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Letter from the CEO



Bruce Samuelsen

Chief Executive
CHEMTREC

As CHEMTREC celebrates its 50th Anniversary we look back on our successes – and we look forward to the continued evolution. Since joining CHEMTREC on the eve of our 50th, I have had the pleasure of meeting a number of our clients, and I look forward to meeting many more as we continue to listen to your needs and introduce new products and services to meet those needs.

As we grow, I think it is important that we base our evolution on key facts about our clients and services:

- Our typical client is privately owned and has less than 50 employees.
- One in two clients represent the manufacturing or trade industries responsible for integrating, shipping, and selling products in the business and consumer markets worldwide.
- Over the past year CHEMTREC has successfully handled over 55,000 hazmat incidents globally.
- Between our TRANSCAER and online hazmat training program we delivered over 50,000 training units in 2021.

In this magazine, you can learn about CHEMTREC's new enhanced reporting product to fulfill the U.S. Department of Transportation's Form 5800.1 reporting requirements. You will also learn about the importance of having an up-to-date SDS, how it directly impacts our ability to respond to an incident, and how CHEMTREC can help you fulfill those responsibilities.

We maintain a global network of telephone numbers to make sure that people can reach our specialists when needed. You will learn about our recently expanded quality assurance processes to automatically test all of our worldwide emergency phone numbers every twelve hours to verify end to end connectivity.

Our day starts and ends with emergency response so we will continue to focus on those services – both how we handle an incident when it occurs and how we can work with our clients to revise processes and practices to help reduce the risk of an incident occurring.

On behalf the entire CHEMTREC team, I want to thank each of you for your faith and trust in CHEMTREC.

Best,
Bruce Samuelsen

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CHEMTREC® Celebrates its 50th Anniversary

BRIEF HISTORICAL BACKGROUND:

CHEMTREC® originally called the Chemical Transportation Emergency Center was established by The Manufacturing Chemists' Association on September 5, 1971. For the past 50 years, CHEMTREC has operated on a 24-hour basis, seven days a week, providing emergency personnel with information on safety measures in handling hazardous materials incidents.

The following is an interview conducted by Erica Bernstein (Director, Outreach and Special Programs, CHEMTREC) with Joe Milazzo (Operations Center Director) an employee of CHEMTREC® for 33 years.

Joe Milazzo has been with CHEMTREC since 1988 and became the Operations Center manager in January 2007. He now serves as the Director of the Operations Center, where his responsibilities encompass complete operational overview and oversight of CHEMTREC emergency services. He has attended numerous industry hazmat training sessions with various chemical manufacturer response teams, including one of the few that trained with live chemicals. He served as the CHEMTREC Training Coordinator in March 2002 where he designed operational and company-specific training and assisted the Director of Operations with day-to-day responsibilities. He is a 2007 graduate of the International Academies of Emergency Dispatch Communication Center manager course and a veteran of the United States Coast Guard.

What made you want to come work for CHEMTREC?

JM: *It was a mix of both the mission of CHEMTREC and honestly the money. After five years of service in the United States Coast Guard working at the National Response Center, I was an eager 23-year-old looking to join CHEMTREC's impressive professional team, many of whom were Vietnam War veterans.*

What is the biggest change you have seen in CHEMTREC?

JM: *Technology has been one of the biggest changes for the Operations Center. When I started, we didn't have internet, cell phones, or email. Faxing at the time was cumbersome and made it hard to share information. We were often patched through 9-1-1 to relay information to the first responders on the scene which made it incredibly difficult to communicate effectively. I remember one call involving a chemical that was water reactive and I heard them say charge the line, and I just kept repeating "it's water reactive, it's water reactive" and felt so relieved when I finally heard the stand-down decision. Luckily, the message got through or else there would have been a steam explosion. Communication has vastly improved with cell phones, which allows the CHEMTREC Operations Center to now have a direct connection to those on the scene of an incident. Plus, the internet has also helped to increase access to information for emergency responders.*



Joe Milazzo
Operations Center Director

What is the most unique call you have handled in the Operations Center?

JM: *I've definitely taken a lot of interesting calls over the past 33 years, and it's hard to pinpoint one that is most unique so I will recall a few. Once at a zoo, they had coated the concrete animal enclosure and some of the coating had gotten on the orangutan's fur. The animal was not in any pain - just bothered by it, and CHEMTREC was able to link the vet to the company who produced the coating.*

If you think back on major incidents that have occurred in the United States, CHEMTREC has received calls during them. After the Oklahoma City Bombing in 1995, canines were searching the scene and alerted to a strong chemical, since the product name was on the label, we were able to connect the responders on the scene to the producer. In 2001, the days following the September 11th attacks we received a call regarding a chemical in the basement of one of the collapsed towers and responders had questions regarding if the chemical was decomposing, this was another example of CHEMTREC connecting the producer with responders. CHEMTREC also fielded calls during the anthrax incidents in 2001; and, in 2003 when the Columbia Shuttle disaster occurred responders called CHEMTREC.

How has the Operations Center changed in the last 50 years?

JM: One of the biggest changes to the Operations Center, besides technology, is the types of calls and increase in staff. Initially, CHEMTREC received calls mainly from first responders and transportation providers, now our services and the types of calls we receive have expanded to include more industries. In 1971, there were 6 employees in the Operations Center and today we have 24.

What has been the key behind CHEMTREC’s success?

JM: CHEMTREC’s success is driven by its people and partnerships. CHEMTREC’s employees are committed and dedicated to our mission, and truly care about their jobs.

American Chemistry Council members and our industry partners have also been extremely supportive and valuable partners in the helping communities and first responders when an incident occurs. Our partnership with first responders has also been key to our success. Our service has been provided to them for free, 24/7, since day one, no matter how long an incident lasts CHEMTREC has been there on the line for the responders on scene.

What are you most excited about for CHEMTREC’s future?

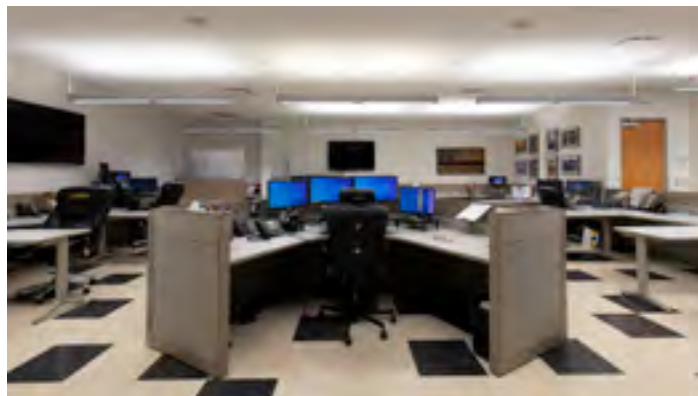
JM: I am most excited about the new generation of staff we have here at CHEMTREC. I see continued success for CHEMTREC due to the innovative and passionate employees that we have. It has been great to see the new ideas, services, and programs that we’ve been able to establish for our customers and first responders. I have also enjoyed seeing the evolution from handling mostly response calls to now seeing our customers utilizing CHEMTREC in a more proactive way to prevent incidents before they occur. Since I’ve been with the Operations Center, I’ve have also seen a reduction in the number of significant releases. Over the past 33 years, we’ve seen better reporting and improvements to packaging, transportation, and processes – so I think it’s important all of us take a moment to recognize what we are doing is working! I look forward to working together with our partners on continuous improvements, training together, and providing service 24/7 for many more years to come. I see a bright future ahead for all of us. ■

	1971	2020
Total Inbound Calls	5,925	99,275
Calls Involving Emergencies	1,798	47,672
Non-Emergency Information Inquiries	865	37,810
Call Reports Prepared	801	85,482
Package Types Involved Tank Cars	34%	3%
Package Types Involved Drums	32%	8%
Package Types Involved Tank Trucks	8%	3%
All others (including small packages and barges)	26%	86%
Number of Operations Center Staff	6	24
Number of Members	161 members	14,168 accounts

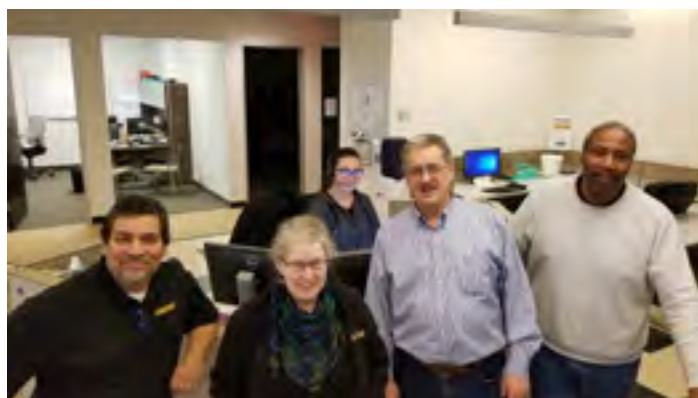
Then & Now



CHEMTREC Operations Center.



