



Incident Preparedness and Operational Management in Public and Private Organizations . Training and Scenarios.

Davos, 26.08. 2008, Dr. Peter Schmiedtchen

Incident Preparedness and Operational Continuity Management



Three reasons

- 1. “Reaction Delay” before the emergency services can take action**
- 2. Demographic trends**
- 3. Production downtime can mean the end of a company**



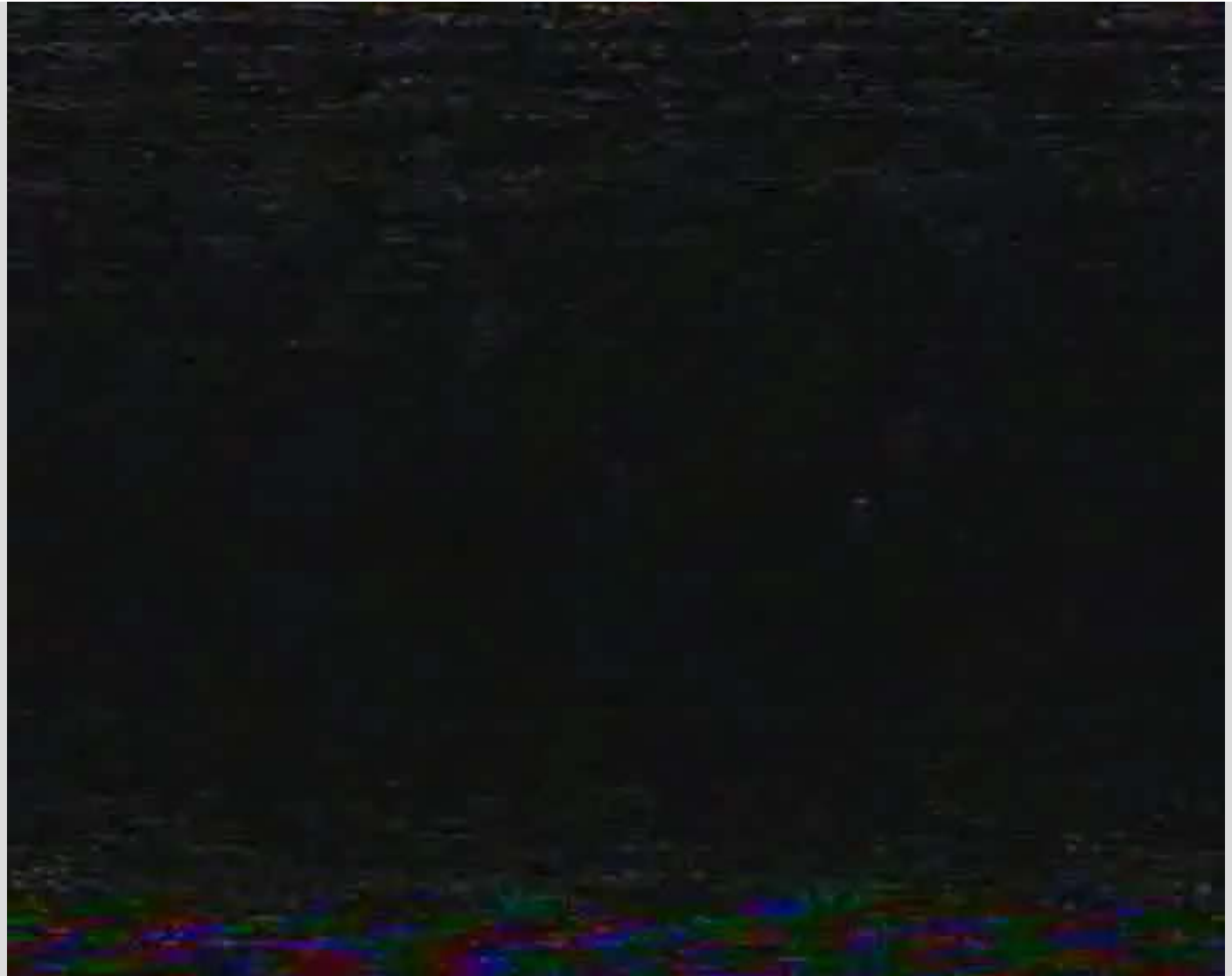
- **When an emergency occurs, there is a „reaction delay of generally 10 to 15 minutes before the emergency services can take action.**
- **During this time the incident may escalate.**
- **Only the staff and managers of public and private organizations are on site long before the professional emergency services arrive at the scene.**

