

ADVICE OVER THE TELEPHONE,  
EXPERT ADVICE ON THE SPOT,  
TECHNICAL ASSISTANCE ON THE SPOT

TUIS



# TUIS 2022

Transport-Accident-Information- and Emergency- Response-System  
of the German chemical industry

# TUIS: The Hotline to Know-how

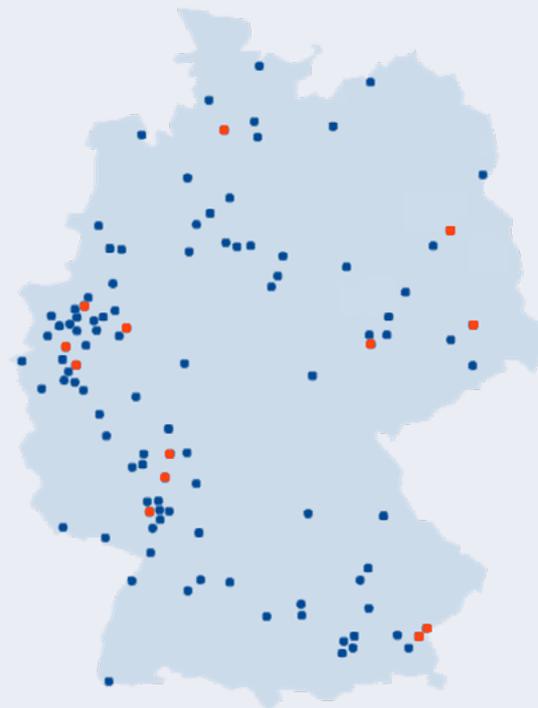
## FAST AND UNBUREAUCRATIC HELP

There are manifold options for travel and transportation in Germany – with heavy traffic, large volumes of freight and many transports of dangerous goods. All emergency services are used to dealing with this. But 600 times annually they need more specific advice or assistance: in transport accidents involving chemicals and also in accidents in production and warehousing.

Help comes from TUIS – the Transport-Accident-Information and Emergency-Response-System. This network of the German chemical industry consists of company experts and fire brigades at some 130 industry locations. For 40 years, TUIS has been supporting the public emergency services nationwide: around the clock, on 365 days of the year and in a fast and unbureaucratic manner.

## LOCATIONS OF THE TUIS NETWORK

● TUIS emergency call centers; ● Other sites (Source: TUIS)



## TUIS help for?

### SUPPORT FOR EMERGENCY SERVICES

TUIS supports the public emergency services in Germany and in Europe, if necessary. Help can be requested by fire brigades, police, competent authorities and comparable institutions. The head of operations on site decides whether to call in TUIS for advice and/or practical assistance.

For example, TUIS helps in Germany and also abroad when special expertise or equipment are sought. TUIS helps at all locations: country roads, motorways, railway tracks, train stations, inland waterways, harbors, on the seas or – quite simply – at the outskirts of town.



# How does it work – Level 1



## 3 LEVELS OF ASSISTANCE

Three levels of assistance can be requested – nationwide, around the clock and on 365 days of the year.

## LEVEL 1: EXPERT ADVICE OVER THE TELEPHONE

Level 1 means advice over the telephone from TUIS experts for heads of operations. Activities start with the incoming call for help at a TUIS emergency call center. All available items of information are retrieved in an emergency data search. TUIS has developed a standardized form for this purpose. Next, either the initially contacted TUIS call center gives advice directly over the telephone, because it has the necessary information – or the request is passed on to a suitable TUIS company fire brigade. It is also decided whether advice over the telephone leads to advice on the spot (level 2) or to technical assistance on the spot (level 3).

The TUIS network as a whole comprises fire brigades from chemical companies as well as environmental chemists, toxicologists and further experts who are familiar with specific chemicals or biological substances.



# How does it work – Level 2

## LEVEL 2: EXPERT ADVICE ON THE SPOT

Should advice on the spot become necessary, an expert comes to the scene of the accident. In special cases, TUIS is supported by the search and rescue (SAR) service of the German Bundeswehr: an SAR helicopter takes the TUIS expert to the accident location.

# How does it work – Level 3

## LEVEL 3: TECHNICAL ASSISTANCE ON THE SPOT



Irrespective of norms and standards, today's immense technical diversity results in situations where even well-equipped emergency services reach their limits when trying to avert danger or to keep damage as low as possible. In such situations, TUIS offers technical assistance of level 3.

This type of assistance brings together sophisticated technical equipment and the operating know-how of chemical company fire brigades – ranging from the universal flange and heated connecting hoses to mobile chlorine absorption units, flaring devices and turbo extinguishers. Quite often, these are own developments by the company fire brigades who combine the individual requirements in their chemical plants with the experience gained in many deployments.

## The Database

### TUIS DATABASE: THE KEY TO INFORMATION

Support from TUIS is only a click away: The internet address [www.tuis.org](http://www.tuis.org) leads to the entry form for the database. After entering the zip code of the accident location and/or the UN code, a list of qualified experts or company fire brigades is displayed on the screen. They are sorted by the vicinity to the accident location or by their expertise for giving advice on the chemicals in question. The list of substances in the database is oriented to the UN list. The TUIS database also contains a downloadable list of TUIS members sorted by zip code. Emergency call centers are recommended to have printouts of this list as a precaution – should there be no internet access at times when deployment is necessary.