CHEMTREC Operations Center Staff.



The CHEMTREC® logo from the 1970s and its modern-day version.



Department of Transportation Emergency Services Guide from 1974 and the Emergency Response Guidebook released in 2020.

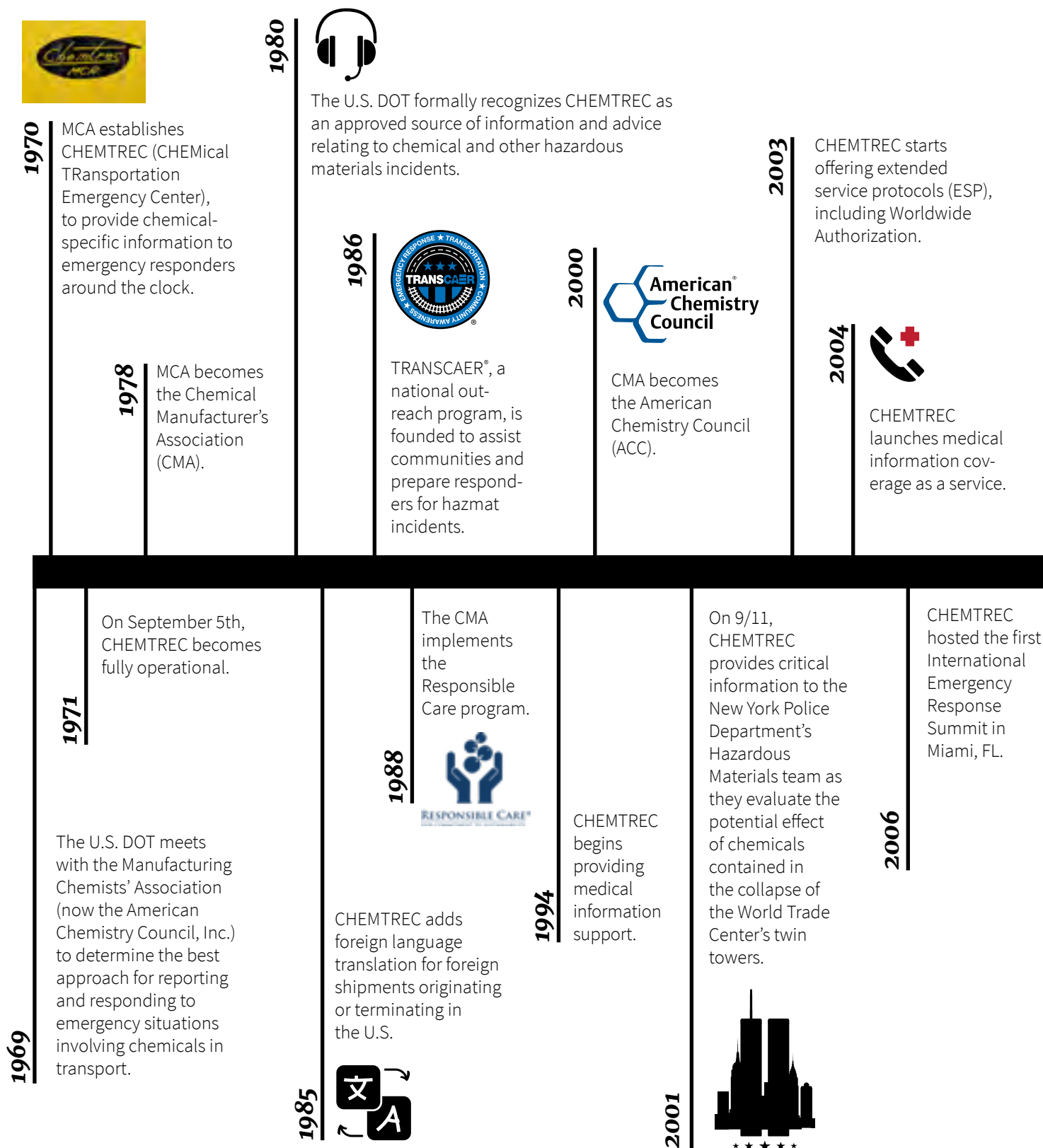


For nearly 50 years, our engagement with emergency responders around the world has been the engine that drives our success. In light of that relationship, in 2019 CHEMTREC began partnering annually with the National Volunteer Fire Council (NVFC) to award volunteer fire departments funding through the CHEMTREC HELP (Hazardous Materials Emergency Local Preparedness) Award.



The first CHEMTREC Summit was held in 2006 in Miami and the last Summit was held in 2019 in Houston. The CHEMTREC International Hazmat Summit is an excellent discussion and networking opportunity for all stakeholders involved in the safe transportation, handling, and use of hazardous materials.

Historical Timeline



2009

CHEMTREC develops industry solution for effective marking of lithium batteries in transportation.



2014

CHEMTREC extends its services to include global shipments (shipments to and/or from a country outside the U.S. to another country outside the U.S.).

2019



CHEMTREC launches Online Hazmat Training and holds its second International Hazmat Summit in Houston, TX. The CHEMTREC HELP Award is established to help volunteer fire departments enhance their response capabilities to hazmat incidents.



2021



CHEMTREC launches Crisis Solutions and SDS Authoring and celebrates 50 years of serving the chemical industry and emergency responder community!

2010

CHEMTREC establishes the first global network of in-country telephone numbers.



2017



CHEMTREC launches SDS Direct, including SDS Access, Distribution, and Indexing. (now called CHEMTREC SDS Solutions)

2020



CHEMTREC offers CRITERION® lithium battery test summary management service and partners with China's National Registration Center for Chemicals (NRCC) to create a unified global response for chemical emergencies in China.

2022



CHEMTREC's Incident Reporting service is introduced, including regulatory reporting for DOT form 5800.1.

CHEMTREC holds its third International Hazmat Summit in New Orleans, LA.



CHEMTREC **HELP** Award

Celebrating 50 Years by Giving \$50,000 to Volunteer Fire Departments

Article By: Erica Bernstein, Director of Outreach, CHEMTREC

Supporting first responders is at the core of our mission, so CHEMTREC® could not think of a better way to have celebrated our 50th Anniversary than to provide \$50,000 towards the 2021 HELP Awards. CHEMTREC gave \$10,000 each to five volunteer departments that are members of the National Volunteer Fire Council (NVFC).

The CHEMTREC HELP Award, established in 2019, provides funding to volunteer departments to increase their response capabilities and enhance local preparedness to respond to hazmat incidents.

The 2021 recipients that each received \$10,000 were:

- **Gilsum Fire & Rescue (Gilsum, NH)**
- **Kirksville Volunteer Fire Department (Richmond, KY)**
- **Ladonia Volunteer Fire Department (Phenix City, AL)**
- **Shelbyville Fire Department (Shelbyville, KY)**
- **Tusculum Volunteer Fire Department (Greeneville, TN)**

Established in 1835, the Gilsum Volunteer Fire Department and Rescue squad is an all-volunteer department that responds to calls for assistance in the Town of Gilsum, New Hampshire. The department has used this grant to acquire equipment, attend training, and develop a response plan. Equipment includes firefighting foam; foam pro pack; portable decontamination shower; and a detector for unknown gases. Gilsum Fire & Rescue also plans to provide HAZWOPER training, hazmat operations, and decontamination training for all members of their department.

“The CHEMTREC HELP award has allowed the Gilsum Fire & Rescue department to purchase hazmat detecting, decontamination, and mitigation equipment, that we otherwise could not afford. Gilsum is a rural community of 800 people. Our department was not equipped when a local manufacturer began making hand sanitizer. Receiving the HELP award has better prepared our department. The CHEMTREC HELP award will benefit a much larger area than our little town. Gilsum is a member of a mutual aid system that consists of 78 agencies across 3 states. The tools and equipment purchased through the HELP award can be utilized by our entire mutual aid group,” said Lieutenant Dee Denehy.

CHEMTREC and NVFC were able to visit with members of Gilsum Fire & Rescue.



Bruce Samuelsen, Chief Executive, CHEMTREC (second from left) presents a plaque to Gilsum Fire and Rescue Lieutenant Dee Denehy (third from left). The NVFC Director for New Hampshire Chief Charles Corey, Sr. (far right) attended on behalf of the National Volunteer Fire Council.

The Kirksville Volunteer Fire Department was established in 1977 and has 40 active volunteer members. Approximately 70% of their members are Eastern Kentucky University (EKU) students. Most of the Kirksville Fire Department student members are enrolled in EKU's fire service program and plan to pursue careers in the fire service or a related public safety field. Through the HELP Award, the department will purchase two multi-gas detectors. In addition, the funding will be used to purchase a calibration station and needed calibration gas to support the new gas monitors. The department will also use the award to purchase absorbent socks, absorbent pads, and oil dry.



Members of the Kirksville Volunteer Fire Department with CHEMTREC staff and the National Volunteer Fire Council Kentucky Director.

