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SERIES ON CHEMICAL ACCIDENTS**

SPECIAL PUBLICATION

International Directory of Emergency Response Centres for Chemical Accidents

Marie-Chantal Huet
Tel: +331-45247903, Fax: +331-45241675, E-mail: marie-chantal.huet@oecd.org

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OECD Environmental Health and Safety Publications

Series on Chemical Accidents

Special publication

International Directory of Emergency Response Centres for Chemical Accidents

A joint publication of:

UNEP DTIE
*United Nations Environment Programme
Division of Technology, Industry and Economics*

Joint UNEP/OCHA Environment Unit
*Office for the Co-ordination
of Humanitarian Affairs*

and

OECD
*Organisation for Economic Co-operation and Development
Environment Directorate*

Paris 2002

The Directory is available electronically, at no charge.

**An interactive version is available at:
<http://www.oecd.org/ehs/accident.htm>**

For the complete text of the Directory and many other Environmental Health and Safety publications, please consult the OECD's web page: <http://www.oecd.org/ehs/ehsmono/index.htm>

**or contact:
OECD Environment Directorate,
Environmental Health and Safety Division
2 rue André-Pascal
75775 Paris Cedex 16
France**

**Fax: (33) (0) 1 45 24 16 75
E-mail: ehscont@oecd.org**

About the IOMC

The Inter-Organisation Programme for the Sound Management of Chemicals (IOMC) was established in 1995 by UNEP, ILO, FAO, WHO, UNIDO and the OECD (the Participating Organisations), following recommendations made by the 1992 UN Conference on Environment and Development to strengthen co-operation and increase international co-ordination in the field of chemical safety. UNITAR joined the IOMC in 1997 to become the seventh Participating Organisation. The purpose of the IOMC is to promote co-ordination of the policies and activities pursued by the Participating Organisations, jointly or separately, to achieve the sound management of chemicals in relation to human health and the environment.

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INTRODUCTION

This *International Directory of Emergency Response Centres for Chemical Accidents* is intended to facilitate access to information and assistance provided by response centres located throughout the world. Such centres may provide information and advice on how to prepare for chemical accidents and to establish emergency programmes or centres, as well as assistance in responding to chemical accidents themselves.

A wealth of information related to chemical accident prevention, preparedness and response has been accumulated in many countries, based on years of research and use of chemicals. There have been also important lessons drawn from major accidents that have occurred world-wide. Active sharing of such international information and experience can be of key-benefit to countries in their efforts to establish and/or strengthen systems and infrastructures required to control accidents involving chemicals and to respond more effectively to emergencies arising from such accidents. The emergency response centres functioning in a number of countries can be important sources of such information and assistance to other countries.

Countries that do not have adequate emergency planning or response centres/programmes, or that are establishing or improving such centres/programmes, should find the Directory particularly useful.

This is the second edition of the International Directory, originally published in 1991.

This Directory is a joint publication of three organisations, namely the OECD (Organisation for Economic Co-operation and Development), UNEP DTIE (United Nations Environment Programme – Division of Technology, Industry and Economics) and the Joint UNEP/OCHA (Office for the Co-ordination of Humanitarian Affairs) Environment Unit.

This publication was produced within the framework of the Inter-Organisation Programme for the Sound Management of Chemicals (IOMC).

OBJECTIVE of the DIRECTORY

The objective of the *International Directory of Emergency Response Centres for Chemical Accidents* is to assist emergency planners and responders to prepare for, and to respond to, chemical accidents. It does this by listing response centres that are willing to provide help, upon request by government officials or by a centre in another country. The Directory thus provides a means for obtaining:

- **information** needed in preparing for, or responding to, chemical accidents,
- **advice** in establishing emergency response centres or programmes, and
- **technical assistance** in dealing with a response to a particular accident.

In addition, through its wide distribution among government authorities and responses centres, the Directory could play an important role in enhancing the network of response centres. Such an international network could result in increased exchanges of information and experience. The Directory intends to facilitate these exchanges by listing the types of information and services provided by each centre.

CONTENT

The Directory lists emergency response centres in 30 countries. Such centres meet several criteria:

- they are national, regional or local and provide emergency response services for chemical accidents under the responsibility of governments, industry or international organisations;
- they maintain list of experts and/or information on preparedness for, or response to, chemical accidents, or could quickly refer requests to the holders of information;
- they are willing to share information and/or assistance with government institutions or emergency centres in other countries;
- they are accessible to callers worldwide, preferably 24 hours per day; and
- they address land-based chemical accidents (centres responsible for maritime accidents or nuclear accidents - unless they also deal with chemical accidents - are not included).

The main part of the Directory contains detailed information on each of the response centres, listed alphabetically. For each centre, the following information is given:

- **contact details:** name(s), address, phone/fax numbers, internet address.
- **practical information:** language(s) spoken, fees, days and hours of operation.
- **response information** provided:
 - physical-chemical properties of the pollutants;
 - environmental effects;
 - dispersion models for air/water/soil;
 - emergency response suggestions;
 - health effects;
 - first aid suggestions;
 - evacuation procedures; and/or

- clean-up / decontamination.
- **additional services** provided:
 - on-site assistance;
 - information on case-studies;
 - spill statistics and trends;
 - emergency preparedness information; and/or
 - training.

To facilitate the access to certain types of information, the reader will find the following summary tables on the next pages:

- Table 1 includes a compilation of the response information provided by the various centres,
- Table 2 includes a compilation of the additional services provided by the centres,
- Table 3 provides a list of the different languages spoken in the centres, and
- Table 4 lists the centres according to their geographic situation.

Countries that indicated that they did not have response centres as well as those that are planning to establish emergency programmes or centres are listed in Annex 1 at the end of the Directory.

Finally, information about the European Chemical Industry ICE (International Chemical Environment) network is provided in Annex 2.

Additional annexes provide information about related international activities. They also include the complete text of the survey questionnaire and a glossary of the acronyms used in the Directory.

AN OECD / UNEP DTIE / UNEP-OCHA PROJECT

This Directory is a co-operative project of three organisations, namely the OECD (Organisation for Economic Co-operation and Development), UNEP DTIE (United Nations Environment Programme - Division of Technology, Industry and Economics) and the Joint UNEP/OCHA (Office for the Co-ordination of Humanitarian Affairs) Environment Unit. The three Secretariats conducted a world-wide survey in 1997-98 asking countries whether they have had emergency response centres (as defined in the above "Content" section) and whether they were interested in including them in the Directory.

Among these three organisations, the Joint UNEP/OCHA Environment Unit plays an important role in co-ordinating international response to disasters. In particular, the Unit is the lead agency within the UN system for providing rapid emergency response for countries facing industrial accidents or chemical/oil spills. It acts as a broker to facilitate quick direct links between focal points in requesting countries and providers of expertise and specialized equipment and, if necessary, to help with practical modalities of delivering the assistance. The OECD and UNEP Secretariats may be able to offer limited assistance during normal working hours where difficulties have been encountered in reaching any of the centres identified in the Directory. Further information about the three sponsor organisations is given in Annexes 3, 4 and 5.

Centres and countries that are included in the Directory do not take on any legal responsibility nor are they subject to any liability, whether under the laws of the requesting country, their own country or a third jurisdiction, for information or advice given or for services provided.

Every effort has been made to ensure that the information contained in the Directory is correct as of the date of publication. It is intended that the Directory is to be regularly updated as well as expanded in order to serve the needs of users throughout the world. In this connection, staff working in the response centres, as well as users of their services, are invited to provide feedback and update on the data included in the Directory. This will greatly help the three sponsor organisations ensure that the information remains accurate and up-to-date. Feedback should be sent to the OECD Secretariat (details in Annex 2).

The OECD, UNEP DTIE and the Joint UNEP/OCHA Environment Unit Secretariats disclaim any responsibility for any inaccurate information contained in the Directory.

Table 1 - Response Information provided by response centres in the DirectoryNote:

- *Direct response (D):* The centre is able to provide assistance and/or information directly. Skilled staff is likely to be available in the centre.
- *By Referral (R):* The centre maintains a list of experts and may suggest or contact these other sources of assistance and/or information that are located outside the centre.

D: Direct response R: by Referral	Phys/Chem Properties	Env. Effects	Distribution Modes for:				Emergency response suggestions	Health Effects	First Aid Suggestions	Evacuation Procedures	Clean-up/ Decontamination	Others
			Air Release	Maritime Spills	Lake/River Stream spills	Soil Spills						
AUSTRIA Federal Alarm Centre, Department of Civil Protection, Federal Ministry of the Interior	R	R	R		R	R	R	R	R	R	R	
BARBADOS Central Emergency Org., Env. Engineering Div.	D	D					D	D		D	D	
BRUNEI Brunei Fire Services	D						D		D			
CANADA (1) National Env. Emergencies Centre, Env. Protection Service	D/R	D/R	D/R	D/R	D/R	D/R	D/R	R	R	R	D/R	
(2) Canadian Transport Emergency Centre	D/R	D/R	D	R	R	D/R	D	D	D	D	D	
CHINA Chemical Registration Center	D/R	D/R	R	R	R	R	D/R	R	R	R	R	D
COLUMBIA CISPROQUIM, Colombian Safety Council	D/R	D/R					D/R	D/R	D/R	D/R	D/R	D/R
DENMARK National Response Center	D	D					D	D	D		D	

D: Direct response R: by Referral	Phys/Chem Properties	Env. Effects	Distribution Modes for:				Emergency response suggestions	Health Effects	First Aid Suggestions	Evacuation Procedures	Clean-up/ Decontamination	Others
			Air Release	Maritime Spills	Lake/River Stream spills	Soil Spills						
FINLAND Emergency and Response Centre of Helsinki District	D/R	D/R	D/R	D/R	D/R	D/R	D/R	R	R	R	R	R
GERMANY Umweltbundesamt, Gefahrstoffschnellauskunft (Federal Environmental Agency, Fast Information Service on Hazardous Substances)	D/R	D/R					D/R	D/R	D/R	D/R	D/R	
IRAN Department of Environment	D/R	D/R	D/R	D/R	D/R	D/R	D/R	D/R	D/R	D/R	D/R	
ISRAEL Response and Information Centre for Hazardous Substances	D/R	D/R	D/R	D/R	D/R	D/R	D/R			D/R	D/R	
JAPAN Japan Poison Information Center	D						D	D	D	D		D
JORDAN Civil Defence Directorate	D/R	R	R	D/R	D/R	D/R	D/R	R	D/R	D/R	D/R	
KAZAKSTAN State Emergency Committee							D/R	R	R	D/R	R	
KOREA Center for Chemical Plant Safety, Occupational Safety and Health Agency	D	D	D				D	D	D	D	D	
MALAYSIA Head Quarter Fire & Rescue Department of Malaysia	D		D				D			D	D	

D: Direct response R: by Referral	Phys/Chem Properties	Env. Effects	Distribution Modes for:				Emergency response suggestions	Health Effects	First Aid Suggestions	Evacuation Procedures	Clean-up/ Decontamination	Others
			Air Release	Maritime Spills	Lake/River Stream spills	Soil Spills						
MEXICO Centro de Orientacion para la Atencion de Emergencias Ambientales (COATEA)	D/R	D/R	D/R	D/R	D/R	D/R	D/R	D/R	D/R	D/R	D/R	D/R
NETHERLANDS Meldpunt Vrom Crisis Management	D	D	D	D	D	D	D	D	D	D		
NEW ZEALAND New Zealand Fire Service	D/R	R	R	R	R	R	D	R	R	D		
NORWAY Norwegian Pollution Control Authority (NPCA)	D	D		D			D				D	
OMAN Pollution Control Operations Centre		D	R	D	D/R	R	D				D	
POLAND National Center for Coordination of Rescue	D/R						D/R			D/R		
SAINT LUCIA Office of Disaster Preparedness				D	D		D	D	D	D	D	
SLOVAKIA Fire Research Institute	D/R	D/R						D/R	D/R		D/R	
SPAIN Centro de Coordinacion Operativa Nacional, Direccion General de Proteccion Civil	D/R	D/R	D/R	R			D/R	D/R	D/R	D/R	D/R	D/R
SWEDEN Rescue Services Agency	D/R	D/R	D/R	R	R	D/R	D/R	R	R	D	R	
UGANDA National Environment Management Authority (NEMA)	D/R	D	D			D					D	D

D: Direct response R: by Referral	Phys/Chem Properties	Env. Effects	Distribution Modes for:				Emergency response suggestions	Health Effects	First Aid Suggestions	Evacuation Procedures	Clean-up/Decontamination	Others
			Air Release	Maritime Spills	Lake/River Stream spills	Soil Spills						
UK (1) The National Focus for Chemical Incidents & Substance of Health Effects of Environmental Chemicals	D/R	D/R					D/R	D/R	D/R	D/R	D/R	D/R
(2) National Chemical Emergency Centre	D/R	D/R					D/R	D/R	D/R	D/R	D/R	
US (1) National Response Center	R						R	R	R			
(2) Chemical Center, CMA	D/R	D/R	R	R	R	R	D/R	D/R	D/R	D/R	D/R	D/R

Table 2 - Other Services provided by response centres in the DirectoryNote:

- *Direct response (D):* The centre is able to provide assistance and/or information directly. Skilled staff is likely to be available in the centre.
- *By Referral (R):* The centre maintains a list of experts and may suggest or contact these other sources of assistance and/or information that are located outside the centre.

D: Direct response R: by Referral	On-site Assistance				Case Studies	Spill statistics / Trends	Emergency Preparedness Response	Training	Others
	Expertise Response	Equipment Response	Operators for Equipment	Monitoring/ Risk evaluation					
AUSTRIA Federal Alarm Centre, Department of Civil Protection, Federal Ministry of the Interior	R	R	R	R	R	R	R	R	
BARBADOS Central Emergency Org., Env. Engineering Div.	D			D					
BRUNEI Brunei Fire Services	D	D	D						
CANADA (1) National Env. Emergencies Centre, Env. Protection Service	D/R	R	R	D/R	D/R	D/R	D/R	D/R	
(2) Canadian Transport Emergency Centre	D/R	R	R	R	D	D	D	R	
CHINA Chemical Registration Center	D/R	R	R	D/R	D/R	R	D/R	D/R	
COLUMBIA CISPROQUIM, Colombian Safety Council							D/R	R	R
DENMARK National Response Center	D	D/R	D/R				D		
FINLAND Emergency and Response Centre of Helsinki District	D/R	D/R	D/R	D/R	R	R	D/R	R	D/R

D: Direct response R: by Referral	On-site Assistance				Case Studies	Spill statistics / Trends	Emergency Preparedness Response	Training	Others
	Expertise Response	Equipment Response	Operators for Equipment	Monitoring/ Risk evaluation					
GERMANY Umweltbundesamt, Gefahrstoffschnellauskunft (Federal Environmental Agency, Fast Information Service on Hazardous Substances)							D		
IRAN Department of Environment	D/R	D/R	R	D/R	D/R	D/R	D/R	D/R	
ISRAEL Response and Information Centre for Hazardous Substances	D	R	R	D/R	D	D	D	D/R	
JAPAN Japan Poison Information Center					D		D		
JORDAN Civil Defence Directorate	D	D	D	D	D	D	D	D/R	
KAZAKSTAN State Emergency Committee	D/R	D/R	D/R	R	D/R		D/R	D/R	
KOREA Center for Chemical Plant Safety, Occupational Safety and Health Agency	D	R	R	D	D	D	D	D	
MALAYSIA Head Quarter Fire & Rescue Department of Malaysia	D		D					R	
MEXICO Centro de Orientacion para la Atencion de Emergencias Ambientales (COATEA)	R	R	R	D/R	D	D	D/R	D/R	D

D: Direct response R: by Referral	On-site Assistance				Case Studies	Spill statistics / Trends	Emergency Preparedness Response	Training	Others
	Expertise Response	Equipment Response	Operators for Equipment	Monitoring/ Risk evaluation					
NETHERLANDS Meldpunt Vrom Crisis Management	D			D					
NEW ZEALAND New Zealand Fire Service	D	D	D/R	R	D/R	D/R	D/R	D/R	
NORWAY Norwegian Pollution Control Authority (NPCA)						D	D	D	
OMAN Pollution Control Operations Centre	D			D					
POLAND National Center for Coordination of Rescue	D/R		D/R	D/R			D		
SAINT LUCIA Office of Disaster Preparedness	R	R	R	R	D	D/R	D	D	
SLOVAKIA Fire Research Institute	D								
SPAIN Centro de Coordinacion Operativa Nacional, Direccion General de Proteccion Civil	D/R		D/R	D/R	D/R	D/R	D/R	D/R	
SWEDEN Rescue Services Agency	R	R	R	R	R	R	R	R	
UGANDA National Environment Management Authority (NEMA)	D			D		D			
UK (1) The National Focus for Chemical Incidents & Substance of Health Effects of Environmental Chemicals					D/R		D/R	D/R	D/R

D: Direct response R: by Referral	On-site Assistance				Case Studies	Spill statistics / Trends	Emergency Preparedness Response	Training	Others
	Expertise Response	Equipment Response	Operators for Equipment	Monitoring/ Risk evaluation					
(2) National Chemical Emergency Centre	R	R	R	R	D/R	D/R	D/R	D/R	
US									
(1) National Response Center	R				D	D	R		
(2) Chemical Center, CMA	R	R	R	R	R		R	D/R	

Table 3 - Languages spoken at response centres in the Directory

	Arabic	Chinese	Danish	Dutch	English	Finnish	French	German	Hebrew	Japanese	Malay	Persian	Polish	Russian	Slovak	Spanish	Swedish
AUSTRIA Federal Alarm Centre, Department of Civil Protection, Federal Ministry of the Interior					√			√									
BARBADOS Central Emergency Org., Env. Engineering Div.					√												
BRUNEI Brunei Fire Services					√						√						
CANADA (1) National Env. Emergencies Centre, Env. Protection Service					√		√										
(2) Canadian Transport Emergency Centre					√		√										
CHINA Chemical Registration Center		√															
COLUMBIA CISPROQUIM, Colombian Safety Council					√											√	
DENMARK National Response Center			√		√												

	Arabic	Chinese	Danish	Dutch	English	Finnish	French	German	Hebrew	Japanese	Malay	Persian	Polish	Russian	Slovak	Spanish	Swedish
FINLAND Emergency and Response Centre of Helsinki District					√	√											√
GERMANY Umweltbundesamt, Gefahrstoffschnellauskunft (Federal Environmental Agency, Fast Information Service on Hazardous Substances)					√			√									
IRAN Department of Environment					√							√					
ISRAEL Response and Information Centre for Hazardous Substances					√				√								
JAPAN Japan Poison Information Center					√					√							
JORDAN Civil Defence Directorate	√				√												
KAZAKSTAN State Emergency Committee														√			
KOREA Center for Chemical Plant Safety, Occupational Safety and Health Agency					√												
MALAYSIA Head Quarter Fire & Rescue Department of Malaysia					√						√						

	Arabic	Chinese	Danish	Dutch	English	Finnish	French	German	Hebrew	Japanese	Malay	Persian	Polish	Russian	Slovak	Spanish	Swedish
MEXICO Centro de Orientacion para la Atencion de Emergencias Ambientales (COATEA)					√											√	
NETHERLANDS Meldpunt Vrom Crisis Management				√	√		√	√									
NEW ZEALAND New Zealand Fire Service					√												
NORWAY Norwegian Pollution Control Authority (NPCA)					√												
OMAN Pollution Control Operations Centre	√				√												
POLAND National Center for Coordination of Rescue					√			√					√	√			
SAINT LUCIA Office of Disaster Preparedness					√												
SLOVAKIA Fire Research Institute					√			√							√		
SPAIN Centro de Coordinacion Operativa Nacional, Direccion General de Proteccion Civil					√		√									√	
SWEDEN Rescue Services Agency					√												√

	Arabic	Chinese	Danish	Dutch	English	Finnish	French	German	Hebrew	Japanese	Malay	Persian	Polish	Russian	Slovak	Spanish	Swedish
UGANDA National Environment Management Authority (NEMA)					√												
UK (1) The National Focus for Chemical Incidents & Substance of Health Effects of Environmental Chemicals					√												
(2) National Chemical Emergency Centre					√												
US (1) National Response Center					√											√	
(2) Chemical Center, CMA					√*												

* Over 100 other languages are available through ATT Language Line Service for emergencies involving chemicals.

