



# NCEC AND THE CHEMSAFE SCHEME

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# THE CHEMSAFE SCHEME

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- UK chemical industry transport and distribution emergency response scheme.
- Land-based chemical transport/distribution incidents.
- Voluntary scheme administered by UK Chemical Industries Association (CIA).
- Integral part of Responsible Care programme.
- Applies to all chemicals, not just those classified as hazardous.
- Provides emergency services with information, advice and practical assistance.



# LEVELS OF RESPONSE

## Level 1

Provision of  
Advice  
(Telephone)



## Level 2

Provision of  
Advice (At the  
scene)



## Level 3

Practical  
assistance at  
the scene



# LEVEL 1

## Level 1

**Provision of  
Advice  
(Telephone)**



- Provision of information within 30 minutes.
- Accessible 24/7.
- Labels, placards, transport documents.

## A LEVEL 1 RESPONDER

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- Can recognize the hazards to people, property and the environment.
- Able to rapidly access product information.
- Can recommend actions and provide straightforward advice.

**THE NCEC IS THE UK's 24-HR LEVEL 1 SERVICE UNDER CHEMSAFE.**


# THE ROLE OF NCEC IN CHEMSAFE

- SDS collation and registration.
- Information shared with emergency services.
- The Chemsafe number.
- Part of a European network, providing total support.




