

Proposal on adopting Third Party Verification System for KRCC member companies

KRCC appreciates that member companies took seriously Responsible Care verification system, with its objectives and benefits, after KRCC had brought them up to date on the status of this system that has been adopted and put in place by the companies in the advanced countries. (Issue No 13, Responsible Care) There had been educational and promotional efforts made by KRCC secretariat and executive committee to help KRCC member companies get familiarized with this advanced system of assessment, and the majority of KRCC member companies have already adopted Self-assessment, which is part of Responsible Care verification system.

KRCC proposes a model for Third-party Verification system, in view of the strong recommendation of ICCA and the fact that most of the advanced companies who were first in adopting Responsible Care have put Third-party Verification system into their management system over the recent few years.

KRCC reviewed the implementation level of Responsible Care Management System the member companies have so far reached at a cultural backdrop specific to them. In order to assist our member companies to reach higher level in RC code implementation, conducting third party verification would be the most effective system at the time and seems it is inevitable. The following might be able to be identified as the major factors which can influence on the successful launch and implementation of the Third-party Verification System in Korea:

- Koreanize the name of Third-party Verification system,
- Develop Protocol & Procedure,
- Organize and train the Advisory Verification Team and
- Develop Checklist and Rating system

1. Koreanize the name of Third-party Verification system

Literal translation of the term "third-party audit" or "third-party verification" can bring up high-handed, authoritative sentiment to KRCC member companies who are used to the local Korean business culture. To avoid possible resentment, it is proposed that KRCC develops a Korean term for that, which would adequately be geared to the intent and objective of this system. Our proposed name is "Outside Advisory Verification" from its functional point of view that a team of verifiers makes site inspection, advisory recommendations, and performance assessment. In this proposal the existing expression, "third-party audit" or "third-party verification" is superceded by the proposed name, "Outside Advisory Verification".

2. Develop Protocol and procedure for "Outside Advisory Verification"

It becomes necessary to have a set of protocol and procedure that meets the intended objectives of the advisory verification transparently, fairly, and with consistence and structure, which defines

frequency of verification, formation and organization of verification personnel, verification process–duration, interview procedure, data review, site verification, and etc.–, reporting, expense reimbursement method, and protocol administrator. The attached "Key point summary of Responsible Care–in–place protocol" of CCPA should be useful in the development of KRCC's own "Outside advisory verification protocol and procedure."

KEY POINT SUMMARY OF RESPONSIBLE CARE–IN–PLACE PROTOCOL / April 1997	
1	Mandatory for all CCPA members once 3–year code implementation is complete
2	Protocol managed by steering committee of members, staff, outsider(s), which trains companies and verifiers (other than community reps which are oriented by the company)
3	Teams consist of two industry experts, an advocate (from National Advisory Panel) and a community representative selected by the community
4	Company sends overview of structure, facilities, communities, products, etc. to team
5	Team and company meet in advance for 2 day to agree upon scope, sites to be visited, interviewees, documentation, duration, means of contacting customers, neighbors, other sites, etc.
6	3–day process starts with the 2–3 hour interview with CEO and appropriate senior staff.
7	During site visit(s) team looks for evidence of effective management systems to cover all 151 code elements and means of assuring performance that is acceptable to stakeholders
8	<p>Basic questions (previously sent to company) assess each management system for :</p> <ul style="list-style-type: none"> • Assignment of accountability for system ; • Determination of how "benchmarked" to find best system ; • Documentation of the system ; • Auditing process for the system • Adequacy of resources to sustain the system. <p>Team also interviews employees, customers, neighbors, contractors, etc, and also asks ad hoc follow–up questions of management, in order to fully assess ethic and system.</p>
9	Last part of 3rd day is a 2–3 hour exit interview with CEO and staff to clarify observations
10	Draft report sent to company to correct errors of fact and add dissenting comments
11	Final report sent to company and CCPA
12	Company shares results with employees and with community via dialogue process, etc.
13	Results also shared by CEO with his CCPA Responsible Care Leadership Group.
14	CCPA reviews verification reports and leadership group feedback for common needs
15	Company pays fixed per diem plus expenses for verifiers (\$7 – 13,000/company)
16	Companies volunteering verifiers are compensated (per diem and expenses)
17	Compensation for community rep(s) to be decided between the company and the rep(s)

3. Organize and train the advisory verification team

A team of experts with suitable knowledge and properly trained should be in place to conduct a fair and transparent site verification and offer expert RC knowledge and skills to the member companies, as proposed in the following alternatives:

Alternative 1. Use an existing verification organization in outside.

