

NATIONAL ROAD EMERGENCY RESPONSE SERVICES (NaRER)

A SERVICE PROVIDED BY



CHEMICAL INDUSTRIES COUNCIL OF MALAYSIA



THE LAST LINE OF DEFENCE...

LEVEL 1 – PROVISION OF DATA AND INFORMATION

LEVEL 2 – PROVISION OF ON-SITE ADVICE & RESPONSE

LEVEL 3 – PROVISION OF ON-SITE CLEAN UP SERVICES

**OTHER SERVICES - EMERGENCY RESPONSE & CRISIS MANAGEMENT
TRAINING, EXERCISES AND AUDITS**

National Road Emergency Response Services (NaRER)

INTRODUCTION

The Chemical Industries Council of Malaysia (CICM) under its Responsible Care Charter is concerned on the Road Transport exposure particularly in the deliveries of Dangerous Goods (DG) Cargo. Whilst the management of DG processes in handling and storage within the many plants is well managed with controls in place, the same does not apply once the cargo leaves the plant on road deliveries.

In a dynamic road environment, where exposure can also come from other road users and in-situ conditions, it can be expected that accidents can and will continue to occur. Despite the many efforts by companies to reduce road risk, as a last line of defence, when all else fails, companies are required by legislative charter and as part of their Responsible Care commitment, to have and be ready for rapid deployment of trained and prepared personnel; with fit-for-purpose equipment; with tried and tested procedures. Response Parties must be able to mitigate all Road Incidents from spiralling out of control.

The Emergency Response preparedness is also a mandatory legislative requirement by the Department of Environment (DOE), the Department of Occupational Safety and Health (DOSH) and the Ministry of Transport (MOT).

Most DG cargo transporters and hauliers in Malaysia, with the exception of a few, are ill equipped and unprepared to be able to professionally deploy their own Emergency Response teams to manage their on-the-road emergencies and product clean-up. However in reality, most haulage companies do not have the infrastructure or the capability, and is very dependent on their client for help.

Compliance with regulations

Fulfil Responsible Care and CSR objectives

Business continuity and preparedness

Minimise impact on health and environment

Reduce financial cost of incidents

Protect brand image and corporate reputation

Support customers and supply chain partners



With DG Cargo the product are
Explosive, Volatile, Flammable,
Carcinogenic, Toxic, Corrosive,
Unstable, Radioactive & Poisonous.



To mitigate issues above, the Safe Road Committee under CICM has developed The National Road Emergency Response Services (NaRER), which is a last line of defence to manage and mitigate all road emergencies particularly on issues of lost product containment, especially in the area of DG cargo. NaRER is a comprehensive one stop service center which covers seamlessly all phases of Road Emergency Management. It covers the specialised provision of LEVEL 1 (Provision of Data and Information), LEVEL 2 (Provision of On-Site Advice and Response), and LEVEL 3 (Provision of On-Site Clean Up) which is discuss in detailed below.

Chemical Industries Council of Malaysia (CICM)

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National Road Emergency Response Services (NaRER)

LEVEL 1 SERVICES – PROVISION OF DATA & INFORMATION

A Service Associated With

NCEC - National Chemical Emergency Centre, UK



NCEC
Part of Ricardo-AEA

CARECHEM24
YOUR 24 HOUR EMERGENCY RESPONSE PARTNER

NaRER delivers 24 hour emergency response and fast, up-to-the-minute advice and products setting global standards on emergency response and compliance.

Calls are handled by fully trained Emergency Responders who are also highly qualified chemists and renowned for their ability to provide fast and reliable guidance in high pressure situations.



Offers assured round-the-clock call-up basis, on a 24 hour-a-day, 7 days-a-week and 365 days-a-year. The provision of this service is transacted in English and is limited to 5 calls per year anywhere within Peninsula Malaysia.

