NCEC Part of Ricardo

Why do we have emergency numbers for dangerous goods?

Chemical emergency helpline services are designed to support four business objectives:

- To protect people, environment, assets and reputation (PEAR) from the effects of an incident
- To reduce the scale and cost of incidents and prevent operational disruption
- To comply with international regulations demanding telephone emergency response
- To demonstrate commitments to Corporate Social Responsibility (CSR) and Responsible Care

Different requirements under supply and transport legislation to have an emergency number

The use of these numbers may be dictated by the country's implementation of GHS, dangerous good regulations, a separate domestic piece of legislation or a trade agreement.

The emergency number may need to be:

- Answered in local language
- Domestic line
- Multi-lingual
- 24 hours

For more information, please get in touch.

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Global emergency response regulations

Europe

Germany

Switzerland

United Kingdom

24/7

European Union

Country derogations apply

Transport, supply and European poison centres



European Poison Centres

If an EU Member State has appointed an Official Advisory Body (OAB), as most have, then their telephone number must be included in Section 1.4 of the SDS under REACH Annex II.

Inclusion of the OAB number in the SDS can only be done once the appointed receiving body has been notified of the required product details and safety information.

Whilst poison centre numbers can fulfil this requirement, such centres can only provide medical advice, may only accept calls from medical professionals, and may not be 24hrs. Therefore you can complement this number with a third party emergency response partner that can provide advice for:

- Fires
- Spillages
- Reaction
- Transport queries
- Activation of your incident management plan

China

Q Q 24/7

Official partner

NCEC has partnered with NRCC to provide a seamless emergency response service that is compliant

NRCC

Asia-Pacific

Philippines

24/7)

South Korea

Australasia

24/7

New Zealand

24/7

24/7

Examples of implications of non compliance

Failure to comply with dangerous goods legislation can have very serious consequences for those involved. Shipments being blocked can have significant supply chain implications and companies can be liable for incidents incurred during transit or use of their product. Incidents can be prevented or mitigated by having a competent emergency response service.

China – enforcement spotlight

The Chinese authorities will test lines and implement a 'two strikes' policy.

2013 – 1/5 of companies were non-compliant in emergency response by:

- The use of international numbers
- Non-state sanctioned providers
- Responders that could not answer the posed test questions

Best practice

Emergency response regulations can vary greatly between regions, mode of transport and whether they have been designed for transport or supply. With such variations how can you ensure global best practice across the supply chain?

Cefic - The European Chemical Industry Council's guidelines for telephone emergency response

- Available at all times (24/7/365) with resilience plan
- In the caller's language from the start (caller recognises a clear process)
- Connection in 3-5 minutes
- Technical knowledge of chemicals and chemical behaviour

Tactical awareness to assess incident

- conditions and responses Detailed advice tailored to the full
- circumstances delivered by experts Awareness of regulations affecting supply and transport of dangerous goods

South America

Key

Transport regulations

24/7) 24/7 requirement

Supply regulations

Emergency number required

In-country number required

Local language response required

A green icon indicates that the requirement is an expectation

North America

Canada

Mexico

24/7

24/7

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24/7 24/7

Brazil

Q Q (24/7)

Columbia

Uruguay



24/7

Checklist of actions

- Review the applicable transport and supply regulations and standards in each country
- 2. Identify any trade agreements that may affect the interpretation of the regulation
- . Understand the requirements of the export route and the modes of transport
- 4. Identify who is taking responsibility for the product at each point from transport through to supply – ownership can change multiple times along a products lifetime
- Communicate with regulators and other regulatory specialists to understand what is expected by enforcement officials, which may be more stringent than the actual regulations

Africa

Israel

South Africa

Middle East







