

Safety Data Sheet

According to Annex II to REACH - Regulation (EU) 2020/878 and to Annex II to UK REACH

SECTION 1. Identification of the substance/mixture and of the company/undertaking

1.1. Product identifier

Code: [UNC501] 484000008562 [UNC502] 484000008941
Product name Wpro - TERRABIANCA

1.2. Relevant identified uses of the substance or mixture and uses advised against

Intended use Universal cleaner & polisher

1.3. Details of the supplier of the safety data sheet

Name Beko Italy Manufacturing Srl
Full address Via Varesina, 204
District and Country 20156 Milano – Italy
e-mail address of the competent person responsible for the Safety Data Sheet sds@dgsasrl.it

1.4. Emergency telephone number

For urgent inquiries refer to ENGLAND, SCOTLAND (NHS 24) WALES (NHS Direct Wales) - For medical advice contact 111

SECTION 2. Hazards identification

2.1. Classification of the substance or mixture

The product is not classified as hazardous pursuant to the provisions set forth in EC Regulation 1272/2008 (CLP). However, since the product contains hazardous substances in concentrations such as to be declared in section no. 3, it requires a safety data sheet with appropriate information, compliant to (EU) Regulation 2020/878.

Hazard classification and indication: --

2.2. Label elements

Hazard labelling pursuant to EC Regulation 1272/2008 (CLP) and subsequent amendments and supplements.

Hazard pictograms: --
Signal words: --
Hazard statements:
EUH210 Safety data sheet available on request.
Precautionary statements: --

Ingredients according to Regulation (EC) No. 648/2004

15% or over but less than 30% Soap
<5% Perfumes

2.3. Other hazards

On the basis of available data, the product does not contain any PBT or vPvB in percentage $\geq$ than 0,1%.
The product does not contain substances with endocrine disrupting properties in concentration $\geq$ 0.1%.

SECTION 3. Composition/information on ingredients

3.2. Mixtures

Contains:

Identification	x = Conc. %	Classification (EC) 1272/2008 (CLP)
ALUMINA		
INDEX -	$78 \leq x < 82$	
EC 215-691-6		
CAS 1344-28-1		
SODIUM CARBONATE		
INDEX 011-005-00-2	$2,5 \leq x < 3$	Eye Irrit. 2 H319
EC 207-838-8		
CAS 497-19-8		

The full wording of hazard (H) phrases is given in section 16 of the sheet.

SECTION 4. First aid measures

4.1. Description of first aid measures

EYES: Remove contact lenses, if present. Wash immediately with plenty of water for at least 15 minutes, opening the eyelids fully. If problem persists, seek medical advice.

SKIN: Remove contaminated clothing. Wash immediately with plenty of water. If irritation persists, get medical advice/attention. Wash contaminated clothing before using it again.

INHALATION: Remove to open air. In the event of breathing difficulties, get medical advice/attention immediately.

INGESTION: Get medical advice/attention. Induce vomiting only if indicated by the doctor. Never give anything by mouth to an unconscious person, unless authorised by a doctor.

4.2. Most important symptoms and effects, both acute and delayed

Specific information on symptoms and effects caused by the product are unknown.

4.3. Indication of any immediate medical attention and special treatment needed

Information not available

SECTION 5. Firefighting measures

5.1. Extinguishing media

SUITABLE EXTINGUISHING EQUIPMENT

The extinguishing equipment should be of the conventional kind: carbon dioxide, foam, powder and water spray.

UNSUITABLE EXTINGUISHING EQUIPMENT

None in particular.

5.2. Special hazards arising from the substance or mixture

HAZARDS CAUSED BY EXPOSURE IN THE EVENT OF FIRE

Do not breathe combustion products.

5.3. Advice for firefighters

GENERAL INFORMATION

Use jets of water to cool the containers to prevent product decomposition and the development of substances potentially hazardous for health. Always wear full fire prevention gear. Collect extinguishing water to prevent it from draining into the sewer system. Dispose of contaminated water used for extinction and the remains of the fire according to applicable regulations.

