

The Critical Role of Information Accuracy During a Hazardous Materials Incident

Presented at :

LabelMaster Dangerous Goods Symposium

C. Reed September 10, 2015

Agenda

- **Emergency Response Information Provider (ERIP)**
Description
- **What an ERIP does**
- **Why correct information is critical**
- **Closing thoughts**

Who is CHEMTREC

- Established by the Chemical Manufacturers Association in 1971
- A division of the American Chemistry Council (ACC)
- 24/7 operations center specializing in Level 1 Response Support
- 32,000+ registered shippers
- 80,000+ contacts in our database



*CHEMTREC is a world leader in Level 1
Emergency Response*

Overview of Emergency Response Information Provider (ERIP)

- In the U.S., per the United States Department of Transportation Regulation 49 CFR § 172.604 any organization that places hazardous materials into commerce must have an ERIP
- An ERIP is a 24/7 operations center providing emergency information to a caller
 - The US DOT allows for companies to provide the information themselves
 - Many companies in the U.S. choose to contract this activity to a company dedicated to being an ERIP

Types of Calls Received by and ERIP

- **Spills, Leaks, Fires**
- **Exposures**
- **Transportation (all modes) and fixed facility**
- **All Hazard Classes**
- **Regulated / Non-regulated materials**
- **Active, cleaned and contained, and potential incidents**

Why Call an ERIP?

- **To identify an unknown product**
- **To determine/confirm response actions to be taken during an incident**
- **To obtain product specific information**
- **To obtain expert information on mixed products**
- **Facilitation of discussions between incident scene and relevant experts**
- **To gain immediate access to medical personnel**
- **Reporting/Notification to Shipper and/or carrier**

Who Calls an ERIP?

- **Responders**
- **Carriers**
- **Terminals and Warehouses**
- **Plant Sites**
- **Consumers**
- **Medical Personnel**
- **Regulators**
- **Shippers**
- **Citizens**

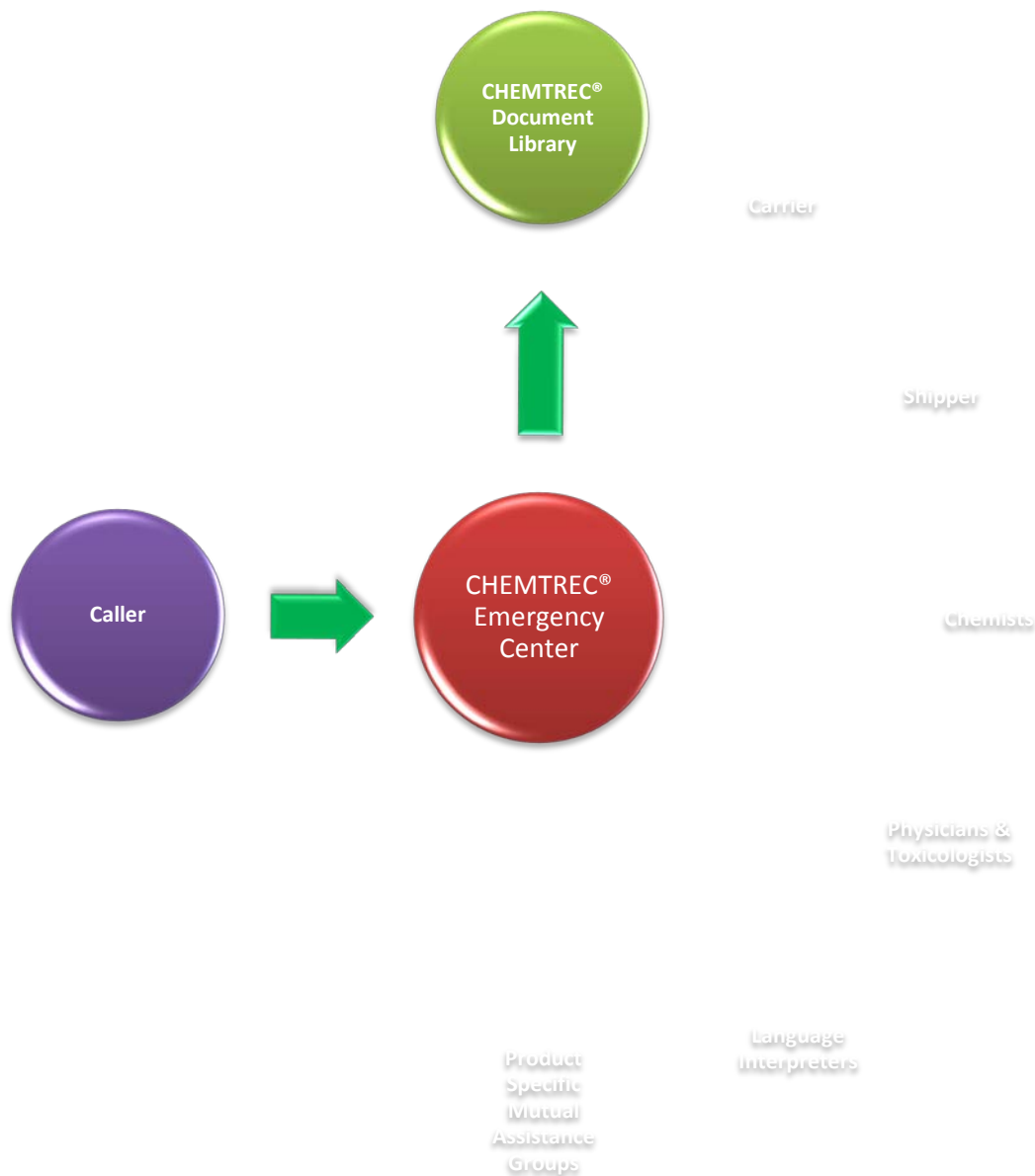
***Reliance on
Network of
Resources
(CHEMTREC
example)***