Chief Logan King of the Kirksville Fire Department said, "As a volunteer fire department, we are constantly balancing ever expanding expectations and on scene duties, combined with decreasing retention and funding. Kirksville is grateful for the opportunity and positive involvement of CHEMTREC to allow us to better respond to the hazardous material exposures of our community. This grant will allow us to better assess situations and protect our firefighters from the residential, commercial, and possibly military-grade hazards that are presentable in our fire district. With the help of CHEMTREC, we are now able to better respond to any situation with the utmost



Left to Right: Joe Milazzo (Director of Operations Center, CHEMTREC), Assistant Chief Austin Carr, Chief Logan King, Captain Zach Basar, and Bruce Samuelsen (Chief Executive, CHEMTREC).

confidence of safety for not only the public, but also Kirksville personnel."

The Ladonia Volunteer Fire Department handles an average of 1500 calls annually with 16 volunteer firefighters that are active with the department. The department, founded in 1973, will purchase hazardous material related items to improve their response capabilities in their territory and mutual aid response areas. The hazmat equipment they plan to purchase includes two four-gas detectors and testing and calibration materials, four pairs of binoculars, two SKED litter systems, and a co-oximeter. Any additional



Asst. Chief Jeremy Dunman, Joe Milazzo (CHEMTREC), Asst. Chief David Parker, Chief David Martin, and Erica Bernstein (CHEMTREC).

funds remaining will be utilized to purchase new reference materials and increase their hazmat response consumable stockpiles – including plug and dyke and sorbent pads.

Assistant Chief Jeremy Dunman said the following, "The award from CHEMTREC is allowing us to considerably improve our hazmat response capabilities. Our department's ability to identify and respond appropriately to hazmat incidents has been greatly enhanced, which could have far-reaching effects in saving lives and property of the community we serve. This wouldn't have been possible without the help of CHEMTREC. We would like to say thank you for this opportunity."



Joe Milazzo (Director of Operation Center, second from left) with members of the Ladonia Volunteer Fire Department.



Left to right: Joe Milazzo (CHEMTREC), Bruce Samuelsen (CHEMTREC), Assistant Chief Tucker, Beth Williams (Shelbyville Recruitment & Retention Officer), Chief Rothenburger, Greg Schultz (National Volunteer Fire Council KY Director) with members of the Shelbyville Volunteer Fire Department.

The Shelbyville Fire Department was established in 1819 and currently has 16 hazardous materials technicians. Their fire department is the only agency in the county specifically trained to respond to the increasing threat of weapons of mass destruction/hazmat and contamination (chemical, biological, or radiation) release within their response area. The hazmat response equipment will protect against a broad range of CBRN threats and will enhance the capability and efficiency of the department to respond to hazardous materials release either by accident or an intentional criminal act.

“The Shelbyville Fire Department is honored to be a recipient of the CHEMTREC annual hazardous materials grant. Shelbyville, Kentucky is one of the fastest growing communities in the state. With growth comes increased challenges, including the possibility of fixed site and/or transportation accidents involving hazardous materials. Equipment purchased with the award will be used to control, contain, and mitigate the effects of the dangerous chemicals that are posing a risk to life and the environment. Being in the fire service for over two decades, CHEMTREC has always been a great resource and public safety partner,” said Shelbyville Fire Department Chief Rob Rothenburger.



Hazmat response equipment that the Shelbyville Fire Department has been able to purchase through the CHEMTREC HELP Award.

The Tusculum Volunteer Fire Department has five state certified hazmat personnel (four technicians and one specialist) in the department. The department, founded in 1952, can only afford the basic minimum equipment for hazmat related incidents. They train annually on how to perform the minimum procedures due to limited equipment. The department responds not only in our first due area, but into the surrounding communities across the county. The equipment they can purchase through the HELP Award will allow them to perform an advanced level of decontamination and conduct air monitoring.

The personal protective equipment (PPE) and hazmat response equipment the Tusculum Volunteer Fire Department will purchase includes: four SCBA cylinders and facemasks, multi-gas diffusion detector, portable decontamination pack, PPE cleaner, contractor grade garden hoses and nozzles, fire service salvage covers, foam solution, and long handle wash brushes.

Chief Marty Shelton said, “The Tusculum Volunteer Fire Department was selected to receive the CHEMTREC HELP Award to increase our ability to provide decontamination services. We routinely respond to calls in surrounding communities and provide these services to their departments. We aim to continue making updates to best serve our community, but more importantly, we will strive to keep our firefighters and their PPE safe. The equipment purchased using the HELP Award funding was spaced out on three engines to cover routine incidents. As more complex incidents arise, the engines are combined with those resources. We are extremely grateful for the selection of the CHEMTREC HELP Award to make these equipment acquisitions possible.”



Left to Right: Bruce Samuelsen (CHEMTREC), Joe Milazzo (CHEMTREC), Chief Marty Shelton (Tusculum Volunteer Fire Department), Mayor of Tusculum - Alan Corley, Chief Melvin Martin (TN Director – National Volunteer Fire Council).



Chief Marty Shelton (Tusculum Volunteer Fire Department) shows Joe Milazzo (Director of Operations) the air monitoring equipment funded by the CHEMTREC HELP Award.



Chief Marty Shelton shows the decontamination equipment purchased by the department from the \$10,000 CHEMTREC HELP Award they received.



Members of the CHEMTREC Team & the National Volunteer Fire Council Tennessee Director visit with members of the Tusculum Volunteer Fire Department and the Mayor of Tusculum.



Cylinders and face mask covers purchased through the CHEMTREC HELP Award by the Tusculum Volunteer Fire Department.

IN THE YEAR AHEAD

CHEMTREC is pleased to announce that we will be continuing the HELP Award in partnership with the National Volunteer Fire Council for the fourth consecutive year. This year we will be providing \$10,000 each to three volunteer fire departments that are members of the NVFC! The 2022 application period closed on September 1st. We will be announcing the winners soon!

If you have questions regarding the CHEMTREC HELP Award, please contact Erica Bernstein, Director of Outreach, CHEMTREC at ebernstein@chemtrec.com or visit www.chemtrec.com/helpaward.



More Than an Emergency Response Call Center

You may think of CHEMTREC as an emergency call center, but we offer so much more. Our spectrum of capabilities and technology enable us to minimize environmental impacts, protect people, and preserve the assets and reputations of our customers.

Assistance Before, During, and After an Emergency

With over 50 years of experience, CHEMTREC's world-leading call center operates on a 24-hour basis, seven days a week, providing emergency response information wherever hazardous materials are manufactured, stored, transported, or used. Our call center's 24/7 availability allows us to assist customers in a variety of different situations, not just for emergencies.

Our custom call center services fall under five categories:

- Preventive
- Notification
- Regulatory
- Medical
- General call center

Preventive: Addressing Issues Before They Become Problems

An ounce of prevention is worth a pound of cure. Hazardous materials incidents not only impact the environment and neighboring communities, but also place your organization's reputation at risk and carries potential liability. The cost of even a single mistake is worth the expense of smart preventive measures and that is why CHEMTREC offers several opportunities to help identify potential dangers early and avoid disastrous situations.

Our verification service employs a checklist approach to help make sure that the prescribed safety and handling procedures are always followed. Before picking up or delivering a product, the driver calls CHEMTREC and is asked a series of questions, such as:

- Is the product being delivered to the correct place?
- Does the operator have the correct fittings and equipment needed to safely dispense the product?
- Do the hazard markings on the container match the hazards for the product being dispensed?
- Has the operator verified that the product being dispensed will fit in the container it is being dispensed into?

The questions may seem obvious, but one misstep could have significant consequences.

A second type of preventive service is called pre-incident notification. Nothing bad has occurred—yet. But someone recognizes that something dangerous may happen if an issue is not addressed.

SCENARIO: A customer notices that several drums have gouges in each of them when loading for delivery. Reporting this issue can help to notify the correct personnel and identify the root cause of the issue and have it corrected before a drum gets punctured.

With this service, CHEMTREC also provides comprehensive incident reporting to help identify problem areas or trends so our customers can resolve an issue before it becomes a crisis.

Notification: Keeping Organizations Informed During an Emergency

In the event of an emergency, CHEMTREC has the technology to dispatch an email, text, or phone call with a recorded message to a select group or to the entire organization. By broadcasting to a group of individuals simultaneously,

CHEMTREC can contact a small group of team leaders with detailed information and instructions on how to activate a response.

Our emergency notifications may include polling questions or require a response from each recipient to confirm that a critical message has been received and read. For example, CHEMTREC can report that 100 people were sent a notification and 92 of them received it and checked “yes.” The customer now has the intel to reach out to those who didn’t answer and verify their status.

We can also set up a customized recorded greeting that can be used to inform and update staff during an ongoing crisis.

SCENARIO: During Hurricane Harvey, one customer created a recorded greeting that included updates for multiple locations in the Houston area. The affected employees had one number to call to see if their site was open or closed. Callers would receive a recorded greeting with prompts to help them identify whether the plant had reopened. CHEMTREC received over 500 calls per day on the recorded line.

