

Welcome to issue two of our newsletter, providing all the latest news and views from CCP

DHL TRAINING SAFELY DELIVERED



CCP recently trained staff at DHL, the world's leading logistics company, on how to respond to staff, customers and families following serious incidents. The day went well and 100% of delegates rated the delivery and knowledge of the trainer, Alan Pike, as 'excellent'.

"Absolutely fantastic training - will highly recommend for the rest of the network"

"A very well run and presented course. Alan's personal interaction with the team was excellent. I would highly recommend this training"



To learn more on our range of training courses click here

Other companies undertaking our defusing training and traumatic aftercare workshops have included:



"TALKING ABOUT TRAUMA CARE"...

CCP has recently presented at some major industry events.

 **PARTNER** CCP Clinical Partner
BUSINESS SERVICES NETWORK Kevin Tasker spoke to travel industry representatives as part of a major seminar on Crisis Management.

His speech at the ABTA organised event, of which CCP is a 'Travel Industry Partner', focussed on typical post trauma stress reactions of customers in the aftermath of a critical incident and the importance of effective after care to assist in their recovery.

Kevin said: I was able to draw on CCP's considerable experience of holiday related incidents and the need to have an effective response strategy, which clearly resonated with many of the delegates.'

 We also attended the Association of Train Operating Companies Incident Care Team Management event where we gave a presentation on how to look after staff affected by a major traumatic incident and shared the best practice psychological aftercare model that CCP has been providing to UK companies for over 25 years.

WELCOME TO OUR NEW CUSTOMERS



CCP SAILS INTO ACTION

 Our vast experience responding to other large scale natural disasters including the Boxing Day Tsunami (2004) Hurricane Wilma (2005), and Hurricane Dean (2007) was never more valuable when we provided support to crew members grieving for relatives and loved ones in the Philippines who were affected by Typhoon Haiyan, one of the



worst humanitarian disasters of the 21st Century.

  From Southampton to Lisbon, Germany, Gibraltar, Barbados and St Lucia, CCP travelled thousands of miles on behalf of P&O Cruises and Cunard in order to provide support to their employees. CCP provided one to one support to over 400 of the crew. All of those who saw a CCP Consultant have subsequently reported their gratitude for the service being made available and the professionalism of delivery.

"There was no doubt that in the immediate aftermath of Typhoon Haiyan we were in a unprecedented situation given the high number of people who were likely to be simultaneously by the same event. Fortunately with CCP we have a partner who is not only a specialist in the field of trauma care, but by using their own staff was able to offer the rapid response and a consistent approach across our entire fleet."

Andrew Baldwin, Customer Care and Communications Manager, Carnival UK

To read the full case study, click here