

# ALERT-SGS

## INCIDENT MANAGEMENT CENTER

*Your global partners in Responsible Care™*



Asia Chemical Transportation Emergency Center

# SGS

### EMERGENCY RESPONSE SERVICES:

- Marine and Industrial Firefighting
- Hazardous Material Control Response (Level I - II - III)

### INTEGRATED RISK MANAGEMENT SOLUTIONS:

- Integrated QHSE Management Systems Development
- Risk Assessments - QHSE Audits - Onsite / Offshore HSE Representatives
- Safety, Survival and Technical Training (IADC, IMO (STCW 95), NFPA, OPITO, OSHA)
- Toxic Environment Protection / Confined Space Operations
- Fire and Safety OEM Representative and Product Sales
- Inspection and Testing Services
- QHSE Certifications





**The ALERT-SGS INCIDENT MANAGEMENT CENTER provides 24-hour communications, on-scene technical consultation, emergency response and support services designed to successfully mitigate dangerous goods incidents.**

Professional response to incidents involving dangerous goods (hazardous materials) requires timely, accurate access to information about the products involved and their inherent danger. The ALERT-SGS Incident Management Center offers a vital link in the dissemination of this information to emergency responders.

In terms of risk management, any incident has fundamental response objectives that must be considered:

- Protection of Life Safety
- Protection of The Environment
- Protection of Property and/or Equipment

These objectives must be taken into account and assessed in their proper sequence. Incidents involving dangerous goods (hazardous materials) make these priorities even more critical. Early and effective intervention by emergency responders can achieve these fundamental objectives with timely, accurate information. Twenty-four hours a day, seven days a week, the ALERT-SGS Incident Management Center is staffed with professional communication personnel capable of providing information from an extensive database of technical resources, thereby providing viable solutions for incidents involving dangerous goods.

In keeping with the “Responsible Care™” initiatives set forth by the chemical industry, ALERT-SGS offers the full spectrum of response services from Level 1: Communications, Level 2: On-Scene Technical Consultation to Level 3: Emergency Response and, site remediation services. Over the last decade, these services have progressively developed whereby the full spectrum of Level 1, Level 2 and Level 3 services are now provided throughout Europe, Africa, the Middle East and the Asia/Pacific, thereby enhancing the regions response capabilities.

A poorly handled incident can result in injured personnel, catastrophic environmental impact, product loss, facility downtime, and resulting corporate liability and damaged corporate image. In order to minimize such impact, ALERT-SGS offers over twenty-five years of global emergency response experience. By subscribing to the services, which ALERT-SGS provide, customers have immediate access to a vast network of multi-cultural, multi-lingual, qualified professionals to assist with almost any incident involving dangerous goods.

## **SCOPE OF SERVICES**

### **Level 1 : Communications**

Communication and information management is one of the key principles to successful operations involving incidents with dangerous goods. Customers subscribing to the ALERT-SGS Level 1: Communication service can rely on professionally qualified communication’s personnel ready to assist with accurate, timely dissemination of critical information from an extensive database of technical resources on a 24/7/365 basis.

This comprehensive database includes over 1,000,000 Material Safety Data Sheets (MSDS) consisting of mixed substance and pure substance chemicals. In addition, customers may choose to use their own MSDS database for incidents involving customer specific products. Using state of the art communication equipment, located in the Incident Management Center, ALERT-SGS communication professionals can transmit information by telephone, facsimile, e-mail and video-conferencing.

Providing communication services in the Asia/Pacific region requires the ability to speak many different languages. Through a vast in-house network of professionals trained to accommodate the needs of customers with multicultural and multi-language requirements,





ALERT-SGS communication's personnel are able to facilitate the dissemination of technical information in every official language throughout Asia/Pacific. With an established and proven communication system, subscribers can be confident that early notification of incidents occurring on transportation routes, whether by sea, air or land, will enhance their capability to initiate a rapid successful response.

### **Level 2 : On-Scene Technical Consultants**

Many times local emergency response organizations may not have the experience, training or resources to deal with incidents involving dangerous goods. Even if the resources are readily available, responders may be hesitant to initiate a response due to the lack of technical information necessary to act safely and effectively. The Level 2: On-Scene Technical Consultants service provided by ALERT-SGS can provide subscribers with the assurance that technical information and consultation is readily available to local responders, at the scene of the incident, around the clock.

The ALERT-SGS Level 2: On-Scene Technical Consultants are strategically located within our offices and laboratories at every major port, terminal, chemical manufacturing and refinery installation throughout the Asia/Pacific region. A complement of qualified full time Technical Consultants, all possessing strong chemical industry backgrounds ranging from chemical engineers, chemists, industrial hygienists and master mariners, can provide on-scene technical information and professional expertise during the crucial early phases of an incident.

Level 2 services provide the customer with competent dissemination of information at the scene of an incident while benefiting from the technical resource communication link at the Incident Management Center. Constant communication along with up to date reporting of actual incident events, as they occur, enable the customer to

better manage decisions and effectively monitor progress in real time.

### **Level 3 : Emergency Response Services**

Alert Disaster Control services encompass the provision of emergency response and integrated risk management personnel, equipment and systems in support of its' customers, worldwide. Professional responders, with proven successful operations experience involving dangerous goods incidents, can be mobilized to an incident site to provide cost effective mitigation solutions.

Alert Disaster Control maintains an extensive inventory of specialized response equipment. These systems are modularized and air-transportable, thereby enabling immediate response to a broad spectrum of chemical incidents. The equipment packages include a full range of chemical protective clothing; respiratory protection; primary and secondary decontamination equipment; product transfer pumps and fittings; plugging and patching kits; pneumatic and hydraulic leak control and containment systems, and; site remediation products and tools. This is supported further by a network of service alliances within the region, thereby allowing our Hazardous Material Control Teams to respond with the proficiency and necessary expertise to successfully mitigate incidents while minimizing injury to people, the environment, property and equipment.

With over 25 years of successful global response experience, ALERT offers professional responders with the requisite resources and support to competently assist industry with its response requirements.

Incorporating Level 1: Communication services and Level 2: On-Scene Technical Consultants, as a compliment to the mobilization of Level 3: Emergency Response Services, customers are afforded the full spectrum of emergency related services thereby minimizing impact and expediting business recovery operations.



