

TS Emergency Response



Updated: June 10, 2024

Table of Contents

[blocked URL](#)

- [Requirements](#)
- [Emergency Response levels](#)
- [High Consequence Dangerous Goods \(HCDG\)](#)
- [The Global 24-Hour Emergency Response Level 1 within Solvay](#)
- [Emergency Telephone Numbers](#)
 - [2024_05_SYENSQO_EMERGENCY CONTACTS BY GBU](#)
 - [Emergency telephone numbers – Solvay \(142 Ko\)](#)
- [Implementation of Emergency Procedures](#)

Requirements

The transport regulations require the implementation of proper emergency procedures in the event of any incident that may affect safety during the carriage (off site), loading or unloading (on site) of dangerous goods.

Implementing appropriate emergency response systems allows Solvay to:

- Reduce the real financial and reputational risks of a poorly handled incident.
- Increase its competitiveness through corporate social responsibility (CSR) or as part of its Responsible Care programme.
- Emergency procedures must provide effective and efficient management in order to:
 1. Minimize impact to community, property and environment.
 2. Provide adequate resources (internal and external).
 3. Develop and maintain a reliable system that ensures appropriate response time in case of emergencies.
 4. Ensure that each distribution incident is analyzed to identify root causes and lessons learned for prevention.
 5. Be applicable to all transportation modes and to all distribution points (owned or contracted sites).

Emergency Response levels

Usually, **three emergency response levels** are considered:

- **Level 1:** providing by phone : information on the hazards of the transported goods and guidance regarding the emergency response to an incident involving those goods
- **Level 2:** advising at the scene of the emergency
- **Level 3:** sending a squad with material to intervene at the scene of the emergency

Specialized contractors for Level 2/3 response

- The global database of chemical spill responders, **ChemRespond** (www.chemrespond.com) which is free to the Carechem customers
- Details to access to ChemRespond:
 - User: alain.delzenne@solvay.com (case sensitive)
 - Pass: adsolvay1
- The recommended suppliers for Level 2 / Level 3 for all the zones are:
 - **OURAY - 24/7 EMERGENCY RESPONSE: +1-303-593-2087 or 1-866-897-2779**
 - **AXA XL USA - 24/7 EMERGENCY RESPONSE: (+1) 800-432-2481**

[AXA XL – CEDRE for Rest of the World Locations where Language is English, Spanish, French](#)

24/7 EMERGENCY RESPONSE: +33 (0)2 98 33 10 10 (English) (<http://wwwz.cedre.fr/en>)

High Consequence Dangerous Goods (HCDG)



The Global 24-Hour Emergency Response Level 1 within Solvay

Solvay has registered for:

- CARECHEM24 Service for the Rest of World <https://the-ncec.com/en/emergency-response> - contract administrator **DELZENNE, Alain**
- CHEMTREC service for USA/Canada (<https://www.chemtrec.com/>) - contract administrator **SHUSTER, Kimberly**
- NRCC service for China (domestic transport) (<http://www.nrcc.com.cn/>) - contract administrator **Qiuyun (Echo) JIANG**

NCEC's multilingual service provides advice in the caller's language for the chosen regions/languages and in accordance with regulatory demands.

Emergency Telephone Numbers

To be used for emergencies involving a spill, leak, fire, exposure or accident contact with product.



Rest of world:

Solvay CARECHEM24 Emergency telephone numbers



U.S.A./Canada:

Solvay USA uses CHEMTREC (instead of CARECHEM) for their 24-HR EMERGENCY RESPONSE PHONE NUMBER:

- 800-424-9300 within the United States and Canada, or
- +1 (703) 527-3887 for international collect calls.

Download



[2024_05_SYENSQO_EMERGENCY CONTACTS BY GBU](#)



[Emergency telephone numbers – Solvay \(142 Ko\)](#)

Implementation of Emergency Procedures



The Emergency Response Guidebook (first edition ERG2016 - New edition ERG2020) was developed jointly by Transport Canada (TC), the U.S. Department of Transportation (DOT), the Secretariat of Transport and Communications of Mexico (SCT) and with the collaboration of CIQUIME (Centro de Información Química para Emergencias) of Argentina, for use by fire fighters, police, and other emergency services personnel who may be the first to arrive at the scene of a transportation incident involving dangerous goods. The Emergency Response Guidebook is primarily a guide to aid first responders in quickly identifying the specific or generic hazards of the material(s) involved in the incident, and protecting themselves and the general public during the initial response phase of the incident.



[Emergency Response Guidebook 2020](#)

Download



[Emergency Response Guidebook 2020](#)



 AUT TUIS BASF (Ludwigshafen)	 GBR Chemsafe NCEC (Harwell)
 BEL Belintra BASF (Antwerp)	 HUN VERIK MOL (Szazhalombatta)
 CHE Chemiefachberatung Novartis (Basel)	 ITA SET SPM (Porto Marghera)
 CZE TRINS Unipetrol (Litvinow)	 NLD TRC DCMR (Rotterdam)
 DEU TUIS BASF (Ludwigshafen)	 NOR RVK Coastal Administration
 DNK RVK Emergency Agency (Copenhagen)	 POL SPOT PKN Orlen (Plock)
 ESP CERET Civil Protection (Madrid)	 SVK DINS DUSLO (Sala)
 FIN FINTERC Emergy Center (Helsinki)	 SWE Kemiakuten Poison Centre (Stockholm)
 FRA Transaid CEDRE (Brest)	

ICE is the pan-European transport created by Cefic in 1991 to provide emergency services in case of accident involving chemical products in Europe.

How does ICE operate?

In case of a transport accident public authorities should try to contact the supplier of the goods involved. If possible, the national scheme offers support to contact other companies, known to the supplier.

The following chart illustrates the transport emergency procedures.