- **Product Information: Database of ~6million SDS's, Basic Producers List**
- **Personnel resources: Operators, physicians, toxicologists, chemists all available 24/7/365**
 - Product Specific Special Instructions
 - Product Specific Handling Instructions
 - Product Specific Medical and Toxicological Advice
 - Access to shipper, manufacturer and product SME's
- **Mutual Assistance Network: Product Specific, Foreign Call Centers**

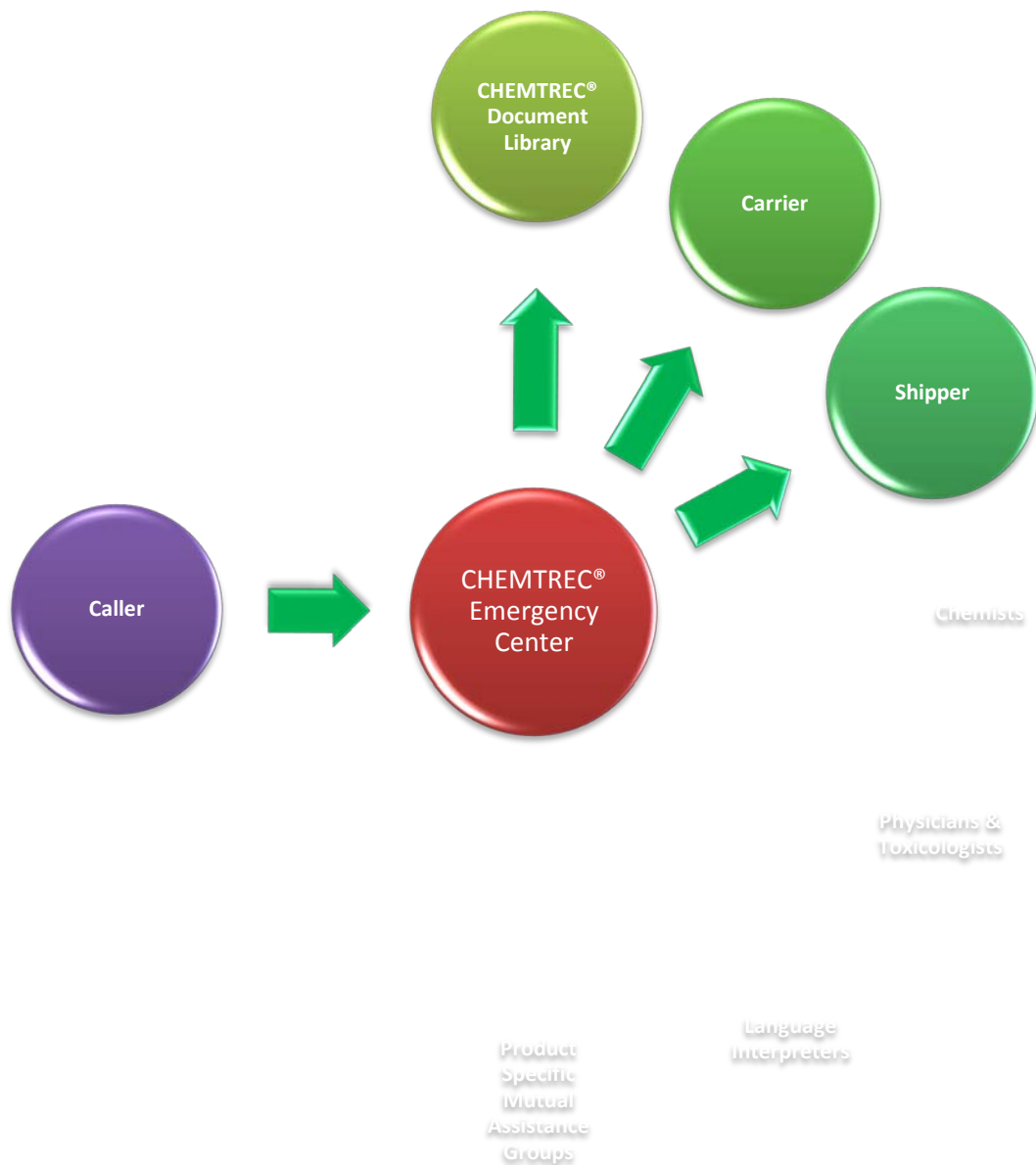
***What Happens
when you call
CHEMTREC®***



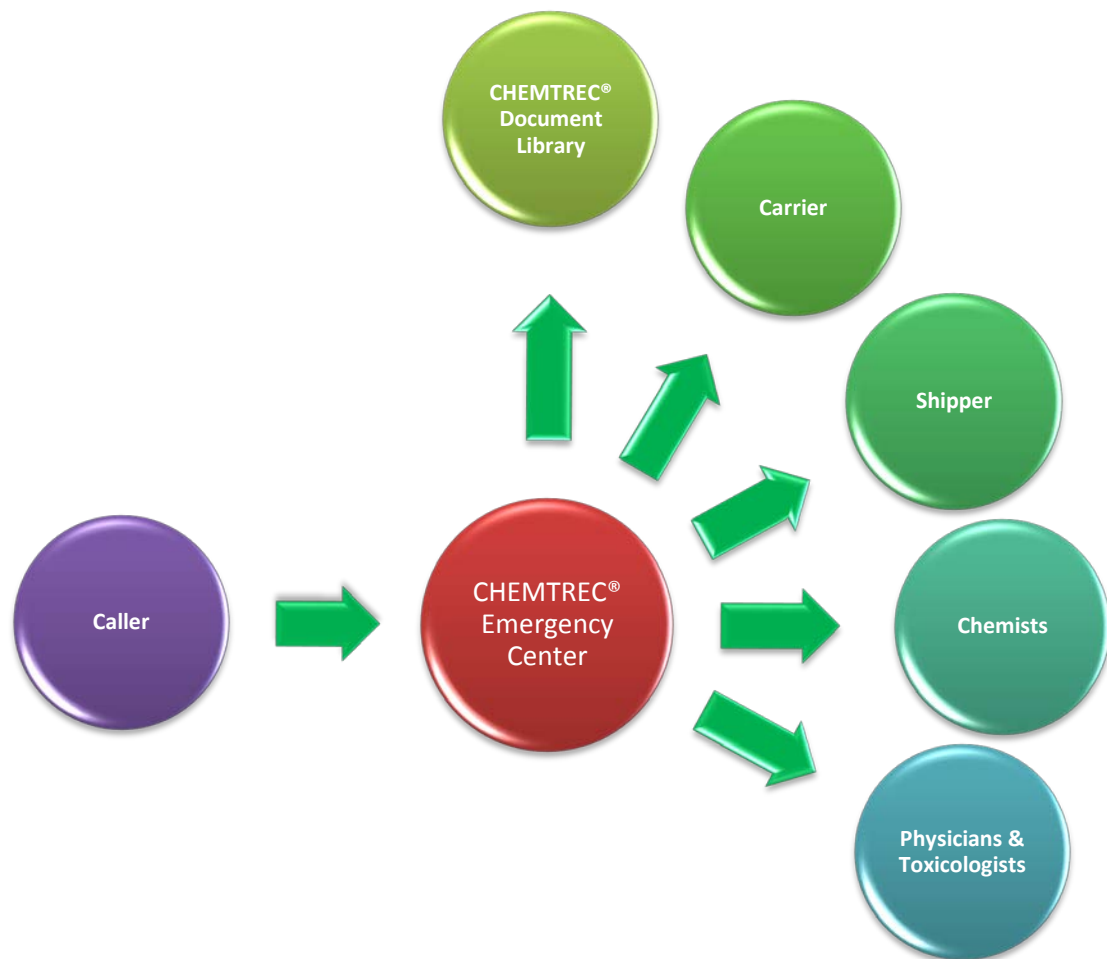
What Happens when you Call **CHEMTREC®**



