



## News Release

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**For Immediate Release**

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### **WORLD'S FOREMOST CHEMICAL EMERGENCY RESPONSE SERVICE MARKS MILESTONE ANNIVERSARY**

*September marks 40<sup>th</sup> year of CHEMTREC<sup>®</sup> operations*

WASHINGTON, D.C. (Sept. 7, 2011) – This month marks the 40<sup>th</sup> year of operations for CHEMTREC<sup>®</sup>, the world's foremost emergency call center that provides immediate critical response information during emergency incidents involving chemicals, hazardous materials and dangerous goods.

A service of the American Chemistry Council, CHEMTREC is a round-the-clock public service hotline available to fire fighters, law enforcement officials and other personnel who are the first responders in emergency situations. With links to the largest on-call network of chemical and hazardous material experts in the world, including chemical and response specialists, public emergency services, and private contractors, and more than 4 million accessible Materials Safety Data Sheets, CHEMTREC provides crucial assistance during incidents ranging from minor to critical.

“When faced with an incident involving hazardous materials or dangerous goods, emergency responders need access to reliable information and assistance immediately,” said Randy Speight, managing director of CHEMTREC. “Every day of the year for the past 40 years, 24 hours a day, 7 days a week, CHEMTREC has been providing immediate assistance to emergency responders to ensure they can properly address any hazardous situation that they are facing.”

Over the past 40 years, CHEMTREC has grown and enhanced the services it provides beyond emergency incident response. Today, CHEMTREC also has the capability to assist companies in their disaster recovery efforts and serve as a company's crisis communications service, providing crucial information to company personnel and mass emergency broadcast services during a crisis. CHEMTREC Operations Center staff also can provide technical services to participating companies regarding company product use information.

CHEMTREC's reach also has expanded internationally in the past decade. In response to demand from the numerous chemical manufacturers that operate around the globe, today, CHEMTREC takes calls from anywhere in the world and provides translation in 180 languages to assist callers during an emergency. By building relationships with international manufacturers, shippers and emergency response organizations, as well as offering expanded services for customers who ship globally, CHEMTREC is able to meet the needs of an expanding global economy.

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“CHEMTREC has been a key partner for Dow, working behind the scenes and evolving over time to provide the right tools to deliver the first-rate response capabilities that we need,” said Rollie Shook, Global Emergency Services Leader with The Dow Chemical Company. “CHEMTREC operators have the knowledge, expertise and ability to ask the right questions and direct callers to the right source for information they need.”

CHEMTREC also is a sponsor of TRANSCAER<sup>®</sup> (TRANSPortation Community Awareness and Emergency Response), a voluntary outreach effort in the United States that helps communities prepare for and respond to possible hazardous material transportation incidents.

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<http://www.americanchemistry.com>

*The American Chemistry Council (ACC) represents the leading companies engaged in the business of chemistry. ACC members apply the science of chemistry to make innovative products and services that make people's lives better, healthier and safer. ACC is committed to improved environmental, health and safety performance through Responsible Care<sup>®</sup>, common sense advocacy designed to address major public policy issues, and health and environmental research and product testing. The business of chemistry is a \$720 billion enterprise and a key element of the nation's economy. It is one of the nation's largest exporters, accounting for ten cents out of every dollar in U.S. exports. Chemistry companies are among the largest investors in research and development. Safety and security have always been primary concerns of ACC members, and they have intensified their efforts, working closely with government agencies to improve security and to defend against any threat to the nation's critical infrastructure.*