SPECIAL PROTECTIVE EQUIPMENT FOR FIRE-FIGHTERS

Normal fire fighting clothing i.e. fire kit (BS EN 469), gloves (BS EN 659) and boots (HO specification A29 and A30) in combination with self-contained open circuit positive pressure compressed air breathing apparatus (BS EN 137).

SECTION 6. Accidental release measures

6.1. Personal precautions, protective equipment and emergency procedures

Block the leakage if there is no hazard.

Wear suitable protective equipment (including personal protective equipment referred to under Section 8 of the safety data sheet) to prevent any contamination of skin, eyes and personal clothing. These indications apply for both processing staff and those involved in emergency procedures.

6.2. Environmental precautions

The product must not penetrate into the sewer system or come into contact with surface water or ground water.

6.3. Methods and material for containment and cleaning up

Collect the leaked product into a suitable container. Evaluate the compatibility of the container to be used, by checking section 10. Absorb the remainder with inert absorbent material.

Make sure the leakage site is well aired. Contaminated material should be disposed of in compliance with the provisions set forth in point 13.

6.4. Reference to other sections

Any information on personal protection and disposal is given in sections 8 and 13.

SECTION 7. Handling and storage

7.1. Precautions for safe handling

Before handling the product, consult all the other sections of this material safety data sheet. Avoid leakage of the product into the environment. Do not eat, drink or smoke during use. Remove any contaminated clothes and personal protective equipment before entering places in which people eat.

7.2. Conditions for safe storage, including any incompatibilities

Store only in the original container. Store the containers sealed, in a well ventilated place, away from direct sunlight. Keep containers away from any incompatible materials, see section 10 for details.

Storage class TRGS 510 (Germany): 10

7.3. Specific end use(s)

See Subsection 1.2

SECTION 8. Exposure controls/personal protection

8.1. Control parameters

Regulatory References:

DEU	Deutschland	Technischen Regeln für Gefahrstoffe (TRGS 900) - Liste der Arbeitsplatzgrenzwerte und Kurzzeitwerte. MAK- und BAT-Werte-Liste 2020, Ständige Senatskommission zur Prüfung gesundheitsschädlicher Arbeitsstoffe, Mitteilung 56
ESP	España	Límites de exposición profesional para agentes químicos en España 2021
FRA	France	Valeurs limites d'exposition professionnelle aux agents chimiques en France. ED 984 - INRS
GRC	Ελλάδα	Π.Δ. 26/2020 (ΦΕΚ 50/Α΄ 6.3.2020) Εναρμόνιση της ελληνικής νομοθεσίας προς τις διατάξεις των οδηγιών 2017/2398/ΕΕ, 2019/130/ΕΕ και 2019/983/ΕΕ «για την τροποποίηση της οδηγίας 2004/37/ΕΚ ``σχετικά με την προστασία των εργαζομένων από τους κινδύνους που συνδέονται με την έκθεση σε καρκινογόνους ή μεταλλαξιογόνους παράγοντες κατά την εργασία ``»
HUN	Magyarország	Az innovációért és technológiáért felelős miniszter 5/2020. (II. 6.) ITM rendelete a kémiai kóroki tényezők hatásának kitett munkavállalók egészségének és biztonságának védelméről
POL	Polska	Rozporządzenie ministra rozwoju, pracy i technologii z dnia 18 lutego 2021 r. Zmieniające rozporządzenie w sprawie najwyższych dopuszczalnych stężeń i natężeń czynników szkodliwych dla zdrowia w środowisku pracy
ROU	România	Hotărârea nr. 53/2021 pentru modificarea hotărârii guvernului nr. 1.218/2006, precum și pentru modificarea și completarea hotărârii guvernului nr. 1.093/2006