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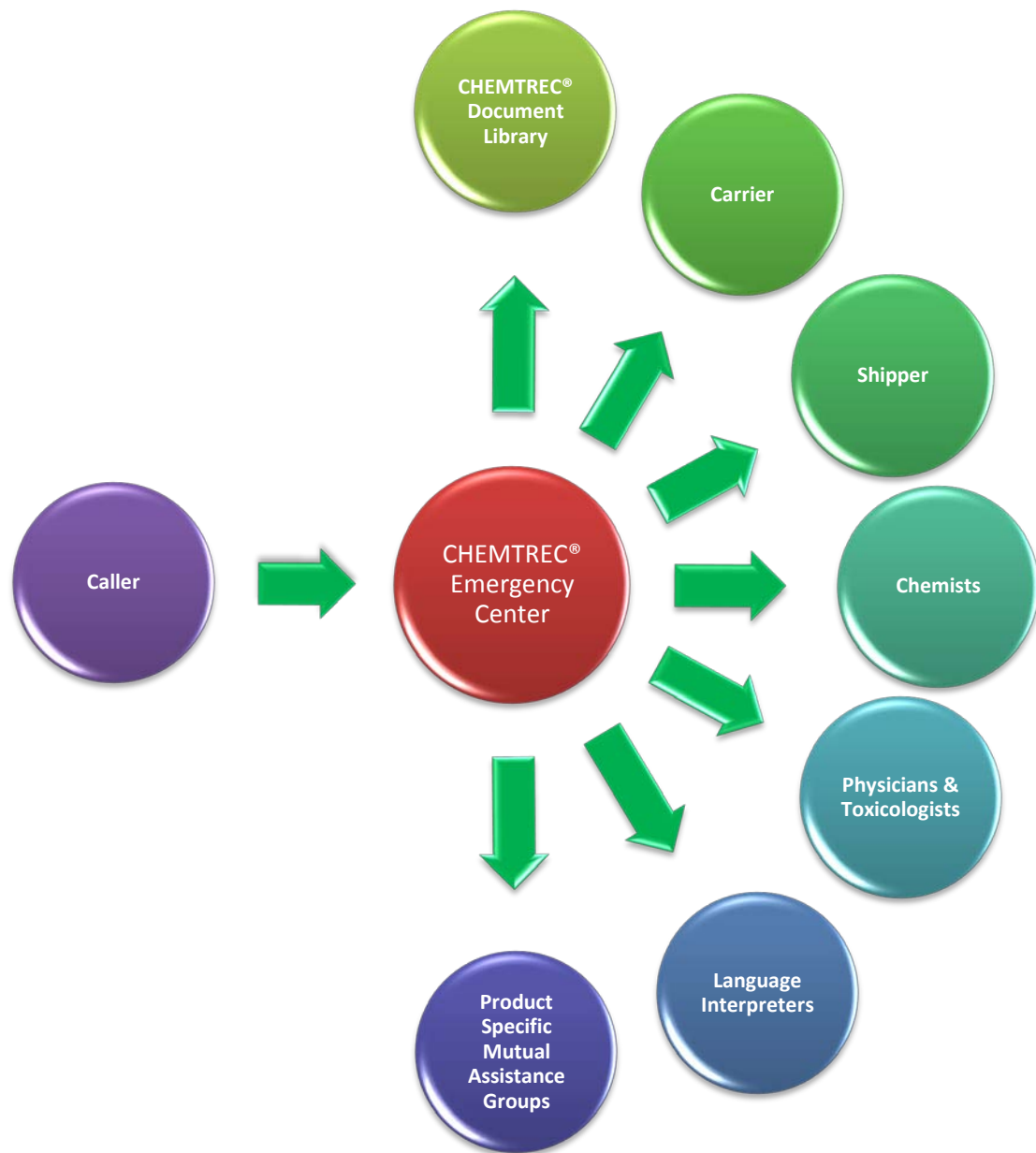
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Product
Specific
Mutual
Assistance
Groups

