

# Emergency Response – Making the Connection

Presented to :  
LabelMaster DG Symposium

Brian Banks

- Established by the Chemical Manufacturers Association (CMA) in 1971
- A division of the American Chemistry Council (ACC)
- 24/7 operations center specializing in Level 1 Response Support



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

***CHEMTREC is an  
Emergency  
Response  
Information  
Provider (ERIP)***

**In the U.S., per the United States  
Department of Transportation  
(DOT) Regulation 49 CFR § 172.604  
all organizations that place  
hazardous materials into  
commerce must have an ERIP**

## ***Types of Calls***

- **Spills, Leaks, Fires**
- **Exposures**
- **Transport (all modes) and fixed facility**
- **All Hazard Classes**
- **Active, cleaned and contained, and potential incidents**

# ***Who Connects With CHEMTREC?***

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

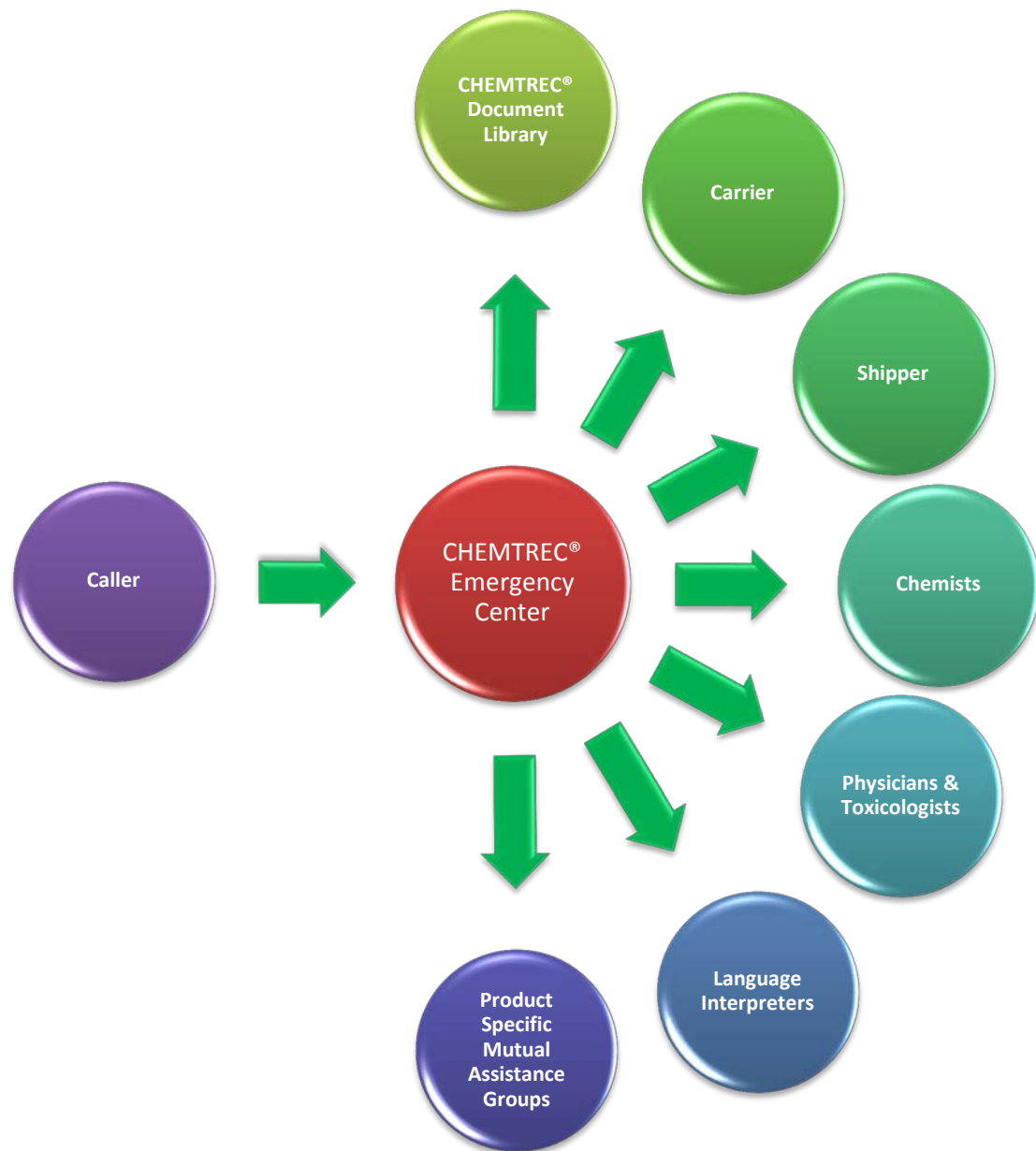
# ***Why Connect With CHEMTREC?***

- **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**

# ***Why Connect With CHEMTREC?***

- **Facilitation of discussions between incident scene and relevant experts**
- **To gain immediate access to medical personnel**
- **Reporting/Notification to Shipper and/or carrier**