For 24/7 Chemsafe advice:  
**01235 836002**

After calling Chemsafe, please send  
photographs to 07968 707117



Department  
for Transport

**NCEC**  
Part of Ricardo



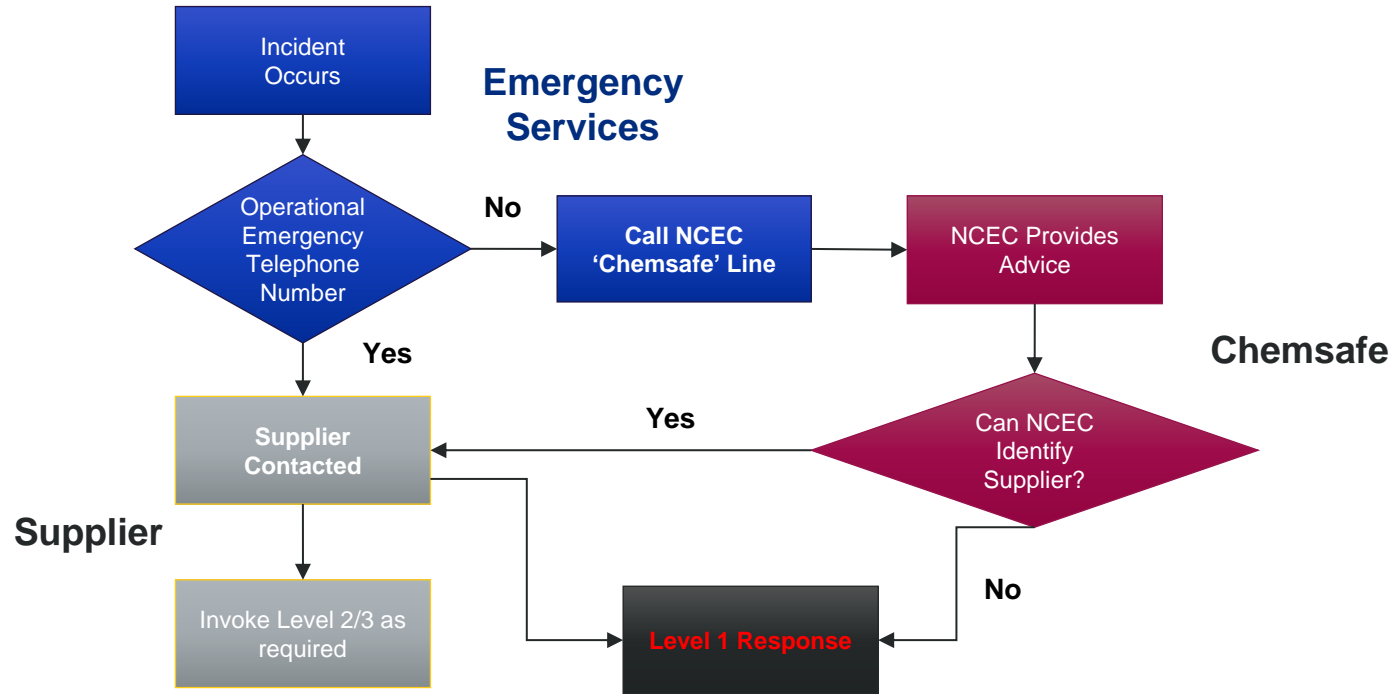
CIA Chemical  
Industries  
Association

Working for chemical and  
pharmaceutical businesses

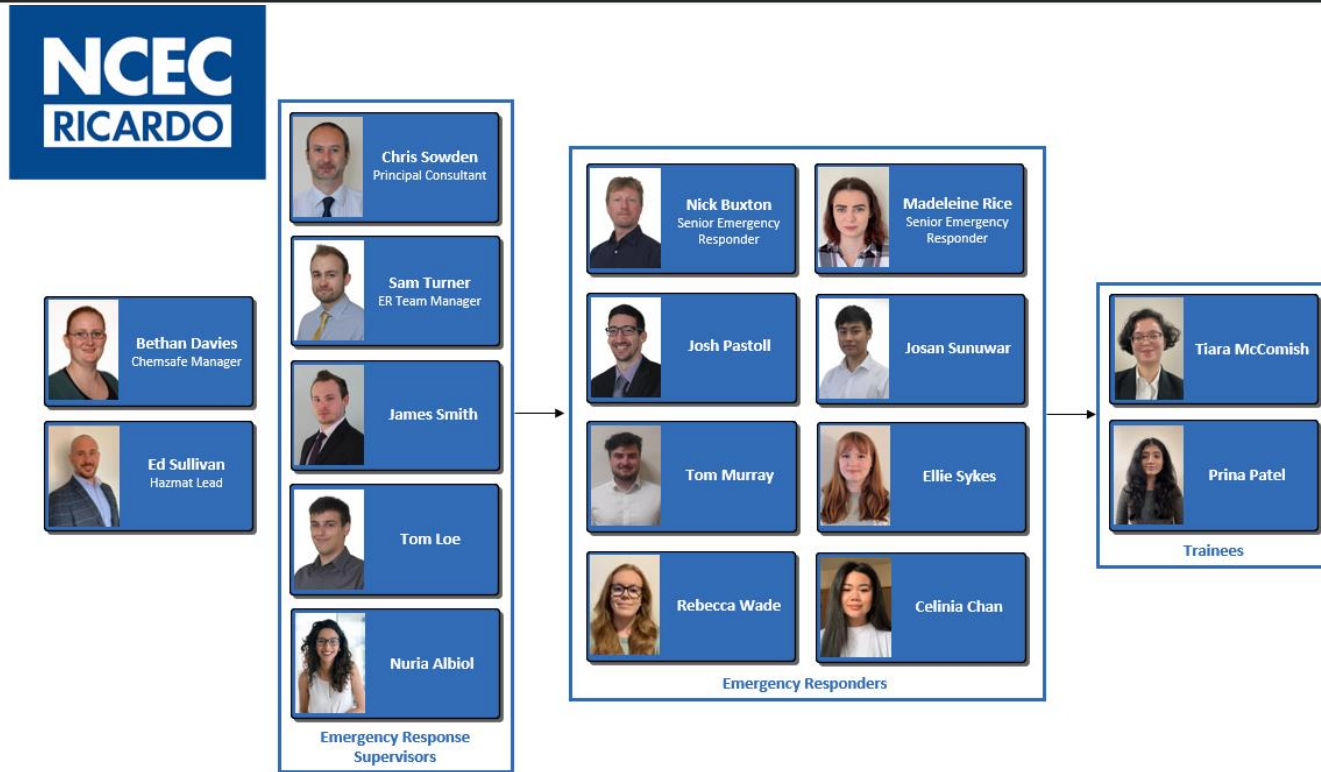
Chemsafe is the UK chemical industry's voluntary scheme for  
providing expert advice to the emergency services and other  
nominated organisations in the event of a chemical emergency.  
It is available 24/7 and is free at the point of use.

NCEC also supplies **Chemdata**® the highly respected,  
easy-to-use, chemical hazards database.  
For further information, please email [ncec@ricardo.com](mailto:ncec@ricardo.com)

# CHEMSAFE – PROCESS FLOW



# WHO HANDLES THE CALLS



# ADVICE OFFERED BY NCEC

We offer telephone advice (Level 1) on:



First  
aid



Material  
disposal



Industry  
regulations



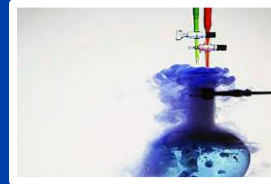
Substance  
identification



Environmental  
hazards



Suitable  
PPE



Chemical  
reactions



Incident  
exercises

## WHAT WE DON'T DO

Advice on radioactive substances.

