



SPILL CENTER

Leader in Spill Response, Reporting & Communications Technology

Spill Center was founded in 1990 as an environmental claims management company serving the transportation, chemical and insurance industries. Since then it has grown to become a North American technology leader in spill support services, electronic emergency response management systems and superior communications. Thomas Moses, Esq., built Spill Center on the belief that no company will ever have enough spills to justify creating and maintaining all the spill resources needed for adequate protection from environmental exposure today.



Mr. Moses, president, is a former US EPA toxicologist who holds a law degree and a certificate in hazardous materials control and emergency response. He worked in the insurance industry, providing environmental claims and spill management expertise. Also, as a legal specialist for Standard Oil, he interpreted safety and environmental regulations, developing legally defensible compliance procedures. He serves as Secretary of the Commercial Vehicle Safety Alliance (CVSA) and as a panel chair for the National Academies' Transportation Research Board.

A Technology Company

Technology has always played a major role in Spill Center operations. Systems were developed to manage the company's own data and support its operations. Soon the mission was expanded beyond managing environmental claims to providing information quickly to spill generators. Spill Center began providing solutions to help level the playing field for spill generators who suddenly were forced to deal with regulatory authorities, cleanup contractors and third-party claimants.

The company worked to become an emergency communications center and a fast, reliable clearinghouse of information. The company developed the first integrated CHEMTREC Group Registration program in the early 1990's and provided cleanup contractor and regulatory reporting information to CHEMTREC.

Soon after the September 11 attacks, Spill Center developed an Electronic Emergency Response Management System (E2RMS) to detect risks posed by hazardous materials in transportation that could be used as weapons of mass destruction. E2RMS used open-architecture technology and automated intelligent software to

continuously analyze data transmitted by truck tracking systems, on-board computers and other telematic devices to predict when a material in transportation poses a threat.

That system caught the attention of the US government and Battelle and was selected to be part of a year-long FMCSA/DOT Hazardous Materials Safety and Security Field Operational Test (FOT) to improve the safety and security of hazardous materials during transport. During the FOT, E2RMS served as the backbone of a new architecture designed to create centralized information processing and command and control capabilities using existing technologies.

E2RMS was determined to be an effective alerting system, leveraging the Internet and other communication channels to provide incident, threat and vulnerability information. It was also used in a DHS add-on program in which Spill Center participated with Northrop Grumman and Volvo. The system has evolved as a communications resource for law enforcement, emergency response agencies, transporters, shippers and others.



The Zurich Connection

In the ensuing years, Spill Center has taken E2RMS to the next level and deployed these solutions for Zurich North America and other leading companies needing to connect with their customers through superior communications and electronic management systems. Late in 2008, Spill Center teamed up with Zurich to roll out the Zurich Spill Reporting Online (SROL) system to provide support for insureds involved in environmental releases. As of July 31, 2011, Zurich reported that SROL had handled 261 spills, saving insureds a total of \$5.14 million.

Zurich SROL leverages the 20-plus years of Spill Center's experience to provide timely spill response by dispatching cleanup contractors, coordinating regulatory reporting and professionally managing environmental spills. The program is integral to Zurich's Help Point® strategy for environmental remediation of spills. Zurich customers register in the program at no charge, then can go online or call the Spill Center hotline to report spills anytime, day or night. Available services include contingency planning, cleanup coordination and filing of reports with regulatory authorities.

Helping Zurich in Canada

Spill Center also helped Zurich successfully deploy a system for Canada in 2010, including testing and feedback prior to the launch of a French-language spill reporting website. Included in the Launch Marketing Plan was a goal to create market awareness of Spill Center as a value-added Zurich HelpPoint and reasons why prospects should do business with Zurich Canada.

As part of the launch, Spill Center provided two white papers written by Mr. Moses: "Environmental Release Contingency Planning – Zurich Spill Preparedness Curbs Costs and Limits Liability in Transportation and at Fixed Facilities" and "Dealing With the Media After A Spill." In addition, Spill Center provided website versions for Blackberry and PDA applications and a series of web blast announcements about the new electronic spill reporting service.