Incident Preparedness and Operational Continuity Management

Reaction Delay

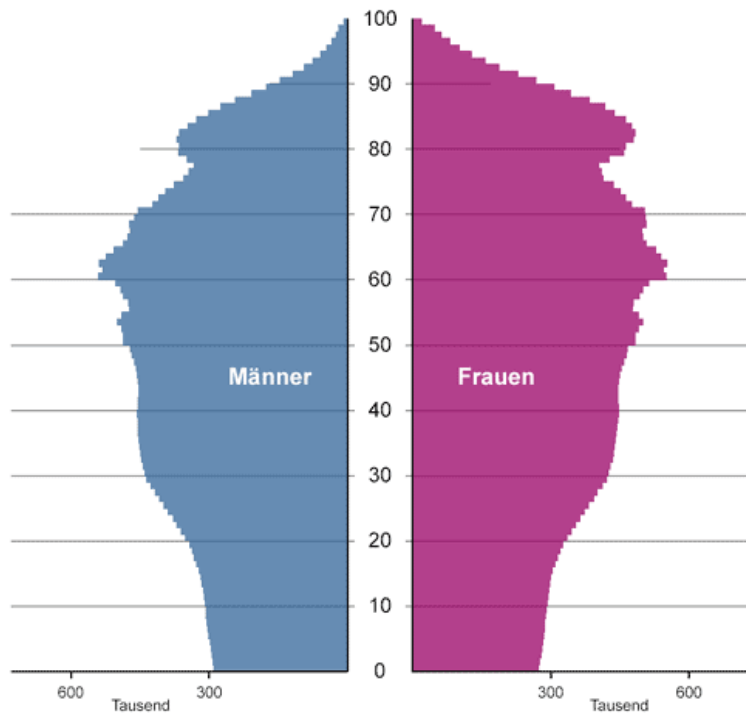


West Warwick 2003:



Altersaufbau: 2050*

Deutschland



German population 2050

- The reaction delay is likely to become even longer, given current demographic trends such as the increasing ageing of the population.
- Fewer and fewer young, capable emergency personnel available.
- This process will force countries like Austria and Germany in particular (they have a very large number of voluntary fire brigades) to rethink their approach to hazard prevention.

Production downtime

- **The consequential damage caused by an interruption to production in the company can easily surpass the direct damage.**
- **Long-term supply agreements and customer orders won in the face of increasing tough competition forcing companies to ensure they meet their obligations.**
- **Given the growing globalization of all economic processes, any extended period of production downtime can mean the end of a company.**

| Industry | Lost output per day in € |
|------------------------|---------------------------------|
| Stone, earth | 15.000 |
| Food industry | 90,000 |
| Petroleum processing | 4,500,00 |
| Arithmetic mean | 115,000 |

