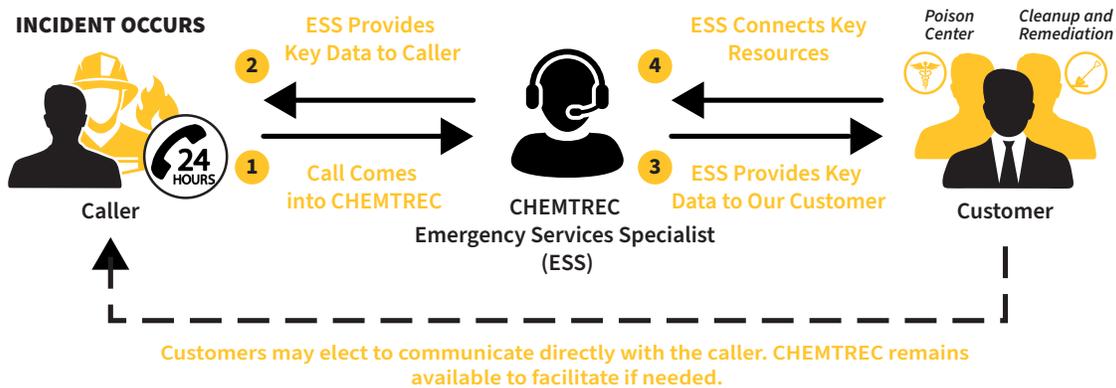


## What happens when a call comes in?

When our emergency numbers are called our Emergency Services Specialists (ESS) establish what the situation is and provide any caller with the necessary immediate advice to protect people, the environment, assets, and reputation.

Our ESS can also contact our customers to let them know of the situation either during or after the initial conversation with the caller. Our customers are provided with all the information required to contact the caller back to offer further assistance or carry out post-incident follow-up.

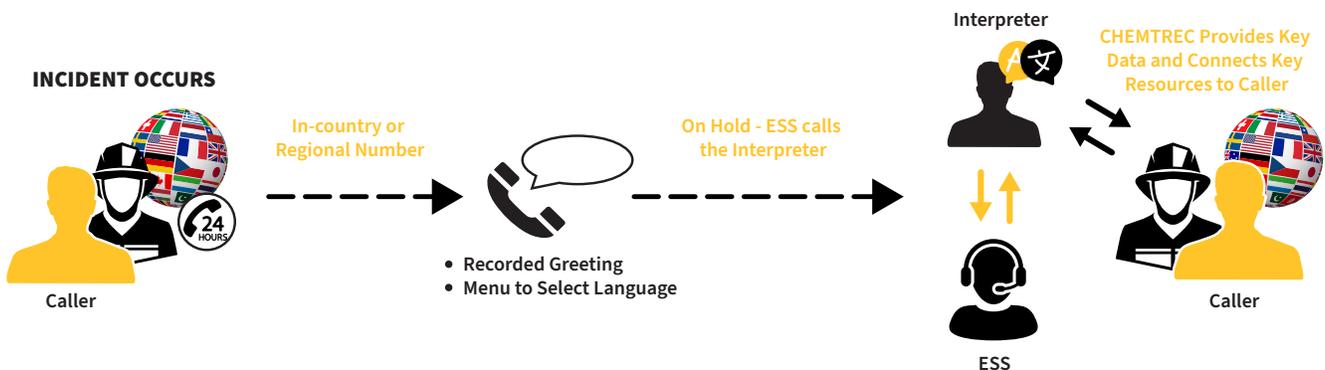


## Need an interpreter?

For non-English speakers, our ESS will connect interpreters from our pool of providers to convey our advice into the caller's language.

**Schedule a Test Call**

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



## What actions will we take during a call?

### Collect Key Information

- Caller
- Incident
- Identify parties (shipper, manufacturer, consignee)

### Provide Advice

- Product specific (based on SDS)
- Generic (based on transport classification)

### Connect Key Resources

- Product specialists
- Poison center
- Mutual aid networks
- Cleanup and remediation

### Notify & Report

- All CHEMTREC customers involved
- Immediate notification (phone, text, email, mass communication)
- Written case report

**FOR MORE INFORMATION**

[sales@chemtrec.com](mailto:sales@chemtrec.com) • 1-800-262-8200 • [www.CHEMTREC.com](http://www.CHEMTREC.com)