



Carechem 24 -

What we need from you

Guide

We ask you to complete our 'Carechem 24: Operational Procedures' document, which is used to generate call handling instructions. This allows us to integrate Carechem 24 into your company's crisis & emergency plans. These procedures ensure our Responders know exactly when and how to activate your emergency plans.

Information

We must ensure that we have adequate information to give an accurate response in an incident. We therefore request an electronic copy of your indexed English language Safety Data Sheets (SDS) for all the products you would like covered by Carechem 24. This enables our Responders to provide product specific advice when an incident occurs.

SDS

There is no limit on the number of products that can be covered; a company can register just 1 product or 20,000 products. We can provide cover for both hazardous and non-hazardous products. Your indexed SDS or product information sheets can be sent to us via email, CD/DVD or we can arrange an automatic download from your SDS management system. If you are using our Multilingual service, we can hold Safety Data Sheets in other languages as well as English. This enables our Responders to fax or e-mail an SDS in a language appropriate to the scene of an incident.

Please contact us for more information about what NCEC need to provide you with this service, or request our SDS Guide.

Common Questions about Carechem 24...

- How do you respond to a call?
- What is your experience of chemical emergencies?
- For what products can you provide advice?
- How does your Carechem 24 Multilingual service work?
- Can the 24-hour telephone number be displayed on our premises for on-site emergencies with our products?
- Can NCEC's telephone number and email address be used on the SDS?

[View our FAQ](#) or alternatively [contact us for more information](#)



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