

# Glossary: Incident handling

Term	Brief description	Detailed information
<b>Back office</b>	<ul style="list-style-type: none"> <li>▶ Mobilisation of other communication functions to implement and organise operational communication tasks as required</li> </ul>	<ul style="list-style-type: none"> <li>▶ Management by a 'Chief of Staff' (CoS)</li> <li>▶ Tasks: <ul style="list-style-type: none"> <li>▸ Exchange with the CHEMPARK crisis team</li> <li>▸ Preparing and sending press releases</li> <li>▸ Contact with media representatives</li> <li>▸ Social Media</li> <li>▸ Preparing press conferences and interviews</li> <li>▸ Managing the neighbourhood hotline</li> <li>▸ ...</li> </ul> </li> </ul>
<b>CPDoD</b>	<ul style="list-style-type: none"> <li>▶ CHEMPARK Director on Duty</li> <li>▶ is responsible for the decisions of the crisis team</li> </ul>	
<b>RSL</b>	<ul style="list-style-type: none"> <li>▶ Responsible shift leader in the security centre</li> </ul>	<ul style="list-style-type: none"> <li>▶ Manages a shift in the security centre</li> </ul>
<b>Dispatcher</b>	<ul style="list-style-type: none"> <li>▶ Employee in the security centre</li> </ul>	<ul style="list-style-type: none"> <li>▶ Handles operations/deployments in the security centre</li> </ul>
<b>D notification</b>	<ul style="list-style-type: none"> <li>▶ Notification levels D1 – D4</li> <li>▶ Reports incidents to control centres of the surrounding public fire brigades</li> </ul>	<ul style="list-style-type: none"> <li>▶ D1: No impact outside the plant boundaries (only visible, e.g. flare activity)</li> <li>▶ D2: Effects outside the plant boundaries cannot be ruled out</li> <li>▶ D3: A hazard outside the plant boundaries is likely or has already occurred</li> <li>▶ D4: Catastrophic event</li> </ul>
<b>Event telephone</b>	<ul style="list-style-type: none"> <li>▶ Telephone for on-site information in case of incidents</li> </ul>	<ul style="list-style-type: none"> <li>▶ There is an event telephone at each site for the employees working there. It is used in the event of incidents to provide brief information about the incident. Further information is only sent via the communication channels when details of the event are available in a reliable form.</li> <li>▶ Leverkusen: +49 (0)214 2605 99 320</li> <li>▶ Dormagen: +49 (0)2133 489 99 320</li> <li>▶ Uerdingen: +49 (0)2151 88 99 320</li> </ul>
<b>Initial information</b>	<ul style="list-style-type: none"> <li>▶ Quick creation of initial information with the help of a mobile editorial system made up of text modules</li> </ul>	<ul style="list-style-type: none"> <li>▶ The initial information is sent when the site environment is affected and speed is required.</li> <li>▶ It is intended to make it clear that there is an event at CHEMPARK and that communication has begun.</li> <li>▶ It does not yet contain details of the event.</li> <li>▶ Distributed to CHEMPARK staff, the public and the area surrounding the site.</li> </ul>
<b>CMoD</b>	<ul style="list-style-type: none"> <li>▶ Crisis manager on duty</li> <li>▶ Moderates and coordinates the CHEMPARK crisis team</li> </ul>	<ul style="list-style-type: none"> <li>▶ Full-time crisis managers</li> <li>▶ Tasks in case of emergency: Assessing reported incidents, initiating crisis intervention measures (e.g. convening the CHEMPARK crisis team), facilitating and coordinating crisis team processes, deputising for the CPDoD in his absence, conducting mission debriefings, documentation</li> </ul>
<b>Communication channels</b>	<ul style="list-style-type: none"> <li>▶ Channels that are supplied with messages by Corporate Communications when events occur.</li> </ul>	<ul style="list-style-type: none"> <li>▶ <a href="#">Press server Currenta</a></li> <li>▶ <a href="#">CHEMPARK press server</a></li> <li>▶ <a href="#">Newsletter 'CHEMPARK internal'</a> (only for CHEMPARK employees)</li> <li>▶ Twitter channels: CHEMPARK and Currenta (for Currenta events)</li> <li>▶ Facebook: CHEMPARK and Currenta (for Currenta events)</li> <li>▶ CHEMPARK app 'CHEMPUNKT Interaktion' is available for IOS and Android</li> </ul>

