

## 3E EH&S Mission Control Center & Hotline Support

Round-the-Clock Hotline Support for a Safe and Compliant Workplace



3E ONCALL

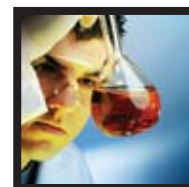
### Overview

Providing employees with access to information and regulatory expertise provides them with the critical resources that will enable them to make informed decisions to manage hazardous materials and hazardous wastes in a more safe and compliant manner. In the unfortunate event of a spill, release or inhalation, would you be more confident in the outcome if you had the support of a team that handles emergency situations on a daily basis, or a team that only practices how to respond a few times a year? 3E Company can significantly increase the odds of a positive outcome by providing direct,

round-the-clock support to employees in both routine and emergency situations.

### Not Just for Emergencies

Emergencies aren't the only time to call 3E. 3E's suite of hotline services provide access to experienced hazardous materials professionals who can provide guidance on the storage, use, handling, transportation or disposal of hazardous materials, including spill response situations. Providing employees with a toll free hotline, staffed by live specialists 24-7-365, can provide tremendous peace of mind, whether it is a routine request or an emergency.



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

## Services

Our highly experienced team of EH&S experts can provide guidance and support for routine requests that require regulatory knowledge your employees may or may not possess, such as classifying dangerous goods, identifying proper labeling and packaging requirements for shipping, or providing guidance for proper storage and disposal procedures for chemical products. 3E's Hotline solutions include:

### **Access to Hazard Information (MSDS)**

#### **3E MSDS On Demand® Hotline**

Provides employees with 24-7-365 access to live professionals and the entire 3E database of millions of MSDSs (material safety data sheets). MSDS information can be provided via the phone or sent directly via email or fax directly to employees, customers, emergency responders, medical professionals, or others who need access to hazard information. In the event that a requested product is not available, 3E acquires the MSDS directly from the manufacturer.

### **First Aid Exposure Guidance**

#### **3E Poison and Exposure Hotline**

Provides immediate access to poison control specialists, physicians, veterinarians and toxicologists who can provide medical advice and first aid guidance, in the event of a chemical exposure. This helps to reduce the severity of chemical exposures, provide affected personnel the guidance they need, and ultimately help minimize workers compensation claims.

### **Spill Clean-up Assistance**

#### **3E Chemical Spill Hotline**

Provides 24-7-365 access to hazardous materials response specialists for information and guidance on how to properly respond to chemical spills and related incidents, in accordance with corporate emergency response protocols. 3E has expertise to assist with all types of hazardous materials including

chemicals, bloodborne pathogens, asbestos, lead, infectious substances and radioactive materials. Spill response guidance includes:

- First responder guidance on the initial isolation of the incident site
- First aid and exposure mitigation for any impacted personnel
- Advising a trained employee or emergency responder on proper handling guidance, tactical response to the incident, spill clean-up procedures and disposition of the spilled material
- Assistance with release reporting requirements and verbal notification to appropriate Federal, State/Provincial and/or local agencies
- Immediate phone, email or text notification to critical corporate EH&S personnel
- Dispatch of a qualified emergency response contractor from 3E's pre-screened network to handle clean-up and remediation for large releases

### **Assistance with Properly Transporting Hazardous Materials**

#### **3E Transportation Hotline**

Provides 24-7-365 access to hazmat transportation specialists who can provide guidance on classification information, packaging, marking and labeling as well as provide regulatory guidance for transport of hazardous materials via ground, air or vessel. 3E specialists can advise employees on how specific products need to be prepared to be transported in compliance with 49CFR, IATA, IMDG or Canadian TDG regulations. 3E specialists can also assist with preparation of required shipping documentation for any mode of transportation, including tailoring information to internal shipping acceptance requirements.

### **Assistance with Hazardous Waste Determination and Disposal Guidance**

#### **3E Waste Disposal Hotline**

Provides facilities with assistance with managing their hazardous waste program. Employees can access 3E hazardous waste specialists for guidance on how to properly store, dispose and handle hazardous waste in accordance with a company's hazardous waste management program. 3E's real-time hazardous waste disposal support includes:

- Classification of wastes to determine if they are hazardous in accordance with Federal or State/Provincial hazardous waste regulations
- Providing direction on hazardous waste storage in accordance with corporate hazardous waste management programs, including waste handling, storage container selection and labeling
- Federal or State EPA ID Registration for waste generators
- Scheduling and management of hazardous waste contractors to remove hazardous wastes accumulated on site

### **Emergency Number for MSDS, Shipping Documents, Product labels and More**

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

Allows manufacturers, transporters or distributors to display 3E's emergency response number on their global MSDS, shipping documents, packages, product labels or other hazard communication documents to comply with global SDS and transportation requirements.