Regulatory: Timely Reporting to the Authorities

If a truck overturns on a highway and products have spilled, the responding police officers must report the incident to state authorities within a certain amount of time. Failure to report in a timely manner may result in a steep fine. To avoid this situation, CHEMTREC can submit an initial report on behalf of a customer or we can remind the on-site responders to submit the report on time.

SCENARIO : The Department of Environmental Quality in Louisiana has set strict timelines for reporting hazardous materials and dangerous goods releases. Missing these deadlines can result in fines and corrective action being taken by the state or local parish.

Medical: Enhanced Reporting for Informed Decisions

SCENARIO : Upon receiving a call from an individual who has been exposed to a hazardous material, CHEMTREC will ensure the caller does not need to call 911 immediately. Once it has been determined the caller is not in immediate danger, we will identify the product and manufacturer information and immediately connect the caller with a poison control center (PCC) for additional assistance. During this time, CHEMTREC will collect information about the product to share with the PCC and conference in necessary personnel if needed.

If your products are potentially harmful to humans or animals upon uncontrolled release, this additional service can provide immediate medical attention to the exposed

party. In addition to facilitating the medical coverage, reports from the poison center will be provided upon request with information that will help identify information such as the demographics of those exposed (i.e., age and gender) and how they are getting exposed (i.e., skin exposure, eye exposure, or ingestion), and then report back any trends or issues that need to be addressed.

General Call Center: On Standby to Answer Your Customers’ Questions 24/7

Our representatives are available around the clock to respond to your customers in an emergency. We’re also available to act as an extension of a customer’s call center to assist in certain non-emergency situations.

SCENARIO: CHEMTREC works with a company that sells fuel for hydrogen vehicles. For their customers’ convenience, the company listed a single CHEMTREC phone number on their signs and on their pumps to be used during emergency and non-emergency situations. While our representatives are primarily there to handle emergency calls and help reduce risk to people and the environment; our staff is also trained to handle customer service calls, providing support for payment concerns, reports that a pump is out of fuel, or customers trying to find the next closest location.

Be Prepared with CHEMTREC’s Preventive, Notification, Regulatory, Medical, and General Call Center Services

CHEMTREC provides a variety of unique solutions designed to assist manufacturers and distributors that ship hazardous materials. We can:

- Identify and resolve issues before they become a crisis.
- Keep your staff informed and connected during an emergency.
- Comply with complex domestic and international regulations when an incident occurs.
- Gather important data to help reduce the risk of exposure.
- Improve customer service without expanding your own customer service department.

Visit chemtrec.com to discover which CHEMTREC resources and tools can best support your organization’s hazmat shipping needs.

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The better informed we are, the better prepared we are to act swiftly and effectively during an emergency. The faster an SDS can be accessed to help mitigate the situation, the more likely we are to minimize potential damage to people, the environment, or property.

Loss of Reputation and Time: Consequences of an Incomplete SDS

From the moment we answer the phone to field questions about one of your products, CHEMTREC represents your company. We are expected to have the information our callers need at our fingertips. Failure to do so can reflect poorly on your company and erodes the confidence of the person seeking guidance.

If an SDS is missing information or the content is no longer valid, precious time is wasted calling the customer or a third-party resource to get the answers we need to help mitigate the situation.

Anytime treatment for an exposure or cleanup of a spill is delayed the situation could get worse. Rapid access to accurate information is always paramount. In the absence of a clear path to information on first aid, neutralization, or decontamination, both safety and finances are at risk.

- **Health and Safety Risks**

Medical professionals could unknowingly follow a course of treatment resulting in further injury to the patient. For example, if a person is exposed to hydrofluoric acid (HF), their doctor needs to be warned of the systemic toxicity of HF, in addition to its more obvious corrosive effects.

- **Financial Risks**

Responders to a chemical spill at a factory may have to assume a worst-case scenario and potentially take unnecessary precautions. That means employing expensive measures to clean up the spill, such as calling in a hazmat team and having to shut down production.

In the United States, Appendix D of OSHA's Hazard Communication Standard (2012)^{1,2} prescribes the minimal content of an SDS. However, it contains little guidance as to the extent of the information to be provided. As a result, some safety data sheets include only the most basic information.

For example, the health section might be limited to "Rinse with water and seek medical attention." But CHEMTREC often receives calls from EMTs or other medical professionals who have already completed that basic step and now have more specific questions to determine the appropriate treatment.

If we cannot find the answer in the SDS, we must call our customer contact and hope they can provide the information

Do Your Safety Data Sheets Leave Emergency Personnel Guessing?

Updated Safety Data Sheets Improve Response Times During an Emergency

Properly prepared safety data sheets (SDS) include all the necessary guidance to help mitigate a situation during an emergency. But what happens when an SDS is incomplete or outdated? Unfortunately, it can raise more questions than it answers.

Importance of Safety Data Sheets

When a company registers with CHEMTREC, they need to submit their SDSs. This ensures we have them on file in case of an exposure, spill, leak, fire, or other incident occurs involving their products. Our operations center is available 24/7, 365 days a year to answer emergency calls on behalf of our customers. If we receive a call about an incident involving a customer's product, we use the appropriate SDS to guide medical treatment for the exposure or direct the cleanup for the spill.

quickly. This search for answers delays the medical treatment or spill cleanup until we can offer an informed response.

What Information Should an SDS Contain?

The contents of your company's safety data sheets for chemicals should be reviewed and updated regularly to make sure callers have the answers they need when they need them. CHEMTREC recommends its customers consider the following when assessing their SDSs:

Medical Guidance

- List all toxic ingredients including the specific percentages of each.
- Provide basic first aid information, but also include acute/chronic information and specific laboratory research as applicable.
- Provide first responders with readings for Threshold Limit Values (TLV) and Immediately Dangerous to Life or Health (IDLH).
- Include any special considerations for medical treatment.

Reaction Data

- Identify all specifics that react with the product or ingredient.
- Identify the specific decomposition ingredients.
- Provide neutralization data or best practices to handle product that is reacting.

Proper Personal Protective Equipment (PPE)

- List all necessary PPE required to work with and handle material in normal usage.
- List specific PPE recommended to safely handle material during an incident.
- Distinguish between PPE for controlled situations (workplace/ industrial) and emergency situations (leak, spill, or fire).

Storage Requirements

- Detail proper storage specifics such as container material, temperature, and direct sunlight. This is important guidance if the material needs to be transferred.

Firefighting Protocols

- List the types of extinguishing agents to be used.
- Clearly state which extinguishing agents should not be used.
- Include toxicity information or other dangers resulting from a combustion and/or decomposition.
- Include treatment options specific to the product, if any, and to the route of exposure (inhalation, skin, or ingestion).

Additional Considerations for Better SDSs

Include as Much Detail as Possible

Be specific wherever possible. For example, when providing information on first aid measures for skin exposures, do not limit the description to "Flush with copious amounts of water and seek medical attention." Consider an enhancement by also prescribing the rinsing time: "Flush with copious amounts of water for 10 minutes and seek medical attention."

Define Construction Materials for Equipment

It is important for CHEMTREC to have information about the compatibility of the product with materials commonly found in personal protective equipment and other equipment. For example, in addition to providing reaction data, consider specifying the recommended construction materials of salvage containers and tools that can be used in a cleanup operation. Just as important, consider any incompatible materials that should be avoided.

Keep Pace with Changing Regulations

It is important to keep your company's SDSs up to date so that your emergency response provider can supply information that is compliant with current regulatory standards.

Do Not Wait for an Emergency, Update Your SDSs Today

We encourage you to review your company's existing SDSs. Do not wait until a change has been made to a product's formulation. Think about the information you would want to have if you or a loved one were involved in a chemical emergency and update your SDSs accordingly.

To learn how CHEMTREC can help you with SDS authoring email us at sales@chemtrec.com or check out our SDS services:



Article Contributors:

Joseph Milazzo, Director, CHEMTREC

Kevin Lavezzo, Manager, Operations Center, CHEMTREC

Kevin Runnels, Manager, Operations Center, CHEMTREC





CHEMTREC Launches New Regional Phone Numbers

With international transport and supply regulations becoming increasingly complex, CHEMTREC has expanded our international number suite to support customers with compliance. With 50 years of experience supporting the industry and over 100,000 international calls handled each year, our experience has enabled us to recognize the need for simplified options. We have therefore developed four regional numbers with an enhanced language recognition process.

Beyond the use on transport paperwork, regional numbers can be used for supply documentation (Safety Data Sheets and labels) provided that the regional number complies with all local emergency number requirements for the countries where the product is placed on the market.

CHEMTREC's regional numbers automatically connect callers to the appropriate language options based on their telephone number's international country code. Primarily designed for use on transport paperwork, the regional numbers can also be used for supply paperwork, e.g. on Safety Data Sheets, provided that the regional number complies with the local emergency number requirements for each country where the product is placed on the market.

