

Emergency Response Readiness Roadmap



What happens when a call comes into CHEMTREC? Are your Emergency Contacts prepared for a 3am call involving your products, EPA, the media?

A single phone call can change everything. An organization's resilience is measured not by how it receives an emergency notification, but by how effectively it responds in the critical minutes and hours that follow.

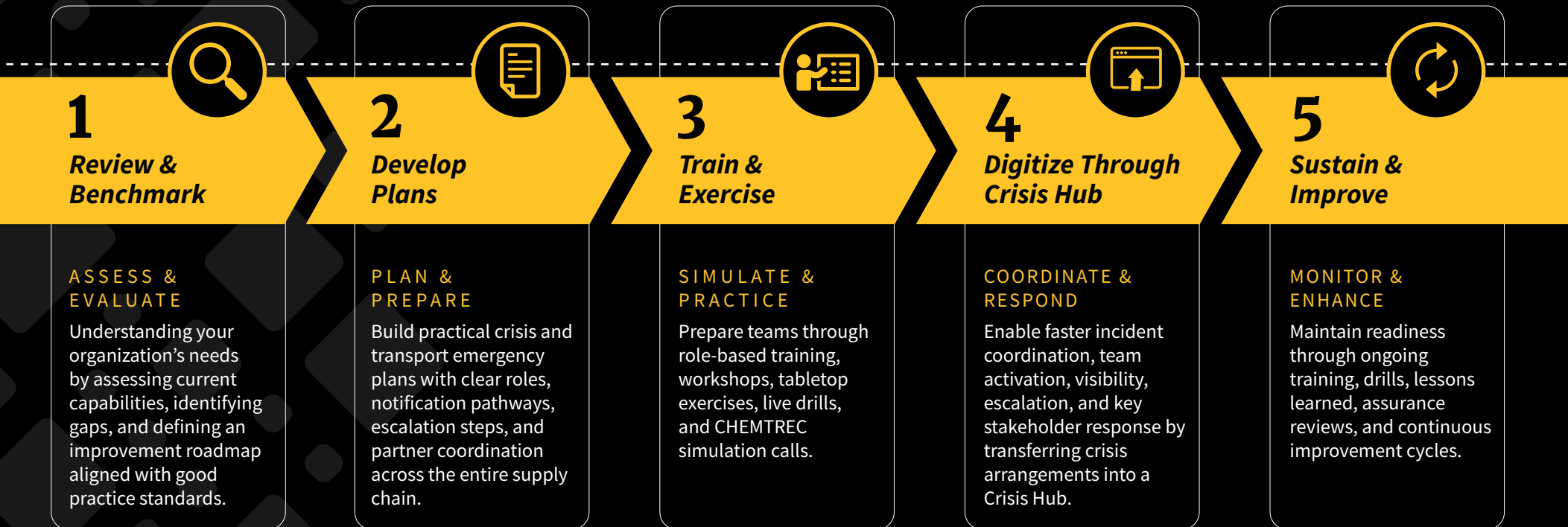
Effective preparedness requires clear governance, defined escalation pathways, practical response procedures, and confidence that every stakeholder understands their role.

The roadmap below shows how CHEMTREC partners with organizations to turn these requirements into a coordinated operational capability. Through assessment, planning, training, digital enablement, and ongoing assurance, organizations are better prepared to respond decisively, reduce risk and downtime, and protect people, the environment, assets, and hard-earned reputations.

A CLIENT'S JOURNEY AT A GLANCE

CHEMTREC'S Five-Step Readiness Roadmap

What Does a Client Crisis and Emergency Management Journey Look Like?



A CLIENT'S JOURNEY

CHEMTREC'S Five-Step Readiness Roadmap

How the Journey Works

Many organizations have emergency response contacts in place, but the client journey often reveals a larger question: what happens next?

CHEMTREC's five-stage Readiness Roadmap supports companies move from initial self-assessment to sustained emergency response capability. Through a clear, phased approach, organizations can assess current capabilities, identify gaps, strengthen response plans, train teams, enable digital coordination, and maintain readiness over time.

Aligned to real-world operational needs and regulatory expectations, the journey supports organizations build a more prepared, coordinated, and resilient response capability before an incident occurs.

1



Review & Benchmark

WHAT HAPPENS

Review existing crisis and emergency management policies, plans, and procedures. Assess current maturity against recognized standards and good practice.

WHAT ARE THE BENEFITS

Evidence-based gap analysis and prioritized improvement roadmap

2



Develop Plans

Create or update practical plans that define roles, escalation paths, communication strategies, response actions, and recovery steps.

Practical guidance and clarity for who does what, when, where, why and how.

3



Train & Exercise

Deliver role-based training, workshops, tabletop exercises, and realistic scenarios — including CHEMTREC simulation calls.

Confident teams who understand their roles, responsibilities, and response expectations — before a real event occurs.

4



Digitize Through Crisis Hub

Transpose crisis arrangements into Crisis Hub, powered by RAYVN, to support coordination, incident management, and mass notification.

Faster coordination, greater visibility, and quicker partner activation through a single digital response platform, thus minimizing the time product remains on the ground and significantly reducing cleanup and recovery costs.

5



Sustain & Improve

Continue training, drilling, exercising, and capturing lessons learned across business units and geographies.

Ongoing assurance, learning, and long-term operational resilience.

What the journey delivered...

→ **Leadership**

Improved confidence and decision-making during high-pressure incidents.

→ **Consistency**

A common approach to managing crisis and emergency events across business units.

→ **Speed**

Faster coordination, escalation, and activation of clean-up and remediation partners.

→ **Protection**

Enhanced protection of people, environment, assets, reputation, and legal interests.

→ **Resilience**

A stronger culture of preparedness, learning, recovery, and continuous improvement.

“The formalization of our critical incident management plan and rewrite by [CHEMTREC] was the best money we ever spent.

We utilized CHEMTREC's services on a plan that included Crisis Hub and Critical Incident Communication. That training is still being raved about by our group. We are excited to utilize your services for our other affiliates later this year. Thanks again for the expertise and assistance in helping us improve our procedures to ensure the safety of our employees, and the communities we live in.”

– **BETH MINEAU**, Director of Strategy, Sustainability and Risk Management, TriCal Group

We are Your Proven Path to Readiness

By guiding organizations through review, planning, training, technology enablement, and ongoing assurance, CHEMTREC helps create a more mature, resilient, and globally connected crisis and emergency management capability.

Why CHEMTREC?

- Proven end-to-end emergency response expertise
- Practical consulting support rooted in real-world incidents
- Integrated people, process, and technology approach
- Scalable support for complex/global operations
- Focused on readiness, response, recovery, and continuous improvement

Contact the CHEMTREC Consulting Team to begin your readiness journey.

For a free consultation email consulting@chemtrec.com or call +1 800 262 8200 or +44 (0) 20 3769 8468



For more information, visit chemtrec.com/consulting