



CHEMTREC®

GLOBAL REGULATORY REQUIREMENTS FOR EMERGENCY RESPONSE TELEPHONE NUMBERS **GUIDE**

Understanding emergency telephone number requirements can be complex. Rules vary across international, regional, and national frameworks, creating a challenge for organizations operating globally. CHEMTREC, a trusted Emergency Response Information provider with over 50 years of experience, helps simplify this landscape by offering guidance on country-specific requirements. This guide highlights where emergency numbers are typically required; however, it is provided for general information only and should not replace independent legal advice.

Emergency number requirements arise from two key areas of the chemical supply chain: the transport of dangerous goods and the supply of chemical products. For transport, the focus is on managing incidents in transit, with emergency contact details typically required on shipping documents, vehicle placards, and related materials. For product supply, the aim is to protect end users, with emergency numbers required on Safety Data Sheets (SDS) and product labels.

TRANSPORT

Globally, transport regulations are based on the United Nations Model Regulations, which are adapted into sector-specific frameworks such as ICAO and IATA rules for air, the IMDG Code for sea, and ADR and RID for road and rail. These are then implemented into national laws, such as 49 CFR in the United States and the Carriage of Dangerous Goods (CDG) Regulations in the UK. While emergency number requirements are often defined at a national level, they may also arise through air transport variations or carrier policies. In practice, providing a relevant regional or national emergency contact is widely expected, and often required by transport partners.

For air shipments, several countries and airlines require a 24-hour emergency telephone number on shipping documentation. As supply chains can involve multiple carriers and transit points—often unknown to the consignor—best practice is to include a 24-hour emergency number on all shipments that may travel by air at any stage.

SUPPLY

In the supply chain, the Globally Harmonized System (GHS) provides the foundation for chemical classification and labelling. Most GHS-based regulations require an emergency telephone number on SDS documents, including details of availability if not 24/7. Additional requirements may apply for specific product types, so organizations should always confirm local obligations.

Within the European Union, companies must typically register products with national authorities and include the official poison centre telephone number in Section 1.4 of the SDS. This number must be provided alongside the main emergency contact, not as a replacement.

SUMMARY OF EMERGENCY NUMBER EXPECTATIONS

Even when transport regulations do not explicitly require an emergency telephone number, the requirement often arises indirectly through SDS obligations. Since SDSs accompany products throughout the supply chain, they serve as a key source of emergency response information for carriers and responders.

While language requirements are not always formally stated, there is a clear expectation that emergency response services can communicate effectively with local authorities. Ensuring appropriate language coverage is therefore an important part of compliance and effective incident response.

The table below provides an overview of countries and regions where emergency telephone numbers are required for transport and/or supply. Where regulations are less explicit, practical recommendations reflect common expectations from regulators and industry stakeholders.

Key:

Y Yes - There is at least one requirement but may relate to only one element of a specific transport or supply regulation.

N No

NSE NSE - No requirement or not specified but there is an inherent expectation - In the regulations, bylaws or codes of practice, the subject of the column is either not required, not mentioned or the information provided is not specific enough for a definite answer. However, there is an expectation from regulators or callers.

Country	Transport			Supply		
	Emergency Number Required	Local Number Required	Local Language Response	Emergency Number Required	Local Number Required	Local Language Response
Argentina	Y	N	NSE	Y	N	NSE
Australia	Y	Y	NSE	Y	Y	Y
Brazil	Y	NSE	Y	Y	Y	NSE
Canada	Y	N	Y	Y	N	NSE
Chile	NSE	N	NSE	Y	Y	NSE
China	Y	N	NSE	Y	Y	Y
Ecuador	NSE	N	NSE	Y	NSE	NSE
Colombia	Y	N	NSE	Y	Y	NSE
European Union	Y	N	N	Y	N	Y
India	Y	N	N	Y	N	NSE
Indonesia	NSE	N	N	Y	N	NSE
Israel	NSE	N	N	Y	N	NSE
Japan	Y	NSE	NSE	Y	NSE	NSE
Malaysia	Y	N	NSE	Y	N	NSE
Mexico	Y	Y	NSE	Y	Y	NSE
New Zealand	Y	N	NSE	Y	Y	Y
Paraguay	Y	N	NSE	NSE	N	NSE
Peru	NSE	N	N	Y	NSE	NSE
Philippines	Y	N	N	Y	Y	NSE
Singapore	Y	Y	Y	Y	Y	NSE
South Africa	Y	Y	N	Y	N	NSE
South Korea	NSE	N	N	Y	Y	Y
Switzerland	NSE	N	N	Y	N	Y
Taiwan	Y	N	N	Y	NSE	NSE
Thailand	Y	N	Y	Y	N	NSE
United Kingdom	Y	N	Y	Y	N	Y
Uruguay	Y	N	NSE	Y	N	NSE
USA	Y	NSE	NSE	Y	Y	NSE
Vietnam	NSE	N	N	Y	NSE	NSE