Table 4 - Geographic distribution of the response centres in the Directory

AFRICA	
UGANDA	National Environment Management Authority (NEMA)
AMERICA	
<i>North America</i>	
CANADA	(1) National Environmental Emergencies Centre, Environmental Protection Service (2) Canadian Transport Emergency Centre
UNITED STATES	(1) National Response Center (2) Chemical Center, Chemical Manufacturers Association
<i>Central America / Caribbean</i>	
BARBADOS	Central Emergency Organisation, Environmental Engineering Division
MEXICO	Centro de Orientacion para la Atencion de Emergencias Ambientales (COATEA)
SAINT LUCIA	Office of Disaster Preparedness
<i>South America</i>	
COLUMBIA	CISPROQUIM, Colombian Safety Council
ASIA	
CHINA	Chemical Registration Center
JAPAN	Japan Poison Information Center (JPC)
KOREA	Center for Chemical Plant Safety, Occupational Safety and Health Agency
MALAYSIA	Head Quarter Fire & Rescue Department of Malaysia
EUROPE	
<i>Central/Eastern Europe</i>	
KAZAKSTAN	State Emergency Committee
POLAND	National Center for Coordination of Rescue
SLOVAK REPUBLIC	Fire Research Institute
<i>Western Europe</i>	
AUSTRIA	Federal Alarm Centre, Department of Civil Protection, Federal Ministry of the Interior
DENMARK	National Response Center

FINLAND	Emergency and Response Centre of Helsinki District
GERMANY	Umweltbundesamt, Gefahrstoffschnellauskunft (Federal Environmental Agency, Fast Information Service on Hazardous Substances)
NETHERLANDS	Meldpunt Vrom Crisis Management
NORWAY	Norwegian Pollution Control Authority (NPCA)
SPAIN	Centro de Coordinacion Operativa Nacional, Direccion General de Proteccion Civil
SWEDEN	Rescue Services Agency
UNITED KINGDOM	(1) The National Focus for Chemical Incidents and Substance of Health Effects of Environmental Chemicals (2) National Chemical Emergency Centre
MIDDLE-EAST	
BRUNEI	Brunei Fire Services
IRAN	Department of Environment
ISRAEL	Response and Information Centre for Hazardous Substances
JORDAN	Civil Defence Directorate
OMAN	Pollution Control Operations Centre
PACIFIC / OCEANIA	
NEW ZEALAND	New Zealand Fire Service

Table 5 – Foreign Languages spoken at response centres in the Directory & Geographic distribution

ARABIC

MIDDLE-EAST	
JORDAN	
OMAN	

ENGLISH

AFRICA
UGANDA
AMERICA
<i>North America</i>
CANADA (1) National Env. Emergencies Centre, Env. Protection Service (2) Canadian Transport Emergency Centre
US (1) National Response Center (2) Chemical Center, CMA
<i>Central America / Caribbean</i>
BARBADOS
MEXICO
SAINT LUCIA
<i>South America</i>
COLUMBIA
ASIA
JAPAN
KOREA
MALAYSIA
EUROPE
<i>Central/Eastern Europe</i>
POLAND
SLOVAKIA
<i>Western Europe</i>
AUSTRIA
DENMARK
GERMANY
FINLAND
NETHERLANDS
NORWAY
SPAIN
SWEDEN
UK (1) The National Focus for Chemical Incidents & Substance of Health Effects of Environmental Chemicals (2) National Chemical Emergency Centre
MIDDLE-EAST
BRUNEI
IRAN
ISRAEL
JORDAN
OMAN
PACIFIC / OCEANIA
NEW ZEALAND

FRENCH

AMERICA
<i>North America</i>
CANADA (1) National Env. Emergencies Centre, Env. Protection Service (2) Canadian Transport Emergency Centre
EUROPE
<i>Western Europe</i>
NETHERLANDS
SPAIN

GERMAN

EUROPE
<i>Central/Eastern Europe</i>
POLAND
SLOVAKIA
<i>Western Europe</i>
AUSTRIA
GERMANY
NETHERLANDS

MALAY

ASIA
MALAYSIA
MIDDLE-EAST
BRUNEI

RUSSIAN

EUROPE
<i>Central/Eastern Europe</i>
KAZAKSTAN
POLAND

SPANISH

AMERICA	
	<i>North America</i>
US(1) National Response Center	<i>Central America / Caribbean</i>
MEXICO	
	<i>South America</i>
COLUMBIA	
EUROPE	
	<i>Western Europe</i>
SPAIN	

SWEDISH

EUROPE	
	<i>Western Europe</i>
FINLAND	
SWEDEN	

EMERGENCY RESPONSE CENTRES

AUSTRIA	Federal Alarm Centre, Department of Civil Protection, Federal Ministry of the Interior
BARBADOS	Central Emergency Organisation, Environmental Engineering Division
BRUNEI	Brunei Fire Services
CANADA	(1) National Environmental Emergencies Centre, Environmental Protection Service (2) Canadian Transport Emergency Centre
CHINA	Chemical Registration Center, State Environmental Protection Administration
COLUMBIA	CISPROQUIM, Colombian Safety Council
DENMARK	National Response Center
FINLAND	Emergency and Response Centre of Helsinki District
GERMANY	Umweltbundesamt, Gefahrstoffschneellauskunft (Federal Environmental Agency, Fast Information Service on Hazardous Substances)
IRAN	Department of Environment
ISRAEL	Response and Information Centre for Hazardous Substances
JAPAN	Japan Poison Information Center (JPC)
JORDAN	Civil Defence Directorate
KAZAKSTAN	State Emergency Committee
KOREA	Center for Chemical Plant Safety, Occupational Safety and Health Agency
MALAYSIA	Head Quarter Fire & Rescue Department of Malaysia
MEXICO	Centro de Orientacion para la Atencion de Emergencias Ambientales (COATEA)
NETHERLANDS	Meldpunt Vrom Crisis Management
NEW ZEALAND	New Zealand Fire Service
NORWAY	Norwegian Pollution Control Authority (NPCA)
OMAN	Pollution Control Operations Centre
POLAND	National Center for Coordination of Rescue

SAINT LUCIA	Office of Disaster Preparedness
SLOVAK REPUBLIC	Fire Research Institute
SPAIN	Centro de Coordinacion Operativa Nacional, Direccion General de Proteccion Civil
SWEDEN	Rescue Services Agency
UGANDA	National Environment Management Authority (NEMA)
UNITED KINGDOM	(1) The National Focus for Chemical Incidents and Substance of Health Effects of Environmental Chemicals (2) National Chemical Emergency Centre
UNITED STATES	(1) National Response Center (2) Chemical Center, Chemical Manufacturers Association

AUSTRIA

**FEDERAL ALARM CENTRE
DEPARTMENT OF CIVIL PROTECTION
FEDERAL MINISTRY OF THE INTERIOR**

ADDRESS: P.O. Box 100
Herrengasse 7
A - 1014 Vienna
Austria

TELEPHONE: (43) 1 53126 3800

IN EMERGENCY:

TELEFAX: (43) 1 5356364

TELEX:

INTERNET ADDRESS(ES): fac@aon.at

LANGUAGE: German and English

TYPE OF INSTITUTION: Government-national level

HOURS: 24 hrs/day (GMT +1, GMT +2 during "summer time")
7 days/week

FEE: No

CONTACTS

Dr. Peter KIS (during office hours), Director
Helmut KASER (during office hours), Deputy Director

Officer on Duty (24 hours/day)

OTHER CONDITIONS, PROCEDURES AND COMMENTS

The centre is the National Contact Point for all areas of emergencies in the field of Civil Protection.
The centre is willing to assist centres of other countries with information or expertise if possible.
The centre has bilateral and international agreements with centres in other countries.
The centre has an interest to utilise assistance from other countries if necessary.

RESPONSE INFORMATION PROVIDED**AUSTRIA**

	PHONE	FAX	TELEX	MAIL	ON-LINE	REFERRAL
Physical-Chemical Properties (i.e. Flammability, Explosivity and Oxidising Properties)						R / I
Environmental Effects						R / I
Distribution Modes for:						
Air Release						R / I
Maritime Spills						
Lakes/River/Stream Spills						R / I
Soil Spills						R / I
Emergency Response Suggestions						R / I
Health Effects						R / I
First Aid Suggestions (Medical)						R / I
Evacuation Procedures						R / I
Clean-Up / Decontamination						R / I
Others						

OTHER SERVICES

	FROM CENTRE	VIA REFERRAL
On-Site Assistance:		
Expertise Response		R / I
Equipment Response		R / I
Operators for Equipment		R / I
Monitoring / Risk Evaluation		R / I
Information on Case Studies		R / I
Spill Statistics / Trends		R / I
Emergency Preparedness Information		R / I
Training		R / I
Other Services		

Legend: R = Regular Clientele, I = International Clientele, Blank = No or No Response

BARBADOS

CENTRAL EMERGENCY ORGANISATION ENVIRONMENTAL ENGINEERING DIVISION (MINISTRY OF HEALTH & THE ENVIRONMENT)

ADDRESS: Culloden Farm
Culloden Road
St. Michael
Barbados

TELEPHONE: (1) 246 436 4820
(1) 246 436 4826

IN EMERGENCY:

TELEFAX: (1) 246 228 7103

TELEX:

INTERNET ADDRESS(ES):

LANGUAGE: English

TYPE OF INSTITUTION: Government-national level

HOURS: 8 hours/day, 5 days/week
Staffed: 08:15-16:30, local time
(4 hours behind GMT)

FEE: None

CONTACTS

Jeffrey Headley, Chemical Spill Coordinator
Anthony Headley, Chemical Spill Coordinator (Assistant)

OTHER CONDITIONS, PROCEDURES AND COMMENTS

The centre has some constraints in terms of lack of adequate technical equipment and trained technical human resources.

Similar service can be also available at the Central Emergency Relief Organisations (under Director Clive Lorde), by tel: (1) 246 427 8513 / Fax: (1) 246 429 4055.

RESPONSE INFORMATION PROVIDED**BARBADOS**

	PHONE	FAX	TELEX	MAIL	ON-LINE	REFERRAL
Physical-Chemical Properties (i.e. Flammability, Explosivity and Oxidising Properties)	R		R			
Environmental Effects	R		R			
Distribution Modes for: Air Release Maritime Spills Lakes/River/Stream Spills Soil Spills						
Emergency Response Suggestions	R		R			
Health Effects	R		R			
First Aid Suggestions (Medical)						
Evacuation Procedures	R		R			
Clean-Up / Decontamination	R		R			
Others						

OTHER SERVICES

	FROM CENTRE	VIA REFERRAL
On-Site Assistance: Expertise Response Equipment Response Operators for Equipment Monitoring / Risk Evaluation	R R	
Information on Case Studies		
Spill Statistics / Trends		
Emergency Preparedness Information		
Training		
Other Services		

Legend: R = Regular Clientele, I = International Clientele, Blank = No or No Response

BRUNEI (Negara Brunei Darussalam)

BRUNEI FIRE SERVICES

ADDRESS: Fire Services Headquarters
Old Airport Bandar Seri Begawan
Negara Brunei Darussalam

TELEPHONE: (673) 380402
(673) 380408
(673) 380409
(673) 380561

IN EMERGENCY: (673) 995

TELEFAX: (673) 380937

TELEX:

INTERNET ADDRESS(ES):

LANGUAGE: Malay and English

TYPE OF INSTITUTION: Government-national/state/local level

HOURS: 24 hours/day, 7 days/week
Staffed 24 hours
(8 hours ahead of GMT)

FEE: None

CONTACTS

Haji Awang Zaidi Bin Haji Md Daud, Director
Mohamad Bin Sulaiman, Disaster Unit

OTHER CONDITIONS, PROCEDURES AND COMMENTS

National use only.

For regional/international channels, service could be provided only through diplomatic approach.

RESPONSE INFORMATION PROVIDED**BRUNEI**

	PHONE	FAX	TELEX	MAIL	ON-LINE	REFERRAL
Physical-Chemical Properties (i.e. Flammability, Explosivity and Oxidising Properties)		R				
Environmental Effects						
Distribution Modes for: Air Release Maritime Spills Lakes/River/Stream Spills Soil Spills						
Emergency Response Suggestions		R				
Health Effects						
First Aid Suggestions (Medical)		R				
Evacuation Procedures						
Clean-Up / Decontamination						
Others						

OTHER SERVICES

	FROM CENTRE	VIA REFERRAL
On-Site Assistance: Expertise Response Equipment Response Operators for Equipment Monitoring / Risk Evaluation	R R / I R / I	
Information on Case Studies		
Spill Statistics / Trends		
Emergency Preparedness Information		
Training		
Other Services		

Legend: R = Regular Clientele, I = International Clientele, Blank = No or No Response

CANADA (1)

NATIONAL ENVIRONMENTAL EMERGENCIES CENTRE ENVIRONMENT CANADA

ADDRESS: Place Vincent Massey
15th Floor
351 St. Joseph Blvd.
Ottawa, Ontario
K1A 0H3
Canada

TELEPHONE: (1) 819 997 3742

IN EMERGENCY:

TELEFAX: (1) 819 953 5361

TELEX:

INTERNET ADDRESS(ES): NEEC@ec.gc.ca

LANGUAGE: English and French

TYPE OF INSTITUTION: Government-national level

HOURS: 24 hours/day, 7 days/week
Staffed: 08:00-16:00
(5 hours behind GMT)

FEE: None

CONTACTS

Mary-Ann Spicer, Manager, National Environmental Emergencies Centre
Tom Foote, Director, Environmental Emergencies Branch

OTHER CONDITIONS, PROCEDURES AND COMMENTS

Between 16:00-08:00, please call (1) 819 997 3742 to speak to the Duty Officer.

RESPONSE INFORMATION PROVIDED**CANADA (1)**

	PHONE	FAX	TELEX	MAIL	ON-LINE	REFERRAL
Physical-Chemical Properties (i.e. Flammability, Explosivity and Oxidising Properties)	R / I	R / I		R / I		R / I
Environmental Effects	R / I	R / I		R / I		R / I
Distribution Models for:						
Air Release	R / I	R / I		R / I		R / I
Maritime Spills	R / I	R / I		R / I		R / I
Lakes/River/Stream Spills	R / I	R / I		R / I		R / I
Soil Spills	R / I	R / I		R / I		R / I
Emergency Response Suggestions	R / I	R / I		R / I		R / I
Health Effects						R / I
First Aid Suggestions (Medical)						R / I
Evacuation Procedures						R / I
Clean-Up / Decontamination	R / I	R / I		R / I		R / I
Others						

OTHER SERVICES

	FROM CENTRE	VIA REFERRAL
On-Site Assistance:		
Expertise Response	R / I	R / I
Equipment Response		R / I
Operators for Equipment		R / I
Monitoring / Risk Evaluation	R / I	R / I
Information on Case Studies	R / I	R / I
Spill Statistics / Trends	R / I	R / I
Emergency Preparedness Information	R / I	R / I
Training	R / I	R / I
Other Services		

Legend: R = Regular Clientele, I = International Clientele, Blank = No or No Response

CANADA (2)

CANADIAN TRANSPORT EMERGENCY CENTRE

ADDRESS: Transport Canada, CANUTEC
Place de Ville, Tower C, 6th Floor
Ottawa, Ontario
K1A 0N5
Canada

TELEPHONE: (1) 613 996 6666

IN EMERGENCY:

TELEFAX: (1) 613 954 5101

TELEX:

INTERNET ADDRESS(ES): www.tc.gc.ca/canutec

LANGUAGE: English and French

TYPE OF INSTITUTION: Government-national level

HOURS: 24 hours/day, 7 days/week
Staffed 24 hours
(5 hours behind GMT)

FEE: None

CONTACTS

Michel Cloutier, Director, CANUTEC

John Read, Director General, Transport of Dangerous Goods

OTHER CONDITIONS, PROCEDURES AND COMMENTS

CANUTEC works with representatives in USA and Mexico to produce the North American Emergency Response Guide.

RESPONSE INFORMATION PROVIDED

CANADA (2)

	PHONE	FAX	TELEX	MAIL	ON-LINE	REFERRAL
Physical-Chemical Properties (i.e. Flammability, Explosivity and Oxidising Properties)	R / I	R / I				R / I
Environmental Effects	R / I	R / I		R / I		R / I
Distribution Modes for:						
Air Release	R / I	R / I				
Maritime Spills						R / I
Lakes/River/Stream Spills						R / I
Soil Spills	R / I	R / I		R / I		R / I
Emergency Response Suggestions	R / I	R / I				
Health Effects	R / I	R / I		R / I		
First Aid Suggestions (Medical)	R / I	R / I		R / I		
Evacuation Procedures	R / I	R / I		R / I		
Clean-Up / Decontamination	R / I	R / I		R / I		
Others						

OTHER SERVICES

	FROM CENTRE	VIA REFERRAL
On-Site Assistance:		
Expertise Response	R / I	R / I
Equipment Response		R / I
Operators for Equipment		R / I
Monitoring / Risk Evaluation		R / I
Information on Case Studies	R / I	
Spill Statistics / Trends	R / I	
Emergency Preparedness Information	R / I	
Training		R / I
Other Services		

Legend: R = Regular Clientele, I = International Clientele, Blank = No or No Response

CHINA

CHEMICAL REGISTRATION CENTER (STATE ENVIRONMENTAL PROTECTION ADMINISTRATION)

ADDRESS: Beiyuan
Beijing 100012
China

TELEPHONE: (86) 10 64987375

IN EMERGENCY: Same as above

TELEFAX: (86) 10 64986026

TELEX:

INTERNET ADDRESS(ES): gaoyx@crc-nepa.net.cn
<http://www.crc-nepa.net.cn>

LANGUAGE: Chinese

TYPE OF INSTITUTION:

HOURS: Working hours
5 days/week
08:30-16:30
GMT +8 hrs

FEE: none

CONTACTS

Yingxin Gao, Director
Yingwa Shen, Deputy Director

OTHER CONDITIONS, PROCEDURES AND COMMENTS

The focus of the centre is the environmental management of chemicals. The regular clients of the centre are chemical manufacturers, users and importers.
The centre is willing to assist with the management of toxic chemicals.

RESPONSE INFORMATION PROVIDED**CHINA**

	PHONE	FAX	TELEX	MAIL	ON-LINE	REFERRAL
Physical-Chemical Properties (i.e. Flammability, Explosivity and Oxidising Properties)	R / I	R / I		R / I		I
Environmental Effects	R / I	R / I		R / I		R / I
Distribution Modes for:						
Air Release						R / I
Maritime Spills						R / I
Lakes/River/Stream Spills						R / I
Soil Spills						R / I
Emergency Response Suggestions	R / I	R / I		R / I		R / I
Health Effects						R / I
First Aid Suggestions (Medical)						R / I
Evacuation Procedures						R / I
Clean-Up / Decontamination						R / I
Others*	R	R		R		
* Law or regulation concerning chemical management.						

OTHER SERVICES

	FROM CENTRE	VIA REFERRAL
On-Site Assistance:		
Expertise Response	R / I	R / I
Equipment Response		R / I
Operators for Equipment		R / I
Monitoring / Risk Evaluation	R / I	R / I
Information on Case Studies	R / I	R / I
Spill Statistics / Trends		R / I
Emergency Preparedness Information	R	R / I
Training	R / I	I
Other Services		

Legend: R = Regular Clientele, I = International Clientele, Blank = No or No Response

COLUMBIA

CISPROQUIM - COLUMBIAN SAFETY COUNCIL (CONSEJO COLOMBIANO DE SEGURIDAD - CCS)

ADDRESS: Carrera 20 No. 39-62
Bogota - Columbia

TELEPHONE: (57) 1 2886355

IN EMERGENCY:

TELEFAX: (57) 1 288 4367

TELEX: 45391

INTERNET ADDRESS(ES): Actually installing

LANGUAGE: Spanish, spoken
English, written

TYPE OF INSTITUTION:

HOURS: 24 hrs/day
7 days/week
08:00-76:30
GMT -5 hrs

FEE: None for information

CONTACTS

Mr. Renán Alfonso Rojas Gutiérrez, Executive Director of CCS
Mr. Jorge Enrique Bejarano Jiménez, Co-ordinator of CISPROQUIM

OTHER CONDITIONS, PROCEDURES AND COMMENTS

CISPROQUIM is recognized for the National Department of Disasters Prevention and Relief. The centre's function is to give information about MSDS to the community and to co-ordinate through telephone calls the response with fire-fighters, the Red Cross, toxicology center, highway police and others in case of emergency.

CISPROQUIM can exchange experiences about emergencies with hazardous substances. They are limited by travel costs.

CISPROQUIM has contacts with CIQUIME (Argentina), SETIQ (México), ABIQUIM (Brazil), CHEMTREC (USA) and CANUTEC (Canada).

CISPROQUIM and the National Department of Disasters Prevention and Relief are the main centers where calls should be directed.

