matrixriskcontrol.com/investcse.html>