# Linking TUIS and the local heads of operations

## AN INTEGRAL PART OF PUBLIC EMERGENCY RESPONSE



The work of TUIS is based on the fire safety laws of the German federal states. The interior ministries of the federal states have issued official information about the TUIS activities. In four decades, this network of chemical company fire brigades has become an established player in public emergency response. No matter whether accidents occur on roads, railway tracks or waterways, the following invariably applies: The public emergency services – and their heads of operations – are controlling and directing the emergency response effort. The heads of operations of the public emergency services assume an administrative and operative leadership role overall. In such activities it can make sense to benefit from the existing TUIS contacts and to consult with product suppliers or service providers.

## Cooperation in Europe

### COOPERATION WITH NEIGHBOURS IN EUROPE

TUIS is integrated in an important European support system: the so-called ICE-system of the European Chemical Industry Council (Cefic). The acronym ICE stands for “Intervention in Chemical Transport Emergencies”. The system works under the umbrella of the international Responsible Care program. In accidents involving parties from several countries, the interventions are coordinated by National Response Centers. The National Response Center in Germany is the control center of the BASF company fire brigade in Ludwigshafen (phone: +49 621 6043333). At present, there are National Response Center in 16 European countries.



The National Response Center in Germany also provides technical assistance abroad, e.g. by making available an emergency container for chlorine.

# Cooperation in Germany

## WORKING TOGETHER WITH PARTNERS



TUIS emergency call centers are closely connected with the control centers of company fire brigades in the petroleum industry. A joint database enables cross-industry support in cases of tank farm fires.

TUIS company fire brigades also work with the Federal Agency for Technical Relief (THW), based on the joint declaration of the THW and the German Chemical Industry Association (VCI).



Furthermore, the chemical industry has a cooperation agreement with Deutsche Bahn (German Railways) where emergency managers can request help from TUIS.

Most recently, the cooperation has intensified with the water police and with professional fire brigades who own fire-fighting boats. For example, the chemical industry supported the special equipment for a fire-fighting boat on the river Rhine and provides some staff for this boat in suitable deployments.



Some examples of interesting deployments are documented online at: [www.tuis.org](http://www.tuis.org)

# Cooperation beyond the factory gates

## EMPHASIS ON ADVANCED TRAINING



For a long time now, it has become everyday practice for company fire brigades to cooperate with fire brigades in the neighbourhood. Chemical company fire brigades spread information about TUIS, they invite other firefighters to factories and give talks on working together in fire-fighting measures. Depending on the situation, these information and training initiatives also include local fire and police academies. Moreover, TUIS is increasingly involved in major high-level exercises or in regional exercises of voluntary fire brigades, for example, at chemical plants.

## TUIS Emergency Call Centers

### AVAILABLE AROUND THE CLOCK

The emergency call centers of TUIS member companies are available around the clock:

|   |                     |
|---|---------------------|
| BASF* SE, Ludwigshafen                                  | +49 (621) 6043333   |
| BASF Coatings GmbH, Münster                             | +49 (2501) 143227   |
| BASF Schwarzheide GmbH, Schwarzheide                    | +49 (35752) 62112   |
| Bayer AG, Berlin  | +49 (30) 46814208   |
| Currenta** GmbH & Co. OHG, Leverkusen                   | +49 (214) 260599300 |
| Dow Deutschland Anlagengesellschaft mbH, Stade          | +49 (4141) 3679     |
| Evonik Operations GmbH, Chemiepark Marl                 | +49 (2365) 492232   |
| Henkel AG & Co. KGaA, Düsseldorf                        | +49 (211) 7973350   |
| InfraLeuna GmbH, Leuna                                  | +49 (3461) 434333   |
| InfraServ GmbH & Co. Gendorf KG, Burgkirchen an der Alz | +49 (8679) 72222    |
| Infraserv GmbH & Co. Höchst KG, Frankfurt am Main       | +49 (69) 3056418    |
| Merck KGaA, Darmstadt                                   | +49 (6151) 722440   |
| Wacker Chemie AG, Burghausen                            | +49 (8677) 832222   |

\* National Response Center

\*\* für CHEMPARK Leverkusen, Dormagen, Krefeld.

## Your contact person in the VCI

### Jörg Roth

Phone +49 69 2556-1523

E-Mail: [jroth@vci.de](mailto:jroth@vci.de)

### Monika von Zedlitz (Mediencontact)

Phone +49 69 2556-1473

Fax +49 69 2556-1613

E-Mail: [zedlitz@vci.de](mailto:zedlitz@vci.de)

## Imprint

German Chemical Industry Association

Mainzer Landstrasse 55

60329 Frankfurt am Main, Germany

Internet: [www.vci.de](http://www.vci.de)

**Responsible:** Dr. Gerd Romanowski **Editorial staff:** Jörg Roth, Monika von Zedlitz

**Copyright:** Hans F. Daniel (Seite 1, 3, 4, 6, 7); Evonik Industries AG (Seite 3); InfraServ Gendorf (Seite 6);

Merck KGaA (Seite 2, 3, 7); [stock.adobe.com](http://stock.adobe.com): Scanrail, Kzenon, Gerhard Seybert, Scanrail, Björn Wylezich

(Seite 2, 4, 5, 6 ); Technisches Hilfswerk (Seite 6).

**Status:** February 2022



Responsible Care – a contribution to  
the sustainability initiative Chemie<sup>3</sup>

More information on TUIS



[www.tuis.org](http://www.tuis.org)