

Subject: Request to use CANUTEC's Emergency Telephone Number

This is in response to your request to use CANUTEC's 24 hour emergency telephone number (613) 996-6666 as required by subsection 3.5(2) of the Transportation of Dangerous Goods Regulations.

The above-referred subsection states that the shipper must display a 24-hour emergency telephone number on their shipping documents. Hence, the carrier is not responsible to fulfill this requirement.

In order to receive authorization to display CANUTEC's 24-hour emergency telephone number the following information must be provided:

1. A completed "Request to Use CANUTEC's Emergency Telephone Number" form (attached) that includes:
 - a. a 24 hour emergency telephone number where a representative of your company can be reached for information concerning your products and, if needed, on-site assistance. Where your company does not have access to a 24 hour business telephone number, you are required to provide your daytime business telephone number(s) and a **minimum of three** (3) names of representatives of your company along with their after business hour telephone numbers.
 - b. your signature (bottom portion of attached form) to certify that the telephone number(s) exist and can be used to obtain further emergency response related information.
 - c. a list of manufacturers for which you are a distributor-shipper.

2. A Material Safety Data Sheet (MSDS) for each product your company (and/or subsidiary companies) offers for transport. The MSDS' should be provided in electronic format created by any word processing software (i.e. WordPerfect, Word, etc.) or saved as text, ASCII, HTML files, or pdf files. You can have one file for each MSDS or one file containing many MSDS's. The acceptable storage media formats are 3.5 inch diskettes, CD-ROMs or Zip drive diskettes (contain 100 megabytes of information). Moreover, the MSDS's may be e-mailed to canutec.services@tc.gc.ca (5 Megs maximum per message TC's bandwidth capacity). If the electronic format is not available, MSDS' in printed format must be provided to CANUTEC. When providing us with more than one MSDS', these must be stapled and placed in binders in alphabetical order.

Companies that ship products other than the ones they manufacture (e.g. distributor) should submit the completed form prior to sending the requested MSDS' as the information may have previously been filed with CANUTEC. This would enable CANUTEC to advise you of which MSDS' would be required.

3. A complete list of the companies and subsidiaries that would be using CANUTEC's 24 hour emergency telephone number which includes names of representatives and their after business hour telephone numbers.

In order for CANUTEC to continue providing you with safe and efficient emergency assistance, it is imperative that any changes to the information submitted such as names of representatives or MSDS' **must** be communicated to CANUTEC as soon as they occur. Furthermore, the filed information (names of representatives, telephone numbers and MSDS') **must** be updated **every three years**.

If you have any questions, please feel free to contact me at (613) 947-5048.

Sincerely,

Kristen Steel
Transport Canada (CANUTEC)
Transportation of Dangerous Goods Directorate
Place de Ville, Tower C, 14th Floor
Ottawa, Ontario
K1A 0N5



Transport
Canada

Transports
Canada

CANUTEC

**REQUEST TO USE
CANUTEC'S EMERGENCY TELEPHONE NUMBER**

**DEMANDE D'UTILISATION
DU NUMÉRO DE TÉLÉPHONE DE CANUTEC**

1. PLEASE TYPE OR PRINT - PRIÈRE DE REMPLIR À LA MACHINE OU EN LETTRES MOULÉES

- Either one 24-hour telephone number or after business hour phone information for 3 contact names are required (if not possible, contact steelk@tc.gc.ca)
Soit un numéro de téléphone de 24 heures ou les coordonnées téléphoniques de 3 personnes à contacter après les heures de bureau sont requis (si impossible, contactez steelk@tc.gc.ca)
- Cellular numbers or answering machines are not considered 24-hour numbers
Les cellulaires et les répondeurs automatiques ne sont pas considérés comme des numéros de 24 heures
- Use more than one form if necessary - Utilisez plus d'un formulaire si nécessaire

Contact name Personne à contacter	Area code and telephone No. Indicatif régional et n° de téléphone	*Remarks *Remarques						
		1	2	3	4	5	6	7

* **PLEASE CHECK (✓) APPROPRIATE BOX - VEUILLEZ COCHER (✓) LA CASE APPLICABLE**

1. 24 hr No. Num. 24 hres	2. Office Bureau	3. Home Domicile	4. Answering service Service d'appels	5. Pager Téléavertisseur	6. Cellular phone Téléphone cellulaire	7. Other Autre
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2. ARE YOU A - ÊTES-VOUS? (If you indicate 2 or 3, please fill out item 3 - Si vous cochez 2 ou 3, prière de remplir l'item 3)

<input type="checkbox"/> 1. Manufacturer Fabricant	<input type="checkbox"/> 2. Distributor Distributeur	<input type="checkbox"/> 3. Manufacturer/Distributor Fabricant/Distributeur	<input type="checkbox"/> 4. End user Utilisateur
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INDICATE MANUFACTURERS FOR WHICH YOU ARE A DISTRIBUTOR-SHIPPER (Attach list if required)

INDIQUEZ LES NOMS DES FABRICANTS POUR LESQUELS VOUS ÊTES UN DISTRIBUTEUR-EXPÉDITEUR (Annexer une liste si nécessaire)

Material Safety Data Sheets (MSDS) available electronically Fiches Techniques Santé Sécurité (FTSS) disponibles en format électronique	If yes, what format? - Si oui, en quel format?
<input type="checkbox"/> Yes Oui	<input type="checkbox"/> No Non

I CERTIFY THAT THE INFORMATION PROVIDED ABOVE IS TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE

J'ATTESTE QUE LES RENSEIGNEMENTS FOURNIS CI-DESSUS SONT VRAIS ET EXACTS AU MEILLEUR DE MA CONNAISSANCE

Name and Title - Nom et titre			
Company telephone No. - N° de téléphone	Fax	E-mail - Courriel	Web - Internet
Company name - Nom de l'entreprise		Address - Adresse	
Signature			Date

