

Case Study: BHP Billiton

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The company that once supplied one-third of the world's silver uses EmergencyCall to provide callout of their Crisis and Emergency Response Teams. Initially concentrating on Teams operating from the London office, BHP plans global rollout shortly.

Headquartered in Australia, BHP Billiton employs 55,000 people in 50 countries, and has worldwide interests in oil and gas, steelmaking and steel products, and a range of minerals from iron ore and coal to platinum and diamonds. Its specialised services include transport and engineering, and its operating profit for 1998/99 exceeded ?100 million. Here in the UK, BHP's largest operated asset is the Liverpool Bay Project, which processes gas from the largest field in the North Sea.

Safety is one of BHP's core values, and its Emergency Response Teams are trained to deal with an enormous variety of emergencies, from natural

and human disasters to the kidnapping of key personnel. Teams need accurate information to be sent quickly. This is one of the reasons BHP chose EmergencyCall.

Simon France, of BHP, says: "We can manage a response to any emergency from what can be very large groups of people wherever they are in the world, all from a single site. This has significant operational benefits and greatly reduces BHP's costs." They also need to be able to respond quickly and easily. "The winner for us was Emergency Call's user interface which was more friendly than its rivals, and it is incredibly robust, which is essential when you're dealing with any emergency, no matter how small."



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