New Service in East Africa

In 2011, Spill Center expanded its global reach to East Africa, launching a program in the Republic of Kenya to serve companies at risk from on-highway and facility spills in support of the country's new Highway Emergency Response Plan. In East Africa, Spill Center is using cell phone service, the Internet and a 24/7 call center to provide immediate assistance with spill response, regulatory reporting and communications.

Broad Range of Clients

Spill Center's client list has grown to include the largest LTL and private fleets to small fleets, chemical, environmental and insurance companies and truck leasing companies. A key resource is Spill Center's database of current regulations and contacts for nearly 30,000 federal, state/provincial and local jurisdictions to help clients comply with regulatory reporting. A contractor database contains updated listings of more than 3,000 environmental cleanup contractors throughout North America, along with their capabilities, equipment and personnel qualifications. Spill Center provides clients with a list of contractors in the vicinity of their spills from which to select, ensuring fast response to limit environmental damage.

Staffed by Trained Specialists

Spill Center staff includes legal, technical and environmental specialists experienced in regulatory reporting, spill cleanup coordination, documentation of compliance activities, database maintenance and auditing of contractor and emergency responder invoices. Spill Center Compliance Associates are on call 24/7, 365 days a year to provide support for clients involved in environmental spills of hazardous materials, diesel fuel and other regulated substances.

The Spill Center team routinely completes US DOT Incident Reporting Forms along with all required local, state, provincial and federal spill reports as part of the program of spill-related services for clients. Spill Center completes more incident reports for clients than any other organization in the USA – more than 300 each month. The company was recognized with a seat on the US DOT Task Force on proposed rulemaking for the DOT 5800.1 Incident Report.

To complement a client's existing fleet safety and compliance programs, Spill Center's 24/7 support program ensures adequate response at night and during weekends and holidays. It also helps reduce the administrative costs associated with keeping track of reporting requirements for each jurisdiction through which the subscribers' equipment travels. In addition, Spill Center has developed proprietary automated systems to track incidents, produce standard and customized reports and generate root cause analysis data for clients. The information helps managers identify conditions and trends that can be addressed within their organizations to improve safety.



New Mobile Service for Spill Reporting

The latest technology development from Spill Center is a web-based service optimized for mobile phones which incorporates the latest QR Code technology. Called SpillConnect, this new service is customizable and designed to enable Spill Center subscribers to respond quickly to spills and other emergencies in order to control costs.



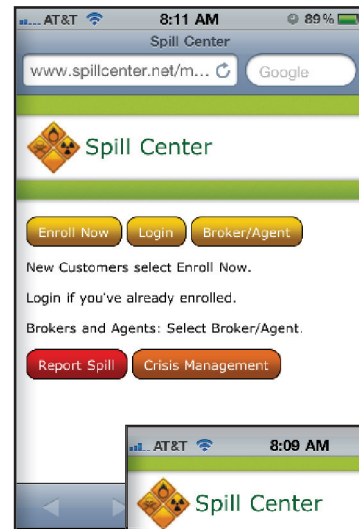
A QR Code or Quick Response Code is a two-dimensional bar code which is readable by Smartphones and other cellular phones with digital cameras, as well as by QR Code scanners. A free QR Code reader is downloaded to the phone in order to use the technology. Taking a picture of the code, launches the information stored in it.

The SpillConnect service, linked via the QR Code, provides spill contingency plans, claim handling instructions, material safety data sheets and company contact information. The QR Code can be printed on wallet cards, on stickers to be affixed to a vehicle's dashboard, fuel tanks and other locations, as well as on facility posters and documents.

For the first time, Spill Center subscribers can instantly activate customized emergency response plans and access vital information by pointing a Smartphone at the QR Code. A driver involved in a spill of diesel fuel or hazardous material, for example, only has to snap a picture of the code to access spill reporting tools via his phone.

Details about the carrier's emergency response system can be accessed – even a response agreement from a local cleanup contractor can be downloaded through the SpillConnect mobile service. The technology is available now to all Spill Center subscribers. For more information on SpillConnect, call Spill Center at 978-568-1922.

SpillConnect provides the fastest way to respond to spills and problems involving hazmat. Only Spill Center has combined proven emergency response management technologies and superior communications systems with QR Code information and the speed of scanning, enabling subscribers to respond faster than ever before.



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