They are interested in having assistance for the operation of the Center.

RESPONSE INFORMATION PROVIDED**COLUMBIA**

	PHONE	FAX	TELEX	MAIL	ON-LINE	REFERRAL
Physical-Chemical Properties (i.e. Flammability, Explosivity and Oxidising Properties)	R / I	R / I		R / I		R
Environmental Effects	R / I	R / I		R / I		R
Distribution Modes for: Air Release Maritime Spills Lakes/River/Stream Spills Soil Spills						
Emergency Response Suggestions	R / I	R / I		R / I		R
Health Effects	R / I	R / I		R / I		R
First Aid Suggestions (Medical)	R / I	R / I		R / I		R
Evacuation Procedures	R / I	R / I		R / I		R
Clean-Up / Decontamination	R / I	R / I		R / I		R
Others*	R / I	R		R / I		R
* Information on: incompatibility, stability, others names.						

OTHER SERVICES

	FROM CENTRE	VIA REFERRAL
On-Site Assistance: Expertise Response Equipment Response Operators for Equipment Monitoring / Risk Evaluation		
Information on Case Studies		
Spill Statistics / Trends		
Emergency Preparedness Information	I	R / I
Training		R / I
Other Services*		I
* Risk evaluation, Risk communication, Advice given to other centres, Case studies.		

Legend: R = Regular Clientele, I = International Clientele, Blank = No or No Response

DENMARK

NATIONAL RESPONSE CENTER (DANISH EMERGENCY MANAGEMENT AGENCY)

ADDRESS: Universitetsparken 2
DK-2100 Copenhagen Ø
Denmark

TELEPHONE: (45) 45 82 54 00

IN EMERGENCY:

TELEFAX: (45) 35 36 56 20

TELEX:

INTERNET ADDRESS(ES): mt@brs.dk
uk@brs.dk

LANGUAGE: Danish and English

TYPE OF INSTITUTION: Government-national level

HOURS: 24 hours/day, 7 days/week
Staffed: 08:15-15:45, local time
(1 hour ahead of GMT)

FEE: None

CONTACTS

Mogens Thomsen, Head of Laboratory
Jan Petersen, Head of the centre

OTHER CONDITIONS, PROCEDURES AND COMMENTS

For On-Site Assistance, 12-18 hours of response time are required for equipment assistance, including operators for equipment.

RESPONSE INFORMATION PROVIDED**DENMARK**

	PHONE	FAX	TELEX	MAIL	ON-LINE	REFERRAL
Physical-Chemical Properties (i.e. Flammability, Explosivity and Oxidising Properties)	R / I					
Environmental Effects	R / I					
Distribution Modes for: Air Release Maritime Spills Lakes/River/Stream Spills Soil Spills						
Emergency Response Suggestions	R / I					
Health Effects	R / I					
First Aid Suggestions (Medical)	R / I					
Evacuation Procedures						
Clean-Up / Decontamination	R / I					
Others						

OTHER SERVICES

	FROM CENTRE	VIA REFERRAL
On-Site Assistance: Expertise Response Equipment Response Operators for Equipment Monitoring / Risk Evaluation	R / I R R	I I
Information on Case Studies		
Spill Statistics / Trends		
Emergency Preparedness Information	R	
Training		
Other Services		

Legend: R = Regular Clientele, I = International Clientele, Blank = No or No Response

FINLAND

EMERGENCY AND RESPONSE CENTRE OF HELSINKI DISTRICT

ADDRESS: Agricolkankatu 15
Fin-00530 Helsinki
Finland

TELEPHONE: (358) 9 39 36 36 36

IN EMERGENCY:

TELEFAX: (358) 9 394 64 80

TELEX: 121 111 A+1F SF (Will be closed in the near future)

INTERNET ADDRESS(ES):

LANGUAGE: Finnish, Swedish, and English

TYPE OF INSTITUTION: Government-national/state/local/municipal level

HOURS: 24 hours/day, 7 days/week
Office Hours: 08:0-16:15, local time
(2 hours ahead of GMT)

FEE: None

CONTACTS

Markus Gronholm, Emergency Centre Manager
Seppo Sihvonen, Chief Alarm Officer

OTHER CONDITIONS, PROCEDURES AND COMMENTS

The Emergency and Response Centre of Helsinki District is an operational contact point.

The contact point for international matters is Ministry of the Interior or some other governmental bodies or NGOs.

The centre has been nominated as a point of contact to several networks of different conventions and organisations, i.e. UNECE (Convention on the Transboundary Effects of Industrial Accidents), UN Joint UNEP/OCHA desk, UNOCHA, EU Civil Protection Alarming Network and bilateral or multilateral agreements with neighbouring countries.

RESPONSE INFORMATION PROVIDED**FINLAND**

	PHONE	FAX	TELEX	MAIL	ON-LINE	REFERRAL
Physical-Chemical Properties (i.e. Flammability, Explosivity and Oxidising Properties)	R	R / I				R / I
Environmental Effects		R / I				R / I
Distribution Modes for:						
Air Release		R / I				R / I
Maritime Spills		R				R / I
Lakes/River/Stream Spills		R / I				R / I
Soil Spills		R / I				R / I
Emergency Response Suggestions		R / I				R / I
Health Effects						R / I
First Aid Suggestions (Medical)						R / I
Evacuation Procedures						R / I
Clean-Up / Decontamination						R / I
Others						R / I

OTHER SERVICES

	FROM CENTRE	VIA REFERRAL
On-Site Assistance:		
Expertise Response	R	R / I
Equipment Response	R	R / I
Operators for Equipment	R	R / I
Monitoring / Risk Evaluation	R	R / I
Information on Case Studies		I
Spill Statistics / Trends		I
Emergency Preparedness Information	R	R / I
Training		R / I
Other Services	R	R / I

Legend: R = Regular Clientele, I = International Clientele, Blank = No or No Response

GERMANY

UMWELTBUNDESAMT, GEFAHRSTOFFSCHNELLAUSKUNFT (FEDERAL ENVIRONMENTAL AGENCY, FAST INFORMATION SERVICE ON HAZARDOUS SUBSTANCES)

ADDRESS: Umweltbundesamt, Z 2.4 (GSA)
Bismarckplatz 1; D-14193 Berlin

TELEPHONE: (49) 30 8903 0

IN EMERGENCY: (49) 30 8903 2441
(49) 30 8903 2020
(49) 30 8903 2049

TELEFAX: (49) 30 8903 2285

TELEX: none

INTERNET ADDRESS(ES): www.umweltbundesamt.de

LANGUAGE: German/English

TYPE OF INSTITUTION: Government-national level

HOURS: 24 hrs/day (access to the centre)
5 days a week (operating days)
08.00 – 17.00 CET
07.00 – 16.00 GMT

FEE: None

CONTACTS

Christa Behrendt, Chemist
Dr. Thomas Krämer, Chemist

OTHER CONDITIONS, PROCEDURES AND COMMENTS

The centre's functions are to provide assistance with information on dangerous substances, combatting hazardous incidents and accidents involving substances that present a danger to the environment-information on the proper handling of environmentally dangerous substances required in the short term for avoiding hazards and damage.

The centre has an interest to utilise assistance from other centres.

RESPONSE INFORMATION PROVIDED**GERMANY**

	PHONE	FAX	TELEX	MAIL	ON-LINE	REFERRAL
Physical-Chemical Properties (i.e. Flammability, Explosivity and Oxidising Properties)	R / I	R / I		R / I	R	R / I
Environmental Effects	R / I	R / I		R / I	R	R / I
Distribution Modes for: Air Release Maritime Spills Lakes/River/Stream Spills Soil Spills						
Emergency Response Suggestions	R / I	R / I		R / I	R	R / I
Health Effects	R / I	R / I		R / I	R	R / I
First Aid Suggestions (Medical)	R / I	R / I		R / I	R	R / I
Evacuation Procedures	R / I	R / I		R / I	R	R / I
Clean-Up / Decontamination	R / I	R / I		R / I	R	R / I
Others						

OTHER SERVICES

	FROM CENTRE	VIA REFERRAL
On-Site Assistance: Expertise Response Equipment Response Operators for Equipment Monitoring / Risk Evaluation		
Information on Case Studies		
Spill Statistics / Trends		
Emergency Preparedness Information	R / I	
Training		
Other Services		

Legend: R = Regular Clientele, I = International Clientele, Blank = No or No Response

IRAN (Islamic Republic of)

DEPARTMENT OF ENVIRONMENT

ADDRESS: P.O.Box 15875 - 5181
Teheran
Iran

TELEPHONE: (98) 021 891261 9 (323)

IN EMERGENCY: (98) 021 893447

TELEFAX: (98) 021 893447

TELEX:

INTERNET ADDRESS(ES): mohitzist@govir.net
Ebtekar@govir.net

LANGUAGE: Persian and English

TYPE OF INSTITUTION: Government-national level

HOURS: 8 hours/day (7:30-15:30), 5 days/week
Staffed: 07:30-15:30, local time
(3+1/2 hours ahead of GMT)

FEE: No information provided

CONTACTS

Naser Noharamnejad, Deputy Head, Department for Human Environment Affairs
Sayed Hadi Khatami, General Director, Water and Soil Pollution Bureau

OTHER CONDITIONS, PROCEDURES AND COMMENTS

RESPONSE INFORMATION PROVIDED**IRAN**

	PHONE	FAX	TELEX	MAIL	ON-LINE	REFERRAL
Physical-Chemical Properties (i.e. Flammability, Explosivity and Oxidising Properties)		R / I		R / I		R / I
Environmental Effects		R / I		R / I		I
Distribution Modes for:						
Air Release		R / I		R / I		R / I
Maritime Spills		R / I		R / I		R / I
Lakes/River/Stream Spills		R / I		R / I		R / I
Soil Spills		R / I		R / I		R / I
Emergency Response Suggestions		R / I		R / I		R / I
Health Effects		R / I		R / I		R / I
First Aid Suggestions (Medical)		R / I		R / I		R / I
Evacuation Procedures		R / I		I		R / I
Clean-Up / Decontamination		R / I		I		R / I
Others						

OTHER SERVICES

	FROM CENTRE	VIA REFERRAL
On-Site Assistance:		
Expertise Response	R / I	R / I
Equipment Response	R	R / I
Operators for Equipment		R / I
Monitoring / Risk Evaluation	R / I	R / I
Information on Case Studies	R / I	I
Spill Statistics / Trends	R / I	R / I
Emergency Preparedness Information	R / I	R / I
Training	R / I	R / I
Other Services		

Legend: R = Regular Clientele, I = International Clientele, Blank = No or No Response

ISRAEL

RESPONSE AND INFORMATION CENTRE FOR HAZARDOUS SUBSTANCES

ADDRESS: P.O.Box 1061
Lod 71110
Israel

TELEPHONE: (972) 8 9253626
(972) 8 9783148 (Home Front Command)

IN EMERGENCY: (972) 8 9242829

TELEFAX: (972) 8 9253461

TELEX:

INTERNET ADDRESS(ES): envirobv@post.tau.ac.il
robini@netvision.net.il

LANGUAGE: Hebrew and English

TYPE OF INSTITUTION: Government-national level

HOURS: 8 hours/day, Sunday through Thursday
Staffed: 08:00-16:30, local time
24 hours/day at Home Front Command
(2 hours ahead of GMT)

FEE: None

CONTACTS

Roby Gilead, Director of the Centre
Robin Itzigsoan, Risk Assessment
Shimshon Roth, International Conventions

OTHER CONDITIONS, PROCEDURES AND COMMENTS

The Centre will soon have an internet site set-up in order to provide and assemble local information. On-line general information will be provided through UN contacts, Chemical Abstracts Service (CAS), etc.

RESPONSE INFORMATION PROVIDED**ISRAEL**

	PHONE	FAX	TELEX	MAIL	ON-LINE	REFERRAL
Physical-Chemical Properties (i.e. Flammability, Explosivity and Oxidising Properties)	R / I	R / I		R / I		R / I
Environmental Effects	R / I	R / I		R / I		R / I
Distribution Modes for:						
Air Release	R / I	R / I		R / I		R / I
Maritime Spills	R / I	R / I		R / I		R / I
Lakes/River/Stream Spills	R / I	R / I		R / I		R / I
Soil Spills	R / I	R / I		R / I		R / I
Emergency Response Suggestions	R / I	R / I		R / I		R / I
Health Effects						
First Aid Suggestions (Medical)						
Evacuation Procedures	R / I	R / I		R / I		R / I
Clean-Up / Decontamination	R / I	R / I		R / I		R / I
Others*						
* On-line site is under the construction.						

OTHER SERVICES

	FROM CENTRE	VIA REFERRAL
On-Site Assistance:		
Expertise Response	R / I	
Equipment Response		R
Operators for Equipment		R
Monitoring / Risk Evaluation	R / I	R
Information on Case Studies	R / I	
Spill Statistics / Trends	R / I	
Emergency Preparedness Information	R / I	
Training	R	R
Other Services		

Legend: R = Regular Clientele, I = International Clientele, Blank = No or No Response

ITALY

**MINISTRY OF THE INTERIOR
NATIONAL FIRE BRIGADE
OPERATIONAL CENTRE FOR NATIONAL EMERGENCIES**

ADDRESS: Pza Viminale
I - 00184 Roma
Italy

TELEPHONE: 39 (0) 6 4812425
39 (0) 6 483525
39 (0) 6 4817317
39 (0) 6 46536290

IN EMERGENCY: 39(0) 64814695

TELEFAX: 39 (0) 6 4817240

TELEX:

INTERNET ADDRESS(ES): centrooperativovvf@mininterno.vvf

LANGUAGE: Italian and English

TYPE OF INSTITUTION: Government-national level

HOURS: 24 hours/day 7 days/week

FEE: None

CONTACTS

- Dr. Ing. Maurizio Alivernini (During office hours), Director
- Dr. Ennio Aquilino (During office hours), Deputy Director
- Officer on Duty

OTHER CONDITIONS, PROCEDURES AND COMMENTS

The centre is the national centre for co-ordinating the emergency activities of fire brigade in case of major events. The centre has an interest to utilise assistance from other countries if necessary and is willing to assist centres of other countries with information of expertise if possible.

RESPONSE INFORMATION PROVIDED**ITALY**

	PHONE	FAX	TELEX	MAIL	ON-LINE	REFERRAL
Physical-Chemical Properties (i.e. Flammability, Explosivity and Oxidising Properties)	R / I	R / I		R / I		R / I
Environmental Effects	R / I	R / I		R / I		R / I
Distribution Modes for:						
Air Release	R / I	R / I		R / I		R / I
Maritime Spills	R / I	R / I		R / I		R / I
Lakes/River/Stream Spills	R / I	R / I		R / I		R / I
Soil Spills	R / I	R / I		R / I		R / I
Emergency Response Suggestions	R / I	R / I		R / I		R / I
Health Effects						
First Aid Suggestions (Medical)						
Evacuation Procedures	R / I	R / I		R / I		R / I
Clean-Up / Decontamination	R / I	R / I		R / I		R / I
Others*						
* On-line site is under the construction.						

OTHER SERVICES

	FROM CENTRE	VIA REFERRAL
On-Site Assistance:		
Expertise Response	R / I	
Equipment Response		R
Operators for Equipment		R
Monitoring / Risk Evaluation	R / I	R
Information on Case Studies	R / I	
Spill Statistics / Trends	R / I	
Emergency Preparedness Information	R / I	
Training	R	R
Other Services		

Legend: R = Regular Clientele, I = International Clientele, Blank = No or No Response

JAPAN

JAPAN POISON INFORMATION CENTER (JPIC)

ADDRESS: **Secretariat**
c/o Total Health Evaluation Centre Tsukuba
2-1 Amakubo, Tsukuba-city
Ibaraki 305
Japan

Osaka Office
c/o Ichou-Kaikan Osaka University Medical School
2-2 Yamadaoka
Osaka 565
Japan

TELEPHONE: (81) 6 878 8899 (Osaka Office)

IN EMERGENCY:
TELEFAX: (81) 6 878 8866 (Osaka Office)

TELEX:

INTERNET ADDRESS(ES): opic@ichou.med.osaka-u.ac.jp
goto@ichou.med.osaka-u.ac.jp

LANGUAGE: Japanese and English

TYPE OF INSTITUTION:

HOURS: 24 hours/day, 7 days/week
Staffed 24 hours
(9 hours ahead of GMT)

FEE: None

CONTACTS

Kyoko Goto, Deputy Director, Osaka Office
Minoru Takano, General Manager, Secretariat

OTHER CONDITIONS, PROCEDURES AND COMMENTS

No information provided on the availability of assistance.

RESPONSE INFORMATION PROVIDED**JAPAN**

	PHONE	FAX	TELEX	MAIL	ON-LINE	REFERRAL
Physical-Chemical Properties (i.e. Flammability, Explosivity and Oxidising Properties)	R / I	R / I			R / I	
Environmental Effects						
Distribution Modes for: Air Release Maritime Spills Lakes/River/Stream Spills Soil Spills						
Emergency Response Suggestions	R / I	R / I			R / I	
Health Effects	R / I	R / I			R / I	
First Aid Suggestions (Medical)	R / I	R / I			R / I	
Evacuation Procedures	R	R			R	
Clean-Up / Decontamination						
Others*	R / I	R / I			R / I	
* Medical Treatment, Information on Japanese Commercial Products						

OTHER SERVICES

	FROM CENTRE	VIA REFERRAL
On-Site Assistance: Expertise Response Equipment Response Operators for Equipment Monitoring / Risk Evaluation		
Information on Case Studies	R / I	
Spill Statistics / Trends		
Emergency Preparedness Information	R / I	
Training		
Other Services		

Legend: R = Regular Clientele, I = International Clientele, Blank = No or No Response

JORDAN (Hashemite Kingdom of)

CIVIL DEFENCE DIRECTORATE

ADDRESS: P.O.Box 1050
Code No. 11194
Amman
Jordan

TELEPHONE: (962) 6 661111

IN EMERGENCY:

TELEFAX: (962) 6 667717

TELEX:

INTERNET ADDRESS(ES): Civild@amra.nic.gov.jo

LANGUAGE: Arabic and English

TYPE OF INSTITUTION: Government-national level

HOURS: 24 hours/day, 7 days/week
Staffed: 08:00-14:00, local time
(2 hours ahead of GMT)

FEE: None

CONTACTS

Major General Deeb al Ma'ane, General Director
Colonel Mahamoud al Abadi, Operational Assistant

OTHER CONDITIONS, PROCEDURES AND COMMENTS

Hashemite Kingdom of Jordan is a member of the ICPO (International Civil Protection Organization).
All requests for international assistance should be directed to the Ministry of Foreign Affairs.