Note: Any modifications to the above information must be immediately communicated to CANUTEC
Nota: Toute modification à l'information ci-haut doit être communiquée immédiatement à CANUTEC



Transport
Canada

Transports
Canada



CANUTEC

Canadian Transport Emergency Centre

(613) 996-6666

or

***666 (cellular)**

CANUTEC is the **Canadian Transport Emergency Centre** operated by Transport Canada to assist emergency response personnel in handling dangerous goods emergencies. This national bilingual advisory centre has established a scientific data bank on chemicals manufactured, stored and transported in Canada and is staffed by professional scientists specialized in emergency response and experienced in interpreting technical information and providing advice. Emergency response personnel can access CANUTEC's bilingual services by calling (613) 996-6666 collect.

CANUTEC deals with some 30,000 telephone calls per year with approximately 1,000 of these that require an emergency report.

Information Network

CANUTEC's data bank consists of information on more than 750,000 commercial products. The data bank is computerized with easy access to comprehensive information on individual product properties. CANUTEC also has access to a large number of industry data banks and has communication links with other emergency response centres. CANUTEC has also established communication links with emergency response centres in other countries and has access to various international organizations' data banks. This provides the CANUTEC scientists with quick access to a vast national and international resource network.

In addition to these data banks, CANUTEC has access to, among others, the following resources:

- _ an extensive emergency response reference library;
- _ directories of Canadian and foreign chemical manufacturers, shippers and transporters;
- _ directories of emergency response groups across the country including public agencies both federal and provincial, medical facilities and health specialists;
- _ list of specialized equipment suppliers.

Services

Using the computerized information network accessible to them as well as their professional experience and knowledge, CANUTEC's scientists can provide immediate advice and recommend actions to be taken, and those to avoid, in dangerous goods emergencies.

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Taking into consideration the characteristics of the dangerous goods involved and the particular conditions at the emergency site, CANUTEC's professional staff can provide immediate advice on:

- _ chemical, physical and toxicological properties and incompatibilities of the dangerous goods;
- _ health hazards and first aid;
- _ fire, explosion, spill or leak hazards;
- _ remedial actions for the protection of life, property and the environment;
- _ evacuation distances; and,
- _ personal protective clothing and decontamination.

CANUTEC staff does not go to the site of an incident. Advice and information are provided by telephone. In some instances, standard information and data can also be transmitted in printed copy to the site. This complements the verbal advice and recommendations given by CANUTEC staff members. CANUTEC can also provide communication links with the appropriate industry, government or medical specialists. The shipper of the dangerous goods involved can also be linked to

the site to deal with instructions on cleanup, disposal and/or recovery.

Should on-site assistance be required, CANUTEC can activate industry emergency response plans such as TEAP, the Transportation Emergency Assistance Plan, operated by the Canadian Chemical Producers' Association or on-site assistance from other industry or government specialists

Voice communications and written information are retained in confidence for two years for the protection of all parties.

CANUTEC also offers a 24-hour emergency telephone service. Shippers who wish to use CANUTEC's emergency telephone number on their dangerous goods shipping documents, must first contact CANUTEC at (613) 992-4624. In Canada, registration with CANUTEC is free of charge.

Research

To provide a high quality service, CANUTEC scientists research and investigate developments in emergency response technologies and new information regarding dangerous goods.

The data banks and library of the Centre are kept current through scientific literature searches and through national and international data exchange agreements.

Information on individual chemical characteristics and historical data on accidents and other relevant research information involving a given chemical, is analysed to provide data for the interpretation of trends in the contingency planning and emergency response fields. Comprehensive information on the uses and limitations of data, methodologies or equipment is developed through the use of consultants and laboratories on a contract basis.

Joint international research projects are developed and undertaken.

Emergency Response Guidebook 2000 (ERG2000)

CANUTEC has been extensively involved in the production of the ERG2000 which is the result of an International collaborative effort between Canada, the United States and Mexico. Initiated under NAFTA, this project intends to improve hazards communication between the three countries by harmonizing emergency response recommendations for transportation incidents. The ERG is also available for free use at CANUTEC's web site.

Other Services

CANUTEC staff also provides an information service on all aspects of the regulatory requirements for the handling, offering for transport and transporting of dangerous goods by all modes of transport. In fact, CANUTEC is the primary contact point for the Transport of Dangerous Goods Directorate on questions regarding the Transport of Dangerous Goods Regulations and chemical products. For general information CANUTEC should be reached by calling the information number (613) 992-4624, to keep the emergency telephone lines free.

Reporting Requirements

Federal regulations require that CANUTEC must be contacted in the event of an incident or accident involving infectious substances. As well, provincial or municipal statutes may require reporting of dangerous goods incidents or accidents to identified authorities. It is important to note that calling CANUTEC for assistance does not replace the required reporting under provincial or municipal statutes or the federal requirements for written reports.

CANUTEC (613) 996-6666 collect

CANUTEC, established in 1979, is part of the Transport Dangerous Goods Directorate within Transport Canada. The Directorate's overall mandate is to regulate the safe handling, offering for transport and transporting of dangerous goods by all modes. CANUTEC is one of the major safety programs that Transport Canada delivers to promote the safe movement of people and goods throughout Canada.

For further information, please call or write to:

CANUTEC
Transport Dangerous Goods Directorate
Transport Canada
Ottawa, Ontario
Canada
K1A 0N5
(613) 992-4624 (Phone)
(613) 954-5101 (FAX)
canutec@tc.gc.ca (e-mail)
<http://www.canutec.gc.ca> (Internet)

Canada