CHEMTREC®

Worldwide requirements for local and 24 hour emergency telephone response

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INTRODUCTION

CHEMTREC is the world's leading Emergency Response Information Provider (ERIP), proudly serving the hazardous materials industry for 50 years. Every single day, 24 hours a day, for those five decades we've provided assistance to emergency responders and others, helping to prevent, manage and minimize the impact of incidents as effectively as possible.

We've used our expertise and experience alongside Denehurst Chemical Safety's leading legislative knowledge to create an indispensable guide for all who work in the emergency response community. Assisting you and your organization in ensuring you are ready to transport and supply hazardous chemicals in line with the latest regulations.

This guide contains key information regarding telephone numbers you must supply in order to comply with local regulations in a number of countries. It highlights best practice, who must be available to take the call, and where the phone numbers are to be displayed.

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ACHIEVING TRANSPORT AND SUPPLY TELEPHONE COMPLIANCE

Meeting emergency telephone requirements stems mainly from two different sets of regulations;

1. **Transport of dangerous goods regulations which aim to prevent and mitigate any incidents during the carriage of chemicals from one organization to another. These include international modal regulations, including:**
   - the ICAO Technical Instructions (ICAO TI)/IATA Dangerous Goods Regulations (IATA DGR);
   - International Maritime Dangerous Goods (IMDG) Code;
   - ADR and RID governing road and rail transport in over 40 European, Middle East and North African countries;
   - ADN governing transport by inland water ways in Europe;
   - and national, domestic regulations, for example, the UK Carriage of Dangerous Goods (CDG) Regulations, and 49CFR in the US.

   These regulations give rise to requirements to have an emergency response telephone number on shipping documents and vehicle placards etc.

2. **Supply regulations that are aimed at protecting the end user of the chemical. These regulations are specific to each jurisdiction. Supply regulations give rise to requiring an emergency response telephone number on documents such as safety data sheets and supply labels.**

   In practice, many carriers will also ask for documents such as safety data sheets when processing dangerous goods shipments. Although not mandated by transport regulations, if you want your goods shipped you will normally need to supply these documents.

   There is a third area that may require emergency response numbers to be provided on documentation and are voluntary schemes based on industry good practice. Although not legally required, companies wishing to be accredited by such schemes will need to meet their conditions.

   These areas are covered in the following sections:

   1. Transport of Dangerous Goods Regulations
   2. Supply Regulations
   3. Voluntary Arrangements

1. TRANSPORT OF DANGEROUS GOODS REGULATIONS

While various international transport of dangerous goods regulations do not have blanket requirements for an emergency telephone number to be available at all times for all shipments, there are a number of specific requirements for certain types of goods. There are also many national requirements and transport operator rules that may require emergency contact details to be provided.

1.1 Requirements or specific types of goods

Infectious substances (Class 6.2)

International regulations require that the name of a responsible person and their telephone number must be shown on the dangerous goods transport document for shipments of infectious agents.

WHO Guidance[1] specifies that:

- All shipments of infectious substances in **Category A** must have the name and telephone number of a person responsible for the shipment marked on the package(s) and on the shipper's declaration (in the "Additional handling information" section).
- Infectious substances in **Category B**, UN 3373, must have the name, address and telephone number of a responsible person marked on either the package or on the air waybill.

Lithium batteries

International regulations require that a telephone number be included on the label from which further information can be obtained. The telephone number should be for a person who is knowledgeable about the shipment, but the number does not have to be for the purposes of obtaining immediate emergency response guidance. It does not therefore need to be monitored at all times that the package is in transit; operation during normal business hours is sufficient to provide product-specific information about the shipment.

However, 24-hour emergency response numbers are acceptable for use on the lithium battery mark.

1.2 Country and Operator Variations for Dangerous Goods Shipments by Air

Several countries require 24-hour emergency telephone numbers to be clearly identified on shipping documents for goods transiting to, from, or within their countries. Countries that include such requirements include the UAE, Canada, France, Jamaica, Oman, South Africa, Sri Lanka, and the United States. These state variations may include language requirements, requirements to respond without breaking the call, etc. Full details of the variations can be found in the ICAO TI/IATA DGR, and on the ICAO website[2].

