

Society for Chemical Hazard Communications

Worldwide Hazmat Support Services

CHEMTREC

September 20, 2022

The CHEMTREC logo is displayed in a bold, italicized, yellow sans-serif font. The letters are thick and have a slight shadow effect. The background of the entire slide is a blue-tinted image showing an airplane flying over a city and a port area with a large ship and a truck.

Who are we?

CHEMTREC was established in 1971 by the American Chemistry Council. Created by the industry for the industry, we are the world leader in helping organizations and responders plan for and manage any incidents involving hazardous materials.

We help our customers manage risk by planning for and dealing with incidents wherever and whenever they happen.

We help them do what is right, quickly and effectively, so that people, the environment and assets are protected, and the reputations of organizations are preserved.

Emergency Response

What is the service?

It is a 24 / 7 / 365 Level 1 telephone emergency response service for hazardous materials / dangerous goods incidents. The service provides safety critical advice to any caller, anywhere in the world, in the caller's language.

The service is accessed via international, regional, and in-country emergency telephone numbers.

The aim of the service is to protect people, the environment, assets, and your reputation.





What happens during a call?

All calls are handled by our Emergency Services Specialists (ESS) located in our main office in Falls Church, Virginia, USA. Our ESS are:

- Knowledgeable of chemicals and chemical behavior
- Can provide advice tailored to the circumstances
- Have the right level of tactical awareness
- Have the right level of regulatory awareness

CHEMTREC Call Flow

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 Schemes
- Level 2/3 providers

Notify & Report

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

You've got
our number,
we've got
your back.



SDS Database of
~7 Million



35,000+
Registered Shippers



50+
Years of Experience



Interpreter Services for
240+ languages



7,000+
Worldwide Shippers

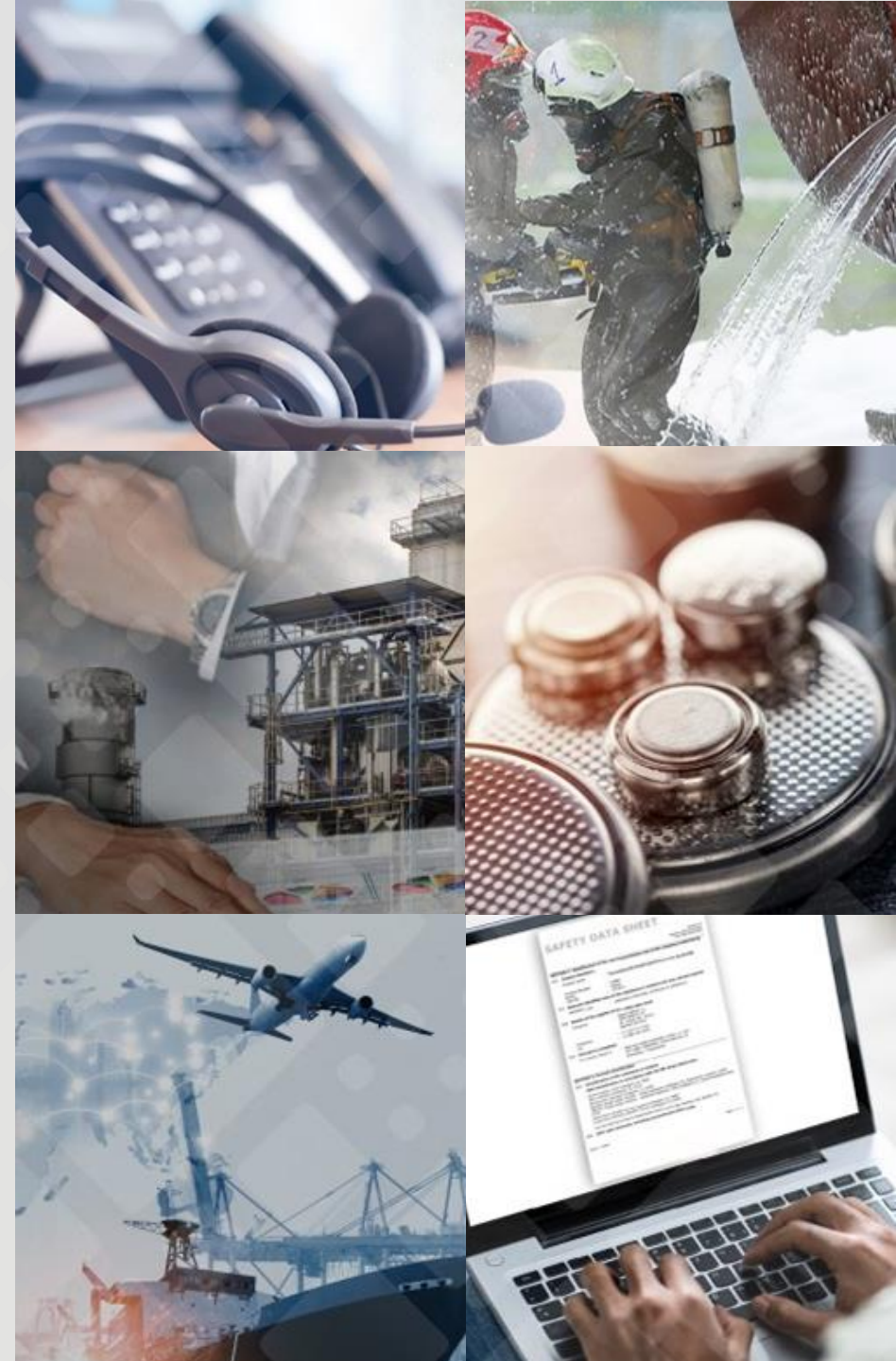


24x7
Support

More Than Just An Emergency Call Center

We offer a suite of services:

- [Emergency Response](#)
- [Training](#)
- [Consulting Services](#)
- [Battery Compliance](#)
- [Safety Data Sheet Solutions](#)
- [Incident Reporting](#)



CHEMTREC Services



- L1 Emergency Phone Number (global)
- L2/L3 Notification Services (onsite coordination and clean up)



- Hazmat General, Safety, and Security Awareness
- 49 CFR – Ground Shippers
- 49 CFR – Ground Carriers
- IATA – Air Shippers
- OSHA Haz Com
- Shipping Li Batteries Cells



- Crisis Management
- Business Continuity

CHEMTREC Services



- L1 Emergency Response
- CRITERION® Battery Test Summary Service
- Online Training



- Access
- Distribution
- Authoring
- Indexing



- 5800 Form
- Incident Report Distribution

Main Features of CHEMTREC Services

- True **global coverage** using local and regional phone numbers, including toll-free numbers.
- **All UN hazard classes** are covered, no restrictions. We also cover non-classified products.
- **Comprehensive advice** including chemical, medical, toxicological, and veterinarian.
- **Experience-based guidance**, e.g. on how to display emergency response numbers.
- **Integration into business** continuity and crisis management, e.g. planning, exercising, mass notification.



CHEMTREC Outreach

CHEMTREC Help Award

For over 50 years, our engagement with emergency responders around the world has been the engine that drives our success.

As a thank you for their service, CHEMTREC has partnered with the National Volunteer Fire Council (NVFC) for the CHEMTREC HELP Award.

The award helps volunteer fire departments enhance their response capabilities and increase local preparedness. Since 2019, CHEMTREC has provided \$85,000 to volunteer fire departments.



Thank you

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