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<b>CHEMPARK crisis team</b>	<ul style="list-style-type: none"> <li>▶ Handles all administrative and organisational tasks in connection with the event</li> </ul>	<ul style="list-style-type: none"> <li>▶ Convened by the crisis manager on duty (CMoD)</li> <li>▶ There is a crisis team room at each of the three CHEMPARK locations, each in the fire station building</li> <li>▶ Face-to-face meeting, hybrid format or virtual meeting following a reinforcement troop meeting</li> <li>▶ Same mode of operation as reinforcement troop:</li> <li>▶ Situation assessment ⇒ situation evaluation ⇒ definition of measures ⇒ implementation</li> <li>▶ Staffing: <ul style="list-style-type: none"> <li>▸ CHEMPARK Director on Duty (CPDoD)</li> <li>▸ Crisis Manager on Duty (CMoD)</li> <li>▸ F1: Emergency response, situation, deployment (fire protection)</li> <li>▸ F2: Security, logistics, environment (plant security)</li> <li>▸ F3: Approvals</li> <li>▸ F4: Media, neighbourhood, staff (corporate communication)</li> <li>▸ Representative(s) of the affected company(ies)</li> <li>▸ Expert advisers as needed (e.g. occupational safety, health protection, law, etc.)</li> </ul> </li> </ul>
<b>Newsletter CHEMPARK Internal</b>	<ul style="list-style-type: none"> <li>▶ Internal email newsletter 'CHEMPARK internal' for all employees at CHEMPARK</li> </ul>	<ul style="list-style-type: none"> <li>▶ When events occur, information relevant to the site is sent by email via a 'CHEMPARK internal' newsletter. Warnings at CHEMPARK are sent via the central plant warning system. In case of events, the newsletter has the content of the press release, enriched with information relevant to the site</li> <li>▶ <a href="#">Newsletter 'CHEMPARK internal'</a> (only for CHEMPARK employees)</li> </ul>
<b>CHEMPARK emergency number</b>	<ul style="list-style-type: none"> <li>▶ Telephone number to reach the CHEMPARK security centre in case of an emergency</li> </ul>	<ul style="list-style-type: none"> <li>▶ from landlines at CHEMPARK: 112</li> <li>▶ Mobile (Leverkusen): +49 (0)175 30 99 399</li> <li>▶ Mobile (Dormagen): +49 (0)175 313 99 39</li> <li>▶ Mobile (Uerdingen): +49 (0)175 311 99 39</li> </ul>
<b>Reinforcement troop</b>	<ul style="list-style-type: none"> <li>▶ Command staff for the tactical task forces</li> </ul>	<ul style="list-style-type: none"> <li>▶ At each of the three CHEMPARK locations there is a crisis team room for the reinforcement troop, each in the fire station building</li> <li>▶ Takes care of supplies, logistics and everything else that the emergency task forces need on site</li> <li>▶ If necessary, representatives of the police and public fire brigades also take part</li> <li>▶ Mode of operation:</li> <li>▶ Situation assessment ⇒ situation evaluation ⇒ definition of measures ⇒ implementation</li> <li>▶ Staffing: <ul style="list-style-type: none"> <li>▸ S1: Personnel/Internal Service</li> <li>▸ S2: Situation</li> <li>▸ S3: Deployment</li> <li>▸ S4: Supply</li> <li>▸ S5: Press/Media Relations</li> <li>▸ S6: Information/Communication</li> </ul> </li> </ul>
<b>Security telephone/ neighbourhood hotline</b>	<ul style="list-style-type: none"> <li>▶ Security telephone: <ul style="list-style-type: none"> <li>▸ A phone for neighbours of CHEMPARK to reach the security centre</li> </ul> </li> <li>▶ Neighbourhood hotline: <ul style="list-style-type: none"> <li>▸ Switching of the security telephone to a call centre in case of events</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>▶ The security centre can be reached 24/7 at any location via the security telephone number. During events, many people may contact the security centre. In that case, the security telephone is switched to a call centre, which we call the neighbourhood hotline. In the call centre, several lines are switched in parallel to answer questions and take tips. The telephone numbers of the security telephone or the neighbourhood hotline are: <ul style="list-style-type: none"> <li>▸ Leverkusen: +49 (0)214 2605 99333</li> <li>▸ Dormagen: +49 (0)2133 489 99333</li> <li>▸ Krefeld-Uerdingen: +49 (0)2151 88 99333</li> </ul> </li> </ul>

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<b>Security Centre (SiZe)</b>	<ul style="list-style-type: none"> <li>▶ Central receiving point for all internal emergency calls and central reporting point for safety-relevant incidents at CHEMPARK</li> </ul>	<ul style="list-style-type: none"> <li>▶ There is a security centre at each of the three CHEMPARK locations, each in the fire station building</li> <li>▶ Staffed 24/7</li> <li>▶ Receives emergency calls from CHEMPARK, alerts the emergency services of the plant fire brigade; informs and alerts the control centre(s) of the public fire brigade(s); handles information and coordination tasks for the plant fire brigade, the rescue service, the plant security service and environmental monitoring</li> </ul>
<b>Warning apps</b> ▶ NINA ▶ KATWARN	<ul style="list-style-type: none"> <li>▶ <b>NINA:</b> Emergency, information and news app of the Federal Office for Civil Protection and Disaster Relief (BBK)</li> <li>▶ <b>KATWARN:</b> Warnings from civil protection and disaster relief in hazardous situations</li> </ul>	<ul style="list-style-type: none"> <li>▶ Warning apps can be used to receive warnings on your smartphone for various hazardous situations, for example hazardous substance spreads or large fires. Weather alerts from the German Weather and flood information centre from the responsible authorities in the federal states are also integrated into the warning apps.</li> </ul>
<b>Central plant warning system</b>	<ul style="list-style-type: none"> <li>▶ Warning of affected areas within the CHEMPARK site</li> </ul>	<ul style="list-style-type: none"> <li>▶ In Dormagen and Leverkusen by telephone in buildings and control rooms (CPWS telephone)</li> <li>▶ In Krefeld-Uerdingen via loudspeaker announcements (plant warning system, PWS)</li> </ul>