# What Happens when you Call **CHEMTREC®**

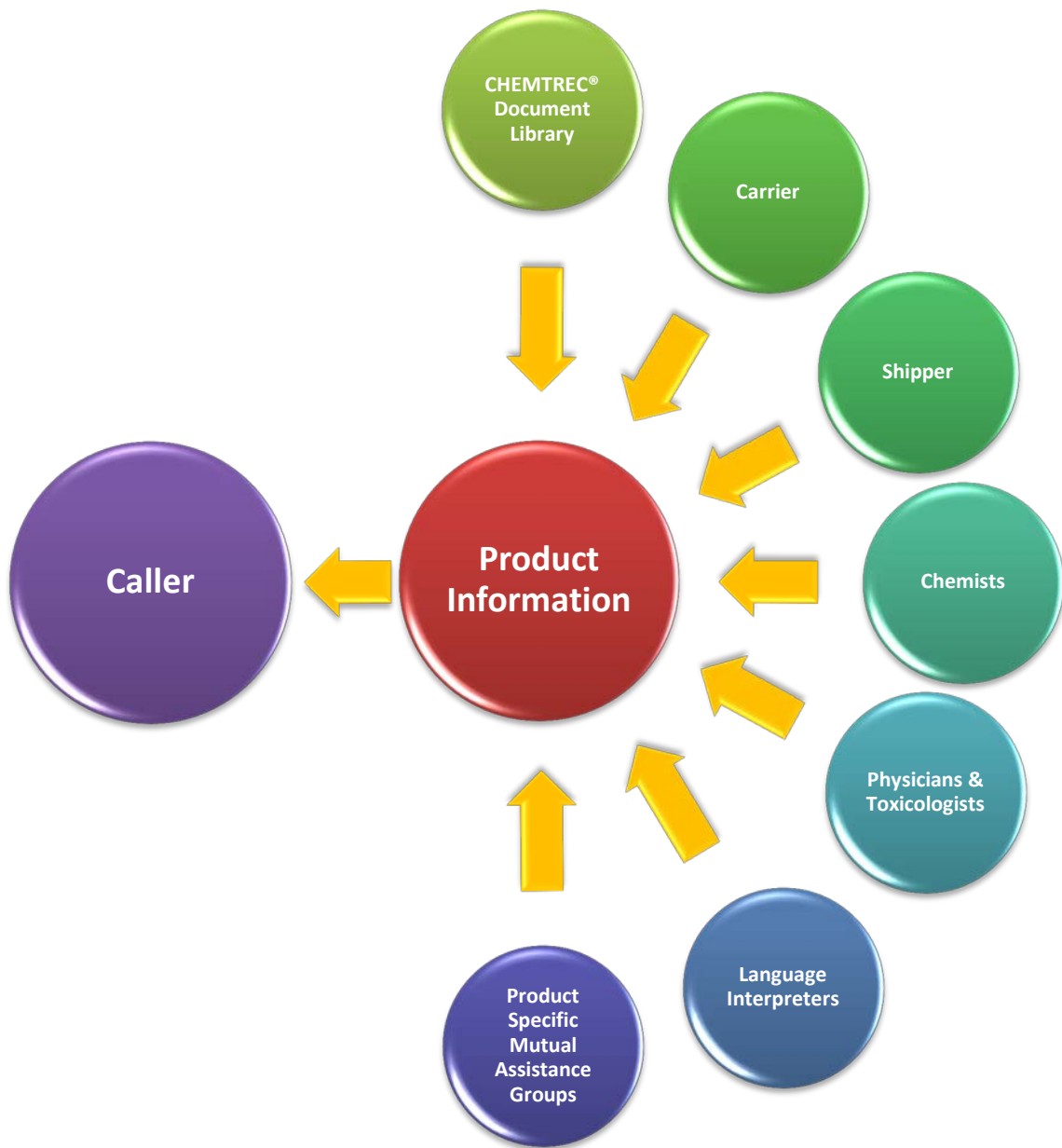




# What Happens when you Call **CHEMTREC®**



# What Happens when you Call **CHEMTREC®**



**In the U.S. & Canada, we continue to enhance services for customers & responders:**

## ***U.S. & Canada***

- **Provide domestic Level 1 ER support**
- **First responder resource**
- **Assist with incident pre-planning / emergency response preparedness**
- **Assist with SDS development**
- **Assist in the development of proactive safety programming**



# ***Worldwide Support is Critical***

- More chemical manufacturers consider themselves “Global” and they ship Hazmat/Dangerous Goods all over the world
- The increase in world chemical production has created an even larger increase in international chemical trade
- Chemicals and Dangerous Goods are now manufactured in many production locations around the globe

# *Worldwide Resources*

- Authorization to use the CHEMTREC phone number outside of the USA & Canada
- 50+ In-Country Dial (Local) telephone numbers can help meet some international regulations
- International Calls can be answered in the local language
- Three interpreter service vendors (2 US-based & 1 UK-based) that speak over 200+ languages

# How Does CHEMTREC Connect The Dots...



- **Connect responders to product-specific information**
- **Connect responders to shippers**
- **Connect exposures to expert medical advice**
- **Provide immediate incident details to shippers**

***Thank You***

**Brian Banks**

**bbanks@chemtrec.com**

**[www.chemtrec.com](http://www.chemtrec.com)**

Email: [chemtrec@chemtrec.com](mailto:chemtrec@chemtrec.com)

Telephone: +1-703-741-5500