



GBK GmbH

Global Regulatory Compliance

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EMTEL
Emergency Telephone Number
The NUMBER for worldwide
chemical transport

IATA-DGR/DOT-compliant
Information in cases of emergencies in up to 190 languages
Optional for SDS/SDS and labelling

SPECIFICATION OF SERVICES

E M T E L

Emergency Telephone Number



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What is EMTEL?

GBK-EMTEL stands for EMergency TELephone, which was set up and started more than 20 years ago by GBK GmbH.

Who needs the emergency number?

Everyone, who sends dangerous goods into the USA or Canada require an emergency number. Furthermore, an emergency number is mandatory for the transport of dangerous goods in other countries and for transport with certain air cargo companies.

International quality standards also require an operational emergency management system. This includes of course an emergency action plan for dangerous goods accidents and incidents involving chemicals.

Everyone who acts as a distributor for their products and who prepares safety data sheets (SDS) according Regulation Nr. 1907/2006 is responsible for entering an emergency number in section 1 of the SDS. Furthermore, if the requirements for this emergency number are not clearly established, a phone number should be given for product liability reasons, which is staffed by professionals – 24 hours a day, seven days a week and 365 days in the year – who can respond quickly and competently in all conceivable situations of emergency assistance or who can initiate a response.

Everyone who is active in the Chinese marketplace, requires at least an emergency number on their commercial product label and Chinese safety data sheet. The emergency service must be provided from China and through a certified company; the certification is carried out by the appropriate Chinese authority. The GBK-EMTEL service meets these requirements.

All manufacturers of detergents and cleaning agents who place their products on the German market require a qualified emergency number corresponding to the requirements of the current regulations.

Anyone who transports lithium batteries in any form requires an information emergency service for incidents during the transport of UN 3090, 3091, 3480 and 3481 for all modes of transport; the emergency number can be entered on the shipping articles and the transport documents.

How does it work?

You sign a yearly contract with us and submit your product portfolio to us. We'll do the rest.

What does the emergency number provide?

It provides a phone number with the following services:

Availability:

Year-round, 24-hour/7days.

Who responds:

Trained experts; and if necessary, professional translator services in up to 190 languages.



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Response profile:

Immediate information, assistance and support for: leaks, fires or poisoning incidents, advice on appropriate disposal measures / implementation of waste management services in the USA as well.

In which situations:

Accidents or incidents occurring during transport or during the handling of substances, preparations and detergents.

How and where do I give the emergency number?

Depending on the scope of the contract, you can use EMTEL worldwide on all transport documents, in your SDS and on your product labels.

How do I get a GBK-EMTEL contract?

You fill out the enclosed form. We will then send you a confirmation of the order. Afterwards, we will send you a written approval as soon as the access to our emergency server is set up, with immediate access to our emergency server.

What are the EMTEL modules in detail?

1. EMTEL emergency number for shipping documents (IATA/IMDG/DOT)

Provision of a multilingual emergency contact number for incidents during the transportation of dangerous goods, according to the IATA and DOT requirements to fill out transportation documents. Scope: worldwide.*

2. EMTEL emergency number on SDS (EG regulation no. 1907/2006; ANSI Z.400)

Provision of a multilingual emergency contact number for incidents involving the use and processing of chemicals for entry on safety data sheets and on commercial labels. Scope: worldwide.*

3. EMTEL emergency number on labels (consumer products; only in conjunction with SDS)

Provision of a multilingual emergency telephone number for use on product labels for consumer products. Scope: worldwide.*

4. Use of the EMTEL emergency number on detergents (regulation no. 648/2004)

Provision of a multilingual emergency contact number that meets the requirements of detergent regulation no. 648/2004.

5. EMTEL emergency number on lithium batteries

The emergency number can be used for the national and international transport of dangerous-goods batteries described by UN 3090, 3091, 3480 and 3481 for all carriers and can be entered on the shipping articles and transport documents. Scope: worldwide.*

* Excluding countries with national regulations such as China.



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National specialties

EMTEL in China

Provision of a certified domestic Chinese emergency telephone number according to GB15258-2009 and GB/T 17519-2013.

What are the contract obligations of the customer?

The customer has to inform GBK of all safety information relating to the products in the form of safety data sheets (in German and English language, pdf. format). The safety data sheets are uploaded by the customer onto the Internet platform of GBK. If there is a change to the platform, the customer and GBK receive a corresponding confirmation email. When the upload is done, the confirmation will be emailed. The customer receives from GBK the appropriate emergency number and the access data for the Internet platform as well as detailed instructions. The upload of additional technical information on the SDS is available on request.

Are there special instructions for individual modules?

The claim on the use of the emergency EMTEL service for the „Transport“ module is limited to the duration of the transport between the parties.

When the EMTEL module is used for „Detergent regulations“, the company has to provide the updated composition of the reported products to GBK. GBK will provide the composition only to authorized medical personnel upon request.

If the „China“ module is ordered, the corresponding safety data sheets must be provided in the Chinese language.

Who may use the emergency number after finalising the contract?

The emergency telephone number may be used only by companies contractually associated with GBK and only for products reported to GBK.



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Prices

Select your desired modules from the price list. Questions? Give us a call! Our prices are structured by modules and can be designed accordingly with the performance characteristics suitable for your needs. The agreed price is on an annual basis and due in advance.

| Number of products | Price per module (1–4) and EMTEL China/Year (net) |
|--------------------|---|
| 1–10 | on request |
| 11–25 | on request |
| 26–50 | on request |
| 51–100 | on request |
| >100 | on request |

| Number of products | Price for module (5)/Year (net) |
|--------------------|---------------------------------|
| unlimited | on request |

With GBK-EMTEL, you meet all regulatory requirements worldwide!