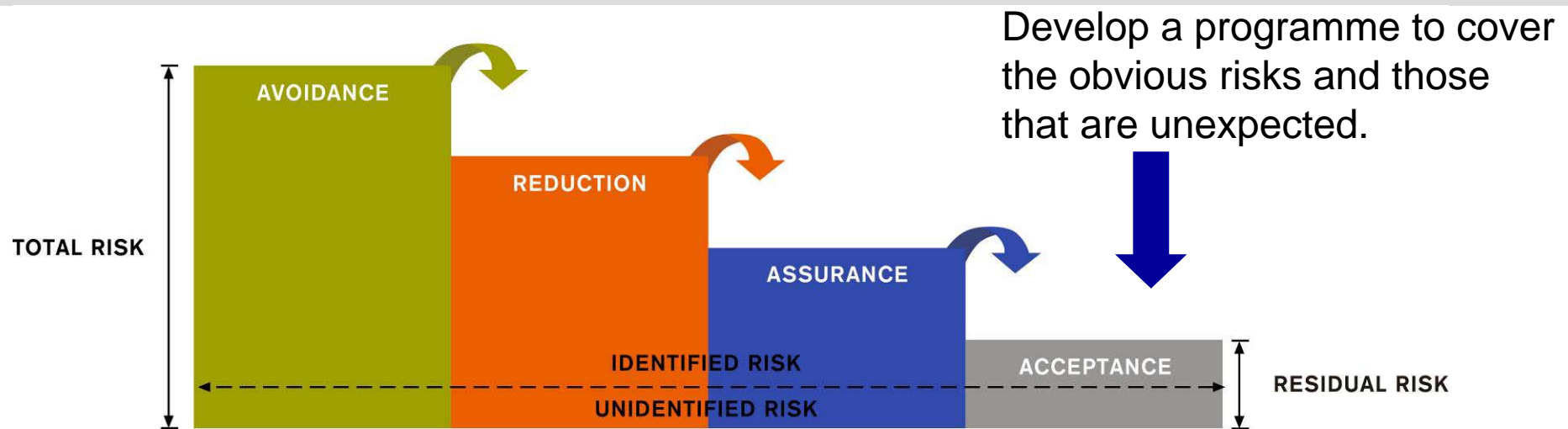
Repair costs and lost revenues in selected tunnel fires:

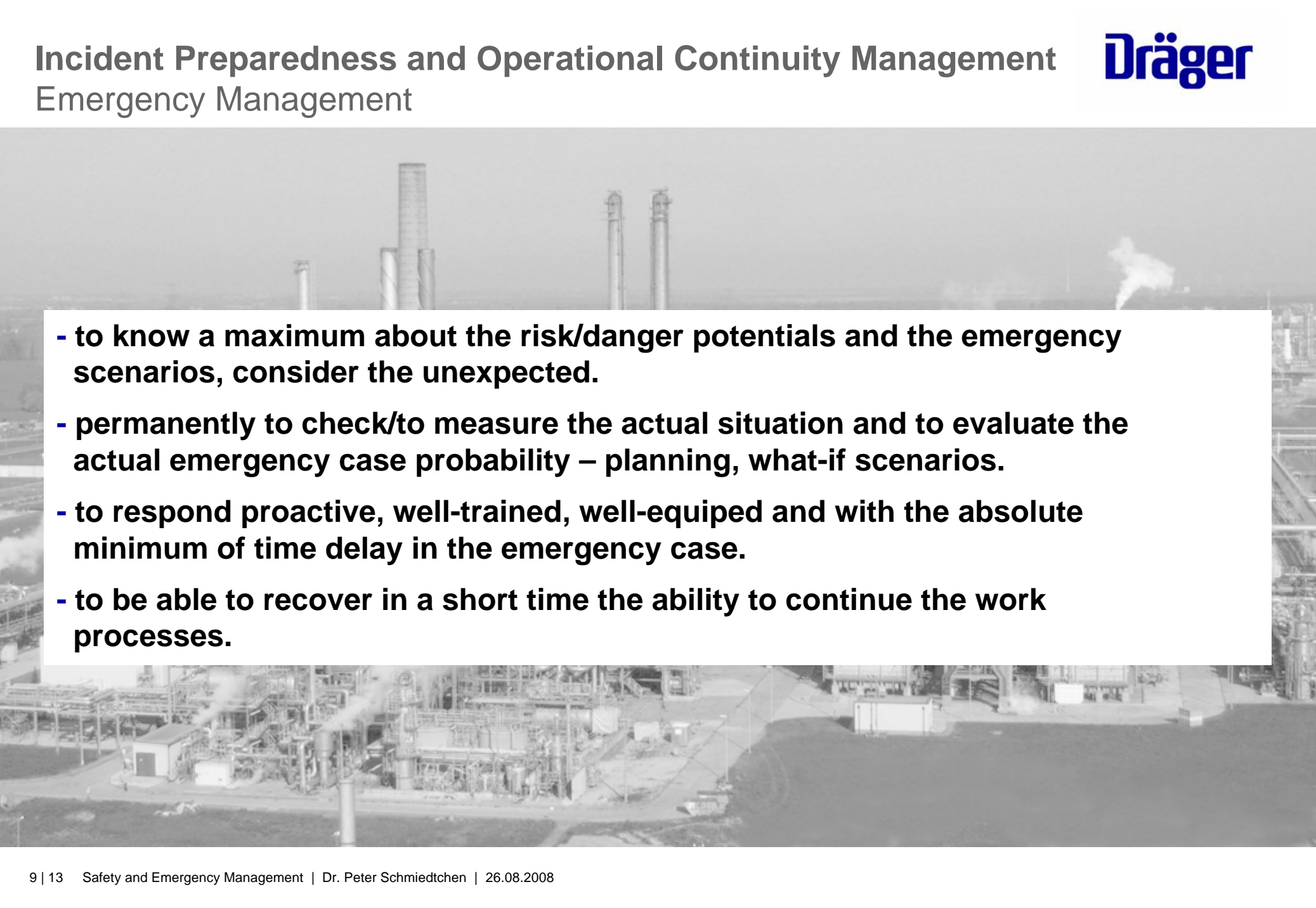
| Tunnel | Lost revenues in €M | Repair costs in €M | Total in €M |
|------------------|---------------------|--------------------|-------------|
| Eurotunnel | 204 | 48,5 | 252,5 |
| Montblanc Tunnel | 203 | 189 | 392 |
| Tauerntunnel | 20 | 8,5 | 28,5 |

