

CHEMTREC®
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SUMMIT

Setting the Stage:

Global Overview From the Industry Responder Perspective

Challenges Facing Emergency Centers in the International Arena

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Discussion Overview

Key Challenges

- **Mission Definition**
- **Business Model**
- **Information flow**
- **Personnel**
- **Communication**
- **Technology**

Challenges: Mission Definition

- **Who are the Customers?**
- **What Services are Provided?**
- **When and Where are the Services Provided?**
- **How are the Services Provided**

Challenges: Business Model

- **Who operates the enterprise?**
- **How is the enterprise funded?**

Challenges: Tactical/Operational

- Information flow
- Personnel
- Communication
- Technology

Challenges: Information flow

- **What information do the customers need?**
- **How is the information used?**
- **How is information collected?**
- **How is information stored and maintained?**
- **How are confidentiality requirements met?**
- **How is information delivered to customers?**

Challenges: Tactical/Operational

- **Information flow**
- **Personnel**
- **Communication**
- **Technology**

Challenges: Personnel

- What personnel skill sets are required?
- How are those skill sets obtained?
- How are those skill sets maintained?
- How are those skill sets retained?
- To what work-load level do you staff?
- When is it appropriate to rent vs. buy?

Challenges: Tactical/Operational

- **Information flow**
- **Personnel**
- **Communication**
- **Technology**

Challenges: Communication

- **What do we communicate?**
- **To whom do we communicate?**
- **How many do we communicate with at one time?**
- **What are the consequences of a communication failure?**
- **How do we communicate?**

Challenges: Tactical/Operational

- **Information flow**
- **Personnel**
- **Communication**
- **Technology**

Challenges: Technology

- Are the systems reliable?
- Are the systems flexible?
- Are the systems scalable?
- Are the systems secure?
- What are the advantages and exposures of incident archives?

Challenges: Closing

“... it becomes very clear that we must strengthen the working relationships between the world’s emergency centers if we are to be successful at enhancing our effectiveness -- for those involved in and impacted by the global nature of the chemical industry.”