RESPONSE INFORMATION PROVIDED**JORDAN**

	PHONE	FAX	TELEX	MAIL	ON-LINE	REFERRAL
Physical-Chemical Properties (i.e. Flammability, Explosivity and Oxidising Properties)	R / I	R / I		R / I		R / I
Environmental Effects						R / I
Distribution Modes for:						
Air Release						R / I
Maritime Spills	R / I	R / I		R / I		R / I
Lakes/River/Stream Spills	R / I	R / I				R / I
Soil Spills	R / I	R / I				R / I
Emergency Response Suggestions	R / I	R / I				R / I
Health Effects						R / I
First Aid Suggestions (Medical)	R / I	R / I				R / I
Evacuation Procedures	R / I	R / I				R / I
Clean-Up / Decontamination	R / I	R / I				R / I
Others						

OTHER SERVICES

	FROM CENTRE	VIA REFERRAL
On-Site Assistance:		
Expertise Response	R / I	
Equipment Response	R / I	
Operators for Equipment	R / I	
Monitoring / Risk Evaluation	R / I	
Information on Case Studies	R / I	
Spill Statistics / Trends	R / I	
Emergency Preparedness Information	R / I	
Training	R / I	R / I
Other Services		

Legend: R = Regular Clientele, I = International Clientele, Blank = No or No Response

KAZAKSTAN (Republic of)

STATE EMERGENCY COMMITTEE

ADDRESS: 300, Baizakov St.
Almaty 480070
Republic of Kazakstan

TELEPHONE: (7) 3272 474744

IN EMERGENCY:

TELEFAX: (7) 3272 624317
(7) 3272 474892

TELEX:

INTERNET ADDRESS(ES):

LANGUAGE: Russian

TYPE OF INSTITUTION: Government-national level

HOURS: 24 hours/day, 5 days/week
Staffed: 09:00-18:00, local time
(4 hours ahead of GMT)

FEE: None

CONTACTS

Shalbai K. Kulmakhanov, Chairman, the State Emergency Committee
Alexander V. Kravehuk, Director, Department for Emergency Prevention

OTHER CONDITIONS, PROCEDURES AND COMMENTS

RESPONSE INFORMATION PROVIDED**KAZAKSTAN**

	PHONE	FAX	TELEX	MAIL	ON-LINE	REFERRAL
Physical-Chemical Properties (i.e. Flammability, Explosivity and Oxidising Properties)						
Environmental Effects						
Distribution Modes for: Air Release Maritime Spills Lakes/River/Stream Spills Soil Spills						
Emergency Response Suggestions	R / I	R / I	R / I	R / I	R / I	R / I
Health Effects						R / I
First Aid Suggestions (Medical)						R / I
Evacuation Procedures	R / I	R / I	R / I	R / I	R / I	R / I
Clean-Up / Decontamination						R / I
Others						

OTHER SERVICES

	FROM CENTRE	VIA REFERRAL
On-Site Assistance:		
Expertise Response	R / I	R / I
Equipment Response	R / I	R / I
Operators for Equipment	R / I	R / I
Monitoring / Risk Evaluation		R / I
Information on Case Studies	R / I	R / I
Spill Statistics / Trends		
Emergency Preparedness Information	R / I	R / I
Training	R / I	R / I
Other Services		

Legend: R = Regular Clientele, I = International Clientele, Blank = No or No Response

KOREA

KOREA OCCUPATIONAL SAFETY AND HEALTH AGENCY (KOSHA)

ADDRESS: 34-4,6 Kusan-Dong
Pupyung-Ku
Inchon, 403-711
Republic of Korea

TELEPHONE: (82) 32 5100 680

IN EMERGENCY:

TELEFAX: (82) 32 512 8315

TELEX:

INTERNET ADDRESS(ES): <http://www.kosha.or.kr>

LANGUAGE: Korean

TYPE OF INSTITUTION: Executive Public Services

HOURS: 24 hours/day, 6 days/week
09:00 - 18:00
(9 hours ahead of GMT)

FEE: None

CONTACTS

Chang-Kyu Lee, director, Center for Chemical Plant Safety (CCPS) (E-mail: cklee@kosha.net)

OTHER CONDITIONS, PROCEDURES AND COMMENTS

The CCPS is developing an Integrated Risk Management System (IRMS) for prevention of chemical accidents (to be completed by 2001).

RESPONSE INFORMATION PROVIDED**KOREA**

	PHONE	FAX	TELEX	MAIL	ON- LINE	REFERRAL
Physical-Chemical Properties (i.e. Flammability, Explosivity and Oxidising Properties)		I		I	R	
Environmental Effects		R		R / I		
Distribution Modes for: Air Release Maritime Spills Lakes/River/Stream Spills Soil Spills				R / I		
Emergency Response Suggestions				R / I	R	
Health Effects		R		R / I	R	
First Aid Suggestions (Medical)		R		R / I		
Evacuation Procedures				R / I		
Clean-Up / Decontamination				R / I		
Others						

OTHER SERVICES

	FROM CENTRE	VIA REFERRAL
On-Site Assistance: Expertise Response Equipment Response Operators for Equipment Monitoring / Risk Evaluation	R / I	R R
Information on Case Studies	R / I	
Spill Statistics / Trends	R / I	
Emergency Preparedness Information	R / I	
Training	R / I	
Other Services		

Legend: R = Regular Clientele, I = International Clientele, Blank = No or No Response

MALAYSIA

HEAD QUARTER FIRE & RESCUE DEPARTMENT OF MALAYSIA

ADDRESS: Head Quarter
Fire And Rescue Department of Malaysia
Jalan Maharajalela
50648 Kuala Lumpur
Malaysia

TELEPHONE: (603) 2486362
(603) 2217222
(603) 2217395

IN EMERGENCY: (603) 994

TELEFAX: (603) 2420773
(603) 2226979

TELEX: FIRESERV

INTERNET ADDRESS(ES): www.bomba.gov.my
pro@bomba.gov.my

LANGUAGE: Malay and English

TYPE OF INSTITUTION: Government-national/state level

HOURS: 8 hours/day, 6 days/week
Staffed 24 hours
(8 hours ahead of GMT)

FEE: None

CONTACTS

Jaafar Sidek Bin Tambi, Deputy Director General (Operation)
Mohd Yusof Bin Muhammad, Assistant Director General (Operation)

OTHER CONDITIONS, PROCEDURES AND COMMENTS

In general, assistance from this centre is not available to other countries.

RESPONSE INFORMATION PROVIDED**MALAYSIA**

	PHONE	FAX	TELEX	MAIL	ON-LINE	REFERRAL
Physical-Chemical Properties (i.e. Flammability, Explosivity and Oxidising Properties)	R / I	R / I				
Environmental Effects						
Distribution Modes for: Air Release Maritime Spills Lakes/River/Stream Spills Soil Spills	R / I	R / I				
Emergency Response Suggestions	R	R				
Health Effects						
First Aid Suggestions (Medical)						
Evacuation Procedures	R / I	R / I				
Clean-Up / Decontamination	R / I	R / I				
Others						

OTHER SERVICES

	FROM CENTRE	VIA REFERRAL
On-Site Assistance: Expertise Response Equipment Response Operators for Equipment Monitoring / Risk Evaluation	I R	
Information on Case Studies		
Spill Statistics / Trends		
Emergency Preparedness Information		
Training		R / I
Other Services		

Legend: R = Regular Clientele, I = International Clientele, Blank = No or No Response

MEXICO

CENTRO DE INFORMACIÓN SOBRE SUSTANCIAS QUÍMICAS (CISQ)

ADDRESS: Av. Camino al Ajusco 200 Piso 7. Col. Jardines
De la Montana. C.P. 14210
Mexico, D.F.

TELEPHONE: (5) 666 2611

IN EMERGENCY: (5) 666 9459

TELEFAX: (5) 666 9459

TELEX:

INTERNET ADDRESS(ES): coatea@semarnap.gob.mx

LANGUAGES: Spanish and English

TYPE OF INSTITUTION: Government-national level

HOURS: From 9 am to 6 pm; 5 days/week
(6 hours behind GMT)

FEE: None

CONTACTS

Enrique Ortiz Espinoza, Director, CISQ
Jose Alvarez Rosas, Sub-Director, CISQ

OTHER CONDITIONS, PROCEDURES AND COMMENTS

The centre has been operating at 50% of its capacity and will become fully operational during 1998. At this moment, its service is available Monday through Friday, 10:00 to 20:00, local time.

RESPONSE INFORMATION PROVIDED**MEXICO**

	PHONE	FAX	TELEX	MAIL	ON-LINE	REFERRAL
Physical-Chemical Properties (i.e. Flammability, Explosivity and Oxidising Properties)	R / I	R / I		R / I		R / I
Environmental Effects	R / I	R / I		R / I		R / I
Distribution Modes for:						
Air Release	R / I	R / I		R / I		R / I
Maritime Spills	R / I	R / I		R / I		R / I
Lakes/River/Stream Spills	R / I	R / I		R / I		R / I
Soil Spills	R / I	R / I		R / I		R / I
Emergency Response Suggestions	R / I	R / I		R / I		R / I
Health Effects	R / I	R / I		R / I		R / I
First Aid Suggestions (Medical)	R / I	R / I		R / I		R / I
Evacuation Procedures	R / I	R / I		R / I		R / I
Clean-Up / Decontamination	R / I	R / I		R / I		R / I
Others*	R / I	R / I		R / I		R / I
* National and international regulations about ecology, health and safety						

OTHER SERVICES

	FROM CENTRE	VIA REFERRAL
On-Site Assistance:		
Expertise Response		R
Equipment Response		R
Operators for Equipment		R
Monitoring / Risk Evaluation	R	R
Information on Case Studies	R / I	
Spill Statistics / Trends	R / I	
Emergency Preparedness Information	R / I	R
Training	R / I	R
Other Services*	R	
* Library, video tapes, cartography and publications		

Legend: R = Regular Clientele, I = International Clientele, Blank = No or No Response

The NETHERLANDS

MELDPUNT VROM CRISIS MANAGEMENT

ADDRESS: P.O.Box 30945 ipc 680
2500 GX The Hague
The Netherlands

TELEPHONE: (31) 70339 4602

IN EMERGENCY: (31) 70383 2425

TELEFAX: (31) 70335 0281

TELEX: 30220

INTERNET ADDRESS(ES): vrom-dcc.@bart.nl

LANGUAGE: Dutch, English, German and French

TYPE OF INSTITUTION: Government-national level

HOURS: 24 hours/day, 7 days/week
Staffed 24 hours
(1 hour ahead of GMT)

FEE: None

CONTACTS

A.H. Dal, Crisis Management Director
L.A.C. de Bruijn, Crisis Management Assistant Director

OTHER CONDITIONS, PROCEDURES AND COMMENTS

The centre is an international point of contact for nuclear and industrial accidents (IAEA, EC, UNECE). It is also a national emergency centre for environmental incidents and accidents.

RESPONSE INFORMATION PROVIDED**The NETHERLANDS**

	PHONE	FAX	TELEX	MAIL	ON-LINE	REFERRAL
Physical-Chemical Properties (i.e. Flammability, Explosivity and Oxidising Properties)	R / I	R / I	R / I	R / I		
Environmental Effects	R / I	R / I	R / I	R / I		
Distribution Modes for:						
Air Release	R / I	R / I	R / I	R / I		
Maritime Spills	R / I	R / I	R / I	R / I		
Lakes/River/Stream Spills	R / I	R / I	R / I	R / I		
Soil Spills	R / I	R / I	R / I	R / I		
Emergency Response Suggestions	R / I	R / I	R / I	R / I		
Health Effects	R / I	R / I	R / I	R / I		
First Aid Suggestions (Medical)	R / I	R / I	R / I	R / I		
Evacuation Procedures	R	R	R	R		
Clean-Up / Decontamination						
Others						

OTHER SERVICES

	FROM CENTRE	VIA REFERRAL
On-Site Assistance:		
Expertise Response	R / I	
Equipment Response		
Operators for Equipment		
Monitoring / Risk Evaluation	R / I	
Information on Case Studies		
Spill Statistics / Trends		
Emergency Preparedness Information		
Training		
Other Services		

Legend: R = Regular Clientele, I = International Clientele, Blank = No or No Response

NEW ZEALAND

NEW ZEALAND FIRE SERVICE

ADDRESS: P.O.Box 2133
Wellington
New Zealand

TELEPHONE: (64) 04 496 3600

IN EMERGENCY: (64) 111

TELEFAX:

TELEX:

INTERNET ADDRESS(ES):

LANGUAGE: English

TYPE OF INSTITUTION: Government-national level (independent)

HOURS: 24 hours/day, 7 days/week
Staffed 24 hours
(12 hours ahead of GMT)

FEE: Normally no fees
Depending on cases and degrees of involvement

CONTACTS

R.A.M. Baillie, Chief Fire Service Officer
(-----), National Commander, Fire Service

OTHER CONDITIONS, PROCEDURES AND COMMENTS

Due to New Zealand's geographic location, international response is not a viable option.

RESPONSE INFORMATION PROVIDED**NEW ZEALAND**

	PHONE	FAX	TELEX	MAIL	ON-LINE	REFERRAL
Physical-Chemical Properties (i.e. Flammability, Explosivity and Oxidising Properties)				R / I	R / I	R / I
Environmental Effects						R / I
Distribution Modes for:						
Air Release						R / I
Maritime Spills						R / I
Lakes/River/Stream Spills						R / I
Soil Spills						R / I
Emergency Response Suggestions	R			R / I	R / I	
Health Effects						R / I
First Aid Suggestions (Medical)						R / I
Evacuation Procedures	R			R / I	R / I	
Clean-Up / Decontamination						
Others						

OTHER SERVICES

	FROM CENTRE	VIA REFERRAL
On-Site Assistance:		
Expertise Response	R	
Equipment Response	R	
Operators for Equipment	R	R
Monitoring / Risk Evaluation		R
Information on Case Studies	R / I	R / I
Spill Statistics / Trends	R / I	I
Emergency Preparedness Information	R	R
Training	R	R
Other Services		

Legend: R = Regular Clientele, I = International Clientele, Blank = No or No Response

NORWAY

NORWEGIAN POLLUTION CONTROL AUTHORITY (NPCA)

ADDRESS: P.O.Box 125
3191 Horten
Norway

TELEPHONE: (47) 3303 4800

IN EMERGENCY:

TELEFAX: (47) 3303 4949

TELEX:

INTERNET ADDRESS(ES):

LANGUAGE: English

TYPE OF INSTITUTION: Government-national level

HOURS: 24 hours/day, 7 days/week
Staffed: 08:00-15:30, local time
(1 hour ahead of GMT)

FEE: Information: normally no charge
Services: not applicable
Assistance: depending on situation

CONTACTS No information provided

OTHER CONDITIONS, PROCEDURES AND COMMENTS

Information and expertise only.

RESPONSE INFORMATION PROVIDED**NORWAY**

	PHONE	FAX	TELEX	MAIL	ON-LINE	REFERRAL
Physical-Chemical Properties (i.e. Flammability, Explosivity and Oxidising Properties)	R	R		R		
Environmental Effects Distribution Modes for: Air Release Maritime Spills Lakes/River/Stream Spills Soil Spills	R / I	R / I		R / I		
Emergency Response Suggestions	R / I	R / I				
Health Effects						
First Aid Suggestions (Medical)						
Evacuation Procedures						
Clean-Up / Decontamination	R / I	R / I				
Others						

OTHER SERVICES

	FROM CENTRE	VIA REFERRAL
On-Site Assistance: Expertise Response Equipment Response Operators for Equipment Monitoring / Risk Evaluation		
Information on Case Studies		
Spill Statistics / Trends	R / I	
Emergency Preparedness Information	R / I	
Training	R / I	
Other Services		

Legend: R = Regular Clientele, I = International Clientele, Blank = No or No Response

OMAN (Sultanate of)

POLLUTION CONTROL OPERATIONS CENTRE (MINISTRY OF REGIONAL MUNICIPALITIES AND ENVIRONMENT)

ADDRESS: Ministry of Regional Municipalities and Environment
P.O.Box 323
Muscat Code 113
Sultanate of Oman

TELEPHONE: (968) 693946

IN EMERGENCY: (968) 503002
GSM 9336443

TELEFAX: (968) 693946

TELEX:

INTERNET ADDRESS(ES):

LANGUAGE: Arabic and English

TYPE OF INSTITUTION: Government-national level

HOURS: 7 hours/day, 5 days/week
Staffed: 07:30-14:30, local time
(4 hours ahead of GMT)

FEE: None

CONTACTS

Sayyid Sulieman Bin Mohammed Al-Busaidi, Superintendent General

OTHER CONDITIONS, PROCEDURES AND COMMENTS

RESPONSE INFORMATION PROVIDED**OMAN**

	PHONE	FAX	TELEX	MAIL	ON-LINE	REFERRAL
Physical-Chemical Properties (i.e. Flammability, Explosivity and Oxidising Properties)						
Environmental Effects	R / I	R / I		R / I		
Distribution Modes for:						
Air Release						R
Maritime Spills	R / I	R / I		R / I		
Lakes/River/Stream Spills				R		R
Soil Spills						R
Emergency Response Suggestions	R	R		R		
Health Effects						
First Aid Suggestions (Medical)						
Evacuation Procedures						
Clean-Up / Decontamination				R		
Others						

OTHER SERVICES

	FROM CENTRE	VIA REFERRAL
On-Site Assistance:		
Expertise Response	R	
Equipment Response		
Operators for Equipment		
Monitoring / Risk Evaluation	R	
Information on Case Studies		
Spill Statistics / Trends		
Emergency Preparedness Information		
Training		
Other Services		

Legend: R = Regular Clientele, I = International Clientele, Blank = No or No Response

POLAND

NATIONAL CENTER FOR COORDINATION OF RESCUE

ADDRESS: PL-00950 Warszawa
36/38 Domaniewska St., P.O.Box 20

TELEPHONE: (48) 22 601 57 66
(48) 22 621 35 42

IN EMERGENCY: (48) 22 601 57 66

TELEFAX: (48) 22 628 65 75

TELEX:

INTERNET ADDRESS(ES): kgpsp@kgpsp.gov.pl

LANGUAGE: Polish, English, Russian, German

TYPE OF INSTITUTION: Government – national level

HOURS: 24 hours/day, 7 days/week

FEE: None

CONTACTS:
Ryszard Grosset, Director
Krzysztof Zieliński, Head Of Section

OTHER CONDITIONS, PROCEDURES AND COMMENTS
Between 16.00 - 08.00, please ask for duty officer

RESPONSE INFORMATION PROVIDED**POLAND**

	PHONE	FAX	TELEX	MAIL	ON-LINE	REFERAL
Physical-Chemical Properties (i.e. Flammability, Explosivity and Oxidising Properties)	R / I	R / I		R / I		R / I
Environmental Effects						
Distribution Modes for: Air Release Maritime Spills Lakes/River/Stream Spills Soil Spills						
Emergency Response Suggestions	R / I	R / I		R / I		R / I
Health Effects						
First Aid Suggestions (Medical)						
Evacuation Procedures	R / I	R / I		R / I		R / I
Clean-Up/ Decontamination						
Others*						
* The centre conducts inspections and provides technical advice.						

OTHER SERVICES

	FROM CENTRE	VIA REFERRAL
On-Site Assistance:		
Expertise Response	R / I	R / I
Equipment Response		
Operators for Equipment	R / I	R / I
Monitoring / Risk Evaluation	R / I	R / I
Information on Case Studies		
Spill Statistics / Trends		
Emergency Preparedness Information	R / I	
Training		
Other Services		

Legend: R = Regular Clientele, I = International Clientele, Blank = No or No Response

SAINT LUCIA

OFFICE OF DISASTER PREPAREDNESS

ADDRESS: P.O.Box 1517
Castries
Saint Lucia
West Indies

TELEPHONE: (1809) 758 452 3802

IN EMERGENCY:

TELEFAX: (1809) 758 453 2152

TELEX: 0398 6272 LC

INTERNET ADDRESS(ES): eos@candw.lc
www.geocities.com/capecanaveral/6278
cdera@caribsurf.com

LANGUAGE: English

TYPE OF INSTITUTION: Government-national level

HOURS: 7+1/2 hours/day, 5 days/week
Staffed: 08:00-12:30, 13:30-16:30, local time
(4 hours behind GMT)

FEE: None

CONTACTS

Timothy James, National Disaster Coordinator

OTHER CONDITIONS, PROCEDURES AND COMMENTS

Small Centre with staff of 3 persons. Most of the centre's work after a disaster is done through committees.

RESPONSE INFORMATION PROVIDED**SAINT LUCIA**

	PHONE	FAX	TELEX	MAIL	ON-LINE	REFERRAL
Physical-Chemical Properties (i.e. Flammability, Explosivity and Oxidising Properties)						
Environmental Effects						
Distribution Modes for:						
Air Release						
Maritime Spills	I	I	R	I		
Lakes/River/Stream Spills	I	I		I		
Soil Spills						
Emergency Response Suggestions	R	R		I		
Health Effects			R	I		
First Aid Suggestions (Medical)			R			
Evacuation Procedures			R			
Clean-Up / Decontamination			R			
Others						

OTHER SERVICES

	FROM CENTRE	VIA REFERRAL
On-Site Assistance:		
Expertise Response		R
Equipment Response		R
Operators for Equipment		R
Monitoring / Risk Evaluation		R
Information on Case Studies	R	
Spill Statistics / Trends	R / I	I
Emergency Preparedness Information	R	
Training	R / I	
Other Services		

Legend: R = Regular Clientele, I = International Clientele, Blank = No or No Response

SLOVAK REPUBLIC

FIRE RESEARCH INSTITUTE

ADDRESS: Roznavska 11
831 04 Bratislava
Slovak Republic

TELEPHONE: (42) 175254783

IN EMERGENCY:

TELEFAX: (42) 175254783

TELEX:

INTERNET ADDRESS(ES): pteu@ba.sknet.Sk

LANGUAGE: Slovak, English and German

TYPE OF INSTITUTION: Government-national level

HOURS: 24 hours/day, 5 days/week
Staffed: 07:30-16:00, local time
(1 hour ahead of GMT)

FEE: None

CONTACTS

Milada Sihelska, Operator with database
Lubica Batova, Operator with database

OTHER CONDITIONS, PROCEDURES AND COMMENTS

Assistance available only in case of fire in extended areas.