SVK	Slovensko	NARIADENIE VLÁDY Slovenskej republiky z 12. augusta 2020, ktorým sa mení a dopĺňa nariadenie vlády Slovenskej republiky č. 356/2006 Z. z. o ochrane zdravia zamestnancov pred rizikami súvisiacimi s expozíciou karcinogénnym a mutagénym faktorom pri práci v znení neskorších predpisov
GBR	United Kingdom	EH40/2005 Workplace exposure limits (Fourth Edition 2020)
	TLV-ACGIH	ACGIH 2022

ALUMINA

Threshold Limit Value

Type	Country	TWA/8h		STEL/15min		Remarks / Observations
		mg/m3	ppm	mg/m3	ppm	
MAK	DEU	4				INHAL
MAK	DEU	1,5				RESP
VLA	ESP	10				
VLEP	FRA	10				
TLV	GRC		10			
AK	HUN	5				Al-ra számítva
AK	HUN	2				RESP Al-ra számítva
NDS/NDSch	POL	2,5				INHAL Na Al
NDS/NDSch	POL	1,2				RESP Na Al
TLV	ROU	2		5		Aerosoli
NPEL	SVK	4				INHAL
NPEL	SVK	1,5				RESP
WEL	GBR	10				INHAL
WEL	GBR	4				RESP
TLV-ACGIH		1				RESP Al

SODIUM CARBONATE

Threshold Limit Value

Type	Country	TWA/8h		STEL/15min		Remarks / Observations
		mg/m3	ppm	mg/m3	ppm	
TLV	ROU	1		3		

Legend:

(C) = CEILING ; INHAL = Inhalable Fraction ; RESP = Respirable Fraction ; THORA = Thoracic Fraction.

8.2. Exposure controls

As the use of adequate technical equipment must always take priority over personal protective equipment, make sure that the workplace is well aired through effective local aspiration.

HAND PROTECTION

Protect hands with category III work gloves.

The following should be considered when choosing work glove material (see standard EN 374): compatibility, degradation, failure time and permeability.

The work gloves' resistance to chemical agents should be checked before use, as it can be unpredictable. The gloves' wear time depends on the duration and type of use.

SKIN PROTECTION

Wear category I professional long-sleeved overalls and safety footwear (see Regulation 2016/425 and standard EN ISO 20344). Wash body with soap and water after removing protective clothing.

EYE PROTECTION

Wear airtight protective goggles (see standard EN 166).

RESPIRATORY PROTECTION

If the threshold value (e.g. TLV-TWA) is exceeded for the substance or one of the substances present in the product, use a mask with a type B filter whose class (1, 2 or 3) must be chosen according to the limit of use concentration. (see standard EN 14387). In the presence of gases or vapours of various kinds and/or gases or vapours containing particulate (aerosol sprays, fumes, mists, etc.) combined filters are required.

Respiratory protection devices must be used if the technical measures adopted are not suitable for restricting the worker's exposure to the threshold values considered. The protection provided by masks is in any case limited.

If the substance considered is odourless or its olfactory threshold is higher than the corresponding TLV-TWA and in the case of an emergency, wear open-circuit compressed air breathing apparatus (in compliance with standard EN 137) or external air-intake breathing apparatus (in compliance with standard EN 138). For a correct choice of respiratory protection device, see standard EN 529.

ENVIRONMENTAL EXPOSURE CONTROLS

The emissions generated by manufacturing processes, including those generated by ventilation equipment, should be checked to ensure compliance with environmental standards.

SECTION 9. Physical and chemical properties

9.1. Information on basic physical and chemical properties

Properties	Value	Information
Appearance	solid	

Colour	white
Odour	characteristic
Melting point / freezing point	not available
Initial boiling point	not available
Flammability	not flammable
Lower explosive limit	not available
Upper explosive limit	not available
Flash point	> 60 °C
Auto-ignition temperature	not available
Decomposition temperature	not available
pH	not available
Kinematic viscosity	not available
Solubility	not available
Partition coefficient: n-octanol/water	not available
Vapour pressure	not available
Density and/or relative density	2,59
Relative vapour density	not available
Particle characteristics	not applicable

9.2. Other information

9.2.1. Information with regard to physical hazard classes

Information not available

9.2.2. Other safety characteristics

Information not available

SECTION 10. Stability and reactivity

10.1. Reactivity

There are no particular risks of reaction with other substances in normal conditions of use.