[1] Guidance on regulations for the transport of infectious substances 2019–2020. Geneva: World Health Organization; 2019 (WHO/WHE/CPI/2019.20) https://apps.who.int/iris/bitstream/handle/10665/325884/WHO-WHE-CPI-2019.20-eng.pdf

[2] https://www.icao.int/safety/DangerousGoods/Pages/StateVariationPage.aspx

Operator variations are conditions that are imposed by airlines, and many of these also include requirements to provide a 24-hour emergency telephone number. Full details of the operator variations can be found in the IATA DGR.

If shipping dangerous goods internationally by air, most consignors will not know exactly which air lines will be used, or which countries their goods may transit through. In many cases, consignors may not even know if part of the journey will take place by air or not. Effectively this means that 24-hour numbers will be required for all shipments that are intended to be transported by air, or where there is the possibility of air transport as one leg of a journey.

1.3 National Regulations

A number of countries require the use of 24-hour emergency response numbers for all or some shipments of dangerous goods, either on placards or on shipping documents.

1.3.1 Telephone numbers required on placards

United Kingdom: The UK operates a different placarding scheme to the ADR system for the domestic carriage of hazardous chemicals in tankers and bulk solids. The Carriage of Dangerous Goods (CDG) Regulations require a telephone number to be included on placards, from which emergency response advice can be obtained, in English, at all times during carriage. For most companies, except for some very localised operations, this effectively means that you must be able to provide 24-hour response advice.

Australia: The Australian Code for the Transport of Dangerous Goods by Road & Rail, like the UK, includes a requirement for a telephone number to be displayed on placards on tankers and vehicles carrying bulk solids. The telephone number must connect to an advisory service from which emergency response advice can be obtained. The telephone number for the advisory service is also required to be shown on dangerous goods transport documents for dangerous goods transported in bulk containers, portable tanks, tank vehicles, or receptacles with a capacity of more than 500 kg(L).

New Zealand: The New Zealand Land Transport Rule: Dangerous Goods 2005 (As of 1 October 2016) also includes a requirement for a 24-hour emergency telephone number to be provided on placards for tankers and vehicles carrying bulk solids.

India: The Indian Central Motor Vehicles Rules, 1989 require placards on vehicles carrying dangerous goods with telephone numbers of both the emergency services to be contacted in case of an incident and the consignor or specialist adviser from whom expert advice and information can be obtained.

South Africa: South African National Standard (SANS) 10232-1:2018 requires dangerous goods vehicles to be placarded and to include 24-hour landline telephone numbers for both the operator and a specialist adviser who can provide advice on the hazards of the cargo.

1.3.2 Telephone numbers required on shipping documents

USA: The US Code of Federal Regulations (CFR) 49, §172.604 specifies that a 24-hour emergency response telephone number must be provided on shipping papers. The number must be answered by someone who is knowledgeable about the goods and about incident response, or who has immediate access to such a person.

Canada: Canada's Transportation of Dangerous Goods (TDG) Act and Regulations also specifies that a 24-hour emergency response telephone number at which the consignor can be reached immediately for technical information about the dangerous goods in transport, without breaking the telephone connection made by the caller must be included on the shipping document. The telephone number of a person who is not the consignor but who is competent to give the technical information in English or in French may be used.

For certain Dangerous Goods, an Emergency Response Assistance Plan (ERAP) must be submitted to, and approved by, Transport Canada before the goods are transported. The ERAP must list an ERAP telephone number at which a person identified in the ERAP can be reached at any time while the dangerous goods are handled or transported. When an ERAP is necessary the ERAP reference number issued by Transport Canada, preceded, or followed by the letters "ERAP" or "PIU" must be displayed on the shipping papers as well as the ERAP telephone number. If the 24-hour number required and the ERAP telephone number are the same, that number may be shown on the same line on the shipping document.

Mexico: Section 4.1.1 of the Mexican Official Standard NOM-005-SCT-2008 Emergency Information for the Transport of Hazardous Substances, Materials and Wastes states that an emergency telephone number must be on the emergency sheet (or Emergency Response Guidebook) carried by the vehicle and it must be a Mexican dial-in number. There is an expectation it will be answered in Spanish, but this is not a legal requirement.

Chile: The Chilean Supreme Decree No. 298, which regulates the transport of dangerous cargo on the streets and roads, requires that the driver of any road vehicle transporting dangerous goods must be provided with an emergency telephone number that can be called if a risk to people, property or the environment arises.