RESPONSE INFORMATION PROVIDED**SLOVAK REPUBLIC**

	PHONE	FAX	TELEX	MAIL	ON-LINE	REFERRAL
Physical-Chemical Properties (i.e. Flammability, Explosivity and Oxidising Properties)	R / I	R / I		R / I		R / I
Environmental Effects	R / I	R / I		R / I		R / I
Distribution Modes for: Air Release Maritime Spills Lakes/River/Stream Spills Soil Spills						
Emergency Response Suggestions						
Health Effects	R / I	R / I		R / I		R / I
First Aid Suggestions (Medical)	R / I	R / I		R / I		R / I
Evacuation Procedures						
Clean-Up / Decontamination	R / I	R / I		R / I		R / I
Others						

OTHER SERVICES

	FROM CENTRE	VIA REFERRAL
On-Site Assistance: Expertise Response Equipment Response Operators for Equipment Monitoring / Risk Evaluation	R	
Information on Case Studies		
Spill Statistics / Trends		
Emergency Preparedness Information		
Training		
Other Services		

Legend: R = Regular Clientele, I = International Clientele, Blank = No or No Response

SPAIN

CENTRO DE COORDINACION OPERATIVA NACIONAL DIRECCION GENERAL DE PROTECCION CIVIL (MINISTERIO DEL INTERIOR)

ADDRESS: Calle Quintiliano, 21
Madrid 28002
Spain

TELEPHONE: (34) 1 537 3100

IN EMERGENCY: (34) 1 537 3251
(34) 1 537 3238

TELEFAX: (34) 1 562 8941

TELEX: (34) 1 49767

INTERNET ADDRESS(ES): sacop@procivil.mir.es
sacop@rpnedusa.es

LANGUAGE: Spanish, English and French

TYPE OF INSTITUTION: Government-national level

HOURS: 24 hours/day, 7 days/week
Staffed: 09:00-19:00, local time
(1 hour ahead of GMT)

FEE: None

CONTACTS

Francisco J. Ruiz Boada, Sub-Director, Planes y Operaciones
Eduardo Rodado Maeso, Director, Programa de Actuacion Operativa

OTHER CONDITIONS, PROCEDURES AND COMMENTS

The centre operates as a focal point within the UN/ECE Convention on Transboundary Effects of Industrial Accidents. It is a national centre in the ICE (International Chemical Environment) Programme of CEFIC.

RESPONSE INFORMATION PROVIDED**SPAIN**

	PHONE	FAX	TELEX	MAIL	ON-LINE	REFERRAL
Physical-Chemical Properties (i.e. Flammability, Explosivity and Oxidising Properties)	R / I	R / I		R / I		R / I
Environmental Effects	R / I	R / I		R / I		R / I
Distribution Modes for:						
Air Release	R / I	R / I		R / I		R / I
Maritime Spills						R / I
Lakes/River/Stream Spills						
Soil Spills						
Emergency Response Suggestions	R / I	R / I		R / I		R / I
Health Effects	R / I	R / I		R / I		R / I
First Aid Suggestions (Medical)	R / I	R / I		R / I		R / I
Evacuation Procedures	R / I	R / I		R / I		R / I
Clean-Up / Decontamination	R / I	R / I		R / I		R / I
Others	R	R		R		R
* Meteorological information, radiologic parameters. (on-line service available)						

OTHER SERVICES

	FROM CENTRE	VIA REFERRAL
On-Site Assistance:		
Expertise Response	R / I	R / I
Equipment Response		
Operators for Equipment	R / I	R / I
Monitoring / Risk Evaluation	R / I	R / I
Information on Case Studies	R / I	R / I
Spill Statistics / Trends	R / I	R / I
Emergency Preparedness Information	R / I	R / I
Training	R / I	R / I
Other Services		

Legend: R = Regular Clientele, I = International Clientele, Blank = No or No Response

SWEDEN

RESCUE SERVICES AGENCY

ADDRESS: 651 80
Karlstad
Sweden

TELEPHONE: (46) 54 135000

IN EMERGENCY: (46) 54 150150

TELEFAX: (46) 54 102882

TELEX:

INTERNET ADDRESS(ES):

LANGUAGE: Swedish and English

TYPE OF INSTITUTION: Government-national level

HOURS: 24 hours/day, 7 days/week in emergency
Staffed: 08:00-16:00, local time 5 days/week
(1 hour ahead of GMT)

FEE: None

CONTACTS

Lena Tistad, Head of Division
Thomas Gell, Head of Division

OTHER CONDITIONS, PROCEDURES AND COMMENTS

Between 16:00-08:00, please call (46) 54 150150 and ask for Duty Officer at the Rescue Services Agency.

RESPONSE INFORMATION PROVIDED**SWEDEN**

	PHONE	FAX	TELEX	MAIL	ON-LINE	REFERRAL
Physical-Chemical Properties (i.e. Flammability, Explosivity and Oxidising Properties)	R / I	R / I		R / I		R / I
Environmental Effects		R / I		R / I		R / I
Distribution Modes for:						
Air Release	R / I	R / I		R / I		R / I
Maritime Spills						R / I
Lakes/River/Stream Spills						R / I
Soil Spills	R / I	R / I		R / I		R / I
Emergency Response Suggestions	R / I	R / I		R / I		R / I
Health Effects						R / I
First Aid Suggestions (Medical)						R / I
Evacuation Procedures	R / I	R / I		R / I		
Clean-Up / Decontamination						R / I
Others						

OTHER SERVICES

	FROM CENTRE	VIA REFERRAL
On-Site Assistance:		
Expertise Response		R / I
Equipment Response		R / I
Operators for Equipment		R / I
Monitoring / Risk Evaluation		R / I
Information on Case Studies		R / I
Spill Statistics / Trends		R / I
Emergency Preparedness Information		R / I
Training		R / I
Other Services		

Legend: R = Regular Clientele, I = International Clientele, Blank = No or No Response

UGANDA

NATIONAL ENVIRONMENT MANAGEMENT AUTHORITY (NEMA)

ADDRESS: P.O.Box 22255
Kampala
Uganda

TELEPHONE: (256) 41 236817
(256) 41 251064
(256) 41 5 251068

IN EMERGENCY:

TELEFAX: (256) 41 257521
(256) 41 232680

TELEX:

INTERNET ADDRESS(ES): www.nemaug.org
info@nemaug.org

LANGUAGE: English

TYPE OF INSTITUTION: Government-national/state/local level

HOURS: 24 hours/day, 5 days/week
Staffed: 08:00-17:00, local time
(3 hour ahead of GMT)

FEE: None

CONTACTS

John Y. Okedi, Executive Director
Henry Aryamanya-Mugisha, Deputy Executive Director

OTHER CONDITIONS, PROCEDURES AND COMMENTS

NEMA is a newly established organisation. Currently, the capacity to provide/respond to all the required services is still weak, and efforts have been continuously made by both the NEMA and relevant agencies.

RESPONSE INFORMATION PROVIDED**UGANDA**

	PHONE	FAX	TELEX	MAIL	ON-LINE	REFERRAL
Physical-Chemical Properties (i.e. Flammability, Explosivity and Oxidising Properties)	R	R		R		R
Environmental Effects	R	R		R		
Distribution Modes for:						
Air Release	R			R		
Maritime Spills						
Lakes/River/Stream Spills						
Soil Spills	R			R		
Emergency Response Suggestions						
Health Effects						
First Aid Suggestions (Medical)						
Evacuation Procedures						
Clean-Up / Decontamination	R			R		
Others*						
* The centre conducts inspections and provides technical advice.						

OTHER SERVICES

	FROM CENTRE	VIA REFERRAL
On-Site Assistance:		
Expertise Response	R	
Equipment Response		
Operators for Equipment		
Monitoring / Risk Evaluation	R	
Information on Case Studies		
Spill Statistics / Trends	R	
Emergency Preparedness Information		
Training		
Other Services		

Legend: R = Regular Clientele, I = International Clientele, Blank = No or No Response

UNITED KINGDOM (1)

THE NATIONAL FOCUS FOR CHEMICAL INCIDENTS AND SUBSTANCE OF HEALTH EFFECTS OF ENVIRONMENTAL CHEMICALS

ADDRESS: The National Focus
UWIC
Llandaff Campus
Western Avenue
Cardiff CF5 2YB
U.K.

TELEPHONE: (44) 029 2041 6388

IN EMERGENCY:

TELEFAX: (44) 029 2041 6387

TELEX:

INTERNET ADDRESS(ES): nfocus@uwic.ac.uk

LANGUAGE: English

TYPE OF INSTITUTION: Government-national level

HOURS: 09:00-17:00 GMT

FEE: None

CONTACTS

Martin R. Hall, Head of the Centre

OTHER CONDITIONS, PROCEDURES AND COMMENTS

Emergency only.

The centre acts as a referral contact and provides information if resources allow.

RESPONSE INFORMATION PROVIDED**UNITED KINGDOM (1)**

	PHONE	FAX	TELEX	MAIL	ON-LINE	REFERRAL
Physical-Chemical Properties (i.e. Flammability, Explosivity and Oxidising Properties)	R / I	R / I		R / I	R / I	R / I
Environmental Effects	R / I	R / I		R / I	R / I	R / I
Distribution Modes for: Air Release Maritime Spills Lakes/River/Stream Spills Soil Spills						
Emergency Response Suggestions	R / I	R / I		R / I	R / I	R / I
Health Effects	R / I	R / I		R / I	R / I	R / I
First Aid Suggestions (Medical)						
Evacuation Procedures	R / I	R / I		R / I	R / I	R / I
Clean-Up / Decontamination	R / I	R / I		R / I	R / I	R / I
Others*	R / I	R / I		R / I	R / I	R / I
* Epidemiology						

OTHER SERVICES

	FROM CENTRE	VIA REFERRAL
On-Site Assistance: Expertise Response Equipment Response Operators for Equipment Monitoring / Risk Evaluation		
Information on Case Studies	R / I	R / I
Spill Statistics / Trends		
Emergency Preparedness Information	R / I	R / I
Training	R / I	R / I
Other Services*	R / I	R / I
* Epidemiology		

Legend: R = Regular Clientele, I = International Clientele, Blank = No or No Response

UNITED KINGDOM (2)

NATIONAL CHEMICAL EMERGENCY CENTRE

ADDRESS: F6 Culham Science Centre
Abingdon
Oxfordshire, OX14 3ED
U.K.

TELEPHONE: (44) 01235 463060

IN EMERGENCY:

TELEFAX: (44) 01235 463070

TELEX:

INTERNET ADDRESS(ES): ncec@aeat.co.uk

LANGUAGE: English

TYPE OF INSTITUTION: Private

HOURS: 10 hours/day, 5 days/week
(For Emergency, 24 hours/day, 7 days/week)
Staffed: 07:00-17:00, GMT

FEE: None

CONTACTS

David King, Head of the centre
Gill Pagliuca, NCEC Operations Manager

OTHER CONDITIONS, PROCEDURES AND COMMENTS

The centre is a part of CEFIC's ICE (International Chemical Environment) programme.

RESPONSE INFORMATION PROVIDED**UNITED KINGDOM (2)**

	PHONE	FAX	TELEX	MAIL	ON-LINE	REFERRAL
Physical-Chemical Properties (i.e. Flammability, Explosivity and Oxidising Properties)	R / I	R / I				R / I
Environmental Effects	R / I	R / I				R / I
Distribution Modes for: Air Release Maritime Spills Lakes/River/Stream Spills Soil Spills						
Emergency Response Suggestions	R / I	R / I				R / I
Health Effects	R / I	R / I				R / I
First Aid Suggestions (Medical)	R / I	R / I				R / I
Evacuation Procedures	R / I	R / I				R / I
Clean-Up / Decontamination	R / I	R / I				R / I
Others						

OTHER SERVICES

	FROM CENTRE	VIA REFERRAL
On-Site Assistance: Expertise Response Equipment Response Operators for Equipment Monitoring / Risk Evaluation		R / I R / I R / I R / I
Information on Case Studies	R / I	R / I
Spill Statistics / Trends	R / I	R / I
Emergency Preparedness Information	R / I	R / I
Training	R / I	R / I
Other Services		

Legend: R = Regular Clientele, I = International Clientele, Blank = No or No Response

UNITED STATES (1)

NATIONAL RESPONSE CENTER

ADDRESS: COMOT (6-OPC)
2100 2nd st. S.W.
Washington, D.C. 20593
U.S.A.

TELEPHONE: (1) 800 424 8802

IN EMERGENCY:

TELEFAX: (1) 202 267 2165

TELEX:

INTERNET ADDRESS(ES):

LANGUAGE: English and Spanish (Spanish translator provided)

TYPE OF INSTITUTION: Government-national level

HOURS: 24 hours/day, 7 days/week
Staffed 24 hours
(5 hours behind GMT)

FEE: None

CONTACTS

Syed M.A. Qadir, Director of the Centre

OTHER CONDITIONS, PROCEDURES AND COMMENTS

RESPONSE INFORMATION PROVIDED**UNITED STATES (1)**

	PHONE	FAX	TELEX	MAIL	ON-LINE	REFERRAL
Physical-Chemical Properties (i.e. Flammability, Explosivity and Oxidising Properties)						I
Environmental Effects						
Distribution Modes for: Air Release Maritime Spills Lakes/River/Stream Spills Soil Spills						
Emergency Response Suggestions						I
Health Effects						I
First Aid Suggestions (Medical)						I
Evacuation Procedures						
Clean-Up / Decontamination						
Others						

OTHER SERVICES

	FROM CENTRE	VIA REFERRAL
On-Site Assistance: Expertise Response Equipment Response Operators for Equipment Monitoring / Risk Evaluation		R / I
Information on Case Studies	R	
Spill Statistics / Trends	R	
Emergency Preparedness Information		R / I
Training		
Other Services		

Legend: R = Regular Clientele, I = International Clientele, Blank = No or No Response

UNITED STATES (2)

CHEMICAL CENTER CHEMICAL MANUFACTURERS ASSOCIATION (CMA)

ADDRESS: 1300 Wilson Blvd.
Arlington VA 22209
U.S.A.

TELEPHONE: (1) 703 741 5503 (Timothy Butters)
(1) 703 741 5524 (Carl Reynolds)

IN EMERGENCY: (1) 800 424 9300

TELEFAX: (1) 703 741 6089 (non-emergency)
(1) 703 741 6090 (only for emergency)

TELEX:

INTERNET ADDRESS(ES): chemtrec@mail.cmahq.com
hank_sauer@mail.cmahq.com

LANGUAGE: English (over 100 other languages are available through ATT Language Line Service for emergencies involving chemicals)

TYPE OF INSTITUTION: Private

HOURS: 24 hours/day, 7 days/week
Staffed 24 hours
(5 hours behind GMT)

FEE: Free service for emergency and the public.
Annual subscription fee for shippers of dangerous goods.

CONTACTS

Timothy Butters, Managing Director, CHEMTREC Marketing Center
Carl F. Reynolds, Managing Director, CHEMTREC Emergency Center

OTHER CONDITIONS, PROCEDURES AND COMMENTS

Representatives from other chemical emergency international centres are welcome to visit the CMK CHEMTREC centre in Arlington, Virginia.

Communications should be directed to: hank_sauer@mail.cmahq.com

RESPONSE INFORMATION PROVIDED**UNITED STATES (2)**

	PHONE	FAX	TELEX	MAIL	ON-LINE	REFERRAL
Physical-Chemical Properties (i.e. Flammability, Explosivity and Oxidising Properties)	R / I	R / I				R / I
Environmental Effects	R / I	R / I				R / I
Distribution Modes for:						
Air Release						R / I
Maritime Spills						R / I
Lakes/River/Stream Spills						R / I
Soil Spills						R / I
Emergency Response Suggestions	R / I	R / I				R / I
Health Effects	R / I	R / I				R / I
First Aid Suggestions (Medical)	R / I	R / I				R / I
Evacuation Procedures	R / I	R / I				R
Clean-Up / Decontamination	R / I	R / I				R / I
Others*	R / I	R / I				R / I
* For regular clientele, manufacturers and other agencies also may assist.						
* For international clientele, material safety data sheets are available.						

OTHER SERVICES

	FROM CENTRE	VIA REFERRAL
On-Site Assistance:		
Expertise Response		R
Equipment Response		R
Operators for Equipment		R
Monitoring / Risk Evaluation		R
Information on Case Studies		R
Spill Statistics / Trends		
Emergency Preparedness Information		R
Training	R / I	I
Other Services		

Legend: R = Regular Clientele, I = International Clientele, Blank = No or No Response

ANNEX 1

Following is a list of countries that kindly responded to our questionnaire and indicated that they did not have emergency centres that met the criteria described in the introductory “Content” section.

ARMENIA

CYPRUS

GUINEA (REPUBLIC OF)

IRELAND

KENYA

MAURITIUS

TRINIDAD and TOBAGO

TUNISIA

Particularly, the following countries are currently conducting the studies to establish an emergency centre in the future.

GREECE

Mr. George Zafeiropoulos
Office's Director of the General Secretary for Civil Protection
Ministry of Interior, Public Administration and Decentralisation
2 Evagelistrias St.
105 63 Athens
Tel: (+30)-1-3248098, (+30)-1-3248102, (+30)-1-3248128
Fax: (+30)-1-3248122

SINGAPORE (Republic of)

Ms. Chemg Geok Ling
International Environment & Policy Department
Ministry of the Environment
Environment Building 40, Scotts Road, #11-00
Singapore 228231
Tel.: (+65) 7327733
Fax: (+65) 7384468

TURKEY

Mr. Sami Ağirgün
Director of General
Ministry of Environment
General Directorate for Environmental Pollution Prevention and Control
Department of Chemicals, Section of Control of Industrial Accidents
Fax: (+90) 312 285 58 75

ANNEX 2

ICE NETWORK

ICE (International Chemical Environment) is a network of national schemes, set up by the *European Chemical Industry* to provide information, advice and resources to the emergency authorities in case of land based chemical transport accidents.

Further information is available from:

Country	Scheme	Contact	Tel (for enquiries)
Austria	TUIS	FCIO	43-1-50105
Belgium	Belintra	Fedichem	32-2-2389711
Czech Republic	TRINS	SCHP	420-2-67154131/2
Denmark	RVK	FDKI	45-3-151748
Finland	Finterc	KT ry	358-0-172841
France	Transaid	UIC	33-1-46531100
Germany	TUIS	VCI	49-69-25560
Hungary	VERIK	MAVESZ	36-1-3438920
Italy	SET	Federchimica	39-02-26810209
Netherlands	TRC	VNCI	31-70-3378787
Spain	CERET	FEIQUE	34-91-4317964
Sweden	ERC	Kemikontoret	46-8-7838000
Switzerland	Chemiefachberatung	SGCI/SSCI	41-1-3681711
United Kingdom	Chemsafe	CIA	44-171-8343399

General information from:

CEFIC
 European Chemical Industry Council
 Av E Van Nieuwenhuysse 4 bte 1
 B-1160 Brussels
 Tel 32-2-676 72 11
 Fax 32-2-676 73 00

<http://www.cefic.org/activities/logistics/ice/ice.htm>

ICE – Emergency Response

1. General concept

1.1 Objective

Within the framework of Responsible Care the Chemical Industry makes every effort to transport goods to and from its manufacturing sites and storage locations safely and in full accordance with relevant regulations and codes of practice. If nevertheless a chemical distribution incident would happen, the chemical industry will provide information, practical help and, if necessary and possible, intervention equipment to the Competent Emergency Authorities in order to minimise adverse effects.

ICE (International Chemical Environment) is the co-operative programme of chemical companies to achieve this goal. It aims to set up, in each European country, a framework for providing this competent assistance in an effective way:

- by making use of the emergency response schemes from individual chemical companies
- by building upon existing local, regional and product related (e.g. chlorine, isocyanates, ethylene oxide, etc.) emergency response schemes
- by co-operating with national Authorities through the National Chemical Federation
- by communicating and exchanging information with other National ICE Schemes
- by promoting mutual assistance within the Chemical Industry

This framework or National ICE Scheme is intended only for distribution incidents i.e. outside manufacturing sites, and is formalised in a protocol between the National Chemical Industry Federation and the National Competent Authorities.

1.2 Level of support by the Chemical Industry

Participation in a National Emergency Scheme is voluntary but requires the commitment of a company to provide help in (land based) distribution incidents on request of the Competent Authorities. Taking into account the capabilities and resources of a company there are 3 levels of intervention:

- Level 1 Remote product information and general advice by telephone or fax
- Level 2 Advice from an expert at the scene of an incident
- Level 3 Assistance with personnel/equipment at the scene of an incident

Such a commitment is applied firstly to products manufactured by the company itself and this is normally incorporated into its own distribution emergency response scheme. The Emergency Services may also require advice or help if the product supplier is not known or cannot be contacted. In such cases, companies may offer assistance on the basis of a prior arrangement with the National ICE Scheme. However, safeguarding their own site facilities takes priority over Level 2 and Level 3 intervention.