- Full and comprehensive product information and data.
- This includes full Chemical Safety Data Sheet (CSDS) information, containing physical data (e.g. melting point, boiling point, flash point), impact (short, medium and long term) of hazards (occupational health) to people and/or on the environment; Impact on biological, ecological and toxicological aspects of the affected area;
- Calls are handled by fully trained Emergency Responders who are also highly qualified chemists and renowned for their ability to provide fast and reliable guidance in high pressure situations.
- Advise for fire-fighting and emergency response actions in developing 1st stage of plan of action.
- Advise on product and spill-handling procedures, storage, disposal, controls, and advise on protective equipment.
- Able to link-up poison centres and industry specialists.
- Advise on potential hazards associated with the products carried.
- Advise on appropriate actions to control and mitigate consequences.
- Advise on safe, effective and efficient spillage clean-up.
- Advise on impact to humans and environmental exposure and consequences; and first aid measures.

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LEVEL 2 SERVICES – PROVISION OF ON-SITE ADVICE & RESPONSE

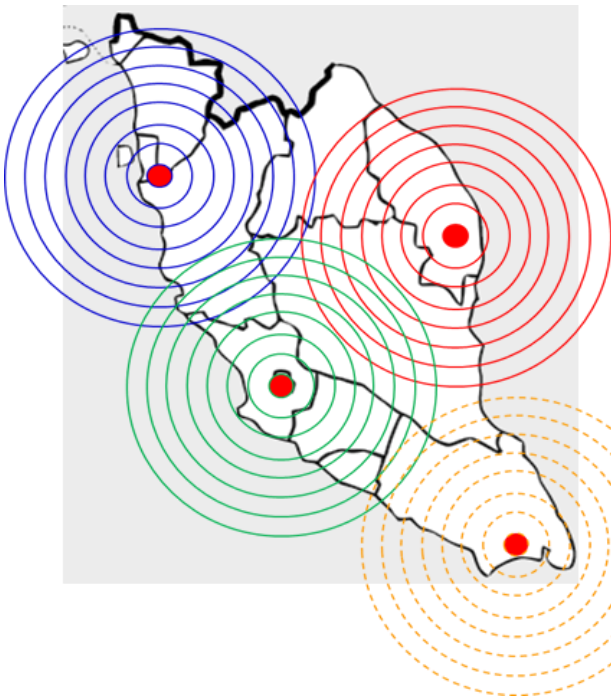
Offers mobilisation of a Site Emergency Response Person ('SERP') to any incident location within Peninsula Malaysia on a round-the-clock call-up basis; 24 hour-a-day, 7 days-a-week and 365 days-a-year. First line response for the Subscriber.

- To provide 'first-aid' emergency assistance at the incident site.
- To assist in traffic control at incident site.
- To be an active liaison with Emergency Response Authorities (Bomba, Police and Hospital) in providing full and comprehensive product information and data.
- To take up the role of Subscriber's single-point-of-contact at the incident site, in reporting status and update of incident and/or any escalation.

RESPONSE VEHICLES

All SERP are provided with vehicles which is equipped with beacon lights, siren and safety retro-reflective markings for night operations. All vehicles will be equipped with Personnel Protective and Safety equipment.

The SERP team has the capability to respond to all locations in Peninsula Malaysia within stipulated times.



Each SERP Unit comes with a trained professional driver with a Response Vehicle.

The vehicle provided comes complete with first-aid kit, traffic control aids, spillage kits, gas detector and basic emergency response equipment to handle first-responder emergencies.

SERP are organised, trained and are ready to respond at a moment's notice.

SERP participate in regular Emergency Response (both desktop and wet drills regularly).

SERP are trained to provide detailed product (Chemical Safety Datasheet) information to on-site Emergency Response Authorities such as BOMBA, Hazmat, and Emergency Response Teams.