Brazil: The Brazilian technical standards for authoring emergency intervention cards, NBR 7503:2015, states that an emergency telephone number should be included where technical information can be provided in the event of an emergency, 24 hours a day. No language requirement is stipulated, but our understanding, based on advice from regulators, is that Portuguese would be the language required for the service.

European Union: Since 2009, EU Directive 2009/17/EC has required that an emergency number must be displayed on shipping documentation for dangerous goods in packaged form moving through European ports.

2. SUPPLY REGULATIONS: SAFETY DATA SHEETS AND LABELS

Telephone Numbers

Many countries have now adopted the GHS (Globally Harmonised System of Classification and Labelling of Chemicals) as the basis for their safety data sheet and labelling regulations[3]. Most have adopted the standard GHS requirements, but some have adopted more stringent requirements for the provision of emergency response information. The standard requirement in the GHS is for the provision of an emergency contact number in section 1 of the SDS. This does not need to be a 24-hour number but where the hours of operation are limited, they must be stated on the SDS. If the type of response is limited, e.g., medical emergencies only, this should also be stated.

Language Requirements

Many countries specify language requirements for SDS and emergency response, but even where it is not specified, there will be an expectation amongst both regulators and customers that information be provided in the local language, unless the regulations specifically permit other languages. The UK HSE, for example, in their guidance on safety data sheets[4], state the emergency contact number "… should be a number operated by competent personnel who, in the event of an emergency situation could offer clear and appropriate information in the language of the country in which the product is sold…"

Types of Emergency Response Numbers

Some countries, for example many EU member states, also have specific requirements to include the telephone numbers of their local or national poison control centres on SDS (see section 2.1 EU below for more details on compliance). In some cases, if the EU member state so permits, this number may be used instead of, as well as in addition to, the company's own emergency response telephone number. However, be aware that the advice that may be given by such centres may be limited to emergency health response, and their advice may be limited when dealing with other issues such as physical hazards, environmental hazards, practical handling for major spillages, etc. They also will not be able to deal with issues that may seem to be an emergency to a customer, but not to emergency responders, such as running out of product at short notice. For this reason, many companies prefer using emergency response service providers telephone numbers on their SDS to ensure 24-7-365 coverage via local numbers and languages to manage business risks to people, environment, and property.

[3] http://www.unece.org/trans/danger/publi/ghs/implementation_e.html
[4] https://www.hse.gov.uk/reach/resources/reachsds.pdf

Countries that have implemented the GHS (and therefore must include an emergency response number on the SDS)	Countries in the process of implementing the GHS	Countries with voluntary compliance of GHS
Argentina	Albania	Bahrain
Australia *	Armenia	Chile*
Brazil*	Azerbaijan	Hong Kong
Canada	Belarus	Kuwait
China *	Colombia	Myanmar
Ecuador	Costa Rica	Oman
EU/EEA (including the UK) *	Israel	Qatar
Indonesia	Kazakhstan	Saudi Arabia
Japan	Kyrgyzstan	South Africa
Malaysia *	Mauritius	United Arab Emirates
Mexico *	Moldova	
New Zealand *	Russia	
Philippines	Ukraine	
Serbia	Uzbekistan	
Singapore	Tajikistan	
South Korea *	Turkmenistan	
Switzerland		
Taiwan		
Thailand		
Turkey		
Uruguay		
USA		
Vietnam		

* Countries with specific requirements (see below)

2.1 Specific requirements

Australia

The WHS Act requires that SDS include an Australian landline or mobile telephone number from which information about the chemical can be obtained in an emergency. The emergency information available through this service should be available outside working hours.

Brazil

Regulation NBR 14725-4:2014 requires the inclusion of an emergency number on safety data sheets. The safety data sheet must be in Portuguese, but no information is available on the language requirements for telephone advice.

Chile

Chapter 6.2 of the Official Chilean Standard, NCh2245:2015 Safety Data Sheet for Chemical Products – Content and Order of Sections, states that there must be an emergency telephone number that can be called from Chile to be listed in Section 1 of safety data sheets (local dial in number). The safety data sheet must be in Spanish, but no information is available on the language requirements for telephone advice.