10.2. Chemical stability

The product is stable in normal conditions of use and storage.

10.3. Possibility of hazardous reactions

No hazardous reactions are foreseeable in normal conditions of use and storage.

10.4. Conditions to avoid

None in particular. However the usual precautions used for chemical products should be respected.

10.5. Incompatible materials

Information not available

10.6. Hazardous decomposition products

Information not available

SECTION 11. Toxicological information

In the absence of experimental data for the product itself, health hazards are evaluated according to the properties of the substances it contains, using the criteria specified in the applicable regulation for classification.

It is therefore necessary to take into account the concentration of the individual hazardous substances indicated in section 3, to evaluate the toxicological effects of exposure to the product.

11.1. Information on hazard classes as defined in Regulation (EC) No 1272/2008

Metabolism, toxicokinetics, mechanism of action and other information

Information not available

Information on likely routes of exposure

Information not available

Delayed and immediate effects as well as chronic effects from short and long-term exposure

Information not available

Interactive effects

Information not available

ACUTE TOXICITY

ATE (Inhalation) of the mixture:

Not classified (no significant component)

ATE (Oral) of the mixture:

Not classified (no significant component)

ATE (Dermal) of the mixture:

Not classified (no significant component)

ALUMINA

LD50 (Oral):

> 5000 mg/kg Rat

SODIUM CARBONATE

LD50 (Dermal):

117 mg/kg Mouse

LD50 (Oral):

4090 mg/kg Rat

LC50 (Inhalation mists/powders):

2,3 mg/l/2h Rat

SKIN CORROSION / IRRITATION

Does not meet the classification criteria for this hazard class

SERIOUS EYE DAMAGE / IRRITATION

Does not meet the classification criteria for this hazard class

RESPIRATORY OR SKIN SENSITISATION

Does not meet the classification criteria for this hazard class

GERM CELL MUTAGENICITY

Does not meet the classification criteria for this hazard class

CARCINOGENICITY

Does not meet the classification criteria for this hazard class

REPRODUCTIVE TOXICITY

Does not meet the classification criteria for this hazard class

STOT - SINGLE EXPOSURE

Does not meet the classification criteria for this hazard class

STOT - REPEATED EXPOSURE

Does not meet the classification criteria for this hazard class

ASPIRATION HAZARD

Does not meet the classification criteria for this hazard class

11.2. Information on other hazards

Based on the available data, the product does not contain substances listed in the main European lists of potential or suspected endocrine disruptors with human health effects under evaluation.

SECTION 12. Ecological information

Use this product according to good working practices. Avoid littering. Inform the competent authorities, should the product reach waterways or contaminate soil or vegetation.

12.1. Toxicity

Information not available

12.2. Persistence and degradability

SODIUM CARBONATE

Solubility in water

1000 - 10000 mg/l

Degradability: information not available

ALUMINA

Solubility in water

< 2E-05 mg/l

Degradability: information not available

12.3. Bioaccumulative potential

Information not available

12.4. Mobility in soil

Information not available

12.5. Results of PBT and vPvB assessment

On the basis of available data, the product does not contain any PBT or vPvB in percentage $\geq$ than 0,1%.

12.6. Endocrine disrupting properties

Based on the available data, the product does not contain substances listed in the main European lists of potential or suspected endocrine disruptors with environmental effects under evaluation.

12.7. Other adverse effects

Information not available

SECTION 13. Disposal considerations

13.1. Waste treatment methods

Reuse, when possible. Neat product residues should be considered special non-hazardous waste.

Disposal must be performed through an authorised waste management firm, in compliance with national and local regulations.

