

Designated Emergency Contact Call Centre (DEC3)



Offshore Academy
(M) Sdn Bhd



A Offshore Academy Services Division Quality Assurance Initiative

DEC3 connects organisations with Next-of-Kin (NOK) using controlled, consistent, and Tenant-aligned communications – helping protect organisational integrity when every message matters.

The DEC3 capability provides a secure, discreet, and professionally managed communication service that supports organisations during Tier 2 and Tier 3 emergencies.

The DEC3 capability forms an integral part of the launch of the **NOCN Centre of Excellence MERSC 2.0**, our purpose-built Emergency Response environment. As MERSC 2.0 expands the operational capability available to Tenants, DEC3 delivers the structured, industry compliant, controlled communication function required during Tier 2 and Tier 3 incidents. This alignment ensures that the facility provides not only an operational command space, but also a complete communication support solution that strengthens organisational readiness and resilience.

WHY DEC3 MATTERS

- Reinforces duty of care and organisational responsibility
- Provides controlled, consistent, and compassionate communication
- Strengthens stakeholder assurance and regulatory alignment
- Reduces operational and reputational risk

BENEFITS

- Reduce organisation workload
- Removes need for dedicated internal personnel
- Ensures consistent compliant communication
- Seamless integration with ECC operations

OUR SERVICE



WHAT DEC3 DELIVERS

- Pay-Per-Use, rapid activation, 24/7/365
- Controlled, script-based NOK calls
- Accurate logging and PDPA-compliant information handling
- Supervised communication under a trained Team Leader, aligned with Tenant priorities and procedures.



NOCN ENDORSED COMPETENCY

All DEC3 rostered personnel receive **NOCN-endorsed training** in handling NOK calls, ensuring disciplined, professional, and compassionate communication. Team Leaders and Liaison Officers are assessed in verification procedures, call control, confidentiality, and empathetic engagement to uphold the highest standards of emergency communication.



INTEGRATION WITH ECC TENANCY

Optionally, DEC3 complements the ECC Tenancy Service by providing NOK communication support aligned with ECC operations. This fully integrated approach ensures coordinated information flow between incident command and external communications during emergency events.

STRENGTHEN YOUR EMERGENCY RESPONSE CAPABILITY

Contact OA's Services Division to discuss how DEC3 can be incorporated into your organisation's Emergency Response structure.

CONTACT US

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Terms & Conditions Apply

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