



PRESS RELEASE

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Ricardo's NCEC celebrates 100th customer of Chinese partnership

Global provider of chemical emergency response advice services NCEC, is today celebrating its 100th customer going live in a landmark partnership with the Chinese National Registration Center for Chemicals (NRCC)

The relationship between NCEC and NRCC was formalised in 2013 with the implementation of the first joint customer. The collaboration ensures that chemical manufacturers can put in place a global emergency response helpline for chemical incidents, which not only provides best in class response, but supports compliance with the stringent regulations in China.

Over the preceding six years, NCEC has registered tens of thousands of safety datasheets (SDS) directly with the NRCC on behalf of these customers, with NRCC using the data on these SDS to provide key intervention advice to the caller at the point of the call (without creating an administrative challenge for our customers).

Customers not only benefit from the local knowledge and expertise that NRCC can provide for incidents in China but can also receive further support from NCEC by acting as an interface with the manufacturer and/or product owner where necessary. This is achieved through NRCC's direct notification to NCEC which enables NCEC to enact the client's notification processes to help mitigate risk. NCEC is also on hand to provide additional technical advice to NRCC if required.

The longstanding alliance has been mutually beneficial; NCEC and NRCC have collaborated to develop all aspects of service delivery within China, in particular SDS management, reporting and call handling, to improve both service provision and to meet customer requirements.



"We are very happy to cooperate with NCEC and witness the arrival of the 100th customer," commented Yuan Jiwu, Director of NRCC Emergency Response Department. "In the future, both sides will continue to deepen emergency response cooperation and provide more professional services to customers."

"We are delighted that our long running partnership has reached this key milestone" said NCEC Director, Jon Gibbard. "As the first third party organisation to reach this arrangement six years ago, we have worked closely with NRCC to develop both of our processes to ensure our global customers receive the highest level of service and a seamless response to incidents in China."

Ends



NOTES TO EDITORS:

Ricardo Energy & Environment is a leading sustainability consultancy, helping clients to respond to environmental challenges and opportunities around the world. Its team of over 450 staff draws on an impressive heritage supporting governments and businesses for over 40 years. The consultancy is an operating division of Ricardo plc.

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