

frequently asked questions

Q Where are your sites (cells) based?

A Our sites are strategically situated in Falkirk, Teesside, Hull, Bromborough, Brownhills (near Birmingham) and St Albans.

Q How much does it cost to join?

A From as little as £23 per week in one cell to £100 for full national coverage.

Q If I have multiple sites in one cell, do I have to pay a subscription for each one?

A No. Subscription is based upon area coverage, not how many sites you have in each area.

Q What type of incidents are you involved in?

A Amongst others, we specialise in chemical, oil and fuel spillages and also removal of clinical and fly-tipped waste.

Q Would you cover my vehicles in transit?

A Yes. We would respond to incidents involving your vehicles on road networks and your customers' sites.

Q Would you respond on Christmas Day if I had an incident?

A Yes. We have teams on call 24/7 and we are contractually guaranteed to respond.

Q What accreditations do you have?

A We are ISO9001 & ISO14001 accredited and have a UK Spill Accreditation.

Q How do I know I'm not going to be hit with an unexpected bill after an incident?

A Our rates for labour and equipment are provided at the start of the contract and are held for 12 months.

Q What transport and disposal facilities do you have?

A We can utilise the largest fleet of waste vehicles in the UK and have pre-recognised disposal routes to our own facilities.

Call us today on:

0800 783 8020

or email: emergencyresponse@veolia.co.uk
to find out how we can help you in an emergency.



EMERGENCY RESPONSE

Rapid, reliable response to chemical and environmental emergencies

www.veolia.co.uk

 **VEOLIA**
ENVIRONMENTAL
SERVICES

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 **VEOLIA**
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SERVICES

Let us take control of your crisis...

Chemical and environmental incidents can happen even if every care is taken. In an environmental emergency you need a fast, proven and reliable service you can trust.

Whenever incidents occur on or off-site, in transit or in the loading bay, we will be on hand to take control of the situation.

Are you prepared for an environmental crisis?

Veolia Environmental Services operates the industry leading Emergency Response service for chemical and environmental incidents anywhere on mainland UK. With dedicated response teams, technical staff and specialised equipment on call 24 hours a day, 365 days a year, we can help to minimise environmental impact and financial losses during a critical situation.

As little as **£23 a week** ensures our extensive resources can be mobilised to attend your incident day or night. From initial contact to our manned control room through to the on-site response, our service operates with maximum efficiency to minimise disruption to your business and your customers.



Do you have Duty of Care requirements?

ISO14001, COMAH, Civil Contingencies Act 2004 and ADR are some of the reasons why you should have rigorous contingency plans in place. Sometimes it is hard to understand all the information you are given in order to comply, but with our professional expertise we can help you to meet your Duty of Care requirements.

Do you risk prosecution?

If you are involved in an environmental or chemical incident and you don't comply with legislation, you are at risk of prosecution and a heavy fine. Environmental awareness and protection is at the forefront of customers' minds, so if you are found to be at fault for damaging the environment it won't only be the fine that hits your company in the pocket. Emergency Response can play a key role in averting this.

Don't put your employees at risk!

Our Response Teams are highly trained in the containment, decontamination and removal of hazardous substances and do so on a daily basis, with the health and safety of our staff and the public being the most important factor in decision making. Do you want to risk the safety of your employees to carry out such operations? Are you breaking the law by putting them at risk? Our subscription service costs far less than a lawsuit - so let the specialists take control.



Why choose Emergency Response?

Subscribing to Emergency Response means you have the peace of mind of a rapid and reliable national response service backed by 20 years' clean-up experience.

