

## 3E Emergency Response Services

3E Emergency Response Services provide 24-7-365 access to Emergency Response Professionals professional resources



3E ONCALL

### Overview

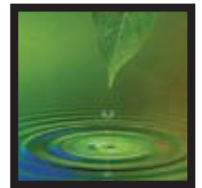
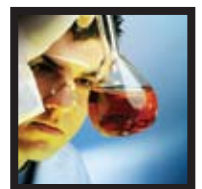
Be one of the thousands of companies that rely on the 3E EH&S Mission Control Center as their 24-7-365 resource for global emergency response assistance. 3E's Emergency Response (ER) services offer instant access for assistance in the event of a chemical spill, release, poisoning, inhalation or exposure. Backed by round-the-clock access to (M)SDSs and emergency response professionals, 3E provides a single source for environmental health and safety (EH&S) information, emergency response oversight, and regulatory reporting associated with incidents.

3E's suite of emergency services incorporate service offerings that address incident or events that happen within a customer's workplace, supporting employee safety management, as well as incidents involving specific products that are being transported, handled or used outside of the customer's workplace.



With more than 200 years of combined experience, 3E's team of emergency response specialists fields thousands of emergency calls per month, from all over the world, ranging anywhere from routine requests, to minor chemical spills, to major releases of hazardous materials. 3E has expertise with all types of hazardous materials including bloodborne pathogens, infectious substances, hazardous wastes, asbestos, lead and radioactive materials. 3E hazardous materials professionals provide real time guidance to facility employees, transporters, customers, emergency responders or public agencies on product hazards, incident isolation, immediate mitigation actions, tactical response, and disposal protocol, all in accordance with customer-supplied guidelines. 3E also has the capability of managing large scale incidents requiring deployment of ER professionals and equipment through a network of pre-qualified emergency response contractors.

3E's Emergency Response Services dramatically simplify the ER process and significantly reduce customer's risk by offering a single source solution for accessing EH&S information and resources anywhere in the world, 24-7-365. 3E is able to support any company's risk management or contingency planning program by providing real time guidance to help mitigate the impact of a chemical release, at their facilities or involving their product, poisoning or exposure at both basic and advanced levels.



## Services

### **3E Poison & Exposure**

Immediate toll free access via 3E's EH&S Mission Control Center to poison control specialists, physicians, and toxicologists who provide medical advice related to chemical exposures, including skin/eye contact, inhalation and ingestion. Physicians are board certified in internal medicine, emergency medicine, occupational medicine, and medical toxicology. Veterinarians are board certified in internal medicine and veterinary toxicology. Other professional staff is certified as Diplomats of the American Board of Toxicology, Specialists in Poison Information and Veterinary Technicians.

### **3E ER Hotline for Workplace**

This 24-7-365 emergency response service provides customers' employees with immediate access to information, resources and professional guidance for chemical spill management. Customers are provided a dedicated phone number to share with employees so they can access the 3E EH&S Mission Control Center and its staff of highly qualified and experienced EH&S professionals. 3E hazardous materials specialists provide guidance on hazard assessment, location, weather considerations, evaluation of employee competency, PPE, use of absorbents, choice of storage containers, and labeling in accordance with client-specific protocols established during service activation. In the US and Canada, 3E provides toll free access that includes assistance with determining reportable

releases and verbal notification to federal, state and local agencies where required.

### **3E ER Hotline for Products**

This service enables chemical manufacturers and transporters distributing hazardous materials within the US and Canada to list 3E's toll free phone number on their (M)SDSs and shipping documents, enabling 3E to respond to spills, ingestions, exposures, or other emergencies related to their products, 24-7-365. 3E will provide callers immediate guidance in accordance with client-specific protocols on initial isolation of the incident site, first aid and exposure mitigation for any impacted personnel, physical or health hazards, reactivity and incompatibility risks, spill cleanup procedures, product disposition and, where applicable, sending product (M)SDSs to the incident site. 3E will also provide notification to the appropriate client-designated contact, and where appropriate, assistance with determining reportable releases and verbal notification to federal, state and local agencies. 3E will also, where applicable, send product (M)SDSs to the incident site.

