

ENVIRONMENTAL SERVICES

Emergency Operations Center

24/7/365 Emergency Response Service

24/7/365 Emergency Response Service means there will always be someone to help you when you call Clean Harbors' Emergency Operations Center (EOC). As North America's emergency response leader, Clean Harbors maintains an EOC that is staffed by Department of Transportation (DOT) and Environmental Protection Agency (EPA) Resource Conservation and Recovery Act (RCRA) trained personnel and is available for environmental and industrial emergencies wherever and whenever they occur. With offices, personnel, and equipment throughout the United States and Canada, our ability to coordinate, control, and respond to an incident or disaster is unmatched in the industry.

Dedicated Emergency Hotline

Simply call our dedicated emergency hotline – 1.800.OIL.TANK or 800.ER.KLEEN – to be greeted and assisted by a live individual 24 hours a day, 7 days a week, 365 days a year. Clean Harbors and its EOC understand the severity of environmental and industrial emergencies and will ensure you get a response in a timely manner.

Access to all of Clean Harbors' Resources

The EOC offers immediate access to all of Clean Harbors' resources including Occupational Safety & Health Administration (OSHA) and The Canadian Centre for Occupation Health & Safety (CCOHS) trained onsite service technicians, technical experts, and health and safety professionals who are dedicated to handling environmental and industrial emergencies and disasters. The staff is backed by over 130 Clean Harbors field and industrial service locations, more than 50 company-owned and operated transfer and disposal facilities, and an extensive portfolio of independent pre-qualified emergency response subcontractors. The advanced response systems include computerized phone networks, a GPS tracking program for equipment and vehicles, advanced mapping software, and an internal dispatch program that allows operators to readily determine the resources that are available for immediate response.



800.282.0058 • www.cleanharbors.com

©2016 Clean Harbors, Inc. All rights reserved.



For Absolute Peace of Mind in an Environmental or Industrial Emergency

Call 800.645.8265 (800.OIL.TANK) or 888.375.5336 (888.ER.KLEEN)

Multitude of Dispatch Locations

Clean Harbors has a large network of in-house professionals who are dedicated to handling environmental emergencies and disasters. Your call into our EOC is rapidly routed to the service center nearest to your emergency. At that time, our EOC operator will ensure you speak with a coordinator who is responsible for dispatching personnel and equipment to your site.

Compliance is Key

Whatever the emergency, you can be sure that our response personnel will execute the clean-up and disposal of your waste in strict accordance with the most current EPA and DOT regulations. At the conclusion of the event, Clean Harbors can dispose of any waste generated at one of our approved treatment and disposal facilities.

Incident Reporting Documents

Clean Harbors can provide a detailed report regarding the nature of the release and the specifics of the response. This report is designed to fit the customer's protocol and will include a timeline, photographs, and itemization of equipment, supplies, and personnel. This comprehensive reporting is an effective tool for customers for evaluating the cause of the spill and necessary corrective measures as well as for compiling regulatory reports and postmortem reviews.

Standby Emergency Response Agreement

To fully realize the benefits of the EOC, customers can execute a no-cost Standby Emergency Response Agreement (SERA) that establishes terms and conditions before a response is ever needed. Under a SERA, Clean Harbors experts can perform a range of preparation activities that ensure rapid response time of personnel and equipment when it's needed most. This up-front information is invaluable when an emergency response is required. Through the EOC, Clean Harbors also has the capability to ramp up resources in anticipation of a natural disaster in order to better respond to customers' needs on a regional basis. This central coordination of assets and capabilities provides a higher level of service at a time when response resources are scarce.