



# HazmatSOS

## 24/7 emergency response telephone service with access to NCEC's chemical hazard database Chemdata® for international emergency services

During a hazardous material (hazmat) incident, access to accurate, up-to-date chemical information is critical to the emergency services and, in particular, first responders. Knowing the potential hazards of a chemical substance or mixture and what action to take to mitigate risk can often mean the difference between life and death.

### Emergency phone support

NCEC is delighted to present **HazmatSOS**, our emergency response support service designed specifically for emergency services outside of the UK. HazmatSOS provides immediate, proportionate and actionable advice at the point of an incident to help emergency services manage their actions.

**HazmatSOS** is based on the [UK Chemsafe scheme](#), which is funded by the Department for Transport and Chemical Industries Association. Since 1973, NCEC has delivered the Level 1 (telephone-based) emergency response component of Chemsafe through a dedicated

24/7 telephone number that is only available to UK emergency services and other nominated organisations. Chemsafe is an integral part of the UK chemical industry's Responsible Care® initiative that provides UK blue light services with specific hazard information and advice on how to safely respond to hazmat incidents that occur in the chemical supply chain. Chemsafe also meets the [European Chemical Industry Council's \(Cefic\) guidelines](#) for providing Level 1 advice.

Through its involvement with Chemsafe, NCEC has delivered an in-year return on investment of 15:1 to the UK Government<sup>1</sup>.

Now, through its HazmatSOS service, NCEC aims to provide emergency services around the world with the same rapid access to the highest quality of information possible during incidents – enabling users to safely mitigate the impacts of hazmat incidents.

ChemData

**NCEC**  
Part of Ricardo

## Chemdata

NCEC provides Chemdata, a hazardous material response database. It brings together all the key information needed by emergency services should a chemical incident occur. Available across a variety of devices it provides:

- Clear and concise information that is written in non-technical language, enabling users to make a quick and effective response.
- Information on over 61,600 substances and more than 180,000 different chemical names, including pure and trade-name chemicals.
- Proportional advice that helps responders to identify what the appropriate level of response should be for incidents of different sizes.
- An integrated, multi-device platform – available for desktop computers, laptops, mobile data terminals (MDTs), command and control systems, tablets and mobile phones.

Chemdata is used and trusted by emergency services worldwide including in the UK, Ireland, the United Arab Emirates and Australia.

## HazmatSOS

By combining Chemdata with multilingual 24/7 telephone advice, NCEC provides emergency services around the world with timely and direct access to an unparalleled level of hazmat information and advice at the point of need. Whether gathering background information on a substance while travelling to an incident or discussing the most appropriate response with a chemical expert, the **HazmatSOS** service delivers critical advice needed.

The benefits of the **HazmatSOS** service include:

- **Proportionate emergency response advice.** NCEC's emergency responders are chemically qualified and have significant professional experience, which enables them to provide bespoke advice that is appropriate to the situation.
- **Reduced risk of poorly handled incidents.** Helps avoid the associated costs of clean-up, and legal and reputational impacts. Our emergency responders can mitigate the effects and consequences of an incident we are asked to help with – they don't just provide details from a product's safety datasheet (SDS) or Chemdata entry – they interpret the situation using their own knowledge and these sources.

- **Wide and thorough experience of emergency response support.** Our experience of delivering Chemsafe's Level 1 service means we are best placed to support the needs of emergency services dealing with incidents on the ground – we know what information they need and at what stage of response they need it.
- **Ease of access.** The combined package allows chemical information to be accessed via the most appropriate method, for instance through control centre computers, on mobile devices and terminals while travelling or over the phone with chemical experts.
- **Resilient service.** Our systems and software are designed to be accessible even in the event of such things as a power cut or hardware failure. From Chemdata information being locally stored to advanced call-handling technology with robust landline infrastructure, we strive to ensure that in the event of any system failure, we can still access emergency advice for our clients.

## Further NCEC support

- **Emotional response training.** A facilitated workshop that is primarily aimed at emergency services to help them develop an understanding of the emotional responses that a person working in a highly stressful job might experience. The workshop covers how to recognise such emotional responses and how to support colleagues manage the potential impacts.
- **Chemical response training.** Developed by NCEC's team of trained chemists and emergency responders, course modules offer essential information on the underlying chemistry, reactivity and hazards of a range of chemicals and situations. Courses also provide best practice advice for reducing adverse impacts, so delegates are prepared to deal with the worst when it happens.
- **Incident management consultancy.** From simple table-top exercises to complex simulation exercises, we develop and deliver realistic, relevant risk management scenarios. All scenarios are delivered by skilled facilitators who coach participants and evaluate performance.



Website  
[the-ncec.com](http://the-ncec.com)

Email  
[ncec@ricardo.com](mailto:ncec@ricardo.com)

Tel  
**+44 (0) 1235 753654**

**NCEC**  
Part of Ricardo