



Global 24/7 telephone emergency response helpline

Protecting people, the environment, assets and reputation from the impacts of a chemical incident.

Our global emergency response helpline service operates 24/7 all year round through a network of international telephone numbers and local language speakers. Advice is provided to the caller by our team of highly trained emergency responders, who have a minimum of a university degree (or equivalent) in chemistry or a related subject.

The detailed advice they provide supports safe, fast and effective responses to chemical incidents, which meet the guidelines set in the European Chemical Industry Council's (Cefic) Guidelines for Level 1 Chemical Emergency Response – minimising impacts to people, the environment, assets and reputation (PEAR).

Our network of telephone numbers and local language speakers also helps support organisations to comply with complex international chemical management legislation while improving the organisational response to risk management.

At NCEC we:

- Provide intervention advice (rather than information) directly to the caller.
- We do not pass the caller onto the customer, we notify the customer of the incident (when required) and send a report following the call.
- Design a service offering that meets the bespoke requirements and risk profile of our customers.
- Are aligned with the Guidelines for Level 1 Chemical Emergency Response, and the principles of Responsible Care® and corporate social responsibility.
- Offer an emergency response service which supports customers around the world to comply with the many varied and stringent chemical regulations.

NCEC
Part of Ricardo

The emergency response quadrants

NCEC's experience of working with the largest chemical companies around the world tells us that incidents that impact on the business, across all elements of PEAR, can happen at any stage of the supply chain. Emergency response should be considered as a cohesive response strategy across all four quadrants of emergency response. Only then can organisations consider their organisational resilience in the event of an incident.

TRANSPORT EMERGENCIES

Transport emergencies can result in large-scale material release and have the potential to adversely impact critical national infrastructure. Ensuring responding organisations (e.g. fire and rescue services) receive timely and contextual advice on safe mitigation and remediation tactics can reduce the impact on PEAR and reduce the time of infrastructure closure, while minimising the financial cost to the business.

CHEMICAL SUPPLY EMERGENCIES

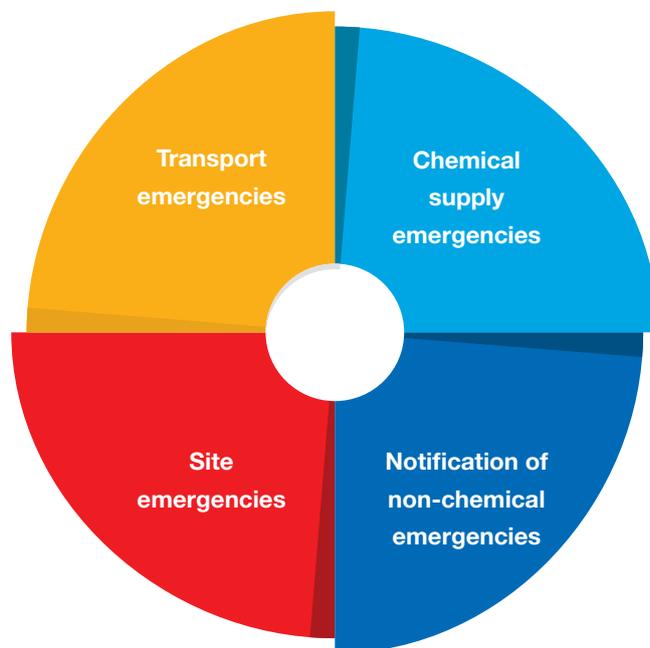
Chemical incidents are common in the workplace or home (depending on the product) where those involved may have a range of training or experience in responding to an incident, and where there is a greater risk of exposure to humans or animals.

It is critical to ensure rapid and reliable access to a qualified emergency responder, who can provide situation specific, proportionate advice and guidance that a caller can understand. This not only supports those dealing with an incident, protecting their health and wellbeing, but also upholds the product owner's corporate social responsibilities.

SITE EMERGENCIES

Emergency response is a key element of chemical safety at work. It helps to protect employees:

- During chemical manufacturing and storage.
- When receiving, handling and storing manufactured products and raw materials.
- During manufacturing when hazardous products are used – as raw materials or as part of the production process.



While there are usually well-established policies, procedures and training in place, having a chemical expert available during an incident – to provide reassurance and advice or to sense check a planned approach – can significantly reduce the impact of such incidents.

NOTIFICATION OF NON-CHEMICAL EMERGENCIES

Many incidents do not require advice in the response. These types of incident include building evacuation, fire, adverse media coverage, key infrastructure failures, information security breaches – essentially any incident that stops business continuity, has an impact on PEAR and needs immediate attention.

An effective notification system enables your employees or other stakeholders at the scene of an incident to be connected to a team of specialist emergency responders who can gather critical incident information, and relay it to the right people in your organisation. This enables managers to react quickly and take key steps such as alerting the crisis management team, setting up an incident room, checking on the welfare of employees, putting out a travel alert, initiating business continuity arrangements, notifying next of kin and preparing for media engagement.