Incident Preparedness and Operational Continuity Management

Minimising the risks

- Emergency management always begins with risk avoidance, then attempts to reduce the risk and then further protect against it.
- Residual risk has to be accepted.
- Crisis and communication management has to be installed in advance.



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- to know a maximum about the risk/danger potentials and the emergency scenarios, consider the unexpected.
 - permanently to check/to measure the actual situation and to evaluate the actual emergency case probability – planning, what-if scenarios.
 - to respond proactive, well-trained, well-equipped and with the absolute minimum of time delay in the emergency case.
 - to be able to recover in a short time the ability to continue the work processes.

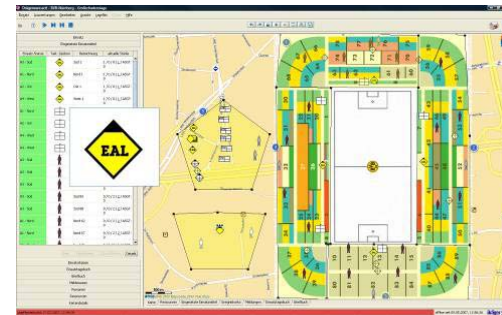
- Training programmes and seminars for management and employees.
- Clear plans for all personnel.
- Physical readiness – e.g. hot fire training for rescue troops, firefighters etc.
- Crisis management and crisis communication training permanently using state-of-the-art computer added interactive systems.

Examples:



Dräger Safety Star Programme

Training programmes, how to remain in control of a situation even when performing unfamiliar tasks in hazard situations.



Drägerware.act

A computer added emergency case management supporting system based on the internet (interaction).

