

Emergency with a product : Solvay worldwide level 1 response for distribution accidents



In case of **emergency**, please dial the emergency telephone line of the concerned country, as indicated in the table below

You will be advised (identification, properties, what to do in an emergency: fire, spills, ...) by a trained specialist, whenever and wherever the accident occurred and whatever language is involved.

Important: this is an emergency telephone line, not allowed to be used for other issues (out of stock, claims).

Region	Countries	Languages provided	Emergency Telephone Numbers
Europe	All European Countries	Albanian, Bulgarian, Czech, Danish, Dutch, English, Finnish, French, German, Greek, Hungarian, Italian, Lithuanian, Norwegian, Polish, Portuguese, Romanian, Russian, Serb-Croat, Slovak, Spanish, Swedish, Turkish, Ukrainian	+44 (0)1235 239 670
Africa Americas Middle East Israel	(where European languages are spoken)	e.g : English, French, Portuguese, Spanish,...	+44 (0)1235 239 670
Asia Pacific	Australia	English	+61 2801 44558
	New Zealand	English	+64 9929 1483
	Sri Lanka	English, Sinhalese	+65 3158 1195
	Philippines	English, Tagalog	+65 3158 1203
	China & Taiwan	English, Mandarin	+86 10 5100 3039
	North & South Korea	English, Korean	+65 3158 1285
	Japan	English, Japanese	+81 345 789 341
	Indonesia	English, Indonesian	00780 3011 0293 (toll-free, access from Indonesia only)
	Malaysia	English, Malaysian	+60 3 6207 4347
	Thailand	English, Thai	001800 1 2066 6751 (toll-free, access from Thailand only)
	India	English, Hindi	+65 3158 1198
	Bangladesh	English, Bengali	+65 3158 1200
	Pakistan	English, Urdu	+65 3158 1329

	Vietnam	English, Vietnamese	+65 3158 1255
Asia Pacific	East / South East Asia	English, Mandarin, Cantonese, Japanese, Korean, Thai, Indonesian, Malay, Vietnamese	+65 3158 1074
Middle East Africa	Arabic speaking countries	Arabic, French, English	+44 (0) 1235 239 671
Americas	North America (USA, Canada, Caribbean)	English, Spanish	800 424 9300 (Chemtrec-toll free) +703 527 3887 (Chemtrec)
	South America	English, Spanish, Portuguese, French, Dutch	+44 (0) 1235 239 670

see also <http://www.chemtrec.com/Chemtrec/> and <http://the-ncec.com/carechem24/>