

emergency response

Veolia Environmental Services' Emergency Response teams are on call 24/7 to handle your environmental emergency needs nationwide. Our subscription service provides an affordable, rapid, and reliable response to give you total piece of mind.

Our service to you

Veolia Environmental Services provides a rapid response service designed to cope with environmental incidents safely and efficiently. Our trained response teams can be mobilised from a network of regional depots across mainland UK, utilising on call personnel and dedicated equipment for 24/7 coverage.

The service is supported by on call chemists, transport managers and specialised equipment offering a comprehensive service to our clients.

Ensuring compliance

Across the UK our technical incident co-ordinators review the work required at the incident site, ascertaining the correct equipment and identifying a suitable licensed disposal facility.

All documentation including method statement, risk assessment and waste transfer documentation will be raised to ensure compliance and provide a clear audit trail.

We offer and deliver an impressive range of tailored solutions during critical situations to ensure we minimise your financial losses and environmental impact.

Key features

- Contractually agreed response 24/7
- Transparent rates for labour and equipment
- Freefone access to our manned call centre
- Full mainland UK coverage
- Comprehensive incident control from initial call through to disposal
- On call chemists
- Site audits
- Legislation updates
- Site remediation and aftercare
- Licensed storage and disposal facilities



committed to meeting your *priorities*

Applications

- Chemical & hazardous incidents
- Road traffic accidents
- Fuel and oil spills
- Release to inland waterways
- Removal of blood and clinical waste
- Removal of fly-tipped waste including asbestos
- Decontamination and remediation of contaminated sites
- Animal carcass removal

Industries Served

- Highway Maintenance
- Power Generation
- Local Authorities
- Chemical and Pharmaceutical
- Oil and Gas
- Logistics and Warehousing
- Rail
- Emergency Services
- Facilities Management
- Engineering and Manufacturing
- Insurance
- Ports and Harbours
- Food and Beverage

Customer Feedback

Emergency Response is committed to service delivery and to ensure our customers' priorities are met we ask them to provide feedback after each incident.

Here are some of their responses:

"I would like to say a big THANK YOU on behalf of our company for the help and support that you have provided over the past 4 days. Your assistance allowed us to keep manufacturing going which is amazing given the situation we were in on Saturday afternoon." *International Pharmaceutical Company*

"Crew manager arrived prior to crew and assessed situation. On arrival of crew they were briefed on the task in hand and got on with it. Clean up was efficient and thorough. Very happy with service provided. Many thanks."

Highways Maintenance Contractor

"The prompt response to this incident (our first use of your service) has instilled a lot of confidence in our management team." *UK Quarrying Firm*

"This was the first full call-out since commencing our contract with Veolia Environmental Services, the service is highly recommended and reassuring that we have a professional team to call on in the event of a chemical emergency."

Major UK Port



before



after

To find out more please contact:

Tel: 0800 783 8020

Email: emergencyresponse@veolia.co.uk

Visit: www.veolia.co.uk