Key Features of New Regional Numbers:

- Provides access to multiple languages through a single number.
- Provides native language options based on official/ commonly spoken languages according to the caller's dialing code.
- Provides fast call connection to interpreters using automatic language recognition.

Regional Number Implementation Benefits for CHEMTREC Customers:

- Enables the use of a single emergency number for trans-border shipments within a region.
- Helps customers who have limited space to display emergency numbers on paperwork.
- Assists customers in reducing business risk through an improved connectivity process.

Looking for international emergency phone number compliance? Contact sales@chemtrec.com to learn more.





CHEMTREC® Partners With China's Leading Chemical Response Agency to Bolster Global Network

CHEMTREC, the world's leading emergency hazmat response service provider, has partnered with China's National Registration Center for Chemicals (NRCC) to create a unified global response for chemical emergencies in China.

After several years of collaboration, **CHEMTREC will now be able to offer global clients a more unified response to local chemical emergencies as well as providing more support on chemical compliance and risk management in the region.**

The new partnership will enable CHEMTREC clients to manage all NRCC registrations and Chinese hazardous chemical compliance directly through their existing CHEMTREC contract, without the need for third party contracts, lawyers or mediators within China. The new process will reduce the risk of having goods impounded, financial penalties, or other sanctions by streamlining compliance and simplifying approval processes through one party, rather than many.

Along with NRCC registration, CHEMTREC will also manage chemical compliance including individual chemical registration, SDS (safety data sheet) and label production, as well as GHS (global harmonised system) classification. Additionally, clients have access to 24/7 in-country NRCC emergency support, as mandated by Chinese law, along with additional back up helplines provided by CHEMTREC.

The formal agreement comes after almost a decade of knowledge sharing between the two agencies. Christopher Brown CHEMTREC Interim Chief Executive says the partnership allows CHEMTREC to offer more worldwide Emergency Response (ER) solutions to its customers: "We support our customers with global compliance, helping them manage their chemical and regulatory risks, adding value through working in partnership to understand their needs and develop leading-edge solutions."

"This partnership with NRCC highlights our continual improvement and allows us to offer a seamless worldwide ER solution to our customers."

To bolster its support in the country, CHEMTREC will be channelling and coordinating its NRCC partnership services through local support teams as well as through its global helpline service available 24/7.

Yuan Jiwu, Director of NRCC's Emergency Response Department, says he is pleased to be working with CHEMTREC: "We are delighted to work together with the world's leading ER provider to offer a compliant service to international clients, helping mitigate chemical risks and avoid incidents in China. With their Chinese presence we now look forward to working more collaboratively with CHEMTREC and driving the Responsible Care agenda from an Emergency Response perspective."

For more information on CHEMTREC's partnership with NRCC please visit: chemtrec.com/nrcc or contact us at sales@chemtrec.com for further details.

Also appeared in Sustainable Logistics International, Retail Logistics International, and Warehousing Logistics International.



LEARNING TO WRESTLE YOUR OWN MIND DURING HAZMAT INCIDENTS

Article By: Chris Scott, Crisis & Incident Management Services Manager, CHEMTREC
Gareth Black, Senior Crisis Consultant, CHEMTREC

Working on incidents involving hazardous materials has the potential to be both a volatile and highly complex environment, an environment where complacency lurks in the shadows and will take the upper hand very quickly, which could result in the loss of control in the blink of eye. Is complacency being subconsciously forced upon us by robust safety measures that we have learned to rely upon

**“
Have you ever
wondered why
some people
seem better at
commanding
incidents or
dealing with
high pressure
situations
than others?”**

too heavily? Risk analysis, coupled with stringent health, safety, security, and environmental policies and procedures are given the highest priority by senior management. Millions of dollars are spent each year by companies to ensure that their people, environment, assets, and reputations are safeguarded. That said, is there an argument to suggest that we are being lulled into a false sense of security by default?

History shows us that despite stringent policies and procedures, a plethora of new resources, and

modern technologies, hazmat related incidents still occur. So, despite the heavy reliance upon modern technologies and robust safety measures, can we ever replicate the agility of the human mind to respond to incidents most effectively?

When hazmat incidents occur, responders adopt incident roles and the leader becomes the “Incident Commander.” These responders manage all aspects of the response, including scene size-up, development of incident objectives, managing incident operations and control and application of resources, as well as a responsibility for the safety of all persons involved. These roles and responsibilities are an enormous ask of any human, regardless of background, knowledge, skills, or experience.

To manage the incident and their roles, responders adopt and utilize a series of skills known as non-technical skills (NTS) which support them in dealing with an incident effectively. The key NTS in a hazmat incident include situational awareness, decision making, communication, and leadership. NTS are not skills which are automatically inherited by humans; we must work hard to master them through training and exercises.

Have you ever wondered why some people seem better at commanding incidents or dealing with high pressure situations than others? Is it a natural acumen that humans possess, or can we learn to be good at it? Many potential problems exist when it comes to incident

management, when the human mind is required to think, act, and respond in a very different way to what we are used to. After all, this is not a normal environment in which we operate. It is not general day to day business for humans.

During incidents, our rational thought process and technical knowledge can be wrestled by the amygdala in a battle of intuitive quick thinking vs. technical knowledge and rationale (KAHNEMAN, D. 2013). Once engaged, the amygdala works at speeds around 20 times faster than our prefrontal cortex and often completely takes over, forcing us into a fight or flight mode. This is referred to as an amygdala hijack. In a high-stress situation, it is natural for our responses to be taken over by the amygdala, a part of the brain that governs our emotional response to a situation.

The term “amygdala hijacking” was first used by psychologist Daniel Goleman in his 1995 book, “Emotional Intelligence: Why It Can Matter More Than IQ,” to refer to an immediate and intense emotional reaction that’s out of proportion to the situation (Goleman D. Emotional Intelligence: Why It Can Matter More Than IQ. New York: Bantam Books; 1995). When incidents occur, emergency responders step into a world of high pressure situations and significant stress factors, and these factors provide the perfect environment for an amygdala hijack. Responders can quickly find themselves embroiled in

vicious circle of stress and an inability to rationalize a multitude of challenges to enable them to take control of the incident. “The best way to prevent an amygdala hijack is to increase your emotional intelligence [and use of non-technical skills]. Emotional intelligence describes your ability to understand and manage your emotions and use this information in positive ways to relieve stress, communicate effectively, empathize with others, and defuse the conflict” (Cuncic, A. (June 21, 2021). [Medically Reviewed by S. Lakhan, MD, PhD, FAAN]. Amygdala Hijack and the Fight or Flight Response).

So, how do responders manage this? Can responders learn to deal with these issues regardless of knowledge, skills, background, and experience? How much training and exercises are required?

**“
Training to enhance responders’ non-technical skills can be both enjoyable and fascinating when it’s brought to life in an engaging and discursive environment.”**



Our years of experience show that the risk versus benefit scales can absolutely be tipped in our favor if we embark upon a journey of resilience with robust training and exercising programs. Training to enhance responders' non-technical skills can be both enjoyable and fascinating when it's brought to life in an engaging and discursive environment. Once responders learn to understand what is happening to them as humans during an amygdala hijack, they can learn to control and suppress stress that overwhelms them, ensuring that their situational awareness, decision making, ability to communicate effectively and remain an effective responder is not all consumed by their own self-induced pressures.

Bringing this to life further in a range of exercises, be it a tabletop, functional, or full-scale exercise is a great way to learn. It is strongly recommended that responders experience some level of stress in a controlled exercise environment. It is the best way to understand how this pressure will affect you and how to deal with this naturally. You want to avoid experiencing an amygdala hijack during an incident. However, keep in mind amygdala hijacks happen to everyone, so we need to feel it, be prepared, and take as much control as we can. Then we can be prepared and ready to face the incident challenges ahead.

If your department is interested in learning more about the "Psychology of Command" workshops by CHEMTREC, please contact Crisis Solutions at crisissolutions@chemtrec.com. These workshops dive deeper into exploring the relationships between the world in which we now live and the difficulties of high-pressure situations, such as incident command and crisis management. During the workshop, we will explore why mistakes are made and how they are most often derived from pressure, often self-induced, to perform to high standards and how we can suffer from "cognitive tunneling" too focused on the task in hand without due care and consideration for the wider "strategic" thinking. ■

About the Authors:



Chris Scott has been working in the field of crisis and emergency response planning, training, and exercising for over 33 years and is a pioneer in the field. His 22 years of military experience coupled with studies in human intelligence, linked with an understanding of a person's ability to manage unwanted events has seen outstanding results. Chris has a degree in leadership and management and a master's degree in Emergency

Planning and Disaster Management, carefully linking with and complementing business continuity arrangements. He has worked around the globe for a wide range of organizations and well-known companies and extensively with UK emergency services.