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LEVEL 3 SERVICES – PROVISION OF ON-SITE CLEAN UP

Offers the mobilisation of a Clean-up Response (CRT) to any incident location within Peninsula Malaysia on round-the-clock call-up basis; 24 hours, 7 days-a-week to;

- Facilitate containment and clean-up. This includes logistic arrangement for vehicles such as cranes etc., ISO tank and transfer equipment.
- Facilitate transfer of the product waste to appointed Waste Management Contractor.
- To facilitate product transfer (vehicle-to-vehicle or vehicle-to-holding tank as instructed by Subscriber.
- To make safe the post incident site for later remediation by subscriber.

NB: The Subscriber's written approval will be obtained before any of the above work can proceed.

HAZMAT CONTAINER OR VEHICLES

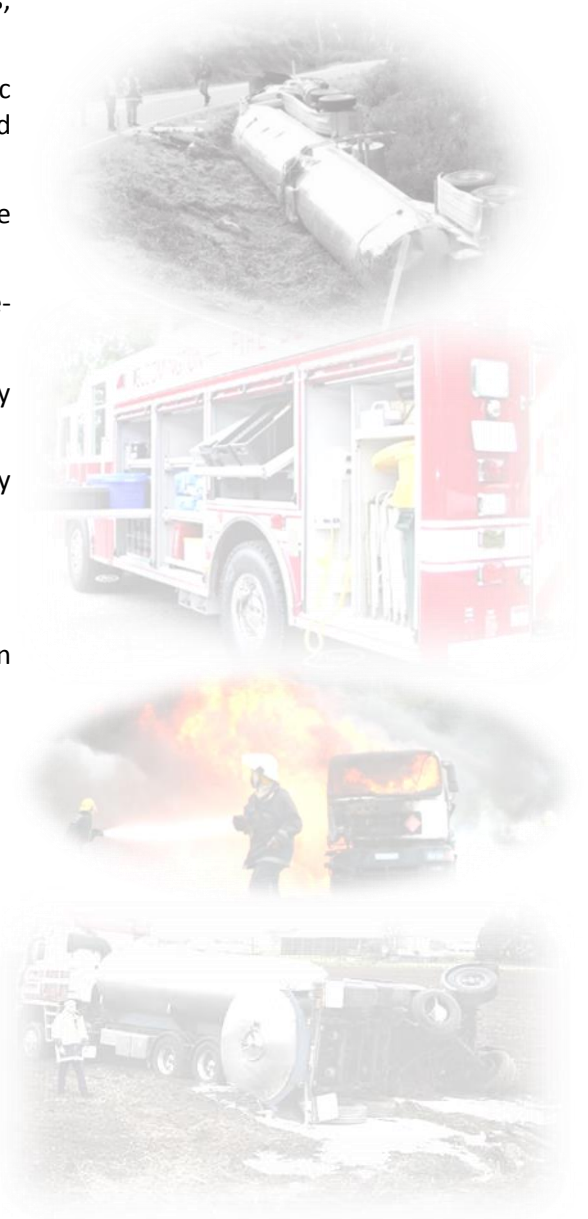
A hazmat Container/Vehicle will be mobilise with the CRT to location to facilitate the clean-up.



CRT Team with Personnel who are trained and prepared; with fit-for-purpose equipment to contain and clean-up post incident site to minimise HSE impact.

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OTHER SERVICES – EMERGENCY RESPONSE & CRISIS MANAGEMENT TRAINING, EXERCISE & AUDITS

1. ONE DAY ER & CRISIS MANAGEMENT AWARENESS TRAINING

To provide 1-day awareness training on the fundamentals of Emergency Response and Crisis Management. The course covers the following content:

Emergency Response

- Introduction & Definition of an Emergency
- The ER Team & Terms-of-Reference
- ER Team Roles and Responsibilities
- ER Team Training and Competencies
- ER Centre Infrastructure and Equipment
- ER Documentation & Standard Operating Procedures
- ER Checklists & Forms and Templates

