



Case Study

Crisis management...

A cargo plane crashed in Germany, killing its crew. An AXA ICAS incident manager assessed the situation in detail with the organisation and implemented the following services:

- A trauma consultant was deployed to the crash site to offer support to the organisations' investigating officers.
- A team of three trauma consultants were immediately deployed to the country where the families of the crew were based. The three trauma consultants had a variety of roles:
 - Assisted the HR manager communicate the details to all affected staff.
 - Facilitated bereavement groups for the staff.
 - Supported the bereaved families of the crew.
- A trauma consultant was assigned to support the elderly members of the bereaved families in another country who were unable to travel.

The incident manager remained in 24-hour contact with the organisation over the first few critical days. In the weeks after the incident, further trauma support was provided:

- Individual trauma counselling for HR staff who had been in regular contact with distressed families.
- Arranged for a trauma consultant to escort the bereaved families to the crash site to assist the families with the repatriation process.

All staff and families involved in this incident were encouraged to utilise the EAP services over the forthcoming weeks and months.

The incident manager maintained contact with the company over the weeks and months following the incident, providing guidance and information on the recovery processes for managers, staff and their families.