Gareth Black is a thought leader in the field of crisis management, emergency response, and human factors. Gareth's master's degree in Homeland Security and Crisis Management, alongside his lecturing work at Coventry University mean he is at the cutting edge of developments in the field. He has a unique ability to turn his wealth of academic experience into simple, practical, and intuitive solutions for clients, ensuring

they remain at the forefront of crisis management practice. Gareth has received accolades for his work with the National Health Service, preparing for, responding to, and recovering from a wide range of incidents whilst also working on policy and procedural developments of national and international significance.



www.chemtrec.com/crisis



Customer Case Study: International Food Manufacturer

Our client is one of the world's largest producers of Latin foods with factories in North and Central America, Europe, Asia, and Australia. The Head of Manufacturing for the UK's largest site was seeking to ensure their plant, and their wider UK operations, were in a state of readiness for any disruption. A fire at another plant in Europe, supply chain uncertainty, and the COVID pandemic had highlighted the importance of effective preparedness for incident, emergency, and crisis situations. Our client sought out CHEMTREC's crisis experts to run an immersive training and exercise session for her senior management team, recognizing CHEMTREC's strong track record in supporting teams less familiar with crisis and emergency management.

Increased understanding of roles and responsibilities

The site had a well-developed crisis and emergency plan. CHEMTREC's consultants reviewed this plan prior to training and tailored the training to ensure the roles and responsibilities included in the plan were brought to life through interactive discussions and scenarios. The scenario in particular allowed individuals to discuss and visualize their role in a real event and explore how best to interact with colleagues and identify areas for improvement. Training is about bringing the plan to life, letting potential responders live and breathe the role, and understand how it works in practice and then adapting plans where required.

"We will take a lot away from this course to improve our procedures."

Increased confidence in responding to a crisis, incident, or emergency

CHEMTREC's approach to crisis, incident, and emergency management, meant not just training the team on their plan, but also exploring the underpinning skills required to effectively coordinate any response. Through the training, the team explored the application of situational awareness, leadership styles, and decision making tools, and discussed the importance of communication. The team also discussed the potential stress and pressure

which may come in dealing with a response, the impacts of this, and strategies to handle this. The outcome was a marked increase in confidence, with the team not only understanding their plan, but also having practical tools and techniques to apply this in practice.

Team building and bonding

The training session was the first time in months that many of the team members had gathered in the same room and we recognize this is often the case as workforces become more dispersed and personnel work from home. The fun, engaging, and relaxed manner of the training offered opportunities for the team to re-engage and bond. Exercises such as a "zombie invasion," brought practical benefit to the team, but also created an atmosphere in which the team could learn more about each other and reconnect. This is vital not only in a crisis or emergency situation, but also in day to day business where close working relationships matter. CHEMTREC prides itself on delivering training which is innovative and engaging.

"Everyone thoroughly enjoyed the day it was nice to have a fun but factual training day."

Overall Results

The team left the day feeling energized, informed, confident, and focused on further improving their crisis, incident, and emergency management capabilities. Further training sessions across their UK plants are planned as they look to embed these principles across their operations.

Let's chat

If you are interested in improving your team's readiness to respond, increasing their confidence and in doing so decreasing the likely scale and impact of any incident, get in touch with a member of our team now via email crissolutions@chemtrec.com or call 1-800-262-8200 or +44 (0) 20 3769 8468.



How CHEMTREC is Making Regulatory Reporting Requirements Easier!

We understand everyone is working overtime these days, which is why CHEMTREC is here to help pick up some of the slack. You can trust us to help you meet PHMSA's incident reporting requirements, so you can tackle other items on that to do list, knowing CHEMTREC has your back!

What is Incident Reporting?

Hazardous Materials Regulations (49 CFR Parts 171-180) require certain types of hazmat incidents be reported. Section 171.16 requires incidents to be reported through PHMSA within 30 days of the incident, and a follow-up written report within one year of the incident, based on certain circumstances. This reporting uses the Hazardous Materials Incident Report Form DOT F 5800.1 (49 eCFR 171.16).

What is the 5800.1 Form?

The Incident Report Form 5800.1 is a written report required by Section 171.16 of the Hazardous Materials Regulations (HMR) that must be submitted within 30 days of a hazardous materials transportation incident, as defined by the HMR. The information collected on the report is used by PHMSA and other agencies to mitigate risk, analyze gaps, and enhance safety.

Who Must Complete the Report?

Any person in possession of a hazardous material during transportation, including loading, unloading and storage incidental to transportation, must report incidents to the Department of Transportation (DOT) if certain conditions are met. This means that when the conditions apply for completing the report, the entity having physical control of the shipment at the time of the incident is responsible for filling out and filing DOT Form F 5800.1. If you are unsure if you are responsible for completing a report, contact CHEMTREC today for additional guidance.

How Long Do I Have to Submit the Written Report?

You must submit your written report within 30 days of discovery of the incident, § 171.16(a). Forms may be submitted via US Mail, Web, or XML submissions. CHEMTREC is registered with PHMSA to submit 5800.1 xml files on your behalf. Which provides a quick and easy way to get your reports accepted by PHMSA.

How Can CHEMTREC Help?

CHEMTREC reviews all cases for customers registered for incident reporting, and helps determine if additional reporting may be needed based on Hazardous Materials Regulations (49 CFR Parts 171-180). If additional regulatory reporting is required through PHMSA, CHEMTREC will work with you to complete and submit a 5800.1.

By utilizing CHEMTREC to collect incident data and submit your 5800.1 report we will:

- Make sure the report is complete and concise to meet PHMSA reporting requirements
- Reduce the amount of data entered manually from paper submissions
- Automate the submission and response processes
- Calendar dates for follow up reports if necessary
- Follow through to ensure the data is accepted by PHMSA
- Maintain a record of your report for future reference
- Provide OnDemand access to your incident reports and 5800.1 reports
- Alleviate the effort for carriers that must file incident(s)

Interested in hearing more about how CHEMTREC can help you, contact sales@chemtrec.com today!

Emergency Response and Safety of Lithium-Ion Batteries in Transport and Storage

Article By: George Kerchner, Executive Director, PRBA

The presence of flammable organic electrolyte in the billions of lithium-ion batteries and lithium-ion battery powered devices being used, transported, and placed in storage today creates new and significant challenges for emergency responders. While a great deal of work has been accomplished over the past 5 years to address these challenges, more work is required to help disseminate accurate and timely information on the risks posed by lithium ion batteries and what are the correct responses to these risks.

When a lithium-ion battery is involved in a “thermal runaway” event, the temperature of the battery can range from 600° C to 700° C. As a result of these high temperatures, propagation from cell to cell within the battery may occur resulting in fires that can quickly spread to other combustible materials. For first responders, it is critically important to recognize that suppressing a lithium-ion battery fire with water, and more water, will be the most effective approach to containing the fire. Water not only suppresses the fire, but it also cools the cells and batteries reducing the chance of propagation.

A significant amount of research has been conducted on the types of gases that are generated from a lithium-ion battery during a thermal runaway event and fire. These gases include, but are not limited to, carbon monoxide, hydrogen, carbon dioxide, and hydrogen fluoride. This of course warrants adequate PPE for emergency responders.

The CHEMTREC® International Hazmat Summit will include a half-day program on lithium-ion battery emergency response and safety that will be of interest to emergency response professionals, regulators, and companies that are concerned about the safe transport and storage of lithium-ion batteries. In addition, the newly established lithium-ion battery TRANSCAER program is gearing up to address these issues in two upcoming Seconds Count videos.

Check out CHEMTREC’s Battery Compliance Solutions at chemtrec.com/batterycompliance.



A Growing Program and Exceptional Partner in Hazmat Training

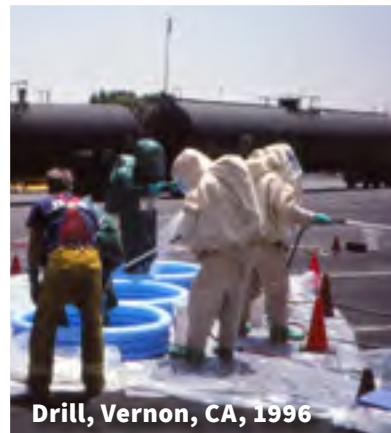
Article By: Erica Bernstein, Director of Outreach, CHEMTREC

Celebrating over 35 Years!

TRANSCAER® (**T**ransportation **C**ommunity **A**wareness **E**mergency **R**esponse) is a national outreach program with a mission to assist communities to prepare for and respond to a possible hazardous material transportation incident. The TRANSCAER program is led by industry professionals who volunteer their time to support our mission.

Last year, TRANSCAER reached an exciting milestone as we celebrated our 35th anniversary! TRANSCAER was established in 1986 by The Dow Chemical Company and Union Pacific Railroad. Today, TRANSCAER has grown exponentially and has ten national sponsors, participation from many American Chemistry Council Member Companies, all Class 1 Railroads, and several highway carriers. Our partnerships have also expanded and include multiple emergency responder organizations and federal government agencies. TRANSCAER has also focused on broadening outreach initiatives, increasing the number of training programs offered and becoming a more recognized partner and leader in hazmat training.