Incident Preparedness and Operational Continuity Management Concept Implementation and Training



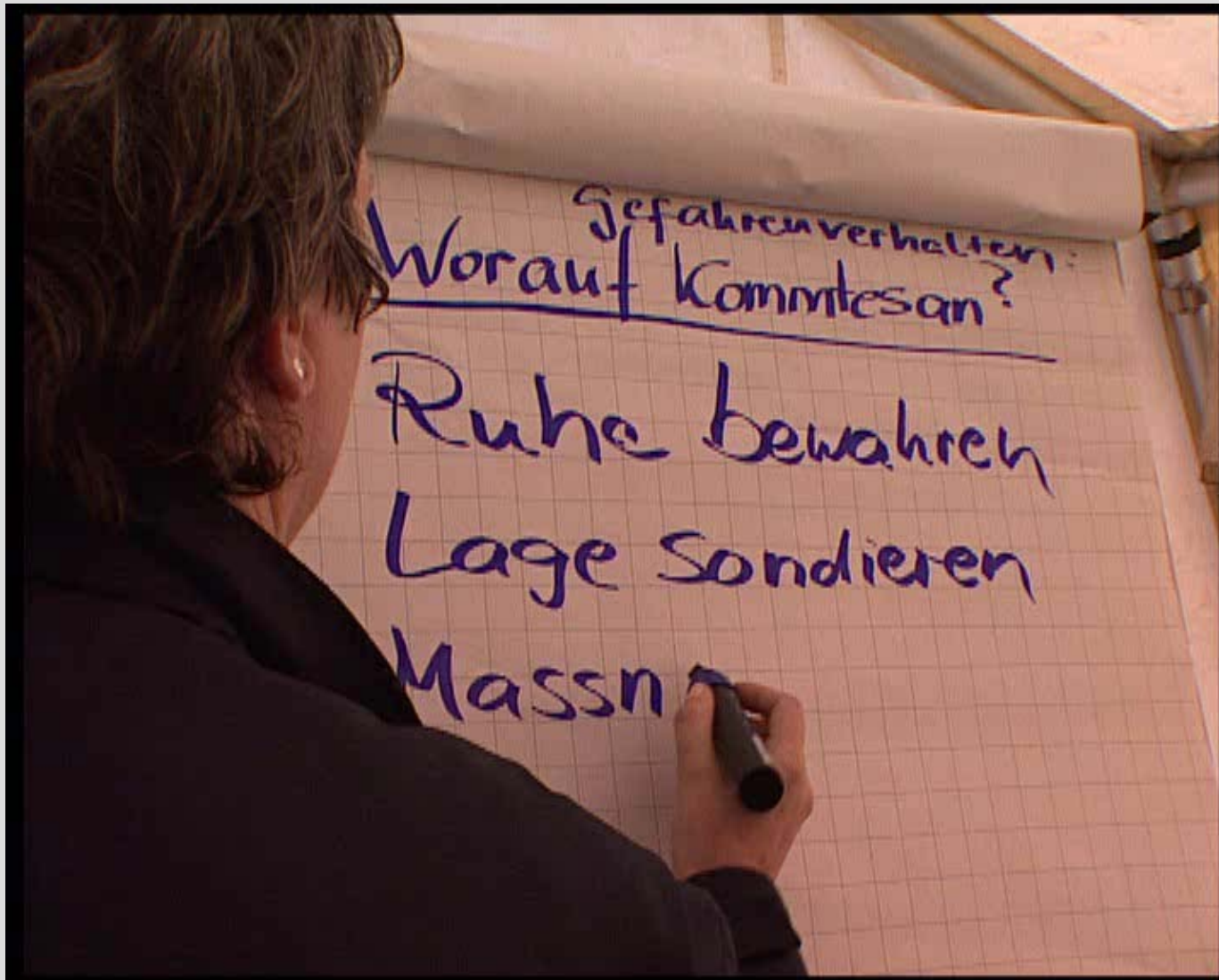
Train, how to handle
portable fire
extinguishers



Train, to make use of expert
knowledge about hazard
prevention measures under
conditions of psychological
and physical stress



Train Emergency
Response Teams to act in
case of emergency.



**Thank you for
your attention.**