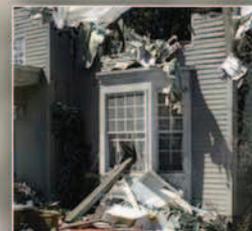




IPSE-INTERVENCION PSICOLOGICA ESPECIALIZADA

PSYCHOLOGICAL ASSISTANCE PROGRAM IN EMERGENCIES AND CRITICAL SITUATIONS

STRATEGIC CONSULTING AND SPECIALIZED TRAINING





I N T R O D U C T I O N

IPSE- Intervención Psicológica Especializada (Specialized Psychological Intervention), from its assistant area, mobilizes its professional resources to facilitate the recovery of your Company or Organization as well as the affected people (employees, customers, or family members of either), after a situation of high psychological impact: incidents, emergencies, deaths, accidents, attacks, assaults, robberies, kidnappings and other traumatic situations.

The starting point for IPSE to implement its intervention programs, is the reality of the critical situation and the psychological distress of all who are affected.

The **premise** on which our early and quick intervention is based is the following:

- Although the affected person initially shows normal psychological reactions in an abnormal situation, it is important and convenient to facilitate to them the access to a service of psychological assistance.
- The condition of acute stress in which the person is, can prevent them from requesting help immediately, in most cases due to ignorance.
- It is convenient that the mentioned help is offered to them without waiting for the person to request it. ***This proactive approach helps to prevent / limit the development of psychological sequels that need longer and more expensive assistance processes, and that can even end up in lawsuits and more important legal claims.***
- If the psychological post-traumatic reactions are not handled immediately after being produced, they can more easily generate the development of phobias, conditionings, vicious circles and dysfunctional habits that can lead to or facilitate the development of more serious psychological disorders.
- The fact that some people overcome the psychological impact produced favorably and some other people do not, depends on various factors: the person, the context and the interaction between them. ***It is convenient that an experienced Psychologist identify the difficulties, empower the personal resources of those affected and help them to readjust the situation in a satisfying way.***
- **The staff of the Airline must have prior knowledge and basic technical training**, to be able to manage the critical situation initially (incident, emergency, robbery ...) from the psychological point of view, both at an internal level of the worker (Health and Safety at work, etc..) and at an external level (appropriate attention to the direct and indirect victims) **until the professional Psychologists take charge of the situation.**
- **The image of your company can be severely compromised or damaged in the event of improper psychological or technical assistance** and management of incidents or other critical situations, with the subsequent effects.



IPSE SERVICES

Our services concerning **Psychological Intervention, Counseling in Critical Situations and Highly Specialized Training**, include several levels:

1 Psychological intervention

It permits the management through appropriate services, the channeling and suitable mobilization of psychological resources of the affected person (directly or indirectly involved) for the appropriate coping of the suffered situations: **incidents, accidents, assaults, robberies, kidnappings, deaths or other emergencies.**

After the occurrence of the incident or emergency, and upon request of the Client Company, IPSE can move, both in an **immediate/urgently, and scheduled way**, the necessary resources to care for those affected where appropriate, **both in national and international territory. We can also provide counseling services via phone as well as assistance programs and follow-up continued psychological service to the victim.**

2 Consulting in Strategic Psychology

In critical situations (with a both proactive and reactive approach), our work is the **psychological expert advice to Management** (General, P.R., Prevention of occupational risks, Security, Emergency) of the Entity in the procedures performance and psychological and psychosocial assistant programs **development:**

- Organization of psychological assistance (**onsite, via phone, in consultation, etc.**) to direct victims, family or colleagues, hostages, or injured or dead people.
- Advice on psychological aspects about information, management and comprehensive organization of the response to incidents, accidents, assaults, kidnappings or other critical situations.
- Organization and development of specific devices of psychological and organizational support to victims and families.
- Specific psychological support basis and individualized and/ or in group attention (with specific psychological techniques: defusing, debriefing ... for workers and professionals, who have experienced a traumatic situation (with or without loss of human lives).
- Technical Consulting for General Management, Human Resources, medical services, security and energy about strategic management and assistance for the critical situation.

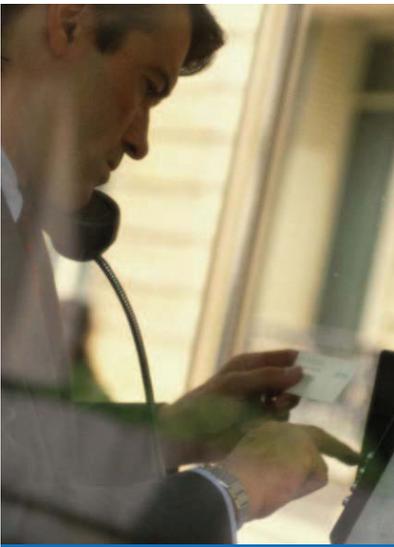
3 Specialized training in emergencies and critical situations

We have multiple highly specific training programs, adapted to all the needs of your staff, either with or without prior training, and for each and every one of the professional groups, according to their desired and required needs for knowledge, including:

- 1 Organization of psychological assistance to incidents, accidents and critical situations
- 2 Security and emergency direction and proactive and reactive psychological support, to emergencies and critical situations
- 3 Training in telephone assistance to the client in emergencies and deaths
- 4 Assistance and management of the problematical, verbally or physically violent, customer
- 5 Organizational management in the case of kidnappings
- 6 Social and communicational skills for middle managers in conflictive situations
- 7 Psychological first aid and psychosocial support in emergencies
- 8 Self-care, psychological protection and stress management in critical situations during and post incident
- 9 Psychological support to minors after airplane accidents
- 10 Psychological assistance to families of victims who disappeared in the maritime field



Psychological assistance/ Counseling is an essential service requested in new contexts of attention and services both by workers and customers or members of insurance companies.



Service 24 hours / 365 days a year

IPSE provides a 24 hour-service to its clients, ensuring immediate response to any circumstance of the organizational area: ***incidents, emergencies, deaths, robberies, kidnappings or other critical situations.***

We have parallel and redundant dial-up systems to permanently secure access to our services.

The **National on-duty Supervisor** is available 24 hours/365 days. This supervisor is always a specialized Psychologist, who will manage and mobilize the appropriate resources you need.

Immediate response

IPSE has a **network of over 300 Psychologists**, distributed all over the Spanish territory, allowing your organization to have access to:

- Call Center 24 hours/365 days
- Psychological assistance on-site at any place in Spain during the hours following the request
- Psychological assistance at a Psychologist´s office in all provincial capitals in Spain within 24 hours of the request, on weekdays.
- Psychological assistance by telephone permanently.
- Psychological assistance on-site abroad

Our **Professional Psychologists**, part of an Official Spanish Psychological Association, have a Senior Consultant profile with specific postgraduate training and proven experience. These Psychologists are responsible for carrying out the health care response, under the coordination of the on-duty National Supervising Psychologist.

IPSE offers:

- ▶ **Immediate response to the request to your organization´s request**
- ▶ **Full service coverage**
- ▶ **Excellent quality of assistance**
- ▶ **Extensive experience in technical and strategic management**
- ▶ **Adaptation and specific procedures depending on the needs of each company**

COMPANY WITH SCIENTIFIC AGREEMENTS

IPSE - Specialized Psychological Intervention has an R&D area of research, development and innovation, incorporating into our services the results of the latest scientific research.

IPSE has **Scientific Partnerships** with several institutions, universities and academic centers, including **Universidad Complutense de Madrid** and **University of Málaga**.