

# Incident Management

Incidents happen, but it is the speed and method by which a facility deals with an incident that can change a minor mishap into a disaster, or vice versa. By identifying and mitigating our clients' vulnerability to environmental, occupational, technological, terrorist, or operational hazards, we help prevent their incidents from becoming disasters.



Zephyr's incident management specialists are experienced in evaluating our clients' operations and preparing:

- Hazard Vulnerability Analyses
- Integrated Contingency Plans (EPA, USCG, MMS, DOT-RSPA, OSHA / State Regulations)
- Risk Management Plans
- Process Safety Management Programs
- Facility Response Plans (EPA, USCG, MMS, DOT-RSPA, and State OSPRAs)
- Spill Prevention, Control and Countermeasure (SPCC) Plans (EPA / States)
- Emergency Action Plans (OSHA)
- Emergency Response Plans (HAZWOPER)
- Evacuation / Hurricane Plans
- Radiological Emergency Preparedness Programs (NRC, FEMA)
- Pipeline Emergency Response Plans (DOT 195)
- Plant Procedures Manuals and Facility Operations Manuals
- All-Hazard Emergency Management Plans (FEMA, NIMS)
- Exercise and Training Plans (FEMA, HSEEP)

## CONSULTING

Several Zephyr staff are Certified Safety Professionals or Hazardous Materials Managers and/or Hazardous Materials Technicians and Incident Commanders who can:

- Design, facilitate and/or evaluate emergency response drills and exercises
- Prepare hazardous materials response protocols
- Specify response equipment and materials
- Assist with Emergency Response Team development and oversight

## TRAINING

The HazMat Academy, Zephyr's specialized institute for training, has trained thousands of students across the United States and around the world. Hands-on, dynamic courses prepare students to respond aggressively and safely to chemical spills and releases in compliance with the HAZWOPER Standard. While we offer many courses on-site, we can also come to you! Check out our website [www.HazMatAcademy.com](http://www.HazMatAcademy.com) to learn more about our course offerings or call us with any questions! We look forward to hearing from you and meeting your training needs.

## DATA SYSTEMS

Zephyr has developed zETA, a Microsoft® Access tool that records and tracks emergency response team (ERT) data including members, equipment, responses, costs, etc. zETA is easy to populate with site-specific data and allows the ERT's coordinator to:

- Record incidents and generate incident response reports
- Send corrective action item reminders and closure notices
- Maintain personnel training and financial recognition records
- Prompt and record team members' training, certifications, and meeting and response attendance
- Record response cost data and team member recognition/compensation data

*Assisting clients worldwide with their EHS consulting, training, and data systems needs.*

