



RADSAFE CLG
c/o Cavendish Nuclear
Fountain House South
Horizon West
Canal View Road
Newbury
RG14 5XF

28th April 2017

Re. RADSAFE INFORMATION AND TRAINING DVD

Dear RADSAFE Members and Affiliates,

Re: Change in 24/7 Call Centre provider for RADSAFE and NAIR

I am writing to inform you that RADSAFE has placed a contract (25th April 2017) with Ricardo who operate the National Chemical Emergency Centre (NCEC) for 24/7 call centre provision replacing CNC. The change of provider is due to take place on Friday 28th April.

In 2016 RADSAFE and NAIR reviewed the contract for the 24/7 call centre provision and took the decision to look into alternative service providers. As part of the tender process, RADSAFE and NAIR have carried out in depth audits of NCEC's emergency call centre systems, equipment and procedures and concluded that NCEC can provide a robust high quality emergency control centre service. The National Chemical Emergency Centre (NCEC), part of Ricardo Energy & Environment, is a dedicated emergency response centre based in Harwell, Oxfordshire. Established 44 years ago as a government agency to provide chemical emergency advice to the UK emergency services, NCEC now also receive over 8,000 calls a year on their emergency lines on behalf of around 550 global companies.

NCEC also operate the UK wide national Chemsafe scheme, where UK emergency services can contact them for emergency advice related to chemicals. For those familiar with using the Chemsafe scheme, the RADSAFE and NAIR service will be delivered by the same emergency responders who are currently providing chemical advice to you in the event of a chemical incident, ensuring consistency in the front line approach to hazardous material handling.

NCEC and RADSAFE are also both in the process of putting in place regular tests of the service and infrastructure, including regular tests of the telephone number and connections. Therefore, we kindly request that you refrain from testing the number unless part of a comprehensive and planned exercise.

RADSAFE will circulate arrangements for planning emergency exercises involving use of NCEC and the RADSAFE number via the working group. In addition, shortly after we commence with the service, NCEC will be delivering a short overview webinar to all those interested, introducing the business and any relevant changes to the procedures to keep you all up to date. This will also be recorded and can be shared once it has been completed.

RADSAFE and NAIR have agreed an implementation plan with NCEC and CNC to manage the transfer of the phone number and services between the providers to ensure that there will be no loss of capability to respond to a RADSAFE or NAIR call during transfer of the number.

Yours Faithfully

A handwritten signature in black ink, appearing to read 'H. J. Phillips', with a horizontal line underneath.

Heather Phillips
Chair RADSAFE Board