



Emergency / Spill Response Services Overview

Sustain's emergency response program is made up of qualified and field experienced Project Managers, all of which are on hand 24/7/365 to handle our clients' needs. An incoming call is answered directly by a member of our team, not a third-party afterhours answering service or call center. Clients are speaking directly to the Project Manager who will be managing the spill from initial call to final invoice. Our PMs put together an immediate response plan and dispatch the appropriate crew to handle the spill. Using in-house resources and our extensive vendor network, Sustain is able to dispatch spill response crews anywhere in the US typically within 3 hours or less of the call. Our team will perform the response action as laid out in the response plan and provide updates before, during, and after the response. A summary of events and a timeline with photos will be provided for each response. Sustain will also help determine if a spill is reportable to the state or local municipality and contact the appropriate regulatory agencies. Sustain can handle any further remediation if needed and will generate a final report necessary to close out the reported spill.

Summarized Spill Call Process:

1. Call comes in to Sustain's National Services group and is answered directly by a Project Manager.
2. The Client and the Project Manager formulate a response plan. The Project Manager will then contact any on site personnel to assess the situation further.
3. The Project Manager will dispatch a crew and notify the Client and the on-site contact of the estimated time of arrival.
4. Crew will arrive on site and perform a site walk through and safety briefing. Arrival will be confirmed with the Project Manager and before photos will be taken of the spill.
5. Crew will begin clean-up activity as per the response plan and photos will be taken of the cleanup actions.
6. Photos will be taken after completion of the cleanup and the Project Manager will be notified of completion and time off site.

Sustain understands clients' needs when it comes to emergency spill response. We know that immediate and intelligent action is required in an emergency. That is why Sustain only hires qualified, field experienced professionals to be Project Managers, and why we only include these professionals as part of the call process. We do not use an answering service or hire untrained and unqualified call center personnel who are only there to collect and transmit information. We cut out the "in between" and make sure that when a client's call is answered they are speaking directly to the person who is going to oversee their response. This means that our clients only need to make one call to get the information they need on a response. Our Project Managers will handle every aspect of the response management from initial call, to developing a response plan, determining reportability, post spill remediation, and job closure.