

CARECHEM24 International

Your multi-lingual emergency response partner



If you transport your products worldwide - have you considered what would happen if your distribution vehicle was involved in an incident overseas? In the early stages of an incident, it is vital that response teams have rapid access to reliable information, in their own language, about the hazards of the product and appropriate response actions. Can you honestly say that you can provide this?

What happens if one of your customers' has an incident with your products – where can they go for advice? Typically, they would look at the Safety Data Sheet, however practical actions for responding to an incident are not provided. So, where can they go for easy-to-understand practical advice? They could contact a product expert using a 24-hour emergency telephone number, usually placed in Section 1 of a Safety Data Sheet and on the product label. However, will they be able to obtain advice in their own language?

The only way of meeting these needs is to have a telephone number manned 24 hours a day, with rapid access to product experts trained to deal with a wide range of emergency incidents and able to provide advice in a number of languages. For you to run a service like this in-house, guaranteed 24 hours a day, every day can be an onerous and costly responsibility. The NCEC provides you with an alternative with our Carechem24 International service.

Carechem 24 International offers you 30 years of front line response experience from the UK's National Chemical Emergency Centre to bring you an emergency response partner with a multi-lingual capability for round the world cover.

There are endless scenarios of where and when accidents can occur (the NCEC have probably dealt with most of them!):

- a major transport incident with a motorway closed;
- a leaking drum in transit;
- an unexpected reaction with other chemicals at a customers site;
- a person injured by a splash of the substance;
- a fire in a warehouse in which the substance is stored.

You may not think these are your responsibility, but you could be asked to provide advice. Our Carechem24 International service helps your company comply with Regulations associated with transport and handling of Dangerous Goods and demonstrate a commitment to Responsible care and product stewardship.

Carechem 24 International helps minimise:

- Injury to personnel
- Damage to property and the environment
- Environmental clean-up costs
- Risk of prosecution
- Damage to your reputation



Carechem 24 International – how does it work?

- Simply register your products with NCEC – usually as simple as sending NCEC a Safety Data Sheet.
- NCEC provides you with a telephone number depending on geographical region required: Europe, Asia Pacific, North America, South America, Africa and the Middle East.
- You can display these numbers on labels, placards, Tremcards, safety data sheets.
- When an incident occurs:
 - The person requiring assistance calls the number and speaks to one of the NCEC's expert Emergency Responders using simultaneous interpretation in the language required by the caller;
 - These experts retrieve the product data and provide specific and practical advice to assist those at the scene. The incident can then be brought under control and managed in accordance with your wishes;
 - The NCEC Responder will use non-technical language so that the caller can understand clearly and take the correct action;
 - The NCEC's target is to provide initial advice within 10 minutes (it is usually much less) and, if required, more detailed information within 30 minutes.

Carechem 24 International – what we provide to you:

- A 24-hour, land-line telephone number for use on labels, placards, Tremcards, Safety Data Sheets, in company procedures and on loading/unloading sites;
- Telephone answered in languages appropriate to the region(s) covered;
- A guarantee that ANY call to the number is answered 24 hours a day, 7 days a week, 52 weeks a year;
- Access to a team of trained NCEC Emergency Responders who have over 75 years of combined experience of responding to chemical incidents. They know and understand the needs of people dealing with incidents involving chemicals;
- Links to your company's own emergency procedures, as agreed when you subscribe to the service.



Carechem24 International – how to join:

- Contact the NCEC to discuss your response requirements;
- Arrange for one of the NCEC's Carechem24 team to visit you, or come and see us at the NCEC emergency operations centre;
- Mutually agree the scope for provision of the service;
- Sign up and let the NCEC worry about the telephone ringing....

For more information – call +32 (0)51 249.250

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24 hours a day, 7 days a week, 52 weeks a year, around the World !