It is to be emphasised that the ultimate responsibility for any intervention on the site remains with the Competent Emergency Authorities.

The key document in the protocol between the Competent National Authorities and the Chemical Industry (represented by the National Chemical Federation) is the list of participating companies. Details for each participant are provided such as address, telephone and fax number, range of products (hazardous products are identified by the four-digit UN number), time availability, intervention equipment, area of intervention (if limited), etc. It normally includes a "location" map, showing the location of the participating companies so that the Competent Authorities can contact the site nearest to the transport accident.

1.3 National ICE Centre

The focal point of a National ICE Scheme is the National ICE Centre, which the Emergency Authorities can call:

- when the supplier cannot be contacted
- when an incident happens to international movements necessitating contacts with National ICE Centres in other countries
- when mutual assistance within the National ICE Scheme needs to be mobilised
- when the product or the producing company cannot be readily identified because of missing information.

When called by the Authorities, the National ICE Centre will provide, in the local language, initial telephone advice for the immediate control of the incident. It will promptly alert the producing company, obtain further information (possibly via other National ICE Centres) or mobilise mutual assistance. To do this, the Centre has at its disposal appropriate communication equipment, a library of reference books or databases and up to date lists of telephone and fax numbers of contacts within the Chemical Industry

It is manned 24 hours per day by at least one person who, in addition to the local language(s), can also communicate in English. The latter is to facilitate communication between the National ICE Centres.

1.4 Information Sources

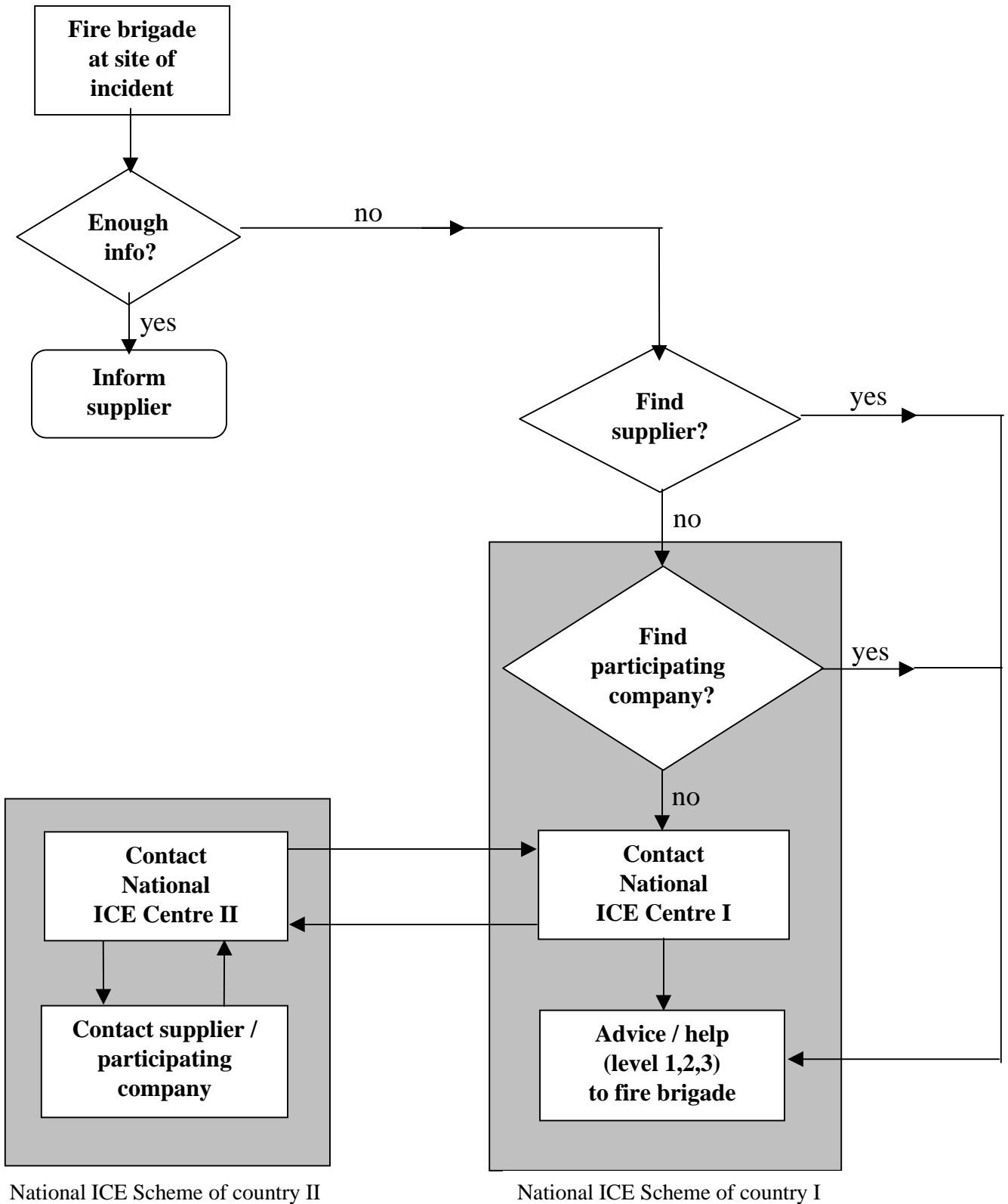
Safety Data Sheets (SDS) are the main source of information. Therefore participating companies ensure that SDS for their own products are accessible at all times at the locations, which have been indicated as company contacts in the National ICE Scheme.

The National ICE Centres have a series of reference books or databases available in order to provide initial advice or may have access to a set of SDS.

CEFIC published in 1993 a guidance document on the use of SDS: “**Distribution Emergency Response - Guide to use safety data sheets**”.

1.5 Typical flow of response

The following flowchart illustrates the typical flow of response in transport emergencies. However, each country can adapt the operation of a National ICE Scheme according to its own specific needs and practices already in place.



1.6 Liability

All chemical companies, which may provide assistance or advise in case of distribution incidents, should confirm with their insurers that their policies do cover potential claims arising from such service for their own products.

Those companies which may possibly be involved in giving assistance or advice with respect to products that are not produced by themselves, should notify their insurers specifically of this fact and obtain confirmation that their general public liability policy will provide cover for these activities. This should not lead to increases in premiums.

CEFIC published in 1994 a brochure "**Distribution Emergency Response - Legal and financial aspects of mutual assistance between companies**".

1.7 Responder profile

In order to provide competent assistance, responders in the National ICE Centre or in a company, must meet, either by experience or training, a number of minimum requirements. These have been agreed within the Chemical Industry and are being described in a CEFIC publication of 1993: "**Distribution Emergency Response - Guidelines for use by the chemical industry**".

1.8 Membership

A National ICE Scheme is a voluntary initiative, normally open to all manufacturers and distributors of chemical products. It is administrated by the National Chemical Industry Federation, which keeps a register of the participating members and arranges for eventual financial contribution. Up to date information about the available assistance is communicated promptly to the National Competent Authorities.

1.9 Further Information

For further information please contact

Uta Jensen-Korte

CEFIC

E van Nieuwenhuyselaan 4 box 1

B-1160 Brussels

Tel +32-2-6767211

Fax +32-2-6767331

2. Currently operational National ICE Schemes and Centres

As all National ICE Schemes fit into the concepts described above, the following description concentrates on their specific aspects.

In the following description of the various National ICE Schemes, “companies” should be understood as “sites” or “contact points”. Indeed, one company might have various manufacturing sites that participate in the National ICE Scheme of the same country.

2.1 Germany

The National ICE Scheme is called TUIS (Transport Unfall Informations und Hilfeleistungs System). There are 10 centres:

- BASF - Ludwigshafen (acting as the National ICE Centre for international contacts)
- Bayer – Leverkusen
- Hoechst – Frankfurt
- Henkel – Düsseldorf
- Hüls – Marl
- Infra Leuna – Leuna
- Merck - Darmstadt
- Schering – Berlin
- Wacker-Chemie – Burghausen
- BASF – Schwarzheide

An official protocol has been signed between the German Chemical Industry Federation (VCI) with the Competent Authorities of the various Bundesländer in which TUIS is recognised as a valuable source of assistance in chemical transport accidents and should be called upon by the Emergency Authorities.

Some 130 companies are listed in the TUIS Manual specifying address, contact numbers, level of assistance, products (by name and by UN number), etc.

Competent Authorities may contact directly the nearest company listed in the TUIS Manual for the product(s) involved or may contact one of the 10 centres which gets into action for all products.

All 3 levels of assistance are provided.

Further information from VCI (H Koehler) Tel 49-(0)69-25560 – Fax 49-(0)69-225561607

Email koehler@vci.de

2.2 Austria

The National ICE Scheme is called TUIS (Transport Unfall Informations und Hilfeleistungs System). 40 companies are participating. They are listed in a Manual and may be contacted directly by the Competent Emergency Authorities (Police, Fire Brigade etc.) in case of transport accidents.

All 3 levels of assistance are provided.

Based upon an agreement between the Austrian Chemical Industry Federation (FCIO) and the German Chemical Industry Federation, BASF – Ludwigshafen (Germany) acts also as National ICE Centre for Austria.

Further information from FCIO (E. Tomschik) Tel 43-(0)1-501053348 – Fax 43-(0)1-50105280

Email Tomschik@fcio.wko.at

Further information (in German) from homepage www.fcio.at

2.3 Belgium

The National ICE Scheme is called BELINTRA (Belgian Intervention system for Transport Accidents). There is a formal agreement between the Belgian Chemical Industry Federation (Fedichem) and the Competent Authorities whereby the Emergency Authorities can contact 2 centres BASF – Antwerp (Dutch

speaking) or Solvay – Jemeppe (French speaking). They will provide assistance themselves or call in the support from one of the approximately 30 participating companies.

All 3 levels of assistance are provided.

BASF – Antwerp acts as National ICE Centre for international contacts.

Further information from Fedichem (R Dillen) Tel 32-(0)2-2389711 – Fax 32-(0)2-2311301

Email **rdillen@fedichem.be**

2.4 Czech Republic

The National ICE Scheme is called TRINS. 10 companies are participating. There is a formal agreement between the Czech Chemical Industry Federation (SHCP) and the Competent Authorities whereby the Emergency Authorities may contact either the companies listed in a Manual directly, or the Czech National ICE Centre in case of an accident.

All 3 levels of assistance are provided.

The Emergency Department of the chemical company Chemopetrol (Litvinov) acts as the National ICE Centre.

Further information from SCHP (I Zika) Tel 420-(0)2-67154131 – Fax 420-(0)2-67154130

Email **mail@schp.cz**

2.5 Denmark

The National ICE Scheme is called RVK. 24 companies are participating. There is a formal agreement between the Danish Chemical Industry Federation (FDKI) and the Emergency Management Agency (Copenhagen) of the Danish Ministry of Interior on emergency response by the chemical industry. The Agency maintains a 24 hours service to Fire Brigades by providing relevant information on chemicals. Under the above mentioned agreement the Agency can request advice or assistance (all 3 levels) from any of the 19 companies, according to the product(s) involved in the accident. The Agency also acts as National ICE Centre.

Further information from FDKI (J Jessen) Tel 45-33151748 – Fax 45-33151722

Email **jj@fdki.dk**

2.6 Finland

The National ICE Scheme is called FINTERC. Some 30 companies, including the major Finnish chemical producers, are participating. There is a formal agreement between the Finnish Chemical Industry Federation (KT ry) and the public Helsinki Area Emergency Centre of the Finnish Ministry of Interior whereby the Centre deals with all requests for information from Emergency Authorities in case of chemical transport accidents. The Centre is linked to the Finnish Register of Chemical Products, containing the Safety Data Sheets of chemicals that may endanger health or environment.

KT ry has provided the Centre the list of names and contacts (per product) of the experts within the chemical industry that can be called upon in case of accidents.

All 3 levels of assistance are provided.

The Centre also acts as National ICE Centre.

Further information from KT ry (S Loikkanen) Tel 358-(0)9-172841 – Fax 358-(0)9-630225

Email **seppo.loikkanen@kemia.ttliitot.fi**

2.7 France

The National ICE Scheme is called Transaid. Some 160 companies are participating. There is a formal agreement between the French Chemical Industry Federation (UIC) and the Ministry of Interior whereby the Competent Authorities can call participating companies for assistance. Whereas Level 1 assistance will

be provided at all times without any formalities, assistance at Level 3 involves the “requisitioning” of intervening persons by the Authorities according to an official procedure.

All operational data related to Transaid such as company addresses and contact numbers, level of assistance, product names and corresponding UN numbers etc. are accessible by the Competent Authorities via the French electronic Minitel system.

Based upon an agreement between the French Chemical Industry Federation and CEDRE (Marine Pollution Expert Centre in Brest – Brittany), CEDRE assumes the role of National ICE Centre for contacts with National ICE Centres in other countries.

Further information from UIC (D Rain): Tel 33-(0)1-46531100 – Fax 33-(0)1-46531105

Email **drain@uic.fr**

2.8 Hungary

The National ICE Scheme is called VERIK. 7 companies are participating. There is a formal agreement between the Hungarian Chemical Industry Federation (MAVESZ) and the Competent Authorities whereby the Emergency Authorities may contact either the companies listed in a Manual directly, or the Hungarian National ICE Centre.

All 3 levels of assistance are provided.

The Fire Department of the Hungarian Oil and Gas Corporation (Szazhalombatta) acts as the National ICE Centre.

Further information from MAVESZ (L Bondar) Tel 36-(0)1-3438920 –

Fax 36-(0)1-3430980 – Email **l.bondar.mavesz@mail.datanet.hu**

2.9 Italy

The National ICE Scheme is called SET (Servizio Emergenze Trasporti). Participation in SET is restricted to companies adhering to the Responsible Care programme of the Italian Chemical Industry Federation (Federchimica) in which provision for 24-hour level 1 assistance is a mandatory requirement. Currently 70 companies are participating.

There is a formal agreement between Federchimica and the Competent Authorities whereby the Emergency Authorities may contact directly a participating company or the Italian National ICE Centre. This centre will make sure that a company, participating in SET and competent for the product(s) involved in the transport accident, provides the requested level of intervention to the Emergency Authorities.

All 3 levels of assistance are provided and a list of standard intervention equipment for the 17 companies that provide Level 3 support has been included in the SET Manual.

The Emergency Department of the chemical company Enichem (Porto Marghera) acts as the National ICE Centre.

Further information from Federchimica (R Mari) Tel 39-02-268101 – Fax 39-02-26810209

Email **tes1@federchimica.it**

2.10 Netherlands

The National Scheme is called TRC (Transport Responsible Care). Some 15 companies are participating. There is a formal agreement between the Dutch Chemical Industry Federation (VNCI) and DCMR (Dienst Centraal Milieubeheer Rijnmond – Rotterdam). On behalf of the Dutch Ministry of Interior, DCMR maintains a 24 hours service to Fire Brigades on emergency response by providing relevant information on chemicals. Under the above mentioned agreement DCMR can request advice from any of the participating companies, according to the product(s) involved in the accident.

DCMR also acts as National ICE Centre.

Further information from VNCI (D Schuddebeurs) Tel 31-(0)70-3378787 –

Fax 31-(0)70-3203903 – Email **schuddebeurs@vnci.nl**

2.11 Spain

The Spanish Chemical Industry Federation (FEIQUE) in co-operation with the Spanish Ministry of the Interior has set up a National Scheme, called CERET. A National ICE Centre has been established within the Ministry of the Interior in Madrid that became fully operational in 1999. The Centre maintains a 24-hour service to Competent Authorities by providing relevant information on chemicals. Under the CERET scheme the participating companies (currently 90) provide emergency information on all their products transported, into the database of the National ICE Centre.

In case of an accident the National ICE Centre can request further assistance from a participating company, depending on the product(s) involved in the accident.

All 3 levels of assistance are provided.

Since early 1997 a regional Scheme, called ICECAT and covering the Catalan region, has been operational. It is the result of a formal agreement between the Catalan Chemical Industry Federations (FEDEQUIM and AEQT) and the Catalan Civil Protection Centre in Barcelona according to a concept that is identical to the future CERET. Some 20 companies, based in the Catalan region, are participating in ICECAT. In addition to its regional role, the Centre in Barcelona acted as National ICE Centre for Spain till CERET became fully operational. It now operates as a subsidiary centre.

Further information from FEIQUE (F Perez Garcia) Tel 34-(0)91-4317964 –

Fax 34-(0)91-5763381 – Email feique@interbook.net

2.12 Sweden

The National Scheme is called ERC (Emergency Response Centre). There is a formal agreement between the Swedish Chemical Industry Federation (Kemikontoret) and the Swedish Poison Information Centre (GIC) in Stockholm whereby the Centre can be contacted in case of a chemical accident.

The Poison Centre provides only Level 1 assistance. Information and advice are based on detailed knowledge of the health hazards of chemical products and appropriate first aid measures. GIC has more than 30 years of experience of providing such advice and chemical companies regularly supply GIC with updated information on their products.

As advice on fire, explosions and other areas is within the field of responsibility of the Emergency Authorities, GIC refers these matters immediately to the officer on duty of the Swedish National Rescue Services Agency. It may also prove necessary to relay to industry experts, questions concerning environmental impact. Kemikontoret provides the centre with list of names of experts in approximately 100 chemical companies who can be contacted if necessary.

The Poison Information Centre also acts as National ICE Centre.

Further information from Kemikontoret (U Nyman) Tel 46-(0)8-7838000 –

Fax 46-(0)8-6636323 – Email unn@chemind.se

2.13 Switzerland

The National Scheme is called Chemiefachberatung. The Swiss Chemical Industry Federation (SGCI/SSCI) provides the Fire Brigades with a list of names of experts in 35 companies who can be contacted for advice on health and environmental aspects in case of a chemical transport accident. All 3 levels of assistance are provided.

The Emergency Department of the chemical company Novartis (Basel) assumes the role of National ICE Centre for international contacts with National ICE Centres in other countries.

Further information from SGCI/SSCI (A Grieder) Tel 41-(0)1-3681711 –

Fax 41-(0)1-3681770 – Email alfons.grieder@sgci.ch

2.14 United Kingdom

The National Scheme is called CHEMSAFE. UK domestic transport legislation requires a 24-hour emergency response (specialist advice) telephone number to be displayed on vehicles carrying dangerous goods in bulk.

The provision of Level 1 response (either through in-house resources or by using a third party agency) is a mandatory requirement for all members of the UK Chemical Industries Association (CIA). Companies are also required to provide SDS information on all their products to the National Chemical Emergency Centre (NCEC) at Culham, Oxfordshire, which assumes the role of National ICE Centre.

Level 2 response is provided either by the product owner or by around 30 industry operational sites/centres across the country. These constitute a round-the-clock mutual assistance network for other CIA members.

Arrangements for Level 3 response are normally provide through the contract haulier or, should a spillage have occurred, by companies specialised in the disposal of chemical waste.

NCEC (Culham) acts as National ICE Centre.

Further information from CIA (A Robinson) Tel 44-(0)171-8343399 –

Fax 44-(0)171-8344469 – Email **robinsona@cia.org.uk**

ANNEX 3

About the OECD

Secretariat Contact/Address

Chemical Accidents Programme
Environmental Health and Safety Division
Environment Directorate
OECD/OCDE
2, rue André Pascal
75775 Paris Cedex 16
FRANCE

Tel: (33 1) 45.24.93.16
Fax: (33 1) 45.24.16.75
E-mail: ehscont@oecd.org
Web site: <http://www.oecd.org/ehs/accident.htm>

Mandate/Overview

The Organisation for Economic Co-operation and Development (OECD) is an intergovernmental organisation in which representatives of 29 industrialised countries in North America, Europe and the Pacific, as well as the European Commission, meet to co-ordinate and harmonize policies, discuss issues of mutual concern, and work together to respond to international problems. Observers from several countries with special status at the OECD, and from interested international organisations, attend many of the OECD's workshops and other meetings.

The work of the OECD related to chemical accident prevention, preparedness and response started in 1988. The objectives of the Chemical Accidents Programme include:

- exchange of information and experience,
- analysis of specific issues of mutual concern in Member countries, and
- development of guidance materials related to chemical accident prevention, preparedness and response.

The OECD works closely with other international organisations involved in the area of chemical accidents, including UNEP, IPCS, WHO, IMO, ILO and the joint UNEP/OCHA Environment Unit. It has also included representatives of industry, labour and other non-governmental organisations in activities such as workshops and development of guidance materials.