Involving ISO authorization entity—BSI, LRQA, SGS, DNV, CCS, and etc. —as RC Outside verification experts, countries who adopt authorization systems, like U.S. and U.K., are using this method. By adding community representatives into the team of site verification, a higher transparency of the process can be expected.

Alternative 2. Use an expertise team of KRCC

A expertise team organized under the KRCC does the job, also with the addition of and in the presence of people from academy, labor union, consumer organization, and community for the sake of transparency. This is usually adopted by countries which do not use the certification system. A good example would be Japan which introduced verification system beginning April 2002.

Each of the two should have pros and cons in one way or the other. The current level of utilization of RC codes in companies is still not very high or even zero in some companies, and at the present state it is very likely companies would expect from "Outside advisory verification" team for an advisory functions rather than as evaluator or verifier. It is unlikely to come up with a system of certification for KRCC any time soon, and given this limitation following model is proposed:

Proposed model for outside advisory verification team

- (1) Organize "Outside advisory verification" center under KRCC, like the one in JRCC
- (2) As evaluators, experts who retired after long years of service at the relevant chemical industry will be recruited.
- (3) Evaluators get education on RC ethics & code and skills of the outside advisory verification.
- (4) Member companies who are performing RC codes and self-assessment will be encouraged to conduct "Outside advisory verification" for the higher effects on verification.
- (5) KRCC through evaluators might provide advisory assistance to new members or member companies having difficulties in the RC code implementation.

4. Develop Checklist and Rating system

To ensure transparent and impartial conduct in the process of outside advisory verification and an effective program for KRCC's "Outside advisory verification", the evaluators should be given an easy access at the verification site and a clearly-defined set of checklist, rating principle and others as necessary. The outside advisory verification work process including checklist and rating system might be easily developed by an expertise team which will be organized under the KRCC. 🙌



The KRCC 2004 3rd Board of Directors Meeting

The 2004 3rd Board of Directors Meeting for KRCC was held on September 18 at the Plaza C.C. Report was made on the results of the first half of 2004, Outreach and other major activities. Review was made on the funding for Chemical Emergency Information Center and on how to arrange for the Center's financial independence within a short period of time. It was agreed that a front company will be appointed to assume the cost sharing responsibility, and that the other member companies will be encouraged to volunteer in the supporting actions for this purpose.

Support to the operation of Chemical Emergency Information Center

KRCC is working on a well-structured emergency response program against chemical accident networked among member companies, in light of the growing awareness about chemical manufacturers' accountability for environment, safety, and health. As a first step KRCC took part in the operation of Chemical Emergency Information Center in association with Chemical Emergency Information Center of Inje University(Director: Sang-Tae Chung) under an industry-education alliance plan. As a 24 hour emergency call center, this center provides information useful in chemical emergency situation, and also provides callers with information on general chemical safety as a service to the public. Signing of the agreement to this effect is scheduled for November.

(※Please refer the featured article on the subject)

Environment, Health and Safety Academy for small-medium companies

The 3rd and 4th of "2004 Environment, Health and Safety Academy for small-medium companies" was held on September 10 at Daegu Grand Hotel and on October 8 at Daeduk Convention Center, respectively, co-sponsored by Dow Chemical Korea and Korea Chemicals Management Association. A tour of 5 lectures per year, this academy is to spread the practices and activities of large companies to small-medium companies, motivate their participation in Responsible Care, and to promote a sustainable development across industry, large and small alike. In this program, Responsible Care code leaders give lecture, discuss with people responsible for hazardous/toxic material management and other environment, health and safety related jobs, contributing to the establishment of a mutual cooperative channel between large and small-medium companies. The 5th academy will be held on November 5 at Gwangju Hiddink Contienetal Hotel(8th floor, Crystal Hall)

Notice

The 3rd and 4th KRCC academy will be held as follows. RC coordinators, environment/safety/health personnel of KRCC member companies are cordially invited.