China

A 24-hour emergency telephone number is mandatory for SDS and labels of hazardous chemicals in accordance with GB 15258-2009–General rules for preparation of precautionary label for chemicals. This must be a Chinese domestic landline number and must be able to provide assistance in simplified Chinese.

CHEMTREC provides a truly global emergency response service that is compliant in China through our partnership with the National Registration Center for Chemicals (NRCC).

EU

Safety data sheets in the EU are required under the REACH Regulation for hazardous chemicals.

EU Poison Centre regulations - In addition to the standard requirements to provide an emergency response number, certain member states require that their local poison centre telephone numbers be included on SDS. Although some member states may consider this poison centre number sufficient, they will normally only provide information on dealing with health emergencies, therefore it is desirable to also include the number of the company or emergency response service provider to ensure that all eventualities are covered e.g. in the event of spillages, fires, road traffic accidents etc. The Poison Centres are also not obliged to notify the company of any incidents involving their products and as a result there may be regular incidents involving your products that have reputational risks associated with them that you will not hear about or be able to mitigate against.

For more information regarding European Poison Centre requirements please contact sales@chemtrec.com.

Mexico

The Harmonized System for the Identification and Communication of Hazards and Risks From Hazardous Chemicals in the Workplace (NOM-018-STPS-2015) is the official standard that covers the content of safety data sheets. In 9.2a, it states that an emergency telephone number should be in section 1 of a safety data sheet. Section E.3.5 of Appendix E states that a national territory (local dial-in) emergency number must be listed and, if applicable, any restrictions, i.e., hours of availability, on the use of that number stated.

Malaysia

In Malaysia, the Globally Harmonized System (GHS) standard for the classification and labelling of chemicals (MS 1804:2008) also specifies that the emergency telephone contact number be available 24-hours.

New Zealand

Hazardous Substances (Safety Data Sheets) Notice 2017 requires that safety data sheets must include a 24-hour freephone emergency contact phone number for all toxic, corrosive, irritant and sensitising chemicals. For all other hazardous chemicals, a freephone emergency contact phone number is still required, though it does not have to be 24 hours – in which case hours of availability must be supplied.

South Korea

The emergency contact number for imported products must be a domestic contact based in Korea.

3. VOLUNTARY ARRANGEMENTS

Voluntary initiatives, such as the CEFIC ICE scheme[5] form part of Responsible Care programs. These usually require that companies have robust systems in place to respond to distribution emergencies, including 24-hour availability for emergency response advice and the ability to respond in local languages. Companies that wish to gain the accreditation of these schemes will need to make sure that they can meet these requirements.

For more information, please contact sales@chemtrec.com.

[5] https://cefic.org/guidance/transport-and-logistics/ice-intervention-in-chemical-transport-emergencies-guidance/

APPENDIX – LIST OF REGULATIONS IMPLEMENTING GHS IN COUNTRIES AROUND THE WORLD

The following list is not intended to be exhaustive, and is correct at the time of collection (10 February 2021), to the best of our knowledge.

Albania	Draft Law "On Integrated Chemicals Management"
Argentina	IRAM standards No. 41401 (Labelling) and No. 41400 (SDSs)
Armenia	CIS and EAEU member, adopting CIS and EAEU GHS standards (see Russia)
Australia	Work Health and Safety (WHS) Regulations 2012
Azerbaijan	CIS and EAEU member, adopting CIS and EAEU GHS standards (see Russia)
Bahrain	GCC (Gulf Cooperation Council) member, voluntary compliance with Code of Practice for the Introduction of the Global Harmonized system (GHS)
Belarus	CIS and EAEU member, adopting CIS and EAEU GHS standards (see Russia)
Brazil	ABNT NBR 14725
Canada	Workplace Hazardous Materials Information System (WHMIS 2015)
Chile	Chilean Standard, NCh2245:2015 Safety Data Sheet for Chemical Products
China	Decree 591 (Regulations on the Control over Safety of Hazardous Chemicals) GB 15258-2009–General rules for preparation of precautionary label for chemicals GB/T 16483-2008 Safety data sheet for chemical products: Content and order of sections; GB/T 17519-2013 Guidance on the compilation of safety data sheet for chemical products;
Colombia	Labour Ministry decree 1496 but no dates for implementation set
Costa Rica	Executive decree No. 40.457-S of 20 April 2017 Technical regulation 32 RTCR 481:2015 (transition period until end December 2022)