Administration

The work of the OECD related to chemical accidents is carried out by the Working Group (formerly Expert Group) on Chemical Accidents, with Secretariat support from the Environmental Health and Safety Division of the Environment Directorate. The Working Group meets once a year, generally in Paris, to review progress and decide on future activities.

Activities relating to Chemical Accidents

As a contribution to meeting the above-mentioned objectives, the OECD has sponsored, or co-sponsored, over a dozen workshops bringing together representatives of public authorities, industry, labour, citizens groups, international organisations and academia, including experts from non-OECD countries. The workshops have provided an opportunity for exchange of information and experience, and for reaching conclusions on best practice. Following each of the workshops, the conclusions and recommendations and primary discussion document(s) have been published for general distribution.

Using a consensus approach, the OECD Council (the organisation's highest level decision-making body, made up of ambassadors from each of the 29 Member countries) can reach various types of agreements, called "Council Acts." These include Council Decisions, which are legally binding on Member countries, and Council Recommendations, which are expressions of political will. As part of the Chemical Accidents Programme, four OECD Council Acts have been issued:

- *Decision of the Council on the Exchange of Information Concerning Accidents Capable of Causing Transfrontier Damage [C(88)84(Final)]*, in which Member countries agreed, *inter alia*, to exchange information and consult in order to prevent accidents capable of causing transfrontier damage and reduce damage should an accident occur. An appendix sets out procedures for implementing the Decision.
- *Decision-Recommendation of the Council Concerning Provision of Information to the Public and Public Participation in Decision-Making Processes Related to the Prevention of, and Response to, Accidents Involving Hazardous Substances [C(88)85(Final)]*, in which Member countries agreed to provide information to the potentially affected public, including information on actions to be taken in the event of an accident as well as general information concerning the nature and potential effects of possible accidents. The Act also recommends that countries take action to facilitate public participation. An appendix contains guidance for the implementation of the Decision-Recommendation.
- *Recommendation of the Council on the Application of the Polluter-Pays Principle to Accidental Pollution [C(89)88(Final)]*, establishes the principle that the Polluter-Pays Principle should be applied as far as possible in connection with accidental pollution and, in this regard, recommends use of guiding principles set out in an Appendix.
- *Recommendation of the Council Concerning Chemical Accident Prevention, Preparedness and Response [C(92)1/Final]* which, *inter alia*, recommends that countries establish or strengthen national programmes for chemical accident prevention, preparedness and response and, in so doing, take into account the *Guiding Principles for Chemical Accident Prevention, Preparedness and Response*, the Executive Summary of which is appended to the Recommendation.

Publications

The Chemical Accident Programme has produced a number of publications, including Guidance Documents and technical reports

- the *OECD's Guiding Principles for Chemical Accident Prevention, Preparedness and Response* (1992);
- the *Guidance Concerning Chemical Safety in Port Areas* (a joint effort with the IMO) (1996);
- the *Guidance Concerning Health Aspects of Chemical Accidents* (1996);
- the joint IPCS/OECD/UNEP/WHO publication, *Health Aspects of Chemical Accidents* (1994);
- the present joint OECD/UNEP/UNEP-OCHA Environment Unit *International Directory of Emergency Response Centres for Chemical Accidents*; and
- Reports of the OECD Workshops on:
 - *Strategies for Transporting Dangerous Goods by Road: Safety and Environmental Protection* (1993)
 - *Small and Medium-sized Enterprises in Relation to Chemical Accident Prevention, Preparedness and Response* (1995)
 - *Risk Assessment and Risk Communication in the Context of Chemical Accident Prevention, Preparedness and Response* (1997)
 - *Pipelines (Prevention of, Preparation for, and Response to Releases of Hazardous Substances)* (1997)
 - *How to Promote Assistance for the Implementation of Chemical Accident Programmes (International Assistance Activities Related to Chemical Accident Prevention, Preparedness and Response)* (1997)
 - *Human Performance in Chemical Process Safety: Operating Safety in the Context of Chemical Accident Prevention, Preparedness and Response* (1999)

Other Activities relating to Environmental Health and Safety

The Environmental Health and Safety Division produces publications in six series:

- **Testing and Assessment;**
- **Good Laboratory Practice and Compliance Monitoring;**
- **Pesticides;**
- **Risk Management;**
- **Harmonization of Regulatory Oversight in Biotechnology;** and
- **Chemical Accidents.**

More information about the Environmental Health and Safety Programme and EHS publications is available on the OECD's web page (<http://www.oecd.org/ehs/ehsmono/index.htm>).

ANNEX 4

About UNEP DTIE

Secretariat Contact/Address

UNEP
Division of Technology, Industry and Economics
Tour Mirabeau
39-43 quai André-Citroën
75739 Paris Cedex 15
FRANCE

Tel: (33 1) 44.37.14.50
Fax: (33 1) 44.37.14.74
E-mail: uneptie@unep.fr
Web site: <http://www.uneptie.org/apell/home.html>

Mandate/Overview

The UNEP Division of Technology, Industry and Economics, located in Paris, has primary responsibility within UNEP for activities related to chemical accident prevention and preparedness. UNEP created the Paris office in 1975 to promote cleaner and safer industrial production and consumption patterns, in light of the recognition that industrial development will only be truly sustainable if it is built on firm ecological foundations. UNEP DTIE reaches out to partners in business/industry and national and local governments as well as in international and non-governmental organizations. UNEP acts as a catalyst, providing a platform for dialogue and helping provide a basis for co-operation among the sectors. The goals of UNEP DTIE are to:

- build consensus for preventive environmental protection through cleaner and safer industrial production and consumption;
- help formulate policies and strategies to achieve cleaner and safer production and consumption patterns, and facilitate their implementation;
- define and encourage the incorporation of environmental criteria in industrial production; and
- stimulate the exchange of information on environmentally sound technologies and forms of industrial development;

Activities related to Chemical Accidents - the APELL Programme

APELL (“Awareness and Preparedness for Emergencies at Local Level”) is designed to prevent technological accidents and their impacts and to protect communities against damage to health, environment or property from major accidents, by assisting decision-makers and technical personnel to:

- create and/or increase public awareness of possible hazards within a community,
- stimulate the development of emergency preparedness plans to respond to any emergency that might occur,
- facilitate training of residents on how to act in the event of an accident, and
- encourage prevention of accidents.

The APELL Programme was developed by UNEP in 1988 in co-operation with industries and governments. More than 80 APELL focal points have been designated to foster the implementation of APELL-like processes in their countries. In 1992, the UN Conference on Environment and Development (UNCED) endorsed APELL and recommended that it be implemented in all parts of the world.

The programme, carried out in partnership with industry and governments, works in three ways:

- introduction of the APELL process within countries and communities through seminar/workshops at local, regional and national levels;
- implementation and maintenance of the programme after it has been introduced; and
- awareness raising and training to ensure that APELL's objectives and methods continue to be clearly understood and applied.

UNEP’s role is as a catalyst; implementation is the responsibility of agencies within countries.

Administration

A Senior Level Expert Advisory Group Meeting is held every two years to review the APELL Programme.

Publications

The primary tool of the APELL programme is the *APELL Handbook*. A number of supplementary materials have been published by UNEP to help implement the APELL process including, for example, case studies, technical guides on "*Storage of Hazardous Materials*" and "*Hazard Identification and Evaluation in a Local Community*", an "*Annotated APELL Bibliography*", "*APELL for Port Areas*" published jointly with IMO, and "*TransAPELL*".

UNEP has also prepared "*Management of Industrial Accident Prevention and Preparedness: A Training Resource Package*". Its objective is to provide materials for use by those responsible for the education of undergraduate and postgraduate engineers and environmental managers and for the continuing education of practicing professionals.

In addition, UNEP has cooperated with other international organizations in sponsoring workshops related to chemical accident preparedness and response and in the publication of documents such as the present "*International Directory of Emergency Response Centres for Chemicals Accidents*", in co-operation with OECD and the Joint UNEP/OCHA Environment Unit and, "*Health Aspects of Chemical Accidents*" prepared in co-operation with IPCS, OECD and WHO-ECEH.

ANNEX 5

About the OCHA/UNEP Environmental Emergencies Section

SECRETARIAT CONTACTS & ADDRESS

Mr. V. Sakharov
Chief
Environmental Emergencies Section
Emergency Services Branch
Office for the Coordination of
Humanitarian Affairs (OCHA)
Palais des Nations
1211 Geneva 10
SWITZERLAND

Telephone: +41 22 917 1142
E-mail: sakharov@un.org

Ms. Patricia Charlebois
Programme Officer
Environmental Emergencies Section
Emergency Services Branch
Office for the Coordination of Humanitarian
Affairs (OCHA)
Palais des Nations
1211 Geneva 10
SWITZERLAND

Telephone: +41 22 917 1815
E-mail: charlebois@un.org

Fax: +41 22 917 0257
E-mail: ochaunep@un.org
Web site: http://www.reliefweb.int/ocha_ol/programs/response/unep/index.html

**In case of
Emergency only:** +41 22 917 2010 (24 hours)

MANDATE/OVERVIEW:

The Environmental Emergencies Section (formerly the Joint UNEP/OCHA Environment Unit) was established in 1993 as a joint initiative between UNEP and the UN Office for the Coordination of Humanitarian Affairs (OCHA) to bring together the technical and policy expertise that exists within UNEP and the coordination and international disaster response capacity of OCHA. (OCHA has replaced the UN Department of Humanitarian Affairs). The Section was established following a UNEP study looking into options for strengthening the international response to environmental emergencies. It is the successor organization to the UN Centre for Urgent Environmental Assistance, established by UNEP in 1991 on an experimental basis to help co-ordinate the international response to environmental emergencies.

The role of the Section is to provide rapid coordination and mobilization of emergency response resources to countries, particularly developing countries, facing environmental emergencies and increasingly to natural disasters with significant environmental impacts. Environmental occurrences that the Section may become involved in, especially when international assistance is not otherwise provided for under existing

conventions or international programmes, include chemical and oil spills, industrial accidents, forest fires, and other sudden crises with the potential for significant damage to the environment and human health and welfare.

ACTIVITIES:

The Environmental Emergencies Section combines the environmental expertise of UNEP with the coordination efforts and 24-hour duty system operated by the OCHA Disaster Response Branch. In particular, the Environment Section acts as a broker to facilitate quick and direct links between focal points in requesting and donor countries for the provision of expertise and specialized equipment for the mitigation of a given emergency. Specifically, the Section uses a practical approach to provide the following services to the international community:

- Notification - when disaster strikes, the Section can promptly alert the international community and issue Information and Situation Reports to a comprehensive list of worldwide contacts.
- Brokerage - the Section can quickly put the affected country in direct contact with donor governments around the world who are ready and willing to assist.
- Information Clearing House - the Section serves as an effective focal point to ensure available information on chemicals, maps and satellite images from donor sources and institutions is channeled directly to the relevant authority in the affected country.
- Mobilization of Assistance – the Section is able to mobilize multilateral assistance from the international donor community when requested by countries affected by environmental emergencies or natural disasters with significant environmental implications.
- Assessment - the Section can arrange the urgent dispatch of international experts to assess the impacts of an emergency and make impartial and independent recommendations about response, clean-up, re-mediation and rehabilitation.
- Financial assistance- the Section can, in certain circumstances, release OCHA Emergency Cash Grants of up to US\$50,000 to meet immediate emergency response needs.

The Section has undertaken a number of projects aimed at assisting developing nations build their own domestic capacity to better manage environmental emergencies when they occur. Most recently, the Section has developed the following publications to assist countries in this endeavour:

- Practical considerations for Developing Emergency Response Mechanisms;
- Guidelines for the Development of a National Environmental Contingency Plan;
- Guidelines for Environmental Emergencies following Chemical Emergencies; and
- Guidelines for Environmental Assessment following Natural Disasters.

The Section has provided assistance for a number of specific accidents and emergencies, including forest fires, which have become an increasing threat to the environment and to biodiversity. Some examples of recent emergencies that the Section coordinated assistance and, in certain cases, deployed expert assessment missions include:

- Indonesia, Brazil & Russia: Massive forest fires
- Yugoslavia & Kosovo: Environmental consequences arising from the conflict

- Turkey: A significant fire and oil leak from a petrochemical facility damaged by the earthquake.
- Romania, Hungary & Yugoslavia: Two major tailings leaks into the river from that resulted in significant contamination of the Danube and other tributaries ultimately affecting Hungary and the Federal Republic of Yugoslavia as well as Romania.
- Venezuela: Contamination of a port area in Venezuela from chemical containers that were damaged in the massive floods, consequently leaking their contents and causing significant environmental pollution.

The Environment Section works closely with other organizations such as the EC, the IAEA, the IMO, the UN/ECE, UNDP and other UN agencies with relevant specialized knowledge. It also cooperates closely with other UNEP bodies, including UNEP (in particular its APELL programme), the Secretariat of the Basel Convention on the Transboundary Movements of Hazardous Wastes, UNEP Chemicals, the Global Resources Information Database (GRID), Earthwatch, and all UNEP Regional Offices.

ORGANIZATION/ADMINISTRATION:

An international Advisory Group on Environmental Emergencies (AGEE) was established to review the activities and provide guidance to the Section, as well as to share experiences and discuss new approaches to environmental emergencies. Its fourth meeting is scheduled for November 2000.

The Geneva-based Environmental Emergencies Section operates globally through a network of National Focal Points consisting of governmental organizations responsible for environmental emergencies at the national level. The Secretariat is located in OCHA's Disaster Response Branch with strong links to UNEP headquarters in Nairobi.

ANNEX 6

Other Organisations involved in Chemical Accidents

1. EUROPEAN COMMISSION

Secretariat Contact/Address

Mr. Alessandro Barisich
 DG Environment/B/4
 Rue de la Loi, 200
 B-1049 Brussels
 BELGIUM
 Tel: (32) 2 299 2248 or 2249
 Fax: (32) 2 299 0314
 e-mail: alessandro.barisich@cec.eu.int
 Website: <http://europa.eu.int/comm/environment/civil/index.htm>

“Community mechanism to facilitate reinforced co-operation in Civil Protection Assistance Intervention”:

Mr. Patrick.Vankerckhoven
 DG Environment/B/4
 Rue de la Loi, 200
 B-1049 Brussels
 BELGIUM
 Tel: (32) 2 296 38 82
 Fax: (32) 2 299 03 14
 e-mail: patrick.vankerckhoven@cec.eu.int
 Website: <http://europa.eu.int/comm/environment/civil/index.htm>

“Chemical Accident Prevention, Preparedness and Response”

Mr. Jürgen Wettig
 DG Environment/B/4
 Rue de la Loi, 200
 B-1049 Brussels
 BELGIUM
 Tel: (32) 2 296 9149
 Fax: (32) 2 299 0314
 e-mail: juergen.wettig@cec.eu.int
 Website: <http://europa.eu.int/comm/environment/seveso/index.htm>

“Major Accident Hazards Bureau (MAHB)”

Mr. J. Stuart Duffield
DG Joint Research Centre/MAHB
Major Accident Hazards Bureau
TP 670
21020 CCR Ispra (Va)
ITALY
Tel.: (39) 0332.789224
Fax: (39) 0332.789007
e-mail: john.duffield@jrc.it
Website: <http://mahbsrv.jrc.it>

Mandate/Overview

The European Commission is an institution of the European Union. Its particular roles include producing policy initiatives, monitoring the application of the Treaties underlying the European Union, and generally acting as the executive body of the European Union.

The Commission's formal involvement in the area of chemical accident prevention, preparedness and response dates from the passage of the original “Seveso” Directive (82/501/EEC) in 1982. Today the Commission's activities in this domain are divided among two units, one of them in the Environment Directorate-General, and one, more scientific, in the Joint Research Centre.

Administration

In addition to the Commission's own services, listed in the following section, the Commission also co-ordinates the Committee of (Member State) Competent Authorities for the Seveso Directives, and through that Committee several Technical Working Groups dealing with various aspects of the Directives.

The Commission also chairs the Management Committee of the Action Programme and the network of EU Permanent Correspondents in Civil Protection. In the field of disaster response, the Commission chairs the Regulation and Management Committee of the “Community mechanism to facilitate reinforced co-operation in Civil Protection Assistance Intervention”.

Furthermore, the Commission also acts directly within the framework of the UN/ECE Convention on Transboundary Accidents, hosting and participating at meetings, and supporting further activities such as workshops and study meetings.

Activities related to chemical accidents

The Commission has three activities directly related to chemical accidents.

Unit B.4 of the Environment DG deals with the policy issues of the control of chemical hazards arising from fixed installations. Particular responsibilities of this sector include the “Seveso” Directives (82/501/EEC and 96/82/EC) on the control of major-accident hazards involving dangerous substances.

Moreover, Unit B.4 of the Environment DG deals with Civil Protection, involving planning for and responding to emergencies of all kinds, including those involving dangerous substances. A sector of the Unit runs an emergency response service and a Monitoring and Information Centre. In the framework of the Community mechanism to facilitate reinforced co-operation in Civil Protection Assistance Intervention it can arrange and dispatch EU assessment and co-ordination expert advice and provide for co-

ordination of assistance in the event of serious natural, environmental and technological incidents and disasters, including cases of accidental marine pollution. The Unit emergency response runs on a Contingency Planning tool and on an Operational Manual describing civil protection 24h contacts and arrangements in EU Member States, the EU Candidate Countries as well as Norway, Iceland and Liechtenstein (31 countries).

The Major Accident Hazards Bureau of the Joint Research Centre provides scientific and technical support for all aspects of the control of major-accident hazards. This includes the documentation centre CDCIR, running the MARS database of accidents notified, and organising seminars and studies. Further details can be found on the MAHB Website.

Publications

Vade-Mecum of Civil Protection in the European Union, updated October 1999. Office for Official Publications of the European Communities.

The MAHB has published a large number of books, monographs, articles, journals, databases, and guidance documents covering the areas of risk analysis, risk management, risk communication, safety management systems, land-use planning round chemical sites, lessons learnt from accidents, analysis of accident data, consequence analysis, preparation of safety reports, and emergency response preparation and execution. The following is a short selection:

Books

C. Kirchsteiger (ed.), M. Christou & G.A. Papadakis (co-eds.): *Risk Assessment and Risk Management in the Context of the Seveso II Directive*, EUR 17676 EN, Elsevier, Amsterdam (1998)

T. Horlick-Jones & A. Amendola: *Natural Risk and Civil Protection*, EUR 16050 EN, E & FN Spon, London (1995)

G. Drogaris: *Major Accident Reporting System. Lessons Learned from Accidents Notified*, EUR 15060 EN, Elsevier, Amsterdam (1993)

H.B.F. Gow & H. Otway (eds.): *Communicating With The Public About Major Accident Hazards*, EUR 12255 EN, Elsevier, London (1990)

H.B.F. Gow & R.W.Kay (eds.): *Emergency planning for Industrial Hazards*, EUR 11591 EN, Elsevier, London (1988)

Guidance documents

G.A. Papadakis & S. Porter (Eds.): *Guidance on Inspections as Required by Article 18 of the Council Directive 96/82/EC (Seveso II)*, EUR 18692 EN (1999)

M.D. Christou & S. Porter (Eds.): *Guidance on Land Use Planning as Required by Council Directive 96/82/EC (Seveso II)*, EUR 18695 EN (1999)

N. Mitchison & S. Porter (Eds.): *Guidelines on a Major Accident Prevention Policy and Safety Management System, as required by Council Directive 96/82/EC (SEVESO II)*, EUR 18123 EN (1998)

J. Wettig & N. Mitchison (Eds.): *Explanations and Guidelines for the application of the Dispensation Rule of Article 9, paragraph 6 of Council Directive 96/82/EC on the control of major-accident hazards involving dangerous substances*, EUR 18124 EN (1998)

G.A. Papadakis & A. Amendola (Eds): *Guidance on the preparation of a Safety Report to meet the Requirements of Council Directive 96/82/EC (Seveso II)*, EUR 17690 EN (1997)

Διαθεσιμο και στα Ελληνικα – EUR 17690 GR

C. Kirchsteiger & P. Dilara: *Guideline on Reporting Accidents to MARS*, EUR 17734 EN (1998)

B. De Marchi & S. Funtowicz: *General Guidelines for Content of Information to the Public (Directive 82/501/EEC - Annex VII)* EUR 15946 EN (1994)

Steht auch zur Verfügung auf Deutsch - EUR 15946 DE

Disponible aussi en français - EUR 15946 FR

Está también disponible en español - EUR 15946 ES

The guidance documents can be downloaded from the Website: <http://mahbsrv.jrc.it> where there can also be found a full list of MAHB documents available.