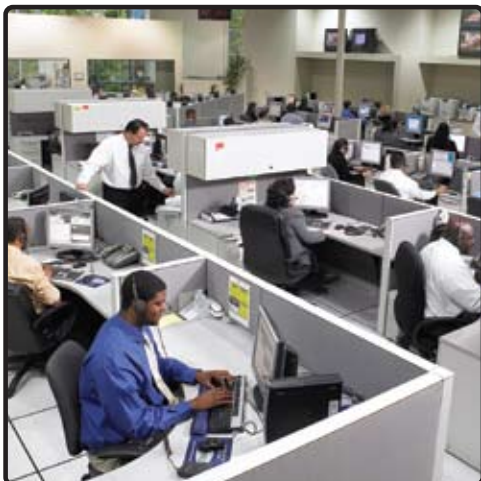
### **3E Global Incident Response Hotline**

For businesses with international operations, 3E provides dedicated emergency phone numbers that can be used worldwide on customer's global (M)SDSs, dangerous goods transportation

documents, and other hazard communication documents such as product labels and Transport Emergency Cards (Tremcards). In the event of an incident, all calls are managed and responded to 24-7-365 by an experienced emergency response specialist through 3E's EH&S Mission Control Center, which has been strategically designed to support over 150 languages worldwide. 3E's specialists are on site round-the-clock to provide callers with required emergency and incident response information, in accordance with customer provided protocols, including product safety and (M)SDS information, access to chemical poison and exposure specialists in the event of a chemical exposure, EH&S guidance and immediate notification to client corporate contacts.

### **3E Emergency Response Network**

When a chemical release results in an emergency situation, 3E can manage the total incident, immediately dispatching a pre-qualified emergency response contractor to any location in the US or Canada, while providing immediate (M)SDS and chemical information to assist those handling the incident. 3E manages the entire incident from start to finish including the initial incident response, qualification and selection of responder, tracking incident progress, monitoring disposal activity and costs associated with the clean-up, as well as managing and reviewing project documentation, waste manifests and waivers. 3E specialists are also available to aid a public agency or on-scene responder regarding proper handling, tactical response to the incident, or disposition of the spilled material. 3E maintains a vast network of pre-screened Emergency Response contractors who are available to respond to a multitude of chemical and biological emergencies 24-7-365. Responder qualifications are continuously reviewed and updated to make certain they meet 3E's high standards for performance, pricing, professional qualification, regulatory compliance and insurance.



**3E's 24-7-365 EH&S  
Mission Control Center**



## Enhancements

### **3E Incident Notification**

As an optional enhancement to 3E's Emergency Response Services, 3E provides customized client notification services for companies that require detailed, multi-step or complex notifications per incident to comply with their

own internal policies and procedures. The enhanced notification services supplement the primary notification already included in 3E's other Emergency Response service offering. As soon as an incident occurs, 3E implements notification policies and procedures based on

the customer's internal protocols. The customer supplies 3E with an emergency incident notification tree that includes contacts specified by location, type of incident, or other customer-defined business rules.

## The 3E Difference

3E Company has spent more than two decades helping company professionals comply with hazardous materials regulations through development of the world's premier hazardous materials information database. It contains millions of current (M)SDSs, both images and data, as well as related chemical information, global regulatory information and professional resources. In

addition, 3E uses our own experts to author (M)SDSs. Our team has extensive field ER and chemical management experience and holds several credentials, such as CHMM, CPEA, REA and HAZWOPER certificates.

With 3E, customers benefit from consistency in using one service provider to ensure corporate policies and procedures

are understood and followed in the event of incidents requiring emergency information and response, having one dedicated emergency number to communicate use on (M)SDSs, product labels and shipping documents, as well as one service provider to dispatch emergency responders and/or provide information, as needed.

## Features

### **Customized Setup & Call Processing**

All 3E Emergency Response services include the development of customer profiles at the time of service activation which includes reviewing how ER services work and simulations to demonstrate how calls will be handled. When an incident occurs, customer profiles enhance 3E's ability to provide effective and responsive customer service. Customized profiles are developed and reviewed annually with the customer to include call protocols, specific chemical hazards that may be present, preferred emergency responders, customer contact information and specific procedures for incident notification.

### **Multi-lingual Support**

3E's EH&S Mission Control Center, has been strategically designed to support

emergency response incidents anywhere in the world. Live translation services are available for more than 150 languages in addition to real time language identification assistance.

### **Extensive Emergency Response & MSDS Resources**

3E EH&S Mission Control Center personnel also have access to 3E's extensive databases of emergency response resources, including 3E's extensive library of international (M)SDSs and regulatory data for quick and accurate responses. When an incident occurs, (M)SDS are called up for all materials involved— providing timely, accurate response information to the customer. Plus, (M)SDSs can be immediately sent directly to a customer, emergency responder, or other specified location via fax or e-mail.