- **The 3rd KRCC Academy - Introduction to CEIC & Response to Transportation Accident**
 - Date: 10:30 - 15:00 Tuesday, November 16, 2004
 - Place: Federation of Korean Industries building (#2 Special conference room)
- **The 4th KRCC Academy - Responsible Care Coordinator Workshop**
 - Date: Thursday, December 2~Friday, December 3
 - Place: Hanwha Resort, Jeju



Chemical Industry Outreach Program Come! Fun World of Chemistry

KRCC held "Chemical industry Outreach program: Come! Fun world of chemistry" from 1 to 5 p.m. on October 16, 2004 at Ssangbong Elementary School in Yeosu city. This is KRCC's community program to help children get familiarized with chemistry and chemical industry and to raise their safety awareness, particularly for youngsters and in alliance with their teachers, who are residents in the vicinity of the region where chemical companies are situated.

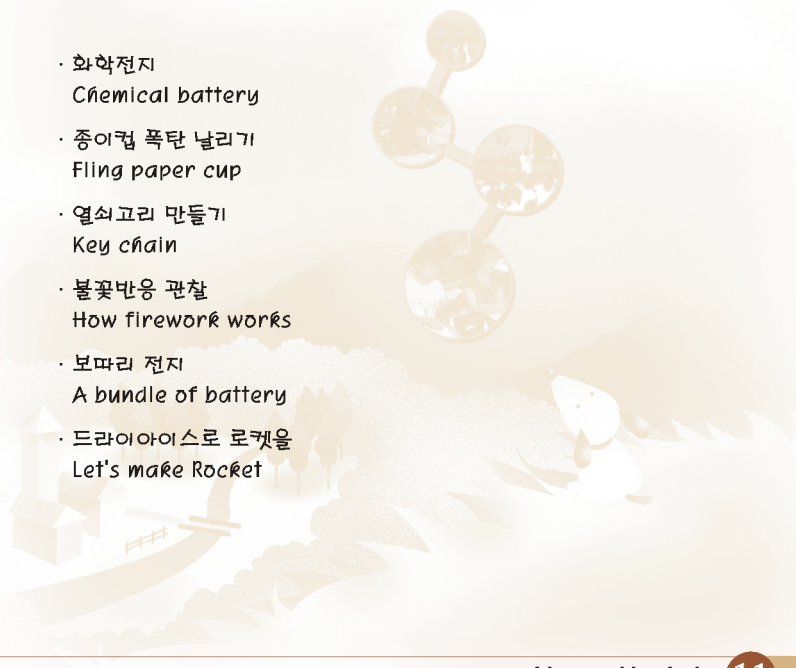
The program was hosted by KRCC, supervised by Yeosu office of education and a regional teacher circle, "Teachers Bonding Over Chemistry"(chairman: Wang-sun Ryu), and sponsored by 19 member companies, including Hanhwa Chemical, Samnam Petrochemical and Korea Kumho Petrochemical.

Some 600 children from 10 elementary schools in Yeosu city had a tour of 11 booths designed to accommodate various chemical experiments and 3 booths for hands-on experiences where the kids under the guidance of their teachers obtained useful chemical knowledge firsthand. Video presentation on the role and importance of chemical industry was made, and lectures on chemistry, safety, and Responsible Care were also given. The most candidate players were attracted to the quiz segment, "Challenge! Go for the King of Chemistry", and the program coordinator had to put the contestants to a true-false type preliminary test before they were eligible to compete in the main quiz competition.

KRCC will continue promoting educational outreach programs, in coordination with the member companies, until a solid mutual confidence is established between member companies and community that is essential to the sustainable growth of this industry.

실험마당, 체험마당 Experiments & Experiences

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Pled tadpole | · 화학전지
Chemical battery |
| · 은거울을 만들어 보자
Let's make Silver mirror | · 종이컵 폭탄 날리기
Fling paper cup |
| · 새소리 빨대피리
Straw pipe that sings like a bird | · 열쇠고리 만들기
Key chain |
| · 화장크림 만들기
Let's make Facial cream | · 불꽃반응 관찰
How firework works |
| · 폐식용유로 비누 만들기
Let's make Soap | · 보따리 전지
A bundle of battery |
| · 플라스틱에서 피어난 꽃
Bloom a plastic flower | · 드라이아이스로 로켓을
Let's make Rocket |





Editor's note: Proper handling of chemicals and response is becoming more and more important as chemical production and its logistics are increasing at an alarming pace. KRCC will operate Chemical Emergency Information Center, a 24 hour emergency information service on chemicals accidents, beginning November 2004, under a joint agreement with Inje University. Following is a featured article on this new operation and introduction to CHEMTREC as a precedent of such operation, which KRCC obtained from American Chemistry Council.

