

Emergency Line

24-7 Emergency line service (English)

1. Incident occurs



2. Caller dials 24-7 Specialist Advice
Number. Incident Advisors hear
"whisper" from automated phone system
and are connected to caller



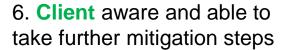
3. **Incident Advisor** questions caller to determine the nature of the incident, the product involved and information on casualties / spillage.



4. **Incident Advisor** provides safety critical Level 1 emergency advice and manages incident.



5. **Incident Advisor** notifies **Client** based on the client's individual requirements, i.e. immediate telephone notification, a formal call report or other means





How the Emergency Line Operates

- * Calls directly answered by Incident Advisor
- * Hosted System
 - * Not affected by local outages
 - * Calls can be answered from multiple locations
 - * Additional resilience
- * Dedicated number option is available
- Digital call recording
- * Written call report by the next working day
- * Lost calls are followed-up using caller ID



How the Multilingual Service Operates:

- The caller will hear a message, in the language of that country, informing them that the call may be answered in English initially and that a translator will be on line shortly
- * The Incident Advisor answers the call and ascertains the language
 - ★ Whisper of language based on country of origin of call
 - Prompt phrases
 - * Accent
 - Refer to interpreter
- An interpreter is brought on the line by the Incident Advisor
- ★ A three-way conversation is established and advice is provided by Incident Advisor via the interpreter



How the Service Operates - Multilingual

1. **Caller** dials 24-7 2. **Incident Advisor** is informed by phone system of caller's international dialling code, or Specialist Advice **Emergency Number.** determines language phonetically. Caller hears a recorded message in their own language 4. Incident Advisor establishes that Determined that the call requires interpretation English is common Conferences professional Interpreter language into call 3. **Incident Advisor** questions caller to determine the nature of the incident, the product involved and information on casualties / spillage. Provides safety critical Level 1 emergency advice and manages incident. 6. Client aware and able to Incident Advisor Notifies 24-7 Specialist Advice Client based on take further mitigation steps

the client's individual requirements.

European Languages Covered

- * Bulgarian
- * Czech
- * Danish
- * Dutch
- * Estonian

- * English
- * Finnish
- * French
- * German
- * Greek

- * Hungarian
- * Italian
- Latvian
- Lithuanian
- * Norwegian

- * Polish
- * Portuguese
- * Romanian
- * Russian
- Serbian

- * Slovak
- Slovene
- * Spanish
- * Swedish
- * Turkish



Non-European Languages

Provided using Dedicated Phone Lines

- * Arabic
- * Bahasa Indonesian
- * Bahasa Malaysian
- * Chinese Mandarin

- * Japanese
- * Korean
- * Thai
- * Vietnamese



The Incident Advisor

- * Typically scientific background and over 5 years of experience
- Experienced in handling emergency calls from the emergency services, industry professionals and members of the public
- ★ Trained to ensure caller understands advice by translating technical terms into language that the caller will understand
- Skilled in working with interpreters
- Understanding chemical supply and transport legislation, currently half trained as Dangerous Goods Safety Advisers (DGSA)
- Are able to provide advice from product specific information or from generic information (UN transport classifications)
- ★ Organise spillage clean-up daily

The Incident Advisor - Advice

- ★ General chemical safety
- * First aid
- Advice on chemical spillage, incident mitigation and management
- Personal protective equipment
- Advice on chemical incompatibilities, possible reactions and dangerous decomposition products
- Transport advice
- * Immediate notification to client where applicable



References

Ray Fowler, Operations Manager, Goff Petroleum:

"We have found 24-7 has provided us with a completely professional and efficient service, it is very important to know that all calls are dealt with by professionals and that any advice complies with regulations at all times.

As the implications of any incidents relating to fuel spillages etc have the potential to be very serious the experience with the **emergency response service has been excellent** and we would strongly recommend 24-7 to anyone within the industry."

Andy Baird, Vice President - Safety & Technical, Suttons Group

"Gives us the ability to provide a service that was previously managed less well inhouse. Good customer interaction to continually improve."

Neil Ryding, MD, Fuel Additive Science Technologies Limited:

"Our dealings with 24-7 have been of a high standard. It is reassuring to both ourselves and our customers to have the back-up of a credible and professional supplier in the HS&E field."



Subscription

- * Based on:
 - * Anticipated number of calls
 - * Geographical area (e.g. UK and Ireland)
 - Language(s)
 - * Tanker advice service size of fleet
- *On-site response option at no extra charge
- * Multi-year deals available