Call Radsafe or NAIR via the Police.



## WHAT WE DON'T DO

Advice on explosives (Class 1).

Call the Bomb Squad (11 EOD).

ALTHOUGH we can assist with determining whether the incident is linked to an explosive / the manufacture of explosives from description of the materials present.



# EXPLOSIVE

## WHAT WE NEED.....

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The kind of information about the substance(s) and incident that helps us:

- Chemical / Product names.
- UN numbers.
- Container size / Volume released.
- Other codes.
- Description of the incident scene.
- Other parties involved.
- Chronology.

Remember: we offer advice based on the 'eyes and ears' at the scene.

# MOBILE PHONES / DIGITAL CAMERAS

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A picture tells a thousand words...

For example, pictures of:

- Packaging.
- Incident scene.
- DGN.
- Labels.



# MOBILE PHONES / DIGITAL CAMERAS

- Example photos received by NCEC:



# CALL HANDLING AND REPORTING

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NCEC's Emergency Responders will:

- Provide as much assistance as required.
- Write a comprehensive report on the incident.
- Send a questionnaire to the caller.
- All calls are digitally recorded.



# CHEMSAFE STATISTICS (APRIL 2023 – MARCH 2024)

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## Call rate:

Call rate decreased from last year – 252 (303).

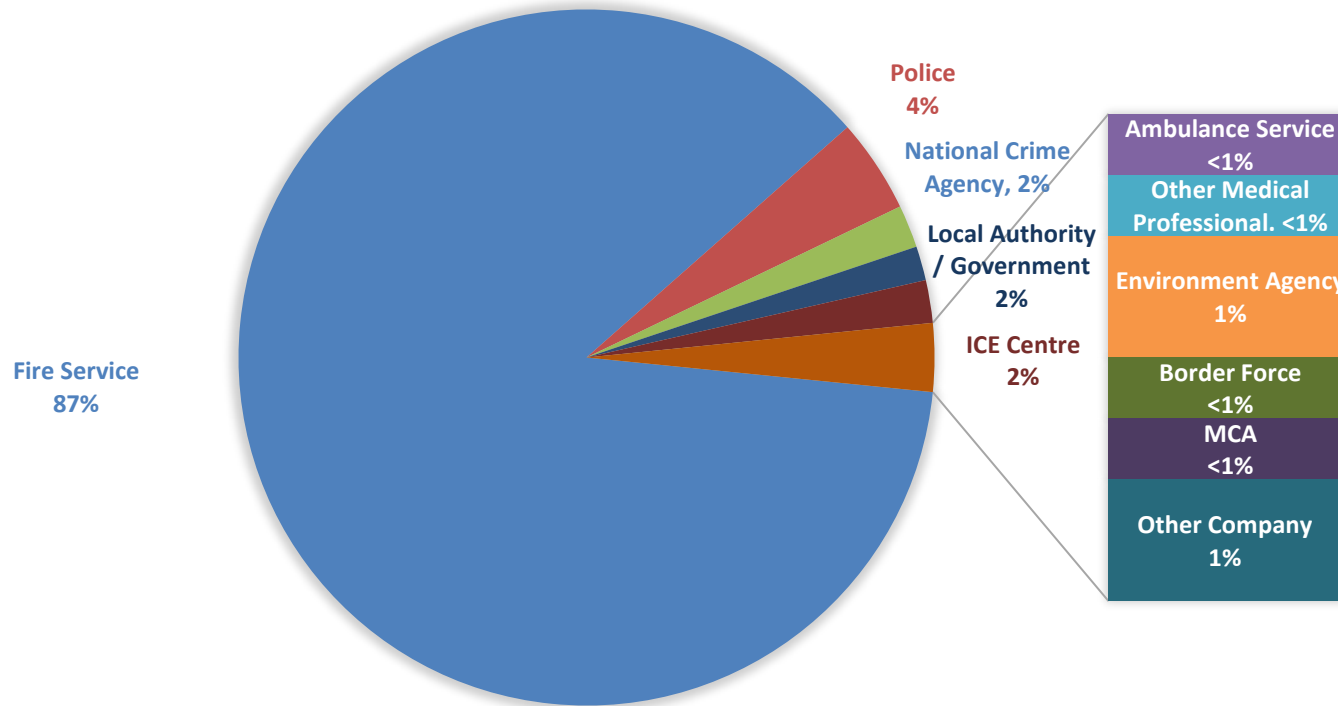
## Response times:

- Initial advice within 10 minutes – 98.3% achieved.
- Further advice within 30 minutes – 98.3% achieved.