### **Documentation & Reporting**

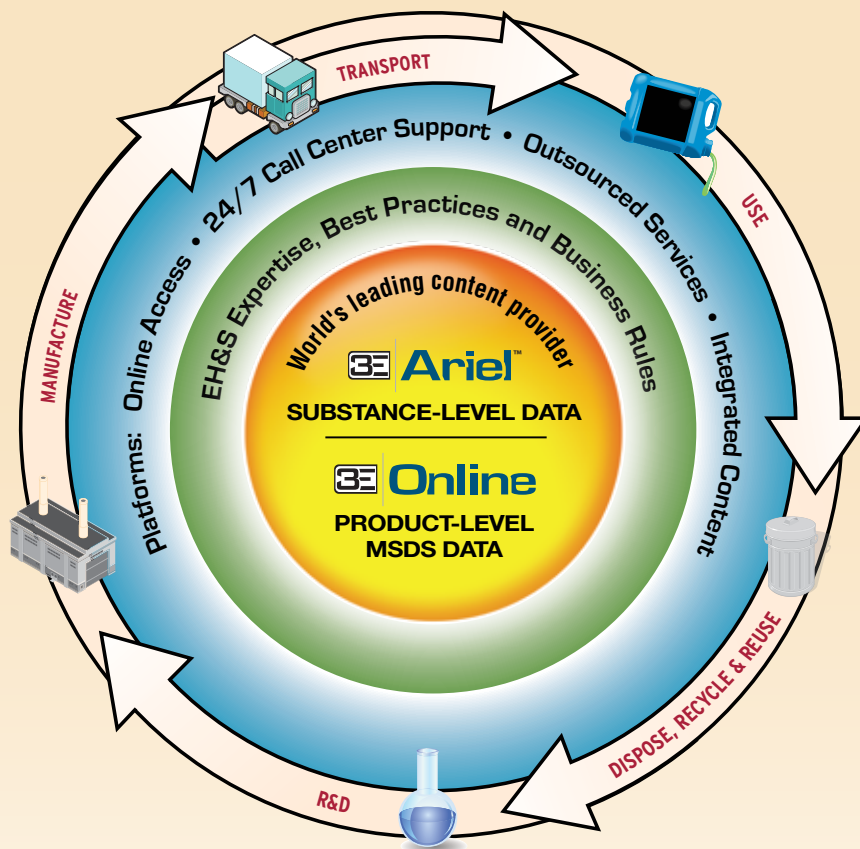
3E documents all communications related to an incident including names, dates, details and any instruction or guidance provided. All calls are recorded for training and quality control. 3E will provide the customer regular activity reports detailing the emergency response received by 3E. Detailed summary reports are available 24-7-365 upon request. 3E archives documents associated with ER incidents for future retrieval.

*Each of 3E's services comes with a variety of options and enhancement modules that can be configured based on a customer's EH&S information management needs. Contact us at [www.3ECompany.com](http://www.3ECompany.com) for more information today.*

# 3E Emergency Response Services

## Full Chemical Lifecycle Management

3E Company's comprehensive suite of data products and information services enables improved compliance with global Environmental Health & Safety (EH&S) requirements related to the safe manufacturing, distribution, transportation, usage and disposal of chemicals and hazardous products. Whether you are a manufacturer, distributor, transporter, retailer or corporate user of chemicals or hazardous products, 3E can deliver a program specific to the EH&S compliance information and management needs of your organization that provides benefits to the entire enterprise and throughout the supply chain. 3E Company's full product lifecycle and supply chain approach provides a single, integrated solution for managing EH&S capabilities, resulting in reduced cost, risk and liability while improving business and compliance processes.



## EH&S Challenges

With the spotlight shining brightly on EH&S compliance, companies are challenged with finding effective ways to address the complexities and intricacies of EH&S compliance management. Not only do these challenges stem from a constantly-changing regulatory landscape, but also from a scarcity of newcomers to the EH&S field, and pressure on EH&S departments to manage increased responsibility with fewer resources. Addressing these issues requires broad and deep domain expertise—expertise that doesn't always exist within the company. And if it does, this expertise is probably best utilized driving the company's overall compliance strategy, not bogged down with paperwork or the administrative burdens associated with maintaining compliance.

## EH&S Solutions

At 3E Company, we understand the business and the burden of EH&S information and compliance management. 3E Company is a comprehensive, one-stop solution for content, tools and services for companies that want to take effective leadership and control of their product stewardship and EH&S compliance activities. 3E's products and services help companies make the transition from simply managing for compliance, to cutting-edge product stewardship practices that deliver tangible and sustainable business results.

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