Chemical Emergency Information Service & Chemical Industry

1. Why do we need Chemical Emergency Information Service

It would be fair to say the Korean chemical industry stands as an advanced industry after continuous growth in quantity and quality over the past years. This advancement was made possible by the hands of the chemical companies of Korea, including the raised competitiveness through productivity enhancement, and improvement and integration of production facilities, not to mention the constant effort put in by the companies to improve environment, safety, and health. Introduction of Responsible Care by the Korean chemical companies definitely set the tone of industry's march toward further advancement in the three significant areas of environment, safety, and health.

The main idea of Responsible Care activity lies in managing chemicals safely by the individual actors motivated by a sense of responsibility, so that chemical industry win over public's trust as citizens lift their lingering concern about chemical industry. As a far advanced level of RC activity, product stewardship represents an activity to remove or reduce hazard and risk, to which the life cycle of production, use, and disposal is exposed. An emergency situation can happen in the course of product transportations, typically in the case of turnover of tank trailers or container spills during the marine shipment. Poisoning can happen due to exposure by mishandling, abuse or misuse of toxic chemicals by careless or misinformed consumers. It is understood that producer should take the responsibility for effectively delivering real-time based safety/health information so as to keep the damage to be caused by accident to a minimum. Proactive dissemination of product safety information exhibits a strong producer commitment to users' safety, particularly as an effective tool to actively cope with the recently instituted product liability law.

Though it is not impossible for the individual companies to establish and provide a chemical emergency information service on their own, few companies actually have their own system, primarily due to difficulty in securing expertise and high operating cost. Like CHEMTREC (www.chemtrec.org) of the U.S., there are several cases in the developed nations in which chemical companies join forces and jointly install information center, enabling the integrated retrieving system of material safety data sheets (MSDS) and delivery of efficient information services. The Chemical Emergency Information Center of Inje University, which has been put to pilot operation over the past 2 years by the government support, sheds a bright light on the viability of advanced service provision tool in Korea too, benefiting emergency response organizations, companies, medical institutions, and general public as well.

An industry-academy alliance agreement for the establishment of Chemical Emergency Information Center will soon take place between KRCC and Inje University. On this occasion, KRCC would like to discuss the main ideas of the services to be provided by the center, and the effective way for the member companies to be part of this initiative.

2. Chemical Emergency Information Service

● 24 Hour Emergency Call Service

The chemical emergency information center located within Seoul Bail Hospital is providing a 24-hour emergency call service (080-090-3456). Specially trained personnel are on call for a round-the-clock emergency information service for emergency and non-emergency situations. Personnel who responds the call use the built-in database of NERIS(National Emergency Response Information System) in relaying to the caller the necessary emergency response information based on the chemical or product name, or other relevant information on its chemical identity. Personnel in the center, once they receive the emergency call, pass the retrieved information by phone voice, and/or by fax, email. The center personnel are primarily responsible for providing the documented safety information of the chemicals in question, and usually not involved in giving out a technical counsel whatsoever concerning the emergency response action itself. The center can also provide generic information on chemical safety, in case of non-emergency, even though its coverage of information may be limited to the public domain data, and in this case call should be made through non-emergency line.

Accordingly member companies of this service are supposed to provide with the center beforehand any relevant safety information on their products, and put the emergency call number outside of the product package or product container to make the emergency number available to consumers. In other words, KRCC member companies can use this emergency call number freely for an emergency response purpose. The center, in case of emergency situation, may alert the corresponding member company of the involved products with the incident information so that they may be helped in taking the necessary prompt actions.

● Emergency Response Information

Main database management system, NERIS covers chemical safety information on most of the major chemicals that are currently being distributed in the world, and it also utilizes the ERIS database developed on its own for emergency response purpose against 1,000 plus individual chemicals that are mass distributed. Database searched by commercial product names is yet to be set up for the chemicals produced domestically or imported from overseas, while even some lists of agrochemicals are available. Therefore building a database with product names of member companies remains to be one of our important tasks before the center gets ready for a more effective service.

Member companies are requested to provide following data for file in the center.