Crisis Management

- Introduction & Definition of a Crisis The Crisis Management Team & Terms-of-Reference
- Crisis Management Team Roles and Responsibilities
- Crisis Management Team Training and Competencies
- Crisis Management Centre Infrastructure and Equipment Documentation & Standard Operating Procedures
- Crisis Management Checklists & Forms and Templates

2. REVIEW OF ER PREPAREDNESS

To review the effectiveness and comprehensiveness of the CLIENT's Emergency Response system, namely:

- ER call-out trigger mechanism and communication
- ER organisation structure and protocol
- ER supporting documentation (guidelines, procedures, checklist and forms),
- ER training,
- Emergency Control Centre (ECC) infrastructure and
- ER staff and contractor roles and responsibilities
- Emergency equipment.

Deliverables:

- To present to CLIENT's management the gaps identified and recommended action plans.
- To assist CLIENT in making the changes in CLIENT's ER system.
- To facilitate training of key personnel on the changes proposed

3. TABLE-TOP EXERCISE (IN-HOUSE)

To conduct a Table-Top & ER Exercise, where all the element of 'Man-Mode-Machine' will be tested.

Deliverables:

- To design and develop a Table-Top ER exercise; with credible scenario, scripts, etc.
- To run the exercise with role players, exercise controllers, and observers.
- To present to CLIENT's management the learning on the Table-Top ER exercise findings, recommendation and action plans.

4. FULL-EXERCISE (INVOLVING EXTERNAL PARTIES)

To conduct a Full-Blown ER drill involving external emergency support services and Authorities.

Deliverables:

- To design and develop a Full-Blown ER drill; with credible scenario, scripts, etc.
- To coordinate communication and assist client in the invitation of external authorities (BOMBA, Hospital, Police, DOE and DOSH) to partake in the exercise
- To run the exercise with role players, exercise controllers, and observers.
- To conduct hot debrief to CLIENT's management and authorities on learning from the Full-Blown ER exercise findings, recommendation and action plans.

5. CRISIS MANAGEMENT EXERCISE

To design, develop and run a Crisis Management Exercise to test the effectiveness and readiness of the Crisis Management team in managing a Crisis.

Deliverables:

- To design and develop a Crisis Management exercise; with credible scenario, scripts, etc.
- To run the exercise with role players, exercise controllers, and observers.
- To conduct hot debrief to client's management on learning from the Crisis Management exercise findings, recommendation and action plans

National Road Emergency Response Services (NaRER)

NaRER SUBSCRIPTION FORM

(OPEN TO ALL MEMBERS OF CICM)

We, _____ (Name of the Company) hereby would like to subscribe to CICM's National Road Emergency Response (NaRER) services. Companies/plants within the group need to apply individually.

Office Address: _____

Telephone No. : _____ Fax No. : _____ E-Mail : _____

(Any change in above particulars must be notified promptly to CICM Secretariat)

Factory/Plant Address: _____

Telephone No. : _____ Fax No. : _____ E-Mail : _____

(Any change in above particulars must be notified promptly to CICM Secretariat)

Name of Chief Executive Officer : _____

Issued Capital : RM _____ Annual Turnover : RM _____

Date of Incorporation: _____ Place of Incorporation: _____

Number of Employees : _____

Nature of Operating Activities*: Exploration / Production / Pipeline / Terminal / Storage / Refining / Processing / Bulk / Transport / Bunkering

Type of Chemical:
(Please specify)

Company's Representative in the CICM will be :

Representative

Alternate

(Name)

(Name)

Representative

(Designation)

(Designation)

I certify that the above information is true to the best of my knowledge. Also enclosed are certified copies of the following documents of the company: Certificate of Incorporation, Memorandum and Articles of Association/By-Laws, latest Form 24, Form 49 and Annual Returns.

Signature: _____

(Authorised Officer of the Company)

Date: _____

Name: _____

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National Road Emergency Response Services (NaRER)

For more information, please call or e-mail:

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