2. INTERNATIONAL LABOUR OFFICE (ILO)

A. Convention (No.174) on the Prevention of Major Industrial Accidents

Secretariat Contact/Address

Mr. Isaac Obadia
Occupational Health and Safety Branch
International Labour Office
4 route des Morillons
CH-1211 Geneva 22
SWITZERLAND

Tel: (41-22) 799 6746
Fax: (41-22) 798 6878
E-mail: obadia@ilo.org
Website: <http://www.ilo.org/public/english/90travail/sechyg/summstd.htm#conventions>

Date of Adoption 22 June 1993

Entry into Force 3 January 1997

Participation Open to Members of the ILO.

Overview

The objective of the Convention is the prevention of major accidents involving hazardous substances and the limitation of the consequences of such accidents. It seeks to protect workers, the public and the environment against risks of major industrial accidents.

The Convention requires ratifying States, in consultation with other interested parties in their country, to formulate a coherent national policy to be implemented through preventive and protective measures for major hazard installations and, where practicable, promote the use of the best available safety technologies.

Major Provisions

The Convention includes the following provisions:

- each Party to formulate, implement and periodically review a coherent national policy concerning the protection of workers, the public, and the environment against the risk of major accidents. The policy is to be implemented through preventive and protective measures for major hazard installations and, where practicable, promote the use of best available safety technologies;
- competent authorities to establish a system for the identification of major hazard installations (based on a list of hazardous substances, or categories of substances, with their threshold quantities);
- employers to identify any major hazard installations within their control and notify such installations to the competent authorities;
- employers to establish and maintain a system of major hazard control at major hazard installations, prepare and update safety reports and submit the reports to the competent authorities;

- employers to report major accidents;
- competent authorities to establish emergency plans and procedures;
- competent authorities to disseminate information to the public on safety measures and correct behaviour in the event of an accident;
- competent authorities to establish a siting policy with appropriate separation of proposed major hazard installations from areas frequented by the public and appropriate measures for existing installations;
- workers and their representatives to be consulted in order to ensure a safe system of work;
- workers to be informed of, *inter alia*, hazards associated with the major hazard installations and to receive relevant instructions and training;
- workers to comply with practices and procedures relating to the prevention of major accidents and the control of developments likely to lead to a major accident with the installations and to comply with all emergency procedures should a major accident occur;
- exporting Parties to provide any importing country with information concerning the use of hazardous substances, technologies or processes as a potential source of a major accident and the reasons for it.

Recommendation (No. 181), adopted at the same time, elaborates on the provisions of the Convention and provides for an international exchange of information on major accidents and on the necessary safety and organizational measures.

Developments

A number of workshops and other technical assistance activities have been held to facilitate implementation of the Convention and the current work programme is designed to, *inter alia*, assist countries to meet the obligations under the Convention.

Related Agreements/Activities:

In 1991, the ILO adopted a Code of Practice on the Prevention of Major Industrial Accidents that provides guidance for national policies. In addition, in 1988 ILO published "Major Hazard Control – A Practical Manual".

B. International Occupational Safety and Health Information Centre (CIS)

The CIS, established in 1959, aims to enhance the capacity of member States to apply new information in the formulation and implementation of occupational safety and health policies and programmes. It is a worldwide service dedicated to the collection and dissemination of information on the prevention of occupational accidents and diseases. This is achieved through the international network of national and collaborating CIS centres, a variety of publications, direct responses to inquiries and the training of information specialists in developing countries, in particular in the Asian-Pacific and in the African regions.

Since 1973, the CIS has maintained a bilingual (English/French) database. New information added to the database is published in a bimonthly bulletin ("Safety and Health at Work"). CIS also publishes fulltext technical, ergonomic, medical, and chemical information sheets that provide practical information on Occupational Health and Safety matters.

One of the CIS publications is the Encyclopedia on Health and Safety, designed to help managerial staff, workers' representatives, inspectors, occupational health personnel, and members of safety and health committees, especially in small-scale enterprises, to improve working conditions and environment through a better understanding of the link between productivity and safe and healthy working

conditions. The new Fourth edition (1998) contains over 100 chapters comprising over 1,000 separate articles. Its Guide to Chemicals provides information on more than 2,000 chemicals. Specific industries and their associated hazards are discussed in detail. Medicine and occupational hygiene and social policy issues are also addressed. The Encyclopaedia is the most widely distributed ILO publication and is a fundamental reference for occupational health and safety programming in many parts of the world.

The CIS is the focal point in the CG/HCCS for work dealing with hazard communication including labeling, chemical safety data sheets, and training in hazard communications.

A Chemical Safety CD-ROM, available from CIS is part of the IPCS activities, includes International Chemical Safety Cards, CISDOC database references on chemical safety, Chemical Safety Training Modules, Risk Management of Toxic Substances Manual, African Newsletter articles, ILO Conventions, and Recommendations and Codes of Practice.

3. UNITED NATIONS ECONOMIC COMMISSION FOR EUROPE (UN-ECE)

Convention on Transboundary Effects of Industrial Accidents

Secretariat Contact/Address

Mr. Sergiuz Ludwiczak
UN/ECE Environment and Human Settlements Division
Palais des Nations
CH-1211 Geneva 10
SWITZERLAND
Tel: (41) 22 917 31 74
Fax: (41) 22 917 01 07
E-mail: sergiusz.ludwiczak@unece.org
Website: <http://www.unece.org/env/teia/welcome.html>

Date of Adoption 17 March 1992.

Entry into Force 19 April 2000.

Participation Open to members of the UN/ECE, the EU and other European states having consultative status with the UN/ECE as well as regional economic integration organizations.

Overview

The Convention aims at building national capacity and strengthening international co-operation with respect to the prevention of, preparedness for and response to industrial accidents capable of causing transboundary effects. The objectives of the Convention are:

- to promote prevention of, preparedness for, and response to industrial accidents capable of causing transboundary effects;
- to provide for notification among states concerned related to industrial accidents or hazardous activities capable of causing transboundary effects in the event of an accident;
- to provide for mutual assistance in the event of an industrial accident;
- to promote international cooperation relating to research and development and to exchange of information and technology; and
- to promote the provision of information to the public and public participation in relevant decision-making processes concerning hazardous activities.

It is expected that considerable improvement of overall industrial safety, especially at hazardous activities in the ECE region, will be achieved through the Convention.

Major Provisions

The Convention sets out a number of general obligations of the Parties, such as the protection of human health and the environment from the adverse effects of industrial accidents, and the taking of legal and policy measures necessary for the prevention of such accidents. In addition, Parties are obliged, inter alia, to:

- develop and implement policies and strategies for reducing the risk of industrial accidents and take appropriate legislative, regulatory, administrative and financial measures to prevent, prepare for and respond to industrial accidents;
- establish and operate compatible and efficient accident notification systems so as to obtain and transmit information to counteract transboundary effects;
- consult with countries concerning facilities that might create adverse effects in such countries in the event of an industrial accident;
- provide mutual assistance in the event of an accident;
- improve preparedness for coping with industrial accidents with transboundary effects; and
- to cooperate with other Parties with respect to exchange of information, research and development, and development of safety management systems and safety technology.

In addition, the Convention provides that information be given to the potentially affected public concerning the nature of the hazardous activities and associated risks and what to do and expect in the event of an accident. The Convention also emphasizes more active public participation in decision-making processes concerning hazardous activities.

The Convention contains a provision for the settlement of disputes.

The Convention has 13 Annexes to support the obligations set out in the Convention. These address subjects such as hazardous substances for the purpose of defining hazardous activities; emergency preparedness measures; information to the public; industrial accident notification systems; mutual assistance.

Developments

As part of the implementing process of the Convention, two regional co-ordinating centres have been established: the Regional Coordinating Centre for Industrial Accident Training and Exercises in Warsaw (Poland) and the Regional Coordinating Centre for the Prevention of Industrial Accidents in Budapest (Hungary). The main objective of the Centres is to enhance capacity building to prevent, prepare for and respond to industrial accidents in the ECE region with special emphasis on countries in transition.

Work has also been undertaken to implement the UN/ECE Accident Notification System to be used for communication between points of contact for purposes of industrial accident notification and mutual assistance in the event of an accident. For example, a list of points of contact for the purposes of industrial accident notification and mutual assistance has been established and the system has been tested.

Furthermore, an UN/ECE reporting system for past industrial accidents has been established in Lyon France at the Bureau for Risk and Industrial Pollution Analysis (BARPI). BARPI is also undertaking to collect and analyze accident case histories on behalf of OECD. The purpose of this effort is to gather and analyze information on past industrial accidents in order to share lessons learned.

Related Agreements/Activities

The UN/ECE undertakes to co-ordinate its activities with other international organisations and institutions and with other parts of the ECE secretariat.

Several joint activities have been carried out. For example, there was the 1995 workshop, organised in conjunction with the OECD, to "Promote Assistance for the Implementation of Chemical Accident Programmes". In addition, the UN/ECE co-sponsored (with OECD and others), the workshop on Risk Assessment and Risk Communication in the context of Accident Prevention, Preparedness and Response held in July 1995. The UN/ECE also co-sponsored the OECD Workshop on New Developments in Chemical Emergency Preparedness and Response scheduled in November 1998.

In addition, the UN/ECE Secretariat maintains close contact with UNEP and the Joint UNEP/OCHA Environment Unit. During the consultation on points of contact for the purpose of accident notification and mutual assistance, OCHA and UN/ECE organized simulation exercises in 1994 and tested the UN/ECE Accident Notification System.

In addition, there is regular exchange of information with respect to chemical accidents between the ECE Secretariat and the secretariats of other organizations involved in related activities, such as the IAEA, the IMO, the WHO, the ILO, and the IPCS.

4. WORLD HEALTH ORGANIZATION/INTERNATIONAL PROGRAMME ON CHEMICAL SAFETY (WHO/IPCS)

Secretariat/Contact Address

Dr Kersten Gutschmidt
International Programme on Chemical Safety
World Health Organization
20 Avenue Appia
1121 Geneva 27
SWITZERLAND

Tel: (41) 22 791-3731
Fax: (41) 22 791-4848
E-mail: gutschmidtk@who.int
Website: <http://www.who.int/pcs>

Mandate/Overview

WHO is a partner of IPCS. The IPCS was established in 1980 as a cooperative programme of WHO, ILO and UNEP to: provide internationally evaluated assessments of the risks caused by chemicals to human health and the environment, which countries may use in developing their own chemical safety measures; and strengthen national capabilities for prevention and treatment of harmful effects of chemicals and for managing the health aspects of chemical emergencies.

Activities related to Chemical Accidents

More directly related to the specific subject of accidents is the work undertaken to improve the ability of countries and health professionals to deal with health aspects of chemical accidents and, in particular, to respond to toxic exposures of humans and animals to chemicals.

WHO/IPCS issues a series of "Poisons Information Monographs", as part of its INTOX Programme, as well as Treatment Guides for the various syndromes and clinical features related to chemical exposures. These are prepared for health professionals to assist in diagnosis and treatment of persons exposed to chemicals.

In addition, a number of documents have been prepared by WHO/IPCS as part of its activities directed towards supporting poisons control programmes, for example:

- *Public Health and Chemical Accidents* – guidance for national and regional policy makers in the public/environmental health roles
- *Health Aspects of Chemical Accidents* – guidance on chemical accident awareness, preparedness and response for health professionals and emergency responders (jointly published with OECD, UNEP/IE-PAC and WHO/ECEH)
- *Guidelines for Poisons Control* provides advice on setting up and running poison control programmes;
- *Management of Poisoning* has been prepared for use by non-specialist medical and paramedical professionals. It describes how to recognise, prevent and treat poisoning; and

- *Basic Analytical Toxicology* has been prepared for use by developing country laboratory hospitals.

WHO/IPCS undertakes a number of activities to support national poisons control programmes. For example, its INTOX Programme provides evaluated information on diagnosis and treatment of victims of chemical accidents. The IPCS INTOX Poisons Information Package, available on the Internet or on CD-ROM, is available on an annual subscription basis and contains Poisons Information Monographs (PIMs) and other relevant information for the health professional, as well as interactive, multilingual software for recording and managing data on chemical exposures and poisoned patient treatment. In addition, a worldwide network of poisons control centres offers information on a 24-hour basis.

WHO/IPCS has established two collaborating centres dealing with incidents and health – one at the University of Wales Institute, Cardiff, in the United Kingdom (WHO Collaborating Centre for an International Clearing House for Major Chemical Incidents), the other at the University of Utrecht, Netherlands (WHO Collaborating Centre on the Health Aspects of Chemical Accidents). Furthermore, it prepares a number of types of documents relating to individual chemicals which could support prevention, preparedness and response activities. Specifically, the following publications provide evaluations of the health and environmental risks of specific chemicals and information on treatment of victims of chemical accidents:

- Environmental Health Criteria documents (providing health and environmental risk evaluations of specific chemicals, based on a thorough review of the scientific literature);
- Concise International Chemical Assessment Documents (based on high quality national reviews, providing a focused assessment of the key data on effects on health and environment of chemicals);
- Health and Safety Guides (giving a summary of the evaluation and practical advice for managers and decision-makers); and
- International Chemical Safety Cards (summarizing essential data on substance identity, symptoms of poisoning, safety procedures and first aid).

All IPCS documents are now published on the IPCS INCHEM database, which is accessible free-of-charge on the World Wide Web (<http://www.inchem.org>). In addition, it is published as a CD-ROM which is available on a subscription basis.

WHO/IPCS is responsible for the organization of different training courses throughout the world and will continue to organize, with WHO Regional Offices and others, training activities on subjects within their mandate including health sector preparedness and response to chemical accidents.

WHO Headquarters and its Regional Offices have well-established programmes for emergency and humanitarian action concerned with preparedness and response to all types of disasters, including technological accidents. Within WHO Headquarters, the IPCS provides the technical support to WHO's Programme for Emergency and Humanitarian Action in relation to chemical accidents.

ANNEX 7

SURVEY QUESTIONNAIRE

The complete text of the survey questionnaire, used to collect information used in this Directory, is provided below. It was sent in July 1997 to more than 120 countries world-wide.

QUESTIONNAIRE

INFORMATION GATHERING PROCESS FOR
HAZARDOUS SUBSTANCES RESPONSE CENTRES TO BE INCLUDED IN THE

International Directory of Emergency Response Centres*

SECOND EDITION

A JOINT OECD/UNEP PROJECT

***Centres that address prevention, preparedness or response
to technological or chemical accidents**

1. General Identification:

- 1.1 Country:
- 1.2 Name of Centre and Organisation:
- 1.3 Mailing Address:
- 1.4 Telephone #:
- 1.5 Emergency Telephone #;
accessible from abroad (if different from 1.4 above):
- 1.6 Telefax:
- 1.7 Telex:
- 1.8 Internet Address(es):

2. Normal Days and Hours of Operation:

2.1 Access to your centre (i.e.: 24 hrs/day):

2.2 Regular Operating Days (i.e.: 5 or 7 days/week):

2.3 Please indicate the hours of the day during which your centre is staffed
(i.e.: 09:00 - 22:00 hrs local time; please include also the hours in GMT):

3. Client Group:

Please describe your centre's functions and regular client group(s) in one or two sentences.

4. Availability of Assistance:

Please indicate if your centre is willing to assist centres of other countries with information or expertise (indicate limitations, if any).

5. Working Language(s) of the Centre:

	Spoken		Written
	During regular office hours	During Off-Hours	
5.1			
5.2			
5.3			
5.4			

6. Contact Persons:

Please provide names and functions of key contacts (manager and alternate).

6.1 Name:

Function:

6.2 Name:

Function:

7. General Information:

7.1 Please indicate if your centre is operated (check one of the following):

- a) by a government department,
 - at the national level:
 - at the state/provincial level: . . .
 - at the local level:
 - at another (regulatory) level: . . .
- or
- b) by private industry or a trade association:
- or
- c) as an Industry / Government Joint Venture
(please elaborate):
- or
- d) as an international joint venture with the support of
international agencies or several countries:

7.2 Is payment required for information or services provided to the regular client group(s) of your centre?
If so, please specify.

7.3 Is payment required for information / assistance provided to other centres, other authorities or to other countries? If so, please specify.

7.4 Does your centre have special agreements or arrangements with centres in other countries? If so, please specify.

7.5 Is there one centre in your country to which all calls for international assistance should be directed? If so, please elaborate.

7.6 Please indicate if your centre has an interest to utilise assistance from other centres.

8. Response information provided for regular client group(s):

Please indicate by check mark (✓) information that your centre provides to callers who may be considered the regular client group of the centre. Blank boxes will indicate information not provided by your centre.

	Type of Information	Information Provided via:					
		On-Line	Phone	Fax	Telex	Referral*	Mail
8.1	Physical / Chemical Properties						
8.2	Environmental Effects of Pollutants						
8.3	Dispersion Guidelines/Models for:						
	(i) Releases to Atmosphere						
	(ii) Spills to Soils						
	(iii) Spills to freshwater lakes, rivers, or streams						
	(iv) Maritime Spills						
8.4	Emergency Response Suggestions						
8.5	Health Effects						
8.6	First Aid Suggestions						
8.7	Evacuation Procedures						
8.8	Cleanup / Decontamination						
8.9	Other (please specify below)						

*Where your centre may suggest or contact other sources of information outside of your host agency

9. Additional services available to regular clients of your Centre:

Please provide additional information about services available through your centre for your regular client group(s). Boxes that are left blank will indicate services not provided. Check applicable boxes that reflect services provided by, or available through, your centre:

Type of Services	Directly from the Centre	Through the Centre via referral
9.1 On-Site Assistance:		
(i) With Response Expertise		
(ii) With Response Equipment		
(iii) With Operators for Equipment		
(iv) For Monitoring / Risk Evaluation		
9.2 Information on Case Studies		
9.3 Spill Statistics / Trends		
9.4 Emergency Preparedness Information		
9.5 Training		
9.6 Other services (please specify below)		

10. Response information available to other Countries or other Centres:

Please indicate by check mark (√) information that may be available through your centre to assist other centres, other authorities or other countries. Blank boxes will indicate information not provided by your centre.

Type of Information	Information Provided via:					
	On-Line	Phone	Fax	Telex	Referral*	Mail
10.1 Physical / Chemical Properties						
10.2 Environmental Effects of Pollutants						
10.3 Dispersion Guidelines/Models for:						
(i) Releases to Atmosphere						
(ii) Spills to Soils						
(iii) Spills to freshwater lakes, rivers, or streams						
(iv) Maritime Spills						
10.4 Emergency Response Suggestions						
10.5 Health Effects						
10.6 First Aid Suggestions						
10.7 Evacuation Procedures						
10.8 Cleanup / Decontamination						
10.9 Other (please specify below)						

*Where your centre may suggest or contact other sources of information outside of your host agency

11. Additional services available to other Countries or other Centres:

Please provide additional information about services available through your centre which may be available to other countries or other centres. Boxes that are left blank will indicate services not provided. Check applicable boxes that reflect services provided by, or available through, your centre:

	Type of Services	Directly from the Centre	Through the Centre via referral
11.1	On-Site Assistance:		
	(i) With Response Expertise		
	(ii) With Response Equipment		
	(iii) With Operators for Equipment		
	(iv) For Monitoring / Risk Evaluation		
11.2	Information on Case Studies		
11.3	Spill Statistics / Trends		
11.4	Emergency Preparedness Information		
11.5	Training		
11.6	Other services (please specify below)		

12. Other Comments or Information:

Please feel free to provide any additional information about your centre or comments that may be appropriate, or of interest, to other countries or to other centres.

ANNEX 8

ACRONYMS USED IN THE DIRECTORY

APELL	Awareness and Preparedness for Emergencies at Local Level (an initiative of UNEP)
CAS	Chemical Abstracts Service
CEFIC	European Chemical Industry Council
EC	European Commission
EU	European Union
EUCPAN	European Union Civil Protection Alarming Network
IAEA	International Atomic Energy Agency
ICE	International Chemical Environment (CEFIC programme to prevent and respond to transport accidents)
ICPO	International Civil Protection Organization
ILO	International Labour Organisation (or Office)
IMO	International Maritime Organisation
IOMC	Inter-Organisation Programme on the Sound Management of Chemicals
IPCS	International Programme on Chemical Safety (Joint WHO, ILO and UNEP Programme)
OECD	Organisation for Economic Co-operation and Development
UN-OCHA	United Nations Office for the Coordination of Humanitarian Affairs
UN ECE	United Nations Economic Commission for Europe
UNEP	United Nations Environment Programme
WHO	World Health Organisation
WHO-ECEH	WHO European Centre for Environment and Health