One thing that has and will always remain the same is our mission of assisting communities and preparing responders for hazmat incidents.



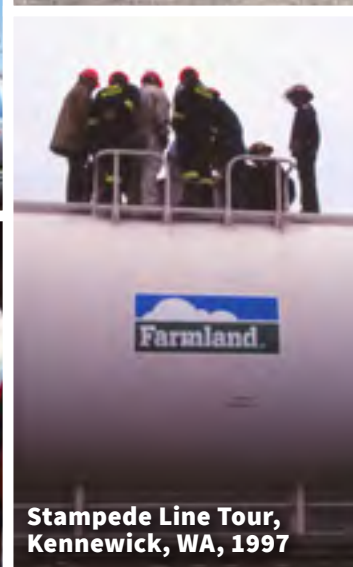
Drill, Vernon, CA, 1996



Exercise in Newton, KS, May 1997



CPDX 911, Flagstaff, AZ, 1996



Stampede Line Tour, Kennewick, WA, 1997



Coconino County EMS and AZ state training utilizing ATSF 3678 and Theater Car #89 (William Barstow Strong), Williams, AZ, 1993



Exercise Entry Team, Argentine, KS, June 1993



Big Lift training for Littleton Fire Dept. and South Metro Area, Denver, CO, 1995



**Colorado Emergency Management Conference,
Tabernash/Winter Park, CO, 1999**



**Colorado Emergency Management Conference,
Tabernash/Winter Park, CO, 1999**



**Mississippi
Headwaters State
Exercise, Ball Club,
MN, Sept. 1997**



**Ed Chapman on CPDX 911,
Wickenburg, AZ, 1997**



**Drill with Vernon Fire Dept.,
Vernon, CA, 1999**



**Training on Tank Car,
San Bernardino, CA, 1998**



Pat Brady, Ferndale, WA, 1999

Grant Funding Growth

Since 2019, TRANSCAER has applied for additional grant funding through the U.S. Department of Transportation, Pipeline and Hazardous Materials Safety Administration (PHMSA) which resulted in new grant opportunities that have supported TRANSCAER's training initiatives. TRANSCAER has received two PHMSA Assistance for Local Emergency Response Training (ALERT) grants totaling \$400,000 and one PHMSA Community Safety Grant for \$250,000. In addition, TRANSCAER continues to receive \$100,000 annually from the Federal Railroad Administration in support of rail safety training, exercises, and resources.

Through these grant opportunities, TRANSCAER has moved away from outdated DVDs and began offering USB thumb drives. Additionally, two new online courses were developed, including: Flammable Liquids Safety and Over the Road Transportation of Flammable Liquids. This year TRANSCAER revised the Ammonia Safety training program, which was the first commodity-specific training developed in partnership with The Fertilizer Institute.

Through grant funding, the program also had the opportunity develop and deliver a new Liquefied Natural Gas Safety and Emergency Response training program that has been offered to over 400 attendees through classroom-based sessions and two webinars.

Expanding Virtual Learning – TRANSCAER's Learning Management System

COVID had a major impact on TRANSCAER and required our program to adjust the way we provide training to emergency responders; however, we adapted and overcame these challenges and now offer multiple virtual learning opportunities. TRANSCAER released an online Learning Management System (LMS) at the end of 2020, which is available at www.hazmatcourses.com. Last year, we issued over 4,300+ certificates through our online learning platform and this year we have already issued over 3,500+ certificates!

TRANSCAER currently has sixteen FREE courses available 24/7 and credit hours are included on each certificate after course completion. Two courses focused on chlorine and ethanol are also available in Spanish. Our learning management system does not show any signs of slowing down with over 5,400+ registered users and growing each day.

Growth with New Sponsors and Commodity-Specific Training

TRANSCAER has recently added several new sponsors, including the Center for Liquefied Natural Gas, Industrial Steel Drum Institute, and PRBA – The Rechargeable Battery Association. These three organizations have joined our long-time sponsors to add additional annual support, expand our experience on the National TRANSCAER Task Group, and allow for the development of new resources for first responders.

National TRANSCAER Sponsors



TRANSCAER sponsorships allow our program to conduct free hazmat training programs to emergency responders throughout North America each year! Sponsors contributions help to drive TRANSCAER's success, and we are honored to have each of them as part of the TRANSCAER team.

TRANSCAER Hazmat Team Response Fund – Supported by our Corporate Members

One of our proudest accomplishments from the last two years was establishing the TRANSCAER Hazmat Team Response Fund. To date, TRANSCAER has awarded six hazmat teams \$2,500 each to acquire hazmat response equipment or attend advanced training to protect themselves and their community when responding to hazardous material transportation incidents.

What is on the horizon for TRANSCAER?

TRANSCAER is looking forward to releasing our new mobile application that will include four augmented reality scenarios focused on rail safety and chlorine emergency response. Two more TRANSCAER Seconds Count videos are currently in production, both videos will focus on lithium-ion batteries and emergency response considerations to lithium-ion battery fires. Next year TRANSCAER will release a fully revised and animated video on tank car loading and unloading. These new resources will be in addition to numerous training events, webinars, and networking at hazmat conferences that TRANSCAER has planned for the remainder of this year and throughout 2023!

TRANSCAER HAZMAT TEAM RESPONSE FUND RECIPIENTS

2022

City of Marion Fire Department (Marion, SC)
Elgin Fire Department (Elgin, IL)

2021

Champaign Fire Department (Champaign, IL)
Hawkins County Emergency Response Team (Rogersville, TN)
Laredo Metro Fire Department (Laredo, TX)
Devine Volunteer Fire & Rescue Department (Devine, TX)

Our Texas State Team provided their own funding to award two Texas-based hazmat teams in their state each \$2,500 in 2021!



From left to right:
Firefighter/Paramedic Josh Plese, Engineer Carrol Whitehouse, Fire Chief Gary Ludwig, Keith Silverman, Lieutenant Brian Ball, and Firefighter Eddie Shellman.



Accountability system with ID tags that Hawkins County ERT purchased with their TRANSCAER Hazmat Team Response Fund award.



The TRANSCAER Hazmat Team Response Fund provided funding for two go kits.



Combustible gas detector purchased through the TRANSCAER Hazmat Team Response Fund.

We appreciate our Corporate Members supporting this fund and our Texas State Team for providing additional funds last year for two departments in Texas.

TRANSCAER CORPORATE MEMBERS



How can you participate and support?

There are multiple ways to be involved in the TRANSCAER Program and we hope that you and/or your company consider joining our efforts! Our sponsors, partners, corporate members, and state coordinators are a big part of the TRANSCAER program. We encourage you to visit www.TRANSCAER.com to learn more about ways to be involved in TRANSCAER.

Connect with Us!

If you are interested in hosting a training event in partnership with TRANSCAER at your facility or in your community or would like more information about getting involved, please contact Erica Bernstein, Director of Outreach, CHEMTREC®, at eberstein@chemtrec.com or 804-357-4758.



About the Author:

Erica Bernstein manages CHEMTREC's public and industry service-related initiatives including the TRANSCAER® program. In her role, Erica focuses on establishing and maintaining relationships with key stakeholders including government agencies, emergency responders, trade associations, carriers, and other industry partners. Erica manages the development and revision of course curriculum and safety videos. She coordinates national-level training events, hazmat conference participation, and is responsible for managing federal grant funding for TRANSCAER. She earned a Master of Arts in Homeland Security and Emergency Preparedness from Virginia Commonwealth University and a Bachelor of Science in Design from Radford University. She has completed the Master Exercise Practitioner Program (MEPP) at the Emergency Management Institute and is experienced in all-hazard exercise design and evaluation. Prior to joining CHEMTREC®, Erica served as the Director of Outreach for The Chlorine Institute.

TRANSCAER®
TRANSPORTATION • COMMUNITY AWARENESS • EMERGENCY RESPONSE



SM



Introducing TRANSCAER Mexico

Article By: Jennifer Membreno-Maltez, TRANSCAER Specialist, CHEMTREC®

TRANSCAER's outreach initiatives continue to expand across North America. Established in April 2021, TRANSCAER Mexico will help further our mission of preparing communities and first responders throughout Mexico.

The TRANSCAER Mexico Task Group has been meeting regularly, planning training events, hosting joint webinars, and establishing a Corporate Membership Program to support responders in Mexico. Each member of the Task Group has volunteered their time and expertise because they believe in assisting Mexican communities and emergency responders to be prepared for and respond to hazardous material transportation incidents.

