



## Emergency Responders

NCEC employs a dedicated team of Emergency Responders trained to give advice on incidents with chemical products. The team operates a 24-hour shift system from our Emergency Room in the UK and is available to give immediate assistance on behalf of our clients at any time.

Our Emergency Responders handle nearly 4,000 calls per year. These calls range from giving first aid advice, through to health and safety issues that need to be considered when dealing with a major road traffic accident involving a tanker containing a hazardous chemical. Our Emergency Responders give advice to a variety of callers - the general public, end-users of the product, Fire Services and other emergency response specialists. They use their knowledge and experience to give helpful advice in a way that can be understood by the caller.

Our Emergency Responders and management team review all calls on both a daily and weekly basis. This, alongside other processes, promotes a continuous learning environment for our Responders and ensures that their performance is regularly assessed.

### Training of our Emergency Responders




Our Responders have a chemistry based-education, so they understand the nature of chemicals and chemical reactions.

In addition, they are trained to understand:

- Chemical hazards
- Chemical spill response
- First Aid
- Legislation
- Call handling
- The use of interpreters.

We also invite our clients to provide product-specific, as well as internal procedure, training to ensure our Responders are familiar with the particular hazards of each client's products.

### Contact us for more information:

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