

**ARE YOU READY TO COPE
WITH INCIDENTS ?**





SGS EMERGENCY RESPONSE SERVICE

When an incident happens you and your organization need to have an effective response immediately available – a response which ensures that the priorities of protecting life, property and the environment are quickly and effectively addressed. Your response is also the first step towards safeguarding your company reputation and providing accurate and timely information to professional support services and media contacts.

To meet this demanding requirement your response needs to be available around the clock, accessible wherever your products may be used, transported or stored and not be constrained by language barriers.

It needs to be able to put you in touch with experts who can help with specialist advice and remediation services and ensure SDS details are provided.

Above all it needs to be reliable and give you peace of mind.

GLOBAL COVERAGE WITH LOCAL RESPONSE

SGS offers a global Level 1 Emergency Response Service that meets these needs. We provide through our global network a local response in more than 60 languages. We are available 24 hours/day, 7 days/week through a single contact number AND we guarantee to contact you, our client, within 30 minutes of the first call to our emergency centre.

No matter where the incident occurs our specially trained staff, who are all familiar with the transport and handling of dangerous goods, will provide local language response and SDS details to the caller and relay information to our client in English. The availability of trained staff in even the most remote locations represents a significant added value when you consider the importance of accurate and timely information to the successful management of any incident and the protection of the client's interests.

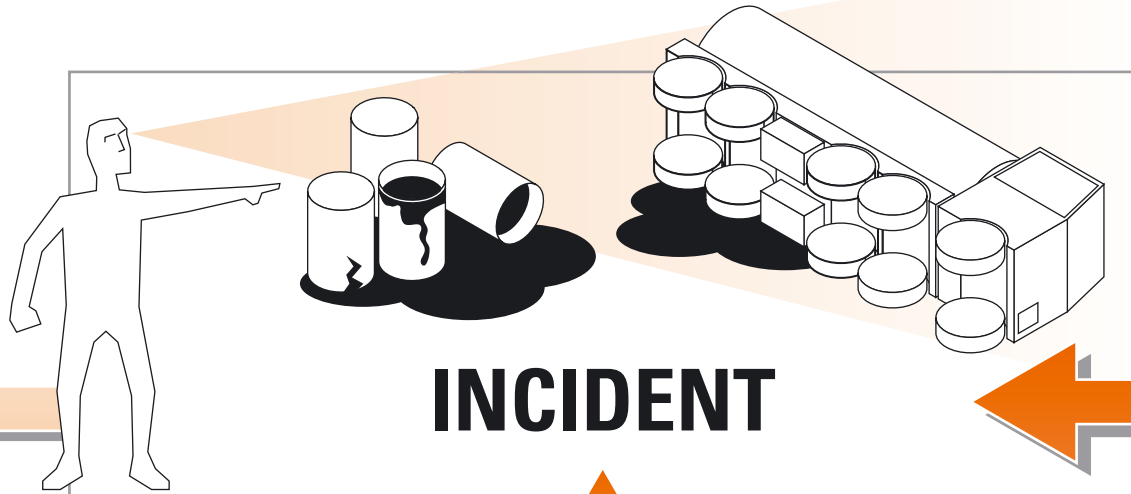


ONE GLOBAL EMERGENCY CONTACT NUMBER

The SGS Emergency Response Service can be contacted either through national dedicated ER telephone numbers or via a single global SGS emergency number connecting callers to their local SGS response centre.

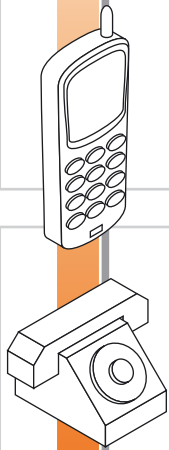
Clients are able to choose which contact procedure they wish to use and to display the SGS emergency number on transport documents, Tremcards, SDS and package labels.

EMERGENCY COMMUNICATION LEVEL 1



INCIDENT

Local language



SGS

24/7 EMERGENCY CENTRE

English language

**Emergency Call
Information
Sheet**

SHIPPER



**SGS Emergency Communication
and Liaison Network**

To :
Fax n° :
e-mail :

Cc. : SGS BELGIUM
Fax : +32 3 575 05 70
e-mail :

Test: **Yes** **No**

EMERGENCY CALL INFORMATION SHEET

SGS RESPONDER

Name:
Date:
Hour:

SGS National Emergency Communication Center

Country:
Tel n°:
Fax n°

DETAILS OF THE CALL

CALLER

Name:
Tel n° :
Fax n° :

TRANSPORT COMPANY

Name :
Tel.n° :
Fax n° :

Police Ambulance Fire-brigade Truck driver Other

PRESENT AT THE SCENE

Police Fire Brigade
 Medical Media
 Environmental Authority

INJURY ?

Yes **No**

PROPERTY DAMAGE ?

Yes **No**

SPILL ?

Yes **No**

DESCRIPTION OF THE INCIDENT

PRODUCT NAME :

Producer (Contracting Party) :

Information on orange coloured plates :

UN number :

Location :

CATEGORY

Road Storage Waterway
 Railway Port Area

SURROUNDING AREA

Unknown Densely populated Name ship :
 Open country Industrial Area Owner ship :
 Residential Explosion hazard

DESCRIBE MEASURES TAKEN

WEATHER CONDITIONS

Clear Rain Snow Overcast

Temperature : degC

Wind velocity :

Wind direction :

INFORMATION ASKED BY THE CALLER

INFO

Product Technical Medical

ADDITIONAL HELP REQUIRED ?

INTERNATIONAL SPELLING

A - ALFA	F - FOXTROT	K - KILO	P - PAPA	U - UNIFORM	Z - ZULU
B - BRAVO	G - GOLF	L - LIMA	Q - QUEBEC	V - VICTOR	
C - CHARLY	H - HOTEL	M - MIKE	R - ROMEO	W - WHISKY	
D - DELTA	I - INDIA	N - NOVEMBER	S - SIERRA	X - X-RAY	
E - ECHO	J - JULIET	O - OSCAR	T - TANGO	Y - YANKEE	