

# **New Substances Program Service Charter**

## **The Charter Consists of:**

About Us // Our Service Delivery Values // Who We Provide Service To // Our Service Standards // Help Us Help You // Suggestions, Compliments or Complaints // Contact Us

## **About Us**

The New Substances Program (the Program) was established to ensure that no new substances are introduced into the Canadian market place before they have been assessed to determine whether are toxic or capable of becoming toxic to the environment or human health. Those substances include chemicals, polymers and inanimate and animate products of biotechnology. The Program operates under the ***New Substances Notification Regulations (Chemicals and Polymers) [NSNR (Chemicals & Polymers)]*** and the ***New Substances Notification Regulations (Organisms) [NSNR (Organisms)]*** of the *Canadian Environmental Protection Act, 1999 (CEPA 1999)* and is jointly administered by Environment Canada and Health Canada. The NSNR are an integral part of the federal government's national pollution prevention strategy.

The approach taken under CEPA 1999 is both proactive and preventative, employing a pre-import or pre-manufacture notification and assessment process. When the assessment process identifies a new substance that may pose a risk to human health or the environment, the Act empowers Environment Canada to intervene by designing a risk management process, such as placing restrictions or prohibiting the substance from import or manufacture in Canada.

Environment Canada is responsible for assessment of the potential risks to the environment, development and implementation of controls, compliance promotion and enforcement. Health Canada carries out the assessment of potential risks to human health.

The Program also provides regulatory, scientific and policy input to national and international governments and organization's with the intent of helping to promote pollution prevention on a global scale.

## **Our Mandate, Mission and Values**

We observe the overall mandates, mission and values of Environment Canada and Health Canada in all aspects of our business.

## **Our Mandate**

The New Substances Division of Environment Canada is the key regulatory organization for the notification of new substances to Canada. Our mandate is to protect the Canadian environment and human health from toxic new substances that are new to Canadian commerce.

## **Our Mission**

To be one of the most effective and credible national regulatory authorities for the management of new substances.

## **Our Service Delivery Values**

### **Integrity**

Protection of the environment and human health by providing comprehensive services that aid the regulatee in meeting the legal obligations of the New Substances Notification Regulations.

### **Excellence**

Maintaining a high level of timeliness, competence and professionalism in all aspects of our work.

### **Achievement**

Ensuring all individuals and companies receive the best service possible. Setting realistic and attainable goals for service delivery and ensuring the goals are met and improvement to service delivery is a continuous process.

### **Innovation**

Promoting innovation in service delivery that will maximize efficiency, aid in information dissemination and augment the notification and assessment process.

### **Transparency**

Ensuring that all pertinent information, including the methodologies employed, are easily accessible and current.

### **Leadership**

Encouraging individual and team initiatives that will best support the operation of the Program.

## **Who We Provide Service To**

Our services are largely provided to the chemical industry (called Regulatees or Notifiers). This includes manufacturers and importers of new substances to Canada. As well, we convey information on new substances and the Program to the Canadian and International public. We provide information on regulatory, scientific and policy matters to other programs in the Canadian government and internationally.

## **Our Service Standards**

We provide courteous, professional and timely service, respecting the confidentiality of information where appropriate. You can expect us to be open and transparent in decision-making. We will disclose the cost regime associated with notifying under the NSNR and provide information and guidance on the

notification process if required. If we cannot assist you we will refer you to the appropriate group if we can.

### **Accessibility**

Dealing with us will be as easy and efficient as possible. To enable contact with us we will:

- Provide access to services by:
  - Phone ((800) 567-1999 (Toll Free in Canada)  
(819) 953-7156 (Outside of Canada)
  - Fax: (819) 953-7155
  - E-mail: [nsn-infoline@ec.gc.ca](mailto:nsn-infoline@ec.gc.ca)
  - Website: (<http://www.ec.gc.ca/substances>)
  - Regional contacts and Regional email
  
- Ensure that staff members can be reached by phone, fax, in person or by email during our normal business hours.
  
- Have individual staff identify themselves on the phone and in person and include a contact name and phone number in all correspondence.
  
- Provide appropriate communication services for persons with disabilities.

### **Quality Service**

We will provide accurate information and guidance in the official language of your choice. We will provide prompt and courteous service and will:

- Address your inquiry as comprehensively as possible
- Provide information on regulatory, scientific and policy issues
- Provide assistance to regulatees with determining the information necessary for a notification submission
- Demonstrate awareness and respect of issues of confidentiality

### **Regulatory Standards**

All new substance notifications will be assessed within the regulatory timeframes.

### **Administrative Standards**

Our goals for providing service are to:

- Respond to voice mail messages within 24 hours (during business hours)
- Acknowledge requests made by letter, email and fax within 10 days of receipt.
- Acknowledge complaints and endeavor to rectify any issues within 14 days of receipt.

- Process Notifications within regulatory timeframes or, when there is no such timeframe, develop an appropriate timetable for a response and inform you of the timetable.

## **Help Us Help You**

So that we can provide high quality service, it is essential that you:

- Give us accurate and complete information on a notification
- Provide all documents and information within the specified times. If you cannot do so, then please inform us immediately - delays in providing information may delay a decision on your notification
- Treat our staff with courtesy and respect
- Abide by all legal requirements and obligations under CEPA 1999, *New Substances Notifications Regulations* (Chemicals and Polymers), *New Substances Notifications Regulations* (Organisms), *Masked Name Regulations*, *New Substances Fees Regulations*, and the Compliance and Enforcement Policy for CEPA 1999.

## **Any Suggestions, Compliments or Complaints?**

We welcome your suggestions and enjoy receiving compliments!

If you are not satisfied with the service you receive, please inform the staff member concerned, or their supervisor, to try and resolve any concerns.

If you are still not satisfied, or you are unable to contact the original staff member or their supervisor, you can contact us at the address below.

## **Contact us**

### **National Headquarters**

Notification and Client Services Section  
New Substances Division  
Science and Risk Assessment Directorate  
Environment Canada  
Place Vincent Massey, 14th Floor  
351 St. Joseph Blvd  
Hull, Quebec K1A 0H3  
Phone: (800) 567-1999 (Toll Free in Canada)  
(819) 953-7156 (Outside of Canada)  
Fax: (819) 953-7155  
E-mail: [nsn-info@ec.gc.ca](mailto:nsn-info@ec.gc.ca)

To contact our regional offices please look on our New Substances website for the information: <http://www.ec.gc.ca/substances>