Language
Interpreters

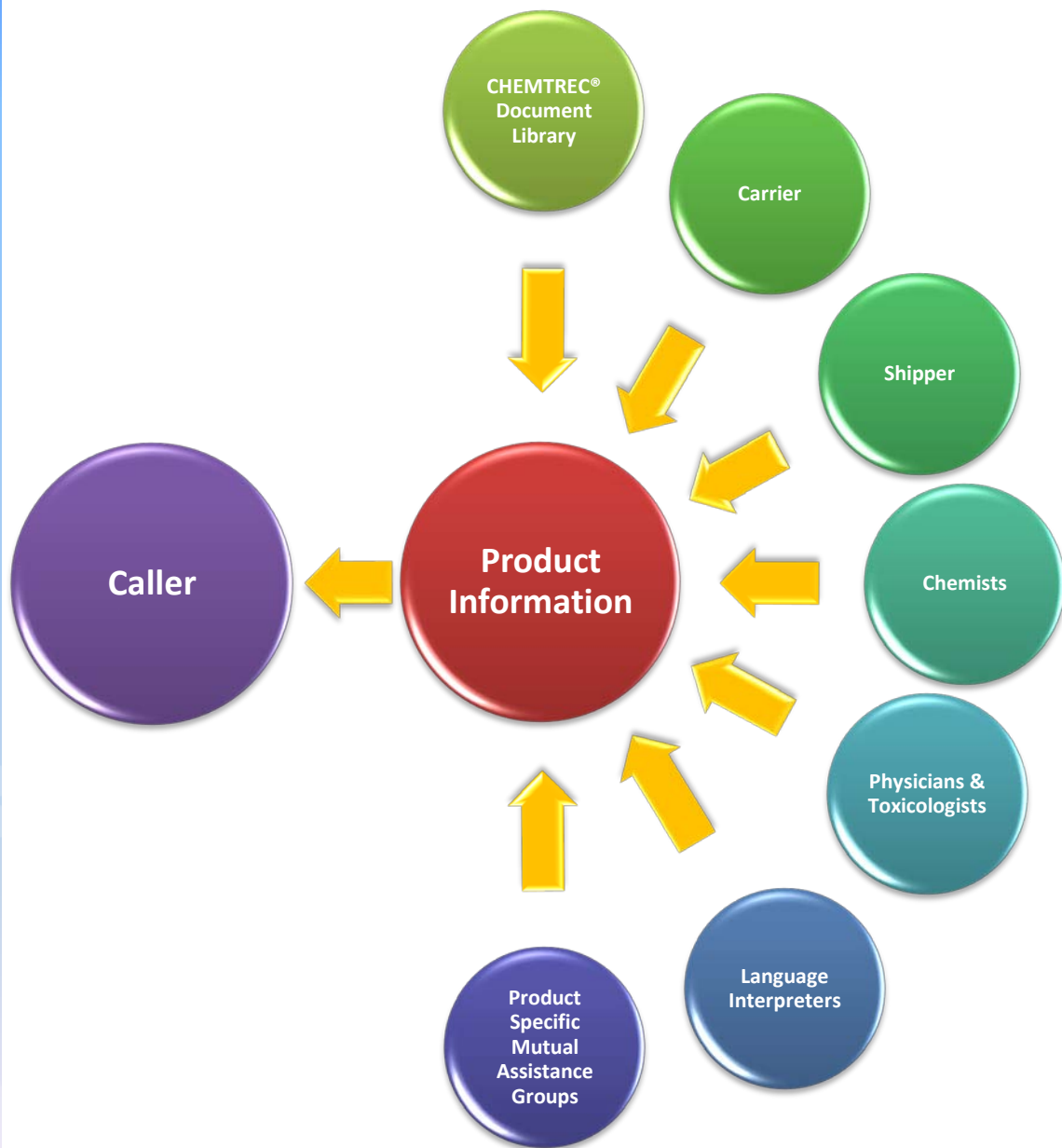
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