Benefits of NCEC's professional emergency response service

1 SPECIALIST ADVICE PROVIDED BY CHEMICAL EXPERTS.

Our emergency responders do not provide information from a safety data sheet (SDS) or divert a call to the manufacturer. Instead, they interpret the situation using the SDS and their own knowledge. They can then provide effective and appropriate advice to the caller at the point of first contact – improving the caller's experience and ability to respond.

2 GLOBAL MULTILINGUAL SERVICE PROVIDER.

We have a suite of telephone numbers to support customers in complying with complex international chemical management legislation. In addition, our long-standing partnership with China's National Registration Centre for Chemicals (NRCC) means we are able to provide cover in China. We also provide 24/7 telephone advice in several languages through our network of local language speakers.

3 INVESTING IN OUR TEAM.

Our advice is underpinned by the comprehensive training our emergency responders undergo when they join NCEC. They are also supported by continuous improvement training throughout their career with NCEC. This gives our clients peace of mind that the advice given during a chemical incident is from an expert who has in-depth and up-to-date understanding of regulations, mitigation, and remediation techniques and practices.

4 ACCESS TO OUR DEDICATED CUSTOMER SERVICE TEAM.

You will benefit from a personal point of contact who will optimise the service around your requirements and be available to provide support as required.

5 BESPOKE CALL-HANDLING PROCEDURES FOR OUR CUSTOMERS.

This ensures that the way we handle calls fits the needs of your business, and is designed around your organisation and risk profile. This includes when and how you want to be notified of an incident and how you want us to handle non-emergency calls.

6 SOURCES OF INFORMATION INCLUDE OUR COMPREHENSIVE AND RELIABLE SDS DATABASE, ALONGSIDE OUR OWN CHEMDATA® EMERGENCY RESPONSE DATABASE.

The SDS database allows us rapid access to our customers SDS's, from which we base our advice. Chemdata enables us to find information on over 61,600 materials and 180,000 chemical names to support SDS information, or where the brand name cannot be found. Both databases are designed by and for emergency responders with ease-of-access at their core. This facilitates a reliable, efficient, timely and appropriate response.

7 COMPREHENSIVE LIABILITY INSURANCE.

We take full responsibility for and stand by the quality of the advice we provide, which is underwritten by our insurance company, demonstrating the confidence they have in our ability.

8 POST-INCIDENT REPORTING.

We produce high-quality, post-incident call reports for our customers. These can be used for internal reporting, follow-up reviews, and conducting regular internal quality checks to manage and reduce risk even further.

Case studies

TRANSPORT INCIDENT

A UK fire and rescue service contacted us about a potential reaction between a material which had been released from a container during a road traffic collision, and had mixed with the vehicle's fuel. They wanted to understand the potential hazards of each material, how they may react, and whether the spillage could be washed down the drain.

Our emergency responders (ERs) provided specific advice on the hazards and

associated compatibilities of the materials, and applied their tactical knowledge of emergency response to advise on a more appropriate approach to resolving the spill. As we represented the haulier and two of the manufacturers, we were able to coordinate response for those at the scene, during the righting and, recovery of the vehicle and ensuring the manufacturers were kept up to date.

SUPPLY INCIDENT

A member of the public contacted us after bathing a young child in a washed-out barrel, which had previously contained a seriously irritating material. The caller was anxious to find out if the chemical would have any impact on the child. Our ER used their chemical knowledge and experience

to calculate how hazardous the liquid was through its level of dilution and concluded that the material was unlikely to cause any harm, and as a precaution, recommended a medical check-up. The ER also used their extensive training in call management to reassure the caller.

ON-SITE INCIDENT

We received a call from a member of a pharmaceutical company's research and development team who had accidentally injected a small amount of a substance into their finger. Our ER did not have the SDS on file, so used their chemical knowledge and expertise to identify relevant safety information to apply to the specific circumstances of this incident. As a result, the caller was quickly informed medical

advice was immediately required due to the substance being toxic and provided first aid advice in the interim.

Some of our more challenging calls relate to helping the caller identify the material. Using information from packaging, our sources of information outside of customer SDS and chemical knowledge, we are able to provide specific advice even in these circumstances.

NOTIFICATION OF A NON-CHEMICAL EMERGENCY

A person from a speciality chemical producer used the company's internal incident notification number to call us. One of the producer's sites bordered a different chemical processing plant that had inadvertently released a cloud of a highly corrosive and toxic substance, and as a result, staff were evacuated from the site. On-site staff needed to notify the corporate team that all employees were safe and production

had been shut down. We facilitated the notification to the relevant individuals within the corporate team so that staff welfare provisions could be arranged.

This allowed the corporate team to proactively manage media coverage and clarify the incident did not relate to their site, which allowed them to quickly protect against a potential impact on their reputation.

To discover the value of 24/7 emergency response, contact us:

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