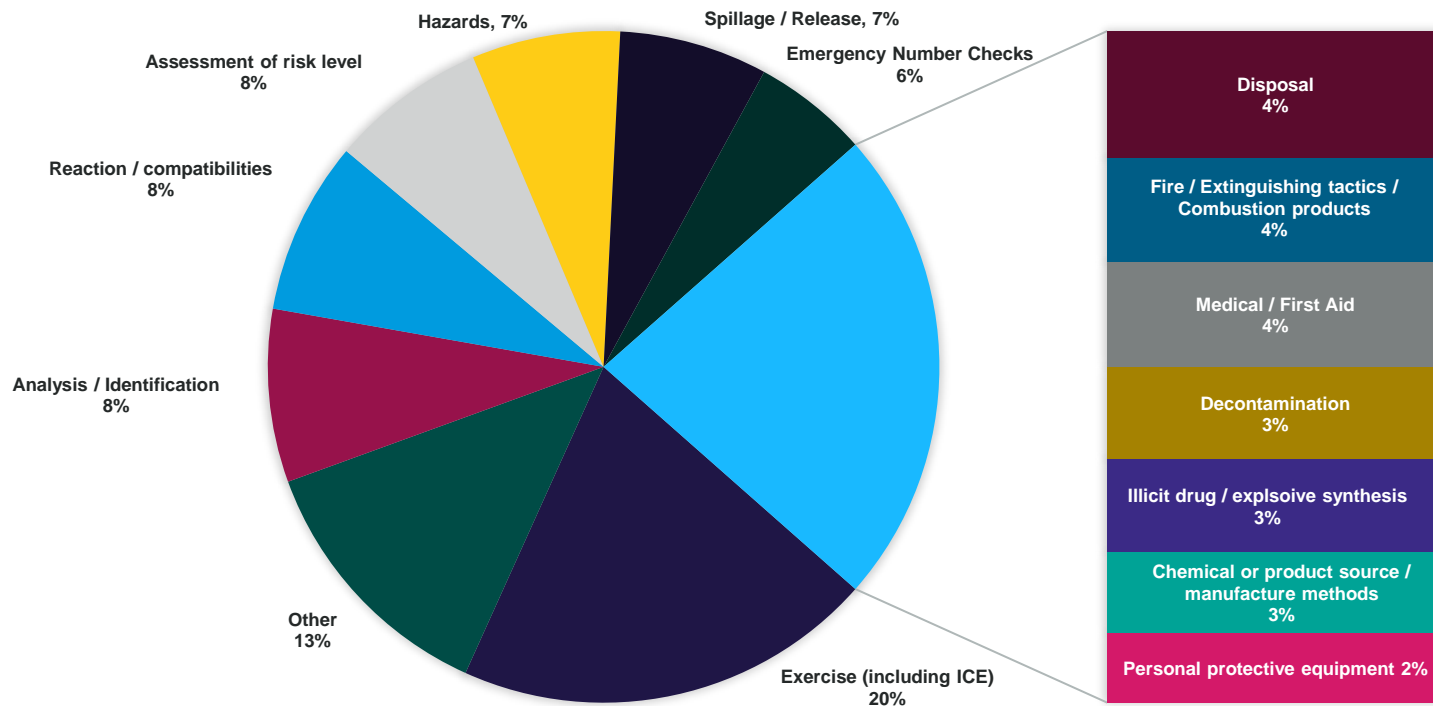
## Emergency Responder team:

- 9 fully trained, 1 in training.
- 4 Support Responders, including the Emergency Response Team Leader.

# CALLER TYPES



# ENQUIRY TYPES



Other enquiries at less than 2% each included = Information on NCEC / Chemsafe; Precautionary actions, Cordon distances, Involvement of other agencies, Storage / safe handling methods, Environmental risk / protection, Physical properties, Product structure / composition, Product usage, General Chemical Information, Provision of chemical information documentation

# CALL FEEDBACK FORMS

Sent out for all incident related calls.

April 2023 – March 2024:

- 175 Feedback forms sent.
- 27% response rate.

Asked questions on:

- the usefulness of advice.
- response times.
- what the advice was used for.
- other comments.

