

MCM Marks 25 Years of Helping Organisations Stay Resilient with New Critical Incident Support Services and Enhanced Capability

This April, MCM proudly celebrates 25 years since the company's incorporation — a significant milestone reflecting decades of experience in supporting organisations through incidents, crises, and challenges.

From its beginnings in 2000, MCM has grown to become a trusted leader in incident response and crisis communications. As it marks this anniversary, the company announces key new developments to further enhance its client offering.

Given the hundreds of people we have supported after incidents, it is fitting that our anniversary coincides with the UK's **National Mental Health Awareness month**, so there is no better time to launch two new initiatives in this increasingly important area of organisational and personal resilience:

- **Critical Incident Support for affected Personnel**

We have partnered with **Health Heros** to provide Critical Incident Support and psychological first aid for those directly involved in an incident, and for the people responsible for supporting them, who can also find the experience weighs heavy on them. Clients can subscribe to this service, which can be accessed in the same way as our existing suite of 24/7 emergency response services.

- **Stress Awareness Training**

In response to significant interest from our clients, we are launching a new training course which aims to equip Emergency Response Team members with an awareness of stress physiology, team collaboration under pressure, and self-regulation techniques to enhance coordination and decision-making in an incident.

Expansion of our Unique Response Network

To meet increasing demand, we have added new Evacuee Responders to our Teams servicing clients with operations in Scotland's Aberdeenshire and Forth/Tay/Central belt regions, and Media Responders to our Humberside Team.

Upgraded Call Centre Capabilities

MCM has invested in upgrading its specialist 24/7 call centre services, including:

- *Relative Call Centres* – providing dedicated, compassionate support for families and loved ones.
- *Media Call Centres* – managing media enquiries professionally, consistently, and at scale.

Continuing to Lead in Resilience

For 25 years, MCM has been proud to support organisations in their most challenging times. With these new services and enhanced capabilities, MCM remains the partner of choice for building resilience and responding effectively to incidents.

Contact Us

To find out more about how MCM can support your organisation, please contact:

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certainty in an uncertain world

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