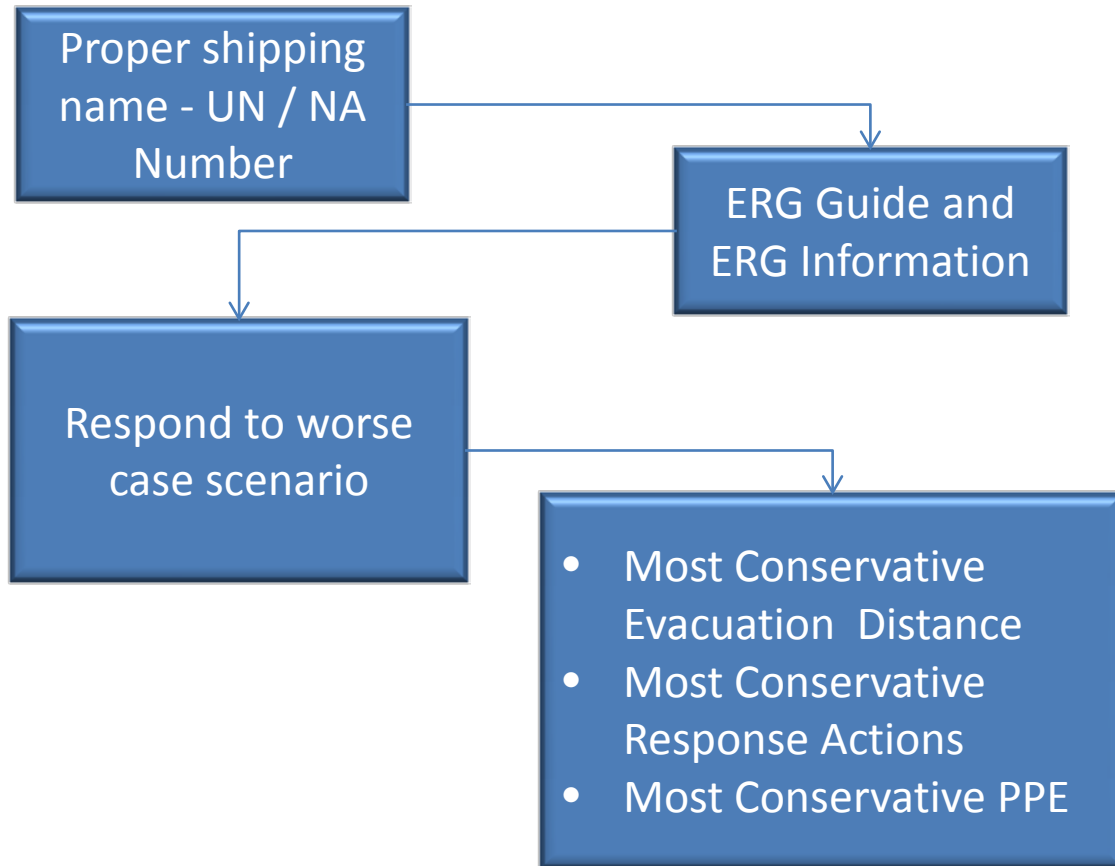
***Why correct
information is
critical***

