USER GUIDANCE

CHEMTREC can usually provide hazard information warnings and guidance when given only the NAME OF THE PRODUCT and the NATURE OF THE PROBLEM. For more detailed information and/or assistance, or if product is unknown, attempt to provide as much of the following information as possible:

- **Name of caller and call back number**
- **Location of problem**
- **Shipper or manufacturer**
- **Container type**
- **Rail car or truck number**
- **Carrier name**
- **Consignee**
- **Local conditions**

Chemtrec
MCA

The cover of this folder has been designed so that photocopies would be suitable for posting, and the box containing the principal message can be cut out to wallet size.

CHEMTREC

Exhibit E-1

WHAT IT IS

CHEMTREC stands for Chemical Transportation Emergency Center, a public service of the Manufacturing Chemists Association at its offices in Washington, D. C.

CHEMTREC provides immediate advice for those at the scene of emergencies, then promptly contacts the shipper of the chemicals involved for more detailed assistance and appropriate follow-up.

CHEMTREC operates around the clock—24 hours a day, seven days a week—to receive direct-dial toll-free calls from any point in the continental United States through a wide area telephone service (WATS) number, 800-424-9300 (483-7616 for calls originating within the District of Columbia; 202-483-7616 for calls originating outside the continental U.S.).

Shippers, including MCA members and non-members, are notified through pre-established phone contacts providing 24-hour accessibility, via information operators, or through cooperation of fire and police services.

As circumstances warrant, the National Transportation Safety Board or appropriate offices of other agencies may be notified.

CHEMTREC's capabilities have been recognized by the Department of Transportation, and a close and continuing relationship is maintained between CHEMTREC and the Department.

WHAT IT IS NOT

Because chemicals find so many uses and have such a wide range of characteristics, there is much need for information about them—composition and purity, physical and chemical properties, effects on people and the environment, sources of supply, etc. It is important to understand that CHEMTREC *is not* intended and *is not* equipped to function as a general information source, but by design is confined to dealing with chemical transportation emergencies. Drivers should not call CHEMTREC on problems other than chemical cargo emergencies.

MODE OF OPERATION

CHEMTREC's number has been widely circulated in professional literature distributed to emergency service personnel, carriers, and the chemical industry, and has been further circulated in bulletins of governmental agencies, trade associations, etc.

Shipping documents of participating companies are requested to include the following: "For help in chemical emergencies involving spill, leak, fire or exposure, call toll-free 800-424-9300 day or night."

An emergency reported to CHEMTREC is received by the Communicator on duty, who records details in writing and by tape recorder. The Communicator then attempts to determine the essentials of the problem (as detailed on the left column of this page under "USER GUIDANCE"). This is to enable him to provide the best available information on the chemical(s) reported to be involved, thereby giving specific indication of the hazards and what to do (as well as what not to do) in case of spills, fire, or exposure as the immediate first steps in controlling the emergency. Information on the various chemicals, as furnished by the producers, is within easy reach. Trade names and synonyms of chemical names are cross-referenced for ready identification by whatever name is given.

CHEMTREC's Communicators are not scientists. They are chosen for their ability to remain calm under emergency stresses. To preclude unfounded personal speculation regarding a reported emergency, they are under instructions to abide strictly by the information prepared by technical experts for their use.

Having advised the caller, the Communicator proceeds immediately to notify the shipper by phone. The known particulars of the emergency thus relayed, responsibility for further guidance—including dispatching personnel to the scene or whatever seems warranted—passes to the shipper.

Although proceeding to the second stage of assistance becomes more difficult where the shipper is unknown, the Communicator is armed

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with other resources to fall back on. For example: Concerning radioactive materials, CHEMTREC can call on Atomic Energy Commission personnel.

Identification of product and shipper is important. Shipping papers are carried by truck drivers, and in engine or caboose of trains. Car and truck numbers and carrier names can be useful in tracing unknown cargoes.

Mutual aid programs exist for some products, whereby one producer will service field emergencies involving another producer's product. In such cases, initial referral may be in accord with the applicable mutual aid plan rather than direct to the shipper. Arrangements of this sort are established on chlorine through the Chlorine Institute and on pesticides through the National Agricultural Chemicals Association.

The former has CHLOREP, the Chlorine Emergency Plan, in which the nearest producer responds to a problem. NACA has a Pesticide Safety Team Network of some 40 emergency teams distributed throughout the country.

In Canada, the Canadian Chemical Producers' Association operates a Transportation Emergency Assistance Program (TEAP) through 7 regional teams prepared to give phone and field response.

Many individual companies have well organized response capabilities, for their own products, some of which preceded CHEMTREC by several years. This program does not seek to displace these, but rather collaborates with them and enhances their effectiveness. CHEMTREC's single telephone number affords the opportunity.

BACKGROUND

MCA is a trade association of chemical manufacturers, large and small, representing more than 90% of the production capacity for basic industrial chemicals in the United States and Canada. It has long been active in programs to improve the safety of chemical shipping containers, both package and bulk units, and their reliability in handling and shipment, thereby minimizing failures and leakage of contents under extraordinary stress. Such efforts continue unabated.

Nevertheless, despite precautions taken, train derailments, truck upsets and collisions, and barge accidents, do occur. Such emergencies deserve to be handled as well as possible to minimize the consequences to life and property.

Exhibit E-2

Emergency services—fire and police—are normally well prepared to cope with common materials, including certain flammables such as fuel oil and gasoline. Too often they are at a disadvantage when chemicals are encountered, especially since "what should be done"—and of equal importance, "what should *not* be done"—in the early stages may bear so heavily on the outcome. They need accurate and clearly understandable information to help them evaluate the situation and act with proper precautions for their own safety, as well as for the protection of the general public.

Realizing that personnel of chemical producers possessed the necessary expertise, officials of concerned Federal departments approached MCA. A study was undertaken by industry safety, packaging, and transportation specialists. After thorough consideration, it was concluded that a single center, nationwide in coverage and accessible to all through a single telephone number, would be the most expeditious arrangement—for contact with it and for feedback from it. Following review and confirmation by the industrial specialists of MCA's technical committees, CHEMTREC as now in operation was authorized.

CHEMTREC was established and continues as a voluntary project of the chemical manufacturing industry, wholly supported through the Manufacturing Chemists Association. It became operational on September 8, 1971.

FOR MORE INFORMATION

Questions regarding the operation of CHEMTREC should be directed to: Manager, Chemical Transportation Emergency Center, 1625 Connecticut Avenue, N.W., Washington, D. C. 20009. Phone: 202—483-6128.

CHEMTREC

CHEMICAL TRANSPORTATION EMERGENCY CENTER

MONS 029609

For assistance in any transportation emergency involving chemicals (in the continental U.S.)

PHONE: Day or Night—Toll-Free

***800—424-9300**

* Add long-distance access number if required

483-7616 in District of Columbia

For calls originating outside the continental U.S.: 202—483-7616—Washington, D. C.

Chemtrec MCA

MANUFACTURING CHEMISTS ASSOCIATION
1625 Connecticut Avenue, N.W.
Washington, D. C. 20009