Ecuador	RTE INEN 078 (Technical Regulation on the transport, handling, and storage of hazardous materials) INEN standard 2266:2013 (Transport, storage and handling of hazardous materials – Specifications
EU/EEA	REACH (Registration, Evaluation, Authorisation and Restriction of Chemicals Regulation (EC) No 1907/2006
India	Draft Chemicals (Management and Safety) Rules, 20xx ("India REACH"),
Indonesia	Regulation of the Minister of Trade No. 44/M-DAG/PER/9/2009
Israel	SI 2302 Part 1 – Dangerous Substances and Mixtures: Classification, Labelling, Marking and Packaging
Japan	JIS Z 7253:2019 – hazard communication for GHS labelling and SDS
Kazakhstan	CIS and EAEU member, adopting CIS and EAEU GHS standards (see Russia)
Kuwait	GCC (Gulf Cooperation Council) member, voluntary compliance with Code of Practice for the Introduction of the Global Harmonized system (GHS)
Kyrgyzstan	CIS and EAEU member, adopting CIS and EAEU GHS standards (see Russia)
Malaysia	CLASS regulation (Classification, Labelling and Safety Data Sheet of Hazardous Chemicals) Industry Code of Practice (on Chemical Classification and Hazard Communication, ICOP)
Mauritius	e Dangerous Chemicals Control Act
Mexico	National standard NOM-018-STPS-2015
Moldova	CIS member, adopting CIS GHS standards (see Russia)
New Zealand	Hazardous Substances and New Organisms (HSNO) Act
Oman	GCC (Gulf Cooperation Council) member, voluntary compliance with Code of Practice for the Introduction of the Global Harmonized system (GHS)

Philippines	Department of Environment and Natural Resource (DENR) Administrative Order (Rules and procedures for the Implementation of the Globally Harmonized System of Classification and Labelling of Chemicals (GHS) in preparation of Safety Data Sheets (SDS) and Labelling requirements of toxic chemical substances, DAO No. 2015-09)
Qatar	GCC (Gulf Cooperation Council) member, voluntary compliance with Code of Practice for the Introduction of the Global Harmonized system (GHS)
Russia	Russian Federation Decree 1019 on Technical Regulation for Chemical Product Safety (Oct 2016)
Saudi Arabia	GCC (Gulf Cooperation Council) member, voluntary compliance with Code of Practice for the Introduction of the Global Harmonized system (GHS)
Serbia	Rulebook No 100/11 of 29.12.2011
Singapore	SS 586 Specification for hazard communication for hazardous chemicals and dangerous goods
South Africa	SANS 10234:2019 Edition 2 (voluntary)
South Korea	MoEL Public Notice No. 2016-19 The Standard for Classification Labelling of Chemical Substance and Material Safety Data Sheet.
Switzerland	Ordinance on Protection against Dangerous Substances and Preparations (ChemO) SR 813.11
Taiwan	Regulation of Labelling and Hazard Communication of Hazardous Chemicals “MoL Regulation” Labelling and Safety Data Sheets for Toxic Chemicals “EPA Regulation”
Tajikistan	CIS member, adopting CIS GHS standards (see Russia)
Thailand	Regulation: The notification of Ministry of Industry - Hazard Classification and Communication system of Hazardous Substances B.E. 2555 (12 March 2012) Regulation: The notification of Ministry of Public Health RE: Hazard Classification and Communication System of Hazardous Substances B.E. 2558 (2015) The notification of Ministry of Agriculture and Cooperatives RE: Hazard Classification and Communication System of Hazardous Substance B.E. 2558 (2015)

Turkey	KKDIK (Registration, Evaluation, Authorization and Restriction of Chemicals) 2017
Turkmenistan	Associate CIS member, adopting CIS GHS standards (see Russia)
UAE	GCC (Gulf Cooperation Council) member, voluntary compliance with Code of Practice for the Introduction of the Global Harmonized system (GHS)
UK	UK Registration, Evaluation, Authorisation & restriction of Chemicals (REACH)
Uruguay	Presidential Decree 307/009
Uzbekistan	CIS member, adopting CIS GHS standards (see Russia)
USA	Hazard Communication Standard (Hazcom; HCS) 2012
Vietnam	Chemical Law, Decree 108/2008/ND-CP Circular No. 28/2010: requirements for SDS