CONTAMINATED PACKAGING

Contaminated packaging must be recovered or disposed of in compliance with national waste management regulations.

SECTION 14. Transport information

The product is not dangerous under current provisions of the Code of International Carriage of Dangerous Goods by Road (ADR) and by Rail (RID), of the International Maritime Dangerous Goods Code (IMDG), and of the International Air Transport Association (IATA) regulations.

14.1. UN number or ID number

not applicable

14.2. UN proper shipping name

not applicable

14.3. Transport hazard class(es)

not applicable

14.4. Packing group

not applicable

14.5. Environmental hazards

not applicable

14.6. Special precautions for user

not applicable

14.7. Maritime transport in bulk according to IMO instruments

Information not relevant

SECTION 15. Regulatory information

15.1. Safety, health and environmental regulations/legislation specific for the substance or mixture

Seveso Category - Directive 2012/18/EU: None

Restrictions relating to the product or contained substances pursuant to Annex XVII to EC Regulation 1907/2006

Contained substance:

Point	75	SODIUM CARBONATE
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Regulation (EU) 2019/1148 - on the marketing and use of explosives precursors

not applicable

Substances in Candidate List (Art. 59 REACH)

On the basis of available data, the product does not contain any SVHC in percentage $\geq$ than 0,1%.

Substances subject to authorisation (Annex XIV REACH)

None

Substances subject to exportation reporting pursuant to Regulation (EU) 649/2012:

None

Substances subject to the Rotterdam Convention:

None

Substances subject to the Stockholm Convention:

None

Healthcare controls

Information not available

Regulation (EC) No. 648/2004

Ingredients according to Regulation (EC) No. 648/2004

German regulation on the classification of substances hazardous to water (AwSV, vom 18. April 2017)

WGK 1: Low hazard to waters

15.2. Chemical safety assessment

A chemical safety assessment has not been performed for the preparation/for the substances indicated in section 3.

SECTION 16. Other information

Text of hazard (H) indications mentioned in section 2-3 of the sheet:

Eye Irrit. 2	Eye irritation, category 2
H319	Causes serious eye irritation.
EUH210	Safety data sheet available on request.

LEGEND:

- ADR: European Agreement concerning the carriage of Dangerous goods by Road
- ATE: Acute Toxicity Estimate
- CAS: Chemical Abstract Service Number
- CE50: Effective concentration (required to induce a 50% effect)
- CE: Identifier in ESIS (European archive of existing substances)
- CLP: Regulation (EC) 1272/2008
- DNEL: Derived No Effect Level
- EmS: Emergency Schedule
- GHS: Globally Harmonized System of classification and labeling of chemicals
- IATA DGR: International Air Transport Association Dangerous Goods Regulation
- IC50: Immobilization Concentration 50%
- IMDG: International Maritime Code for dangerous goods
- IMO: International Maritime Organization
- INDEX: Identifier in Annex VI of CLP
- LC50: Lethal Concentration 50%
- LD50: Lethal dose 50%
- OEL: Occupational Exposure Level
- PBT: Persistent bioaccumulative and toxic as REACH Regulation
- PEC: Predicted environmental Concentration
- PEL: Predicted exposure level
- PNEC: Predicted no effect concentration
- REACH: Regulation (EC) 1907/2006
- RID: Regulation concerning the international transport of dangerous goods by train
- TLV: Threshold Limit Value

- TLV CEILING: Concentration that should not be exceeded during any time of occupational exposure.
- TWA: Time-weighted average exposure limit
- TWA STEL: Short-term exposure limit
- VOC: Volatile organic Compounds
- vPvB: Very Persistent and very Bioaccumulative as for REACH Regulation
- WGK: Water hazard classes (German).