- MSDS on each and every product that is distributed: Ideally it should be documented in Korean, and if a complete form of MSDS is not available, should contain at least the data on major components and/or compositions.
- Specific handling cautions
- Emergency contact information-name of the person & phone number

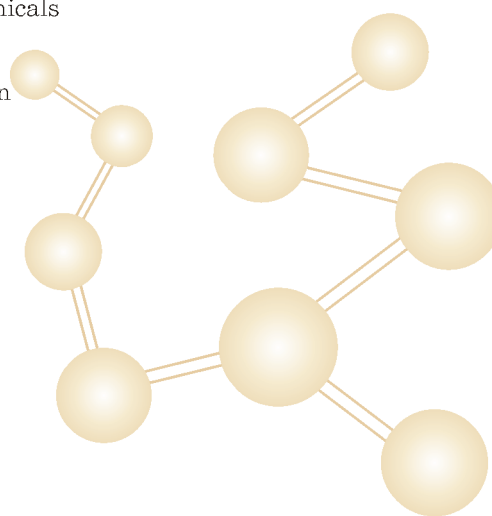


All the information and data provided by member companies in this process will be kept confidential, and not be made public to any third party except to the emergency personnel who are put to the emergency situation. Member companies are required to provide update the information they have provided.

● Online Public Information Service

Currently Chemical Emergency Information Center is making an information release of many aspects of chemicals safety on-line for the purpose of promoting people's safety awareness and of keeping safety personnel posted to the useful general information below. (www.ceicinfo.co.kr)

- Emergency response information on 1,000 major chemicals
- Household hazardous waste disposal information
- Chemical and biological weapons response information
- Agrochemical safety information
- Regulations of chemical management
- Chemical incidents database
- Emergency response related institutions



3. Other services

● Toxic Gas Dispersion Assessment

The center can provide the assessment results of toxic gas dispersion upon request using computer simulation technology uniquely developed for a complicated terrain of our country, giving vulnerable area estimate based on real-time weather data. These data may be utilized for the evacuation plan to protect people from the toxic gas, and for the emergency response training and drill purposes.

● Hazardous Chemicals Transportation Safety Information

Most of chemical incidents take place during the transportation due to many risk factors. Reality is that these incidents happen mostly in the absence of chemical experts on board, and accordingly difficulty arises in the beginning stage of the incidents. Immediate contact with the information center and getting necessary information is necessary, and shipper or trucking company are also recommended to be kept posted to the real-time cargo movement checking speeding, driving prohibited zone, and other safety aspects of transportation. The center activates, in case of incident, precautionary alert so that member companies quickly take actions to deal with the situation.

This transportation safety information system has been developed mainly to fit ground transportation, and is made available for on-line access by pre-registered companies to be guided with optimum routing on map, early warning service, and also enables real-time monitoring of the cargo movement, if the company, who installed GPS and other mobile communication system in their

cargo vehicles and agrees to get the service, registers cargo information, travel routes, emergency contact information to the center beforehand.

All shipping information of member companies registered to the center will be regarded as proprietary ones and must therefore be kept confidential allowing the access only for the registered member company. The center personnel are responsible only for the system management and for making contact with the subject company in case of emergency situation. Further talks and users' input for the application giving practical benefits to the participating companies would be needed before getting the service ready.

4. Effectiveness of the Service

The 24-hour emergency response information service can be considered as one of the safety networks of our society to protect the public and emergency response personnel who do not have the knowledge of chemical hazards. If chemical companies, by virtue of Responsible Care, practice the idea of putting an emergency call number on every package of their products and transportation vehicles and be prepared against any potential incidents, this will immensely help the general public to give a second thought to the age-old negative perception about chemical industry. We can even expect, exerted by this industry's initiative of voluntary information service to public, more toned-down regulations of chemical safety management in the future. In conclusion, current KRCC's effort for launching an emergency response information service jointly with member companies is expected to set a good example of implementing Responsible Care in Korea, and hopefully to help the industry to lay a cornerstone toward a mature future industry.



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CHEMTREC® : Yesterday, Today, and Tomorrow

"This is CHEMTREC, do you have an emergency?"

This question is asked nearly 300 times a day! CHEMTREC has handled over a million emergencies since its founding in 1971. Here's how it all began, what happens when the answer to the question is YES, and what CHEMTREC is doing to ensure that it's there to help in the future.

Yesterday

The seeds of CHEMTREC were sown in 1918, when the Manufacturing Chemists Association (MCA), an organization that later became the American Chemistry Council (ACC), formed a committee devoted to the improvement of containers used in shipping liquid chemicals. The need for an industry-wide effort had been highlighted by a series of railway accidents involving shipments of corrosive liquids vital to the WW I war effort. Over the years, the Association's involvement in the safe movement of chemicals continued as a key area of emphasis.

