

Is your organisation part of the 60% who need to improve their telephone emergency response requirements?

NCEC co-hosted an influential webinar with the European Chemical Industry Council (Cefic) and BASF (the second largest chemical producer in the world) to discuss best practice in emergency telephone response. With a global audience representing hundreds of organisations, our polls revealed what organisations think of their own emergency response arrangements.

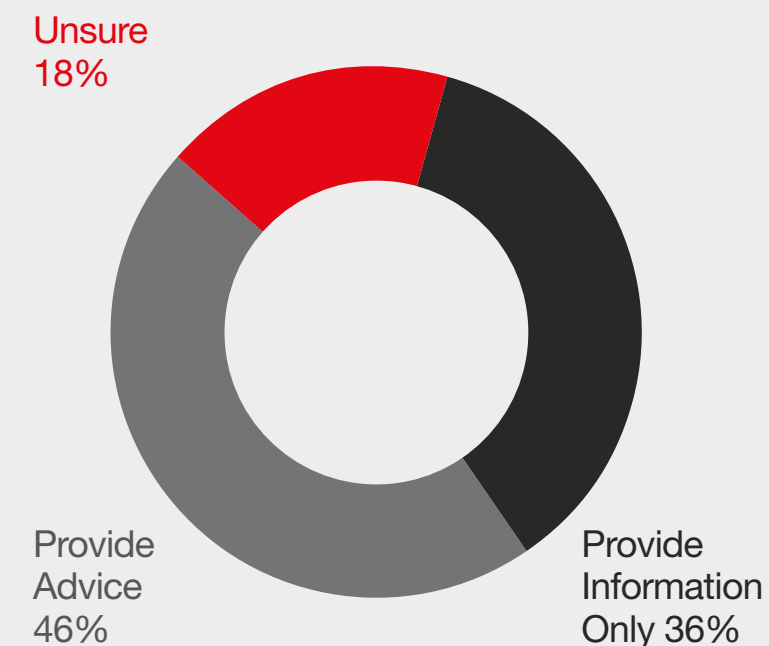
Best practice in Level 1 emergency response

Telephone emergency response should be provided:

- At all times (24/7).
- In the local language.
- Within a 3-5-minute connection time.
- With the backing of an expert network.
- By experts with knowledge of chemicals and chemical behaviour.
- With advice tailored to the circumstances.
- By experts with tactical and regulatory awareness.

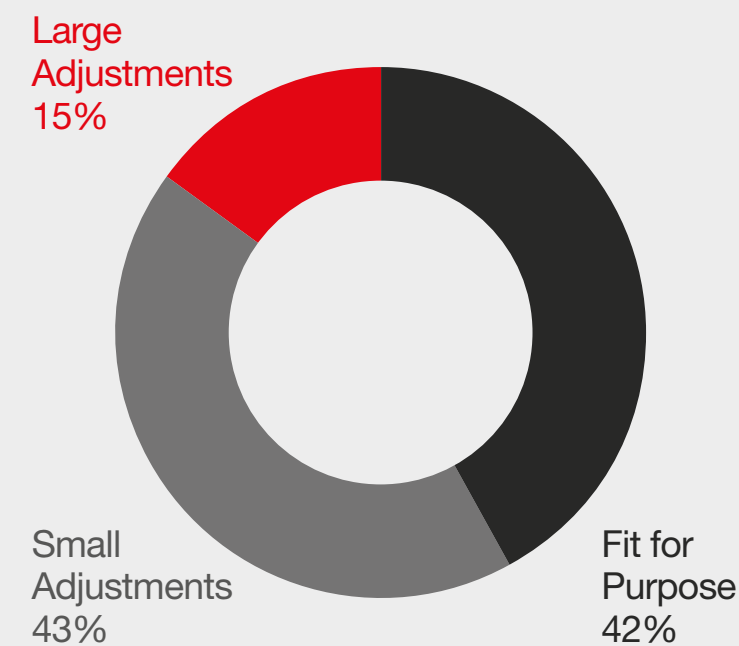
So, what did we learn from the attendees?

Current arrangements



While it's great that 46% provide intervention advice, it is a concern that almost a third of companies only provide basic information from a safety data sheet (SDS). Actionable advice that can be implemented immediately is usually key for the successful resolution of an incident.

Improvements required



Nearly 60% of attendees need to make amendments to their emergency response arrangements to achieve best practice – protecting people, the environment, assets reputations and legal responsibilities (PEARL) - effectively supporting their customers during an incident.

What did attendees plan to do next

66%
read the guidelines document

30%
test the effectiveness of current systems

32%
assess risk to people, the environment, assets and reputation

13%
seek professional advice

60%
share best practice knowledge with colleagues

Review your emergency telephone response provision

- ✓ **What are your current arrangements for emergency response?** When did you last robustly test/review this system?
- ✓ **Does this provide your customers and supply chain with the service you'd like it to?** Does it mitigate your risks to people, the environment, assets and reputation?
- ✓ **If you're using suppliers/toll manufacturers' SDSs, should you be using their number?** Have you tested them? Are you legally allowed to use them?
- ✓ **How many calls are you getting at the moment?** How has this changed? How is it likely to change in the future?
- ✓ **How are those calls being routed?**
- ✓ **Who is answering the calls?**
- ✓ **Are they trained appropriately?**

About NCEC

Since 1973, NCEC has set the global standard in emergency response through the provision of actionable and proportional advice. We represent more than 600 companies globally, and are the first choice for 50% of the world's top 100 chemical companies. NCEC enables its customers to manage the risks associated with handling chemicals, and to reduce the number and impact of all types of incident.

NCEC is committed to supporting its clients to lead the way in best practice and ensure that global supply chains reflect the industry's commitment to protecting people, the environment, assets and reputation during chemical incidents.

For more in-depth information about the content of this poster, please speak to our experts at this event or Visit our website: www.the-ncec.com/emergencyresponse
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