An emergency response provision is a crucial component of developing a compliant and commercially responsible chemical safety strategy.

Providing support in the event of an incident, emergency response is not only vital for chemical manufacturers to safeguard their products throughout the supply chain, but also for organisations that use or transport chemicals around the world.

Ensuring you have a structured exercising programme is key to help you determine if your emergency response provision is:

- Managing your risks effectively (providing the right help at the right time to those involved).
- Providing the best level of customer service / supply chain support to those buying, using and moving your products.
- Representing you in the way you want to be (your provision is an extension to your risk management and customer contract).
- Aligned with the kind of organisation you want to be (actively trying to minimise harm from your chemicals).
- Fast, efficient and effective.



Information or Advice?

Deciding whether you would expect to give your customers meaningful advice during an incident, or limit this to information, is important for exercise planning and expectation setting.



Information

Facts about the situation, person, event, etc.

Generic

No account for situation

SDS | EAC | DGN | ERG



Recommendation on the appropriate course of action

Tailored

Specific to the situation

Provided by highly trained responders

HOW TO EXERCISE YOUR EMERGENCY RESPONSE ARRANGEMENTS

We recommend you work with your emergency response provider to define an exercise programme that achieves your objectives in the most effective way, whilst ensuring the scenario and exercise is feasible and representative.

Example exercise call

"You are a fire officer attending an incident on a major road highway. A truck carrying several large containers has overturned. The truck driver has told you that the containers each hold about 1,000 litres of a chemical. One container has fallen out of the truck and a large quantity of the substance has spilled onto the road."

Upon investigation you find that the label on the container, and documentation with the load, confirms that the chemical name is Product X and the manufacturer's name is Company Y.

Your initial questions for the emergency responder are – Is the product hazardous? How should you begin to deal with the spillage?"

Plan your exercise

What are you exercising?

- The connection?
- Language capabilities?
- Emergency response capabilities?

What are you measuring?

• Connection times to the emergency responder. What is your success criteria for each?

Script your exercise

What has happened?

Considering, where, when, which product(s) and volumes, and people involved so far.

Who is the caller?

Contact details and overall role in the incident.

What help do they need?

Incident calls always start with a question.

Collection of relevant incident details.

- Timeliness of initial advice.
- the environment.
- Advice tailored to the incident.

What are the hazards? What PPE should luse? How do I clear it up? The caller should describe the assistance they need.

Make the support required relevant to the caller

For example, a warehouse manager would not typically call to request help on the appropriate fire fighting foam to use. Or a fire officer will not normally call to ask for contact details of disposal companies.

Prepare answers to questions you might be asked

Where is the incident?

- Where is the truck coming from and going to?
 Has anything flowed into the drain, sewer or rivers?
- What identifying marks can be seen on the truck
 What kind of equipment is available to clean up or containers?

During the exercise

Ensure you start your exercise call stating that it is an exercise to allow your provider to prioritise emergency calls.

Evaluate your exercise

Review the exercise against the standard you expect. \bullet Connection in 3-5 mins. A good response should follow these best practice • Access to expert network. guidelines:

- Available at all times.
- In the local language.

- What quantity has been released?
- the spill?

- Advice tailored to the circumstances.
- Tactical and regulatory awareness.

Effectiveness of advice in protecting people and

Knowledge of chemicals and chemical behaviour.

RICARDO

NCEC is a market leading telephone emergency response service providing tailored and actionable advice should an incident occur.

We work with organisations who care about managing risks related to their activities and in their wider supply chain, and who place importance on social and environmental governance. We build long-term partnerships with our customers, working with them to understand their evolving business operations and overcome each new challenge by developing bespoke emergency response solutions.

For more in-depth information about the content of this poster, please speak to our experts at this event or contact us at:

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