In 1969, as a result of a number of transportation related hazardous materials incidents in the late '60s, the US Department of Transportation (DOT) called on MCA for help in determining the best approach to a reporting and response system in emergency situations involving chemicals in transit. In 1970, the Association's Board of Directors authorized the establishment of CHEMTREC (CHEMical TRansportation Emergency Center), a system that would provide chemical-specific information to emergency responders around-the-clock.

In September 1971, CHEMTREC opened for business, creating a lasting and constructive interface between the chemical industry and the emergency response community. By 1972 CHEMTREC was operating according to its established procedures. On receipt of a call, CHEMTREC recorded:

- Caller's name and phone number;
- Location of the emergency and description of the area;
- Products and equipment involved;
- Injuries;

- If there was a fire and;
- The carrier's and shipper's names and the name of the consignee.

CHEMTREC then supplied the caller with information on potential hazards related to the chemicals involved while recommending fire-fighting and other control measures when appropriate. The caller was also advised to stand by the telephone for further word from the shipper and/or manufacturer who was contacted immediately by CHEMTREC and told of the emergency situation. After these criteria were met, the notified firm then took over, handling problems as necessary.

Where applicable, CHEMTREC notified the nearest pre-established contact in the event of an emergency covered by mutual aid agreements between shippers. In addition, concerned trade associations with emergency-handling programs for specific products were also informed.

In March, 1980, the Administrator of the U.S. Department of Transportation (DOT) Research and Special Programs Administration (RSPA) formally recognized CHEMTREC as an approved source of information and advice relating to chemical and other hazardous materials incidents. The DOT further stated that CHEMTREC, in conjunction with the DOT's National Response Center (NRC) would establish a system and data center in accordance with federal statute. In 1989 and 1995, CHEMTREC executed other memorandums of understanding respectively with the US Department of Defense and the US Army to provide assistance to those agencies in incidents involving hazardous materials.

Today

Today, CHEMTREC is equipped and qualified to support responders involved in a wide array of hazardous materials incidents. CHEMTREC's highly trained Emergency Service Specialists provide expertise in emergency response and the safe handling of hazardous materials as well as skill in working directly with emergency responders. CHEMTREC Emergency Service Specialists can offer information on a wide variety of hazardous substances, including radioactive materials, infectious substances, bio-hazards and hazardous waste.

CHEMTREC staff use a number of authoritative sources to supplement their knowledge and experience. These include over 5 million Material Safety Data Sheets (MSDSs) obtained directly from the manufacturing and shipper organizations, collected in CHEMTREC's computerized document storage and retrieval system, and indexed for rapid retrieval. In addition, a considerable library of CD-ROM based and hardcopy reference material is immediately available to the Emergency Service Specialist.

Further, CHEMTREC is linked to the largest network of chemical and hazardous material experts in the world including chemists and response specialists within the ACC membership, and response specialists within the carrier community, public emergency services, and private contractor community. As Retired Chicago Fire Department Chief John Eversole said, "CHEMTREC has one of the best 'black books' in the business." When necessary, CHEMTREC staff can establish direct communications between these experts, CHEMTREC personnel and the responders at the scene of an incident. In those cases where an emergency call is received from someone whose primary language is other than English, CHEMTREC can access its 24/7 language translation service and communicate effectively with the caller.

How a call to CHEMTREC's Emergency Center is handled:

- A qualified CHEMTREC Emergency Service Specialist answers all calls immediately.
- The Emergency Service Specialist asks for critical information about the incident, conditions at the scene, the product(s) involved, the shipper and the carrier.
- The responders then receive data and helpful information on handling the substance(s) involved. This may involve such things as requirements for protective clothing, evacuation suggestions, mitigation and containment procedures and other pertinent information. If additional information is needed on the product, the Emergency Service Specialist will retrieve the necessary MSDS from CHEMTREC's library and forward the information either telephonically, by fax, or electronically by e-mail to the scene. Information from other computer based and hardcopy resources can also be forwarded to the scene as required.
- If there are on-site injuries or exposures, CHEMTREC is prepared to assist. Through its MEDTREC program, CHEMTREC maintains 24/7 access to physicians and toxicologists who can provide critical information to emergency medical technicians and physicians treating patients exposed to hazardous materials. These physicians and toxicologists can be connected to the incident scene or treating facility via CHEMTREC's conferencing system.
- Details of the incident are relayed to the shipper or manufacturer's 24-hour emergency contact, who can be linked to the scene via the Center's communications system. This facilitates having the shipper or manufacturer provide emergency instructions directly to those managing the incident scene.
- In certain special situations, CHEMTREC Staff can contact pre-established mutual aid networks or additional Emergency Response personnel who can bring further expertise to the situation.
- CHEMTREC staff then document the incident for subsequent reporting to the manufacturer or shipper. CHEMTREC's computer based tracking system, coupled with CHEMTREC's "911" type telephone recording and monitoring system provide detailed "after-action" data for subsequent analysis.