GENERAL BIBLIOGRAPHY

1. Regulation (EC) 1907/2006 (REACH) of the European Parliament
 2. Regulation (EC) 1272/2008 (CLP) of the European Parliament
 3. Regulation (EU) 2020/878 (II Annex of REACH Regulation)
 4. Regulation (EC) 790/2009 (I Atp. CLP) of the European Parliament
 5. Regulation (EU) 286/2011 (II Atp. CLP) of the European Parliament
 6. Regulation (EU) 618/2012 (III Atp. CLP) of the European Parliament
 7. Regulation (EU) 487/2013 (IV Atp. CLP) of the European Parliament
 8. Regulation (EU) 944/2013 (V Atp. CLP) of the European Parliament
 9. Regulation (EU) 605/2014 (VI Atp. CLP) of the European Parliament
 10. Regulation (EU) 2015/1221 (VII Atp. CLP) of the European Parliament
 11. Regulation (EU) 2016/918 (VIII Atp. CLP) of the European Parliament
 12. Regulation (EU) 2016/1179 (IX Atp. CLP)
 13. Regulation (EU) 2017/776 (X Atp. CLP)
 14. Regulation (EU) 2018/669 (XI Atp. CLP)
 15. Regulation (EU) 2019/521 (XII Atp. CLP)
 16. Delegated Regulation (UE) 2018/1480 (XIII Atp. CLP)
 17. Regulation (EU) 2019/1148
 18. Delegated Regulation (UE) 2020/217 (XIV Atp. CLP)
 19. Delegated Regulation (UE) 2020/1182 (XV Atp. CLP)
 20. Delegated Regulation (UE) 2021/643 (XVI Atp. CLP)
 21. Delegated Regulation (UE) 2021/849 (XVII Atp. CLP)
 22. Delegated Regulation (UE) 2022/692 (XVIII Atp. CLP)
- The Merck Index. - 10th Edition
 - Handling Chemical Safety
 - INRS - Fiche Toxicologique (toxicological sheet)
 - Patty - Industrial Hygiene and Toxicology
 - N.I. Sax - Dangerous properties of Industrial Materials-7, 1989 Edition
 - IFA GESTIS website
 - ECHA website
 - Database of SDS models for chemicals - Ministry of Health and ISS (Istituto Superiore di Sanità) - Italy

Note for users:

The information contained in the present sheet are based on our own knowledge on the date of the last version. Users must verify the suitability and thoroughness of provided information according to each specific use of the product.

This document must not be regarded as a guarantee on any specific product property.

The use of this product is not subject to our direct control; therefore, users must, under their own responsibility, comply with the current health and safety laws and regulations. The producer is relieved from any liability arising from improper uses.

Provide appointed staff with adequate training on how to use chemical products.

CALCULATION METHODS FOR CLASSIFICATION

Chemical and physical hazards: Product classification derives from criteria established by the CLP Regulation, Annex I, Part 2. The data for evaluation of chemical-physical properties are reported in section 9.

Health hazards: Product classification is based on calculation methods as per Annex I of CLP, Part 3, unless determined otherwise in Section 11.

Environmental hazards: Product classification is based on calculation methods as per Annex I of CLP, Part 4, unless determined otherwise in Section 12.

EN	Ingredient data sheet REGULATION (EC) No 648/2004
IT	Scheda degli ingredienti REGOLAMENTO (CE) N. 648/2004
FR	Fiche d'information sur les composants RÈGLEMENT (CE) No 648/2004
DE	Datenblatt über Inhaltsstoffe VERORDNUNG (EG) Nr. 648/2004
ES	Hoja informativa de ingredientes REGLAMENTO (CE) No 648/2004
PL	Arkusz danych składników ROZPORZĄDZENIE (WE) NR 648/2004
PT	Ficha de informação relativa aos ingredientes REGULAMENTO (CE) N.o 648/2004
NL	Gegevensblad betreffende bestanddelen VERORDENING (EG) Nr. 648/2004
CS	Datový list složek NAŘÍZENÍ EVROPSKÉHO PARLAMENTU A RADY (ES) č. 648/2004
EL	Δελτίο στοιχείων συστατικών ΚΑΝΟΝΙΣΜΟΣ (ΕΚ) αριθ. 648/2004
HU	Az összetevőket ismertető adatlap AZ EURÓPAI PARLAMENT ÉS A TANÁCS 648/2004
RO	Fișa tehnică privind elementele componente REGULAMENTUL (CE) NR. 648/2004
SK	Zoznam zložiek NARIADENIE EURÓPSKEHO PARLAMENTU A RADY (ES) č. 648/2004
SL	Seznam sestavin UREDBA (ES) št. 648/2004
FI	Luettelo ainesosista EUROOPAN PARLAMENTIN JA NEUVOSTON ASETUS (EY) N:o 648/2004
SV	Faktablad över beståndsdelar EUROPAPARLAMENTETS OCH RÅDETS FÖRORDNING (EG) nr 648/2004
HR	Popis sastojaka UREDBA (EZ) br. 648/2004

