

# COMAH CARE TEAMS AND CALL CENTRES

## What is the problem we are solving?

The Control of Major Accident Hazards Regulations 2015 (COMAH) require designated sites to plan for offsite emergencies. Operators are specifically required to inform and warn the public of the hazards they may face and the actions they should take. Together with duties under Health & Safety at Work Act (HSWA) 1974, operators face significant obligations to both internal and external populations.

There is also a commercial imperative to safeguard the organisation's reputation. Failing to demonstrate care in this area risks scrutiny from not only the regulatory bodies, but also from public opinion in the media.

For many organisations, having fully resourced call centres and care teams is not feasible. Most organisations expect to scale up if and when an offsite emergency occurs. However, not all organisations anticipate the speed and complexity of response required. They fail to prepare effectively.

## What makes the difference?

From a governance perspective, you need a solution that complies with your obligations under COMAH and H&S legislation. More than that, you need a solution that demonstrates a defensible position on your corporate Social Responsibility.

From a commercial perspective, you need to balance internal resources with external specialists, so you achieve the most cost-effective balance and limit the burden on management time.

From a quality perspective, you need a provider who understands your industry and your specific operations on-site. You need experts with the right blend of technical skills who have done it before.

## How does our solution achieve this?

Eddystone specializes in emergency management for High Reliability Organisations operating COMAH regulated sites. We partner with Blake Emergency Services [www.blakeemergency.com](http://www.blakeemergency.com) to support you with Care Team and Call Centre capability. We offer both an outsourced capacity and also development of your inhouse capacity. We help you interface with other external stakeholders, including emergency services and local authorities. We help you utilize all available resources effectively and efficiently.

Contact us on [opportunities@eddistone.com](mailto:opportunities@eddistone.com) to discuss how we can help you.



## What do our care teams and call centres solution look like?

Our Care Team can either deploy as a fully formed team with team leaders or can deploy selected capabilities to reinforce your local care resource. We will usually deploy to a location designated by your incident manager but can help you identify suitable sites. Our team includes trauma counsellors and emergency responders with extensive experience in major incidents. Wherever there are survivors or families affected by a major incident, we provide initial care and triage cases for further support.

Our Public Information Centre (PIC) is available to you, with a dedicated telephone number, 24/7/365 in the event of a major incident. The PIC can be fully operational within one hour of activation. We operate in your name, on your behalf, staffed by professional call centre personnel who are formally trained to respond to distressed callers effectively. We also help you build capacity: knowing some stakeholders will reach your business directly we offer to train your call centre, reception and customer services personnel in individual communication skills and team processes for stakeholder management.

## What are the benefits?

### COMPLIANT SOLUTION

Our solution ensures you comply with COMAH Regulations 2015, the Guidance (L111) and Emergency Planning for Major Accidents (HSG191). It also ensures you comply with your duty of care under Section 2 of HSWA 1974.

### DEFENSIBLE POSITION

Our solution enables you to demonstrate good practice. We enable you to go beyond compliance to adopt industry best practice and gain competitive advantage by exceeding expectations.

### QUALITY SERVICE

We have been in this business for over 30 years. Each of our consultants has a specialist career behind them, with recent experience of responding to the kind of emergencies you plan for. They are formally trained and have been in response roles in the private and/or public sectors.

### EFFICIENT

We do not impose a one-size-fits all solution: we offer a flexible service that makes optimum use of internal capacity and outsourcing. We help you demonstrate cost-effectiveness and a return on investment to your organisation.

### CAPACITY BUILDING

We maximise your overall capability by developing your internal resources. Your people receive skills development and periodic maintenance, giving you confidence that the response system will stand up effectively when needed.