CHEMTREC uses high-speed internet, fax, or telephone systems to deliver information to emergency responders. Additionally, multiple layers of redundancy exist not only for CHEMTREC systems, but also for the facility. Back-up electrical systems, three-level redundancy in the phone systems, and facility back-up at 2 Washington regional locations and 1 remote North-East location provide CHEMTREC with a high-level of disaster recovery capability.

Over the years, CHEMTREC's capabilities expanded to meet the changing needs of ACC members and the emergency response community. Those needs changed once again with the tragic events that occurred on September 11, 2001, and CHEMTREC's role and capabilities changed with them. In support of 9/11 rescue efforts, CHEMTREC provided critical information to the New York City Police Hazardous Materials Team as they evaluated the potential effect of chemicals contained in the collapse of the World Trade Towers and to the responding teams at the Pentagon.



Organizational Facts About CHEMTREC®:

CHEMTREC is a unique business unit within the American Chemistry Council that provides a vital "free service" to emergency responders which it funds through sales of commercial services. There is never any charge to an emergency responder for the services that CHEMTREC provides.

CHEMTREC currently has a full-time staff of 35 that includes the office of the Managing Director and 33 full-time personnel assigned throughout 4 organizational divisions as follows:

- 1) The Emergency Center (18 personnel that manage and staff the 24-hr emergency call center);
- 2) Program Support (10 personnel—these are the people that ensure that the computer systems and processes are maintained, manage the 5+ million MSDSs in our system, and provide other back-end organization support such as managing the database of emergency and administration contacts, which, by the way, run into the tens of thousands);
- 3) Outreach and Special Programs (one staff manager—this individual is responsible for CHEMTREC's "outreach" programs, such as the Transportation Community Awareness and Emergency Response initiative known as TRANSCAER®, and maintaining relationships with federal agencies; and
- 4) Sales and Marketing (5 personnel—these are the people responsible for sales and marketing, manage our website content, and take care of Customer service issues).

In addition to its full time staff, CHEMTREC also uses the services of ACC corporate service staff in areas of such as legal, human resources, accounting, information technology, and facility and other administrative services. The overall annual operating expense budget is approximately \$5US million.

The size and magnitude of CHEMTREC's operations have grown significantly over its 33 year life. While the size and cost of the organization may seem overwhelming to an organization starting a CHEMTREC-like center for the first time, it is important to understand that when CHEMTREC started in 1971 it consisted of 1 telephone, 4 staff members, and hand-typed cards that contained basic emergency response information on the 1600 chemicals most commonly found in transportation.

Did you know that:

- CHEMTREC's Emergency Center staff have over a quarter of a century of combined hands-on experience in handling hazardous materials and that each of CHEMTREC's Emergency Service Specialists receive annual hazmat certification training each year regardless of their prior experience?
- CHEMTREC assisted responders during recovery operations following the Columbia Space Shuttle disaster? CHEMTREC was also contacted by the United Nations for information on the environmental consequences resulting from the Ryongchon, North Korea train explosion and by the FBI and US Post Offices regarding Sarin precursors and the effects of Ricin.
- CHEMTREC is a self-supporting business unit within ACC?
- CHEMTREC receives nearly 300 calls a day and, on average, 125 of those are emergency calls?
- CHEMTREC has handled an estimated onemillion emergencies since its founding in 1971.

Tomorrow

History has shown that as the business of chemistry evolves, so do the needs of the emergency response community and the companies that manufacture, ship, transport and store chemical products. CHEMTREC must continue to look to the future to ensure that it is prepared to meet those changing needs.

As this article is being written, CHEMTREC is in the process of revamping its information technology systems and processes. The new systems will enable CHEMTREC's Emergency Service Specialists even faster access to information that can be relayed to emergency responders through still faster electronic transmissions. The new systems will also allow greater ease of updating emergency contact information and MSDSs for the nearly 30,000 companies registered with CHEMTREC. These new systems will be fully implemented by the end of 2005, with portions of the system live by the end of 2004.

