



Customer Case Study: Incident Command System Training

CHEMTREC was delighted to support Genentech's Vacaville site with Incident Command System Training. The Vacaville site is one of the world's largest biotechnology manufacturing plants, it has produced new revolutionary cancer fighting drugs like Herceptin and Avastin and was at the forefront in the fight against COVID-19, producing Actemra. The site is made up of manufacturing space, laboratories, warehousing, and offices and covers over 427,000 square feet.

The site has well developed emergency management and business continuity protocols, with a robust framework for auditing and measuring these protocols, through Roche's business continuity management framework. CHEMTREC was requested to support the site with Incident Command System (ICS) training. The aim was to cement roles and responsibilities and understand communication flows between operational, tactical, and strategic teams in the event of an incident. The training sessions were followed by an exercise, allowing teams to explore their roles and communication flows and assess the effectiveness of the organization's plans.

Bespoke

CHEMTREC worked in collaboration with the site's Security and Emergency Management team to develop a bespoke program of training and exercising. The aim was not to teach the ICS system in general, but to help teams and individuals understand how it works specifically in the context of Genentech and how it supports them in their response roles. CHEMTREC's training is not an off the shelf product, but tailored to the maturity, needs, and culture of the organization.

"I would like to take this opportunity to thank you and your team for an incredible and valuable 3-day training class on Incident Command System (ICS). From early on in our meetings, you captured our goals and objectives to tailor the training class to our site." - Al Bagos, Sr. Security Manager, Emergency Management & Fire Life Safety

Interactive

At CHEMTREC, we pride ourselves on delivering training which engages our audience and allows them to fully explore the theories and principles which underpin crisis and emergency management. Our trainers are specialists, and while they often use slide decks to guide training, they have a wealth of knowledge, skills, and experience, allowing them to deep dive into topics as they arise through group discussions. This means training is not only tailored to an organization's



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needs, but also allows for dynamic interactions and exploration of relevant tangents that meet the needs and interests of the audience. The Genentech training was a blend of group discussions, activities and instructor led teaching.

“We have received nothing but positive comments from our line level personnel to our leadership team. Your energy was infectious and your presentation professional.” - Al Bagos, Sr. Security Manager, Emergency Management & Fire Life Safety

Better Prepared

The aim of any crisis and emergency preparedness activity is to leave the organization better prepared in their ability to respond to and recover from incidents. Following the training and exercises, we provided the Genentech Vacaville site with an After-Action Report. The report contained feedback on what is working well on site, and additional enhancements which could be implemented to improve the response. The report was compiled as a result of our teams’ observations and direct feedback from the teams tasked with responding. In addition to these recommendations, the teams now have a better understanding of the Incident Command System and specifically how it supports their response in Genentech.

“I am certain that the site is better prepared and will apply the properties of your training to manage an emergency event! We highly recommend you and your efforts for other endeavours in the network!” - Al Bagos, Sr. Security Manager, Emergency Management & Fire Life Safety

Overall Results

The Genentech Vacaville team demonstrated a high degree of knowledge and experience in their crisis and emergency response roles. They should also be commended for their openness and willingness to learn and improve. Through this, they have identified several areas where their response can be enhanced. Not only do they now have a better understanding of their roles and responsibilities, but the team also identified new areas to be explored and acted on their continual quest for improvement.



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