The following resources are immediately at your disposal:

- 24 Hour freephone contact number
- Incident co-ordinators
- Transport co-ordinators
- Dangerous goods safety advisors
- 300 trained operatives across the UK
- Specialised emergency vehicles
- Specialised spill control and clean-up equipment
- Appropriate collection vehicles

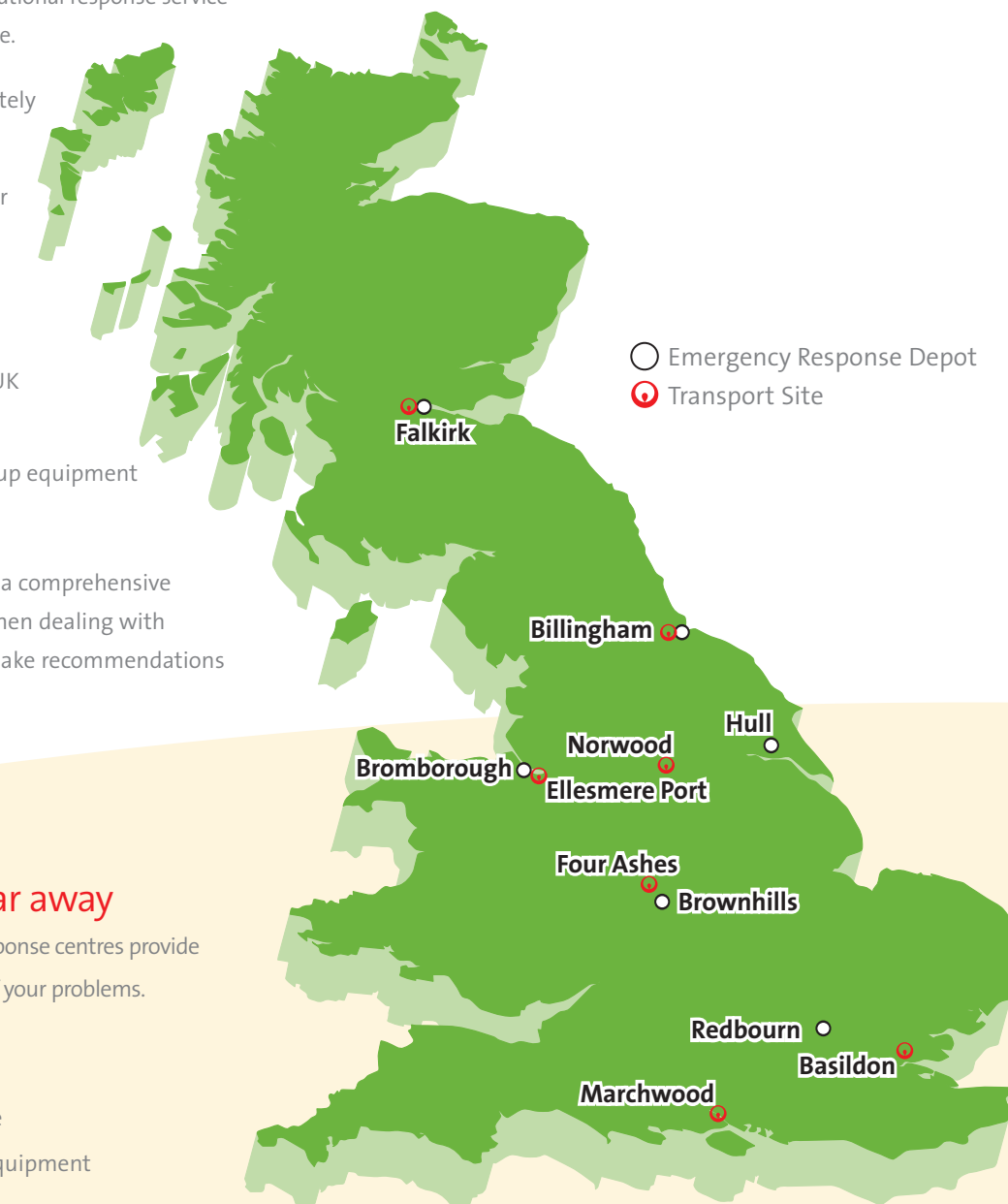
As part of your subscription we offer a comprehensive site audit to identify possible risks when dealing with hazardous, high risk processes and make recommendations on safer practices.

Our Centres are never far away

Our network of strategically-placed response centres provide a swift service and efficient handling of your problems.

Key Features

- Contractually guaranteed response
- Transparent rates for labour and equipment
- Full mainland UK coverage
- 24/7 access to trained chemists
- All facilities and personnel directly owned and employed by Veolia
- UK's leading chemical waste handler
- Incident reports to aid learning



Mainland only