CHEMTREC is also aware of the changing demographics of the business of chemistry, and has begun an initiative to expand its international relationships. CHEMTREC's longstanding relationships with SETIQ(Sistema de Emergencias en Transporte para la Industria Quimica), the Mexican version of CHEMTREC, and CANUTEC, Canada's government-operated version of CHEMTREC, have proven extremely successful in assisting with incidents involving shipments either to or from those countries.

As chemical industry operations expand along the Pacific Rim, CHEMTREC customers are asking that CHEMTREC enhance its reach in those areas. Over the next year, CHEMTREC will reach out to companies and organizations involved in the business of chemistry to determine what resources are available and how CHEMTREC can better serve its customers in those regions.

CHEMTREC is also exploring partnerships with "best of breed" companies that can provide additional services to CHEMTREC customers, services that complement and will be integrated with the existing CHEMTREC emergency communication services. These additional services will be made available to CHEMTREC customers at less cost than companies would otherwise be able to obtain independently. Additionally, the opportunity will be provided for customers to enter into agreements with CHEMTREC to provide non-traditional services that can take advantage of and leverage CHEMTREC's 24/7 infrastructure. Revenues generated from these additional services can then be used to further enhance CHEMTREC's contribution to the world of emergency response.

As CHEMTREC celebrates 33 years of service to ACC members and the emergency response community, CHEMTREC staff can stand with pride at what has been accomplished and can look ahead with excitement about what it can and will become.

To use a phrase once used by Ernie Deavenport, former Chairman of ACC's Board of Directors, in a speech about Responsible Care®: "We aren't what we were and we aren't yet what we're going to be."



■ KP Chemical No. 1 Ulsan Plant reaches octuple in disaster-free operation

Number 1 Ulsan plant of KP Chemical(President: Sam-kil Choi) achieved the octuple, or 720 million man-hour, disaster-free operation as of August 29, 2004. The plant(Manager: Doo-hyun Lee) installed well-coordinated state-of-the-art system of control, including integrated system for managing quality, safety, health, and environment, process control system, and preventive maintenance system, giving disaster-free operation the highest priority among management tasks. The plant's Safety/Environment team developed and continuously improved safety management practices, which received positive support across the company and is believed to be the driving force in the plant's achievement of non-disaster operation record of this time. The disaster-free campaign is launched to meet a prearranged set of goals for different business lines and sizes, in accordance with the industrial safety health law, and KP's No.1 Ulsan Plant's achievement of the octuple mark is first of its kind that was made by a plant with 300 workers in the Ulsan region.

■ BASF Company held Kid's Lab

BASF Company(Chairman: Jong-kwang Kim) held "Kid's Lab" at its Ulsan plant between 13 and 17 of September, and at its Yeosu and Kunsan plants in October. Kid's Lab is a program to offer children the opportunity for first-hand chemical experiment and experience. Initiated in 1997 by BASF Headquarters in Germany as part of the sustainable development activity, Kid's Lab was first open in Korea BASF's Ulsan plant last year and made waves. Centered around chemical experiment and observation, the program also has environment-friendly activity, like 'making disposable water-purifier' to bring up the environmental awareness in the mind of the children.

■ Samnam Petrochemical Yeosu plant starts scholarship program

Samnam Petrochemical (President: Kyung-won Kim) contributed 100 million Won to Yeosu city on September 24. Samnam has since 1990 procured a scholarship fund to develop talent in the region, given scholarships to some 30 students with high academic achievement, who are in financial need, and with artistic or athletic talent, and also contributed for the construction of environment library for children. The company continues these community friendly activities in its commitment to becoming a company the community trusts and likes to be together.

■ Mr. Wilfried Heider inaugurated as Bayer Korea's President

Mr. Wilfried Heider took the office of president of Bayer Korea. Mr. Heider, a German, entered Bayer in 1970 and has been head of Plastics division of the Headquarters before assuming the new assignment as the president of Bayer Korea effective as of July 1. He was the President of Bayer Group in Korea between 1994 and 1999. Based on his abundant experience, he is known as an Asia expert in the Bayer Group.

■ Samsung Atofina changes its name to 'Samsung Total Petrochemicals'

Samsung Atofina, a joint-venture company owned 50% by Samsung and 50% by Total Group of France, changed its name to 'Samsung Total Petrochemicals.' Samsung Total's President Mr. Hong-sik Ko, at the company's inauguration ceremony, pronounced the company is committed to spearheading the creation of a success model for the nation's first general petrochemical joint venture, and will strive to stay on the front in the growth of the Asian petrochemical industry.