ALUMINA
Fatty acids, C8-18 and C16-18-unsatd.,sodium salts
AQUA
GLYCERIN
SODIUM CARBONATE
parfum

<https://ec.europa.eu/growth/tools-databases/cosing>

Emergency telephone numbers

For urgent safety information call the Anti-Poison Centre of your country:

	COUNTRY	CUSTOMER SERVICE NR.	ANTI-POISON CENTRE NR.
	AUSTRIA	(0043) 050 6700 2111	(0043) 01 406 43 43
	BELGIUM	(0032) 02 263 3333	(0032) 070 245 245
	BULGARIA	(00359) 0700 100 68	(00359) 2 9154 409
	CROATIA	(00385) 0130 40 333	(00385) 1 2348 342
	CZECK REP.	(00420) 840 111 313	(00420) 224 919 293 / +420 224 915 402
	DENEMARK	(0045) 448 802 22	(0045) 8212 1212
	FINLAND	(09) 61336 235	(09) 471977
	FRANCE	(0033) 09 69 39 1234	(0033) 01 4542 5959
	GERMAN	(0049) 0711 93533655	(0049) 0551 19240
	GREECE	(0030) 210 994 6400	(0030) 210 779 3777
	HOLLAND	(0031) 076 5306400	(0031) 030 274 8888
	HUNGARY	(0036) 1 999 5000	(0036) 802 011 99
	IRELAND	(00353) 0844 815 8989	(00353) 1 809 2566 / (00353) 1 837 9964
	ITALY	(0039) 02 20 30	Tel. (+39) 06.6859.3726 - Roma Tel. (+39) 06.4997.8000 - Roma Tel. (+39) 06.305.4343 - Roma Tel. 800.183.459 - Foggia Tel. (+39) 081.545.3333 - Napoli Tel. (+39) 055.794.7819 - Firenze Tel. (+39) 0382.24.444 - Pavia Tel. (+39) 02.66.1010.29 - Milano Tel. 800.88.33.00 - Bergamo Tel. 800.011.858 - Verona
	KAZAKISTAN	(007) 8 800 100 5731	(007) 3272 925 868
	NORWAY	(0047) 227 82580	(0047) 225 913 00
	POLAND	(0048) 801 900 666	(0048) 124 119 999
	PORTUGAL	(00351) 707 203 204	(00351) 808 250 143
	ROMANIAN	(0040) 0372 117 745	(0040) 213 183 606
	SERBIA	(00381) 11 30 65 674	(00381) 11 3608 440
	SLOVAKIA	(00421) 0850 003 007	(00421) 2 5477 4166
	SPAIN	(0034) 902 203 204	(0034) 91 562 0420
	SWEDEN	(0046) 0771 751570	(0046) 010 456 6700; 112 (national callers)
	SWISS	(0041) 0848 801 005	(0041) 44 251 51 51 (dial 145)
	UK	(0044) 0844 815 8989	(0044) 844 892 0111
	TK	(0044) 0844 815 8989	(0044) 844 892 0111
	UCRAIN	(00380) 0 800 30 20 30	(00380) 44 258 4773