During an incident, all parties are fighting against time. More time causes:

- For human exposure – longer contact time equals more severe affects
- Increased environmental damage / longer time required for remediation from environmental exposure
- Higher cost of property damage for property exposure

Time = Money (in the worst way)

DOT Proper Shipping Name

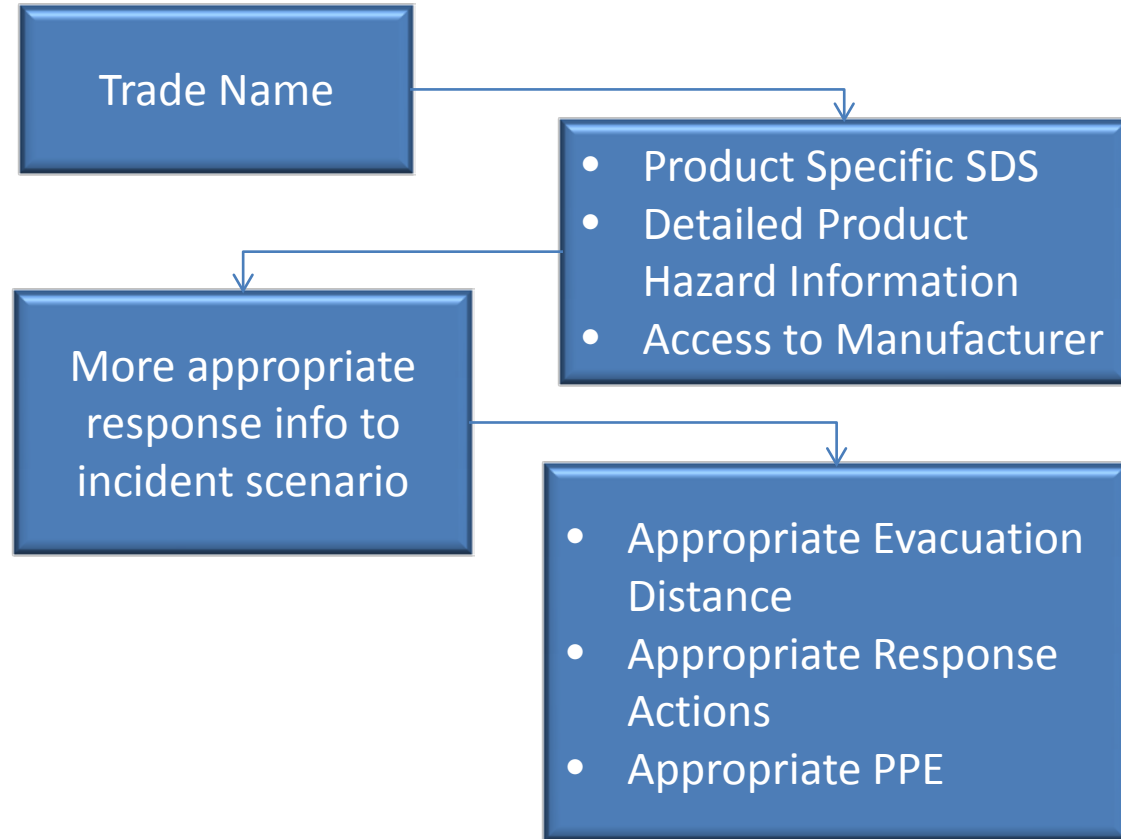


In this case, lack of information could cause too much response with increased costs

Why correct information is critical

***Why correct
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Product Specific Trade Name



In this case, specific information leads to a specific, timely, and appropriate response.