## **Why Choose 3E?**

### **Round-the-Clock Support and State-of-the-Art Infrastructure**

Carlsbad, CA, USA is home to the company's world-renowned EH&S Mission Control Call Center, which is the company's 24-7-365 'nerve center' for customer assistance.

The center's trained staff handles thousands of calls a week for MSDS requests and hazardous materials incidents and emergencies. Proven over time, 3E staff members have managed customer's everyday occurrences as well as large-scale natural disasters, such as hurricanes, earthquakes and floods.

3E is always ready to provide assistance and has invested in the infrastructure to ensure continuity of service when our customers need us most, such as in the event of a power outage, natural disaster or other unforeseen events.

It is the infrastructure provided by this call center that customers have come to depend on, and that has made 3E Company the trusted leader in global EH&S chemical, regulatory and compliance information services.

### **Customized Incident Management**

3E's EH&S Mission Control Call Center can support a wide variety of incident management services, including customized notification for companies that require detailed, multi-step or complex notifications per incident to comply with their own internal policies and procedures.

### **Global Support capabilities**

3E's EH&S Mission Control Call Center is strategically designed to support the global needs of our customers. All calls are responded to 24-7-365 by a live agent who is able to support calls in over 150 languages throughout the world.

### **EH&S Expertise**

The administrative burden associated with EH&S compliance is better left to professionals who live and breathe it every day. 3E's in-house technical staff is comprised of professionals with deep domain expertise and a wide range of industry experience. It is this staff that provides unparalleled support, and represents the core value behind 3E products and services.

### **World Renowned MSDS, Chemical and Regulatory Databases**

From its inception to the present day, the MSDS has evolved into a document that goes far beyond its original purpose, now serving as a source, foundation and clearinghouse for a range of safety and regulatory compliance data, including classification, transportation, environmental, ecological and disposal considerations.

3E Company has spent more than two decades developing the world's premier hazardous materials information database, holding well over 4.5 million MSDSs and growing every day. MSDS data is continuously updated through a dedicated team, advanced documentation, information and search technologies, documented best practice method-

ology and through direct data obtainment relationships with tens of thousands of manufacturers.

3E also maintains the leading knowledgebase of chemical and regulatory information that enable our hotline personnel to provide complete, compliant and reliable hazardous materials information when it matters the most.

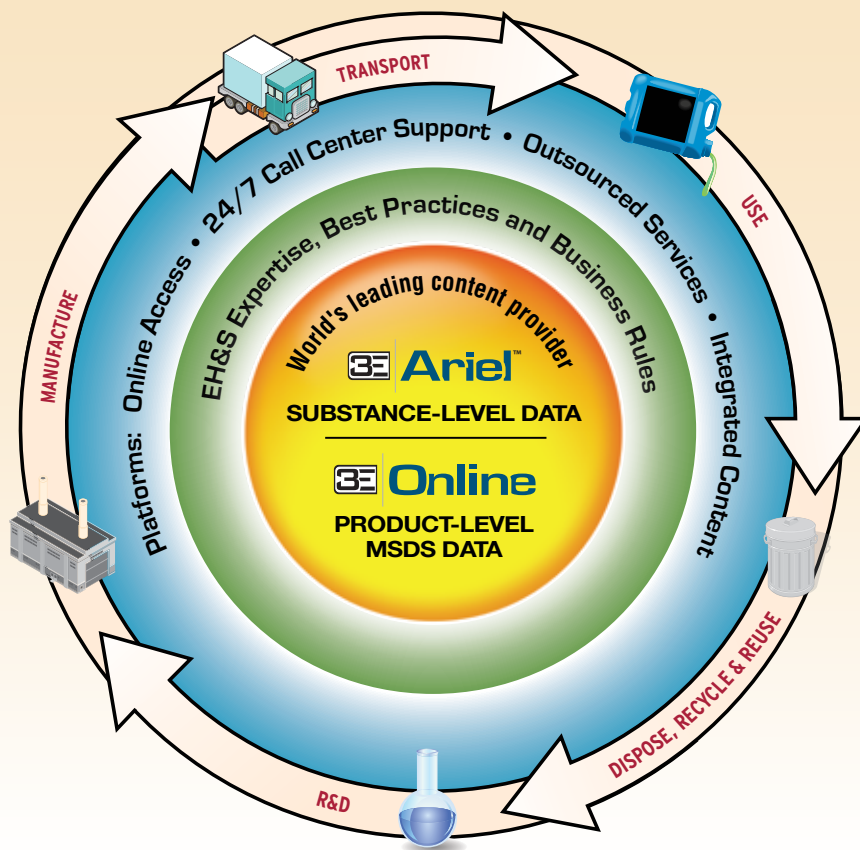
This collection and management of MSDS and chemical regulatory data is how 3E made a name for itself. 3E provides a variety of flexible, scaleable and modular solutions, offering a variety of options and enhancements based on the unique EH&S information management needs of your organization.



# **3E EH&S Mission Control Center & Hotline Support**

## 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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