

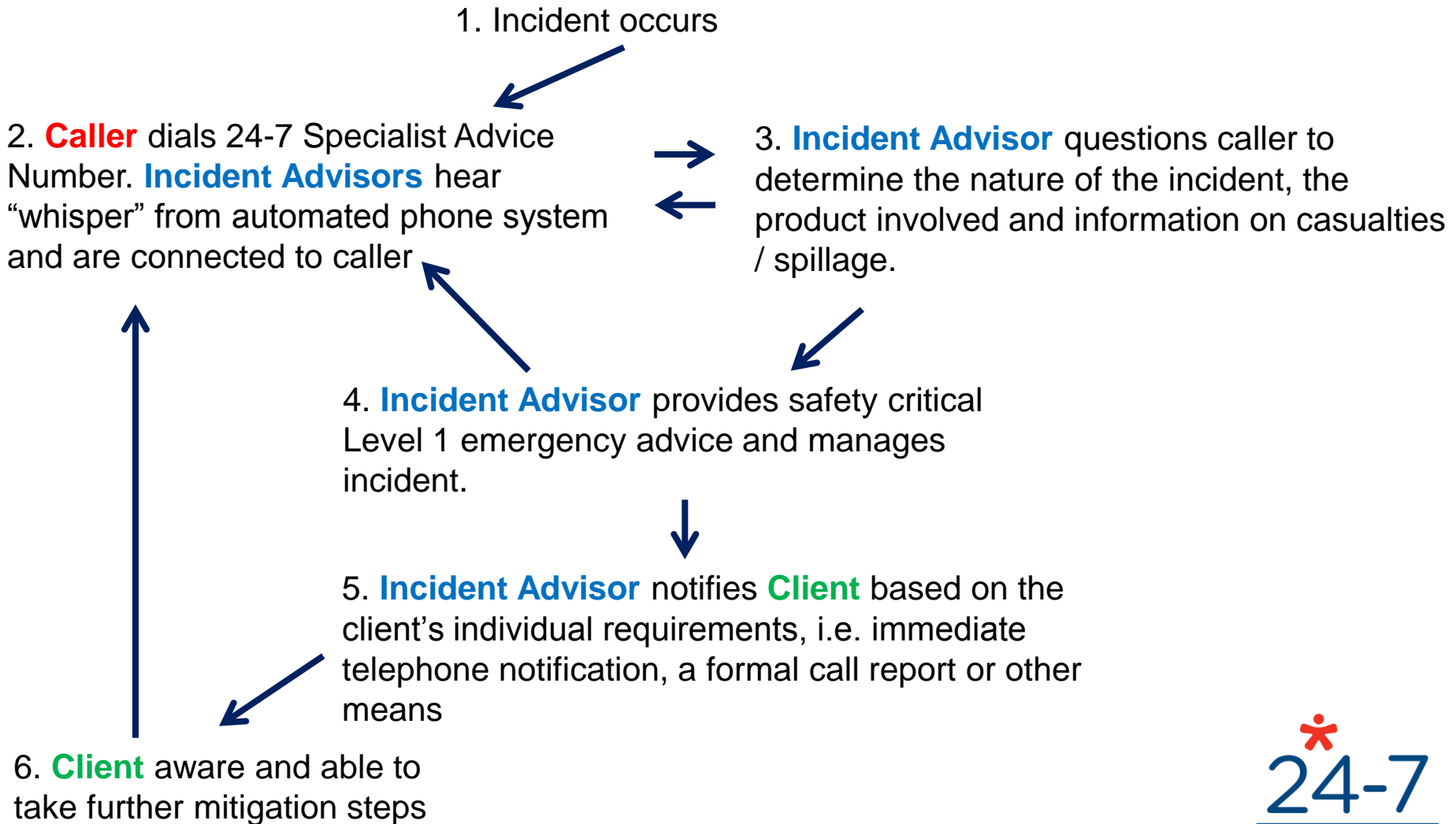


24-7

SPECIALIST ADVICE

Emergency Line

# 24-7 Emergency line service (English)



# How the Emergency Line Operates

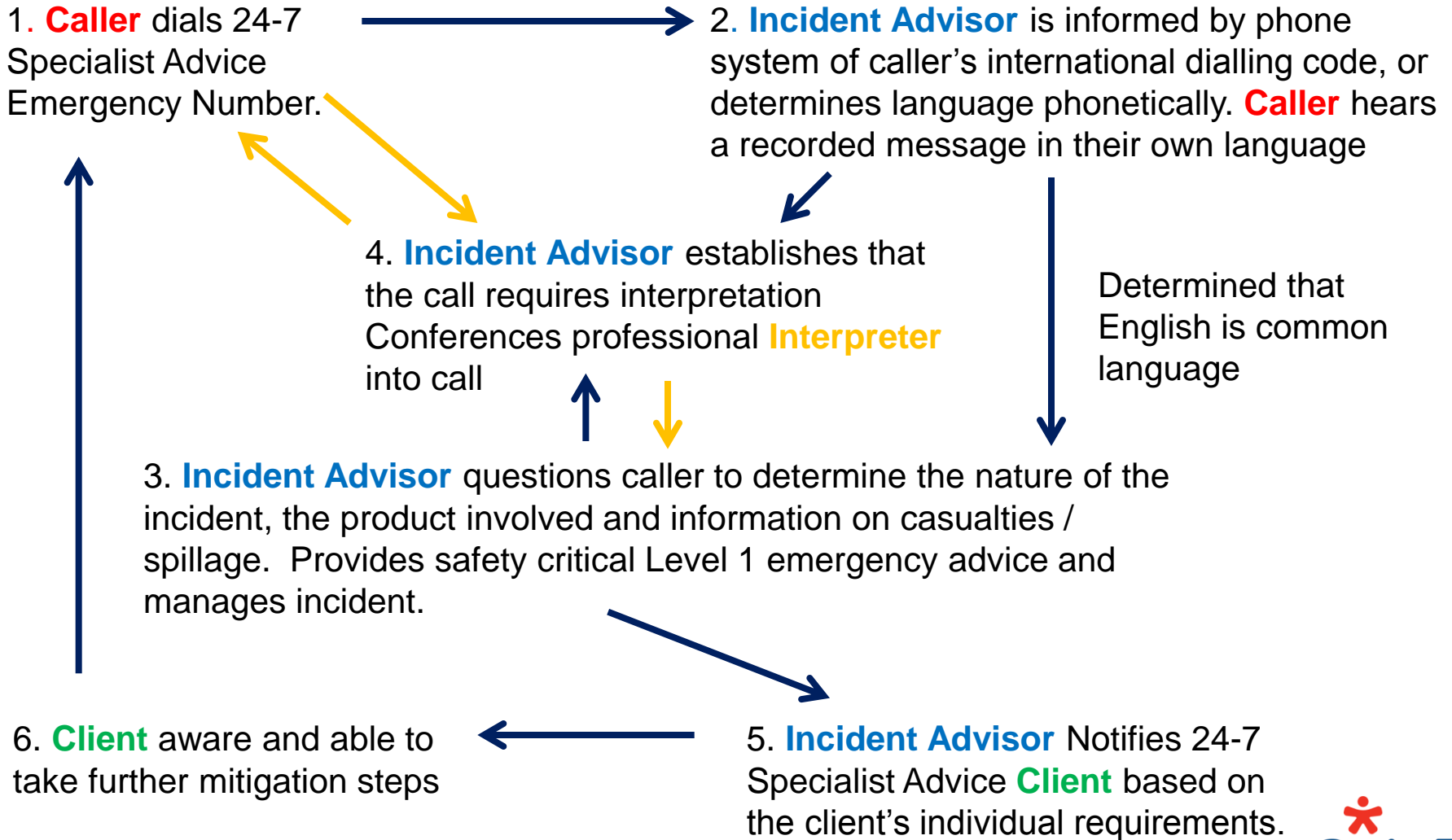
- \* Calls directly answered by Incident Advisor
- \* Hosted System
  - \* Not affected by local outages
  - \* Calls can be answered from multiple locations
  - \* Additional resilience
- \* Dedicated number option is available
- \* Digital call recording
- \* Written call report by the next working 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



# 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 in-house**. 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