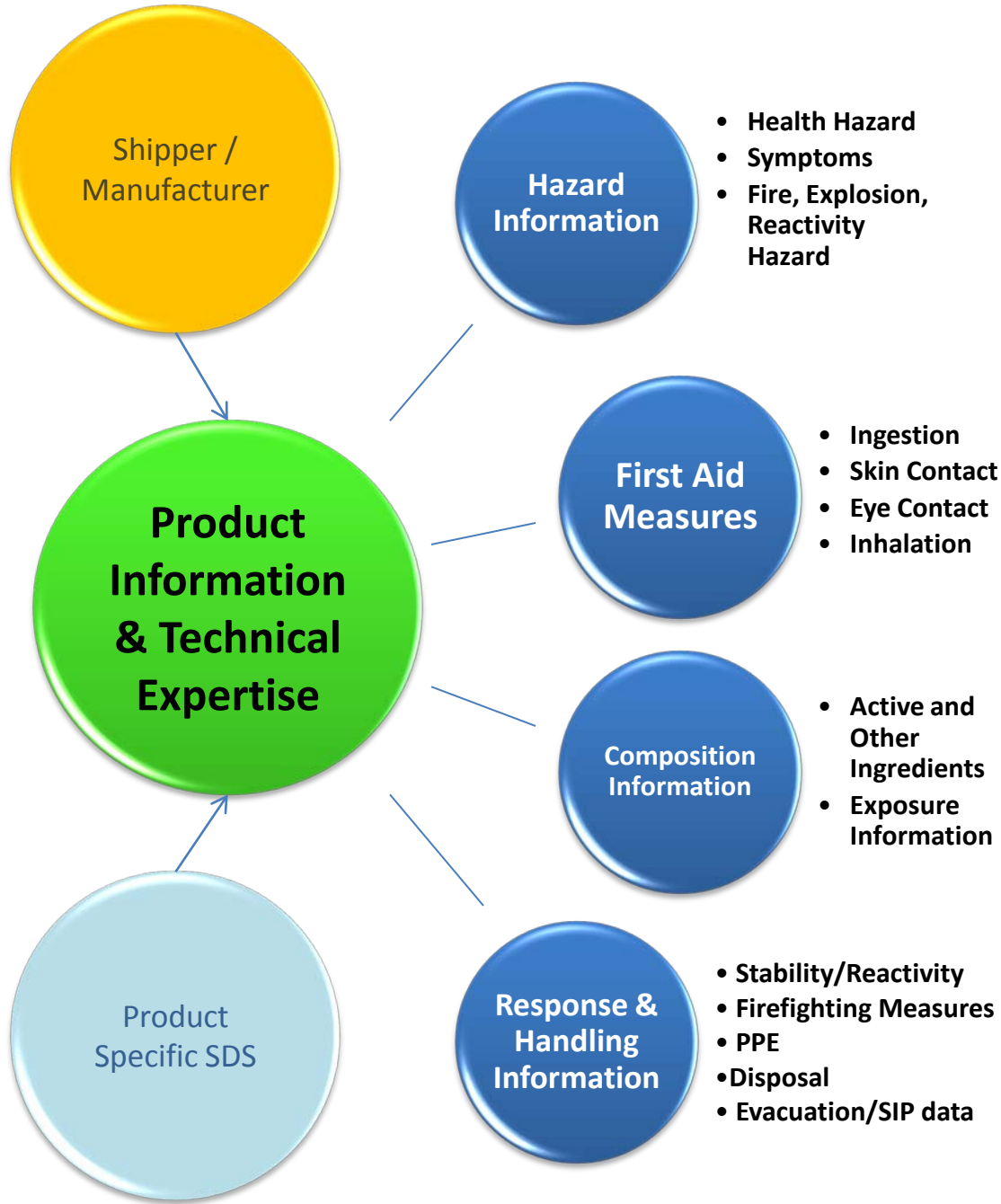
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Challenges in Identifying Trade Name

- **Finding Product specific information can be hard for a responder**
 - SDS data is not titled by proper shipping name or technical name
 - Trade name information may not be transferred in EDI data from one system to another
 - Trade name information may not be readily apparent to responder (or caller) even if it is shown on shipping documents

Matching shipper to trade name is quickest path to good information for the responder.

Why correct information is critical



Thank You

Questions?



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