TRANSCAER appreciates the following organizations for their continued efforts serving on the TRANSCAER Mexico Task Group:

- Ferromex
- IQUISA
- Kansas City Southern de Mexico
- ROT Quimica
- SETIQ
- Shell
- The Chemours Company
- The Chlorine Institute
- Union Pacific Railroad

Mexico Regional Coordinators

The TRANSCAER Mexico Coordinator Program will operate similarly to the program in the United States. Mexico Regional Coordinators are a dedicated group of volunteers from across the country and throughout the industry, serving as liaisons between the local community and TRANSCAER Mexico. Responsibilities of Mexico Regional Coordinators include identifying the program's needs and opportunities across Mexico, engaging with local emergency planning committees, promoting TRANSCAER Mexico events, and organizing resources.

If you share TRANSCAER Mexico's mission to help communities prepare for and respond to hazmat emergencies, please consider applying to be a Mexico regional coordinator: <https://www.transcaer.com/es/coordinators/apply>

Free Trainings and Resources in Spanish

TRANSCAER Mexico will offer free trainings, local resources, and preparation of drills and exercises all in Spanish. TRANSCAER Mexico, in partnership with The Chlorine Institute, successfully held two Spanish webinars last year, training 833 attendees. The webinars not only had attendees from Mexico, but participants came



from other Spanish-speaking countries, such as Argentina, Chile, Colombia, Ecuador, El Salvador, Peru, the United States, and many others.

TRANSCAER Mexico is looking forward to partnering with Ferromex and Kansas City Southern de Mexico to host an in-person training in Veracruz, Mexico in October 2022. The training event will focus on flammable liquids.

Support TRANSCAER Mexico

TRANSCAER Mexico hopes to grow with the financial support of Corporate Members through our TRANSCAER Mexico Corporate Membership program. Since TRANSCAER Mexico is a voluntary outreach program, we depend on our Corporate Members to financially support our training and outreach initiatives in Mexico. Additionally, the TRANSCAER Mexico Corporate Membership program provides companies with marketing opportunities to emergency responders, industry, and transportation companies, while also providing financial support to TRANSCAER Mexico.

Pledge your support by completing the TRANSCAER Mexico Corporate Membership application form: <https://www.transcaer.com/mexico/formulario-de-solicitud-de-miembro-corporativo> ■

For more information about the TRANSCAER Mexico Corporate Membership Program, download our brochure:



FOLLOW TRANSCAER Mexico

For regular updates and latest information on training events, online courses, and resources in Spanish, follow TRANSCAER Mexico on Facebook: www.facebook.com/transcaermexico

Finally, sign up for the TRANSCAER Mexico Spanish eNewsletter to stay up to date on the latest TRANSCAER Mexico events and upcoming training opportunities: <https://www.transcaer.com/mexico/suscripcion-boletines-electronicos-y-revistas>

INTERESTED IN GETTING INVOLVED?
Learn more and contact us today:
www.transcaer.com/mexico



Assisting Communities & Preparing Responders

Total Trained 2021:

26,155

Hosted

91

webinars

4,300+

Certificates issued on our
Learning Management
System

14

FREE courses
available at
hazmatcourses.com

10,137

trained through
virtual and web-based
opportunities

FEDERAL RAILROAD ADMINISTRATION PROVIDES GRANT FUNDING SINCE 2010

TRANSCAER receives grant funding for Transportation Emergency Response Training through the U.S. Department of Transportation's Federal Railroad Administration.

PIPELINE AND HAZARDOUS MATERIALS SAFETY ADMINISTRATION PROVIDES GRANT FUNDING SINCE 2019

TRANSCAER receives grant funding through the U.S. Department of Transportation's Pipeline and Hazardous Materials Safety Administration - Assistance for Local Emergency Response Training (ALERT) Grant and the Community Safety Grant.



U.S. Department of Transportation
Federal Railroad Administration

\$877K

FRA Grant Support
2010-2022



U.S. Department of Transportation
Pipeline and Hazardous Materials
Safety Administration

\$650K

PHMSA Grant Support
2019-2022

Sign up for our **annual magazine** and
quarterly eNewsletter to stay up to date on
the latest TRANSCAER news.

www.transcaer.com/news/subscribe



SECONDS COUNT ARE YOU PREPARED?



Training videos located at
transcaer.com/seconds-count

Check Out Our **FREE** ONLINE HAZMAT COURSES

www.hazmatcourses.com



OUR MISSION

Established in 1986, TRANSCAER is a voluntary national outreach program that focuses on assisting communities to prepare for and respond to a possible hazardous material transportation incident.

TRANSCAER members consist of volunteer representatives from:

- ♦ Chemical Manufacturing
- ♦ Transportation
- ♦ Distribution
- ♦ Industry & Industry Associations
- ♦ Emergency Response
- ♦ Government

OUR PURPOSE

- ♦ Promote safe transportation and handling of hazardous materials
- ♦ Educate and assist communities near major transportation routes about hazardous materials
- ♦ Aid community emergency response planning for hazardous material transportation incidents

OUR STAKEHOLDERS

- ♦ Hazmat Shippers
- ♦ Transporters
- ♦ Regulators
- ♦ General Public
- ♦ Emergency Responders
- ♦ Community Emergency Planners

We offer...

Planning Assistance

Local community assistance to better understand and plan for hazmat transportation emergencies

Training

Classroom and hands-on training

Drills and Exercises

To improve the response and handling of hazmat emergencies

Reference and Training Materials

Technical information about chemicals and transportation equipment for both training and emergency response

Networking Opportunities

New programs and resources at national level conferences and workshops

Resources

State Coordinators work to implement the TRANSCAER mission and help connect local responders with the resources they need

Our Sponsors



Our Partners



U.S. Department of Transportation
Pipeline and Hazardous Materials
Safety Administration



TRANSCAER

www.transcaer.com • transcaer@chemtrec.com





CORPORATE MEMBERSHIP PROGRAM

WHY BECOME A CORPORATE MEMBER?

TRANSCAER trains 30,000+* emergency responders each year for FREE! Since we are a voluntary national outreach program, we depend on our Corporate Members to financially support our training and outreach initiatives.

Corporate Membership benefits your company with new channels to promote your brand. Additionally, your membership contributions enables TRANSCAER to provide quality training programs for emergency responders throughout the year.

**Note: Due to COVID-19 in 2020, TRANSCAER was not able to train the same level of emergency responders. The training totals for 2015-2019 have consistently been over 30,000 responders annually.*

OTHER BENEFITS INCLUDE:



Employee satisfaction: Companies that partner with nonprofits and are engaged in community outreach tend to have better employee retention and satisfaction.



Professional development: Volunteering is a great way to not only give back to your community, but one of the benefits of volunteerism to your employees is the ability to create new skills and sharpen existing ones.



Philanthropy: Volunteering highlights the philanthropic work of your organization and improves consumer confidence that your organization is invested in social responsibility.



Marketing & Community Outreach: Becoming a corporate member and showing your support of emergency responders improves your reputation among your peers and in the community. Improving employee satisfaction and professional development and demonstrating corporate social responsibility can result in a positive return on investment.

CORPORATE MEMBERSHIP BENEFITS CHART

\$10,000	\$5,000	\$2,500	\$1,000
Chairman's Club	Corporate Gold	Corporate Silver	Corporate Bronze
\$500 allocated to the TRANSCAER Hazmat Team Response Fund	\$500 allocated to the TRANSCAER Hazmat Team Response Fund	\$500 allocated to the TRANSCAER Hazmat Team Response Fund	\$500 allocated to the TRANSCAER Hazmat Team Response Fund
Five complimentary ads per year in monthly eNewsletter (Size: 2550 x 600, max 500 KB)	Two complimentary ads per year in monthly eNewsletter (Size: 2550 x 600, max 500 KB)	One complimentary ad per year in monthly eNewsletter (Size: 2550 x 600, max 500 KB)	-
Five complimentary month-long ads on the TRANSCAER website (Size:366 x 275)	Three complimentary month-long ads on the TRANSCAER website (Size:366 x 275)	One complimentary month-long ads on the TRANSCAER website (Size:366 x 275)	-
Two articles in the monthly TRANSCAER eNewsletter (must be pre-scheduled with TRANSCAER Director)	One article in the monthly TRANSCAER eNewsletter (must be pre-scheduled with TRANSCAER Director)	-	-
Full – page ad in TRANSCAER today magazine	1/2 page ad in TRANSCAER today magazine	1/4 page ad in TRANSCAER today magazine	Logo included in thank you ad in TRANSCAER today magazine with all other Bronze Corporate Members
Eligible to submit a two-page article in TRANSCAER today magazine	Eligible to submit a one-page article in TRANSCAER today magazine	Not eligible for article submission	Not eligible for article submission
Logo on TRANSCAER Website under Corporate Members	Logo on TRANSCAER Website under Corporate Members	Logo on TRANSCAER Website under Corporate Members	Logo on TRANSCAER Website under Corporate Members
Company listing and link on TRANSCAER Website under Corporate Members	-	-	-
Eligible to participate in national level training events	-	-	-
Eligible to provide a company branded promotional item at one national-level conference each year	-	-	-
Logo on Corporate Member Banner at all conferences where National TRANSCAER is exhibiting	-	-	-



Learn more about our services



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www.chemtrec.com