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HAZARDOUS MATERIALS BUSINESS PLAN

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HAZARDOUS MATERIALS BUSINESS PLAN OVERVIEW

CHAPTER 6.95 - HEALTH AND SAFETY CODE, DIVISION 20, (AB 2185 & AB 2189)

A Hazardous Materials Business Plan (HMBP) contains basic information on the location, type, quantity, and health risks of hazardous materials stored, used, or disposed of by businesses operating in the state. Chapter 6.95 of the Health and Safety Code establishes minimum statewide standards for HMBPs.

The HMBP includes three elements covered in detail in this packet:

- I. Business Activities and Owner/Operator Identification**
- II. Hazardous Material Inventory and Site Map**
- III. Emergency Response Plan and Employee Training**

The Hazardous Materials Division (HMD) of the Department of Environmental Health and Quality (DEHQ) is the local Certified Unified Program Agency (CUPA) responsible for implementing and enforcing California hazardous materials laws and regulations related to the unified programs.

HMD periodically conducts inspections to:

- Ensure compliance with existing laws and regulations including HMBP requirements.
- Identify existing safety hazards that could cause or contribute to an accidental spill or release.

Is my business subject to HMBP requirements?

Each business shall prepare an HMBP and submit to the CUPA using the California Environmental Reporting System (CERS) if that business uses, handles, or stores a hazardous material (including hazardous waste) or an extremely hazardous material in quantities greater than or equal to the following:

- 500 pounds of a solid substance
- 55 gallons of a liquid
- 200 cubic feet of a compressed gas
- Any amount of a hazardous compressed gas (highly toxic gases with a Threshold Limit Value of 10 ppm or less)
- Extremely hazardous substances in threshold planning quantities as defined in 40 CFR Part 355

NOTE: See page 7 for state and local exemptions

What is CERS?

The California Environmental Reporting System (CERS) is a statewide web-based data collection system that supports CUPAs in electronically collecting and reporting various hazardous materials related data as mandated by the California Health and Safety Code. Starting January 1, 2013, all businesses with facilities regulated by a CUPA are required to submit unified program information to the CUPA through CERS including information related to:

- Unified Program Facility Permit (UPFP)
- Hazardous Materials Business Plan (HMBP)
- Hazardous Waste
- Hazardous Waste Onsite Treatment
- Hazardous Waste and Hazardous Materials Tank Closures
- Remote Waste Consolidation
- Recyclable Materials Reports
- Underground Storage Tanks (UST)
- Aboveground petroleum storage of 1,320 gallons or more Aboveground Petroleum Storage Act/Spill Prevention Control and Countermeasure (APSA/SPCC)
- Regulated substances subject to the California Accidental Release Prevention (CalARP) requirements

For more information or to report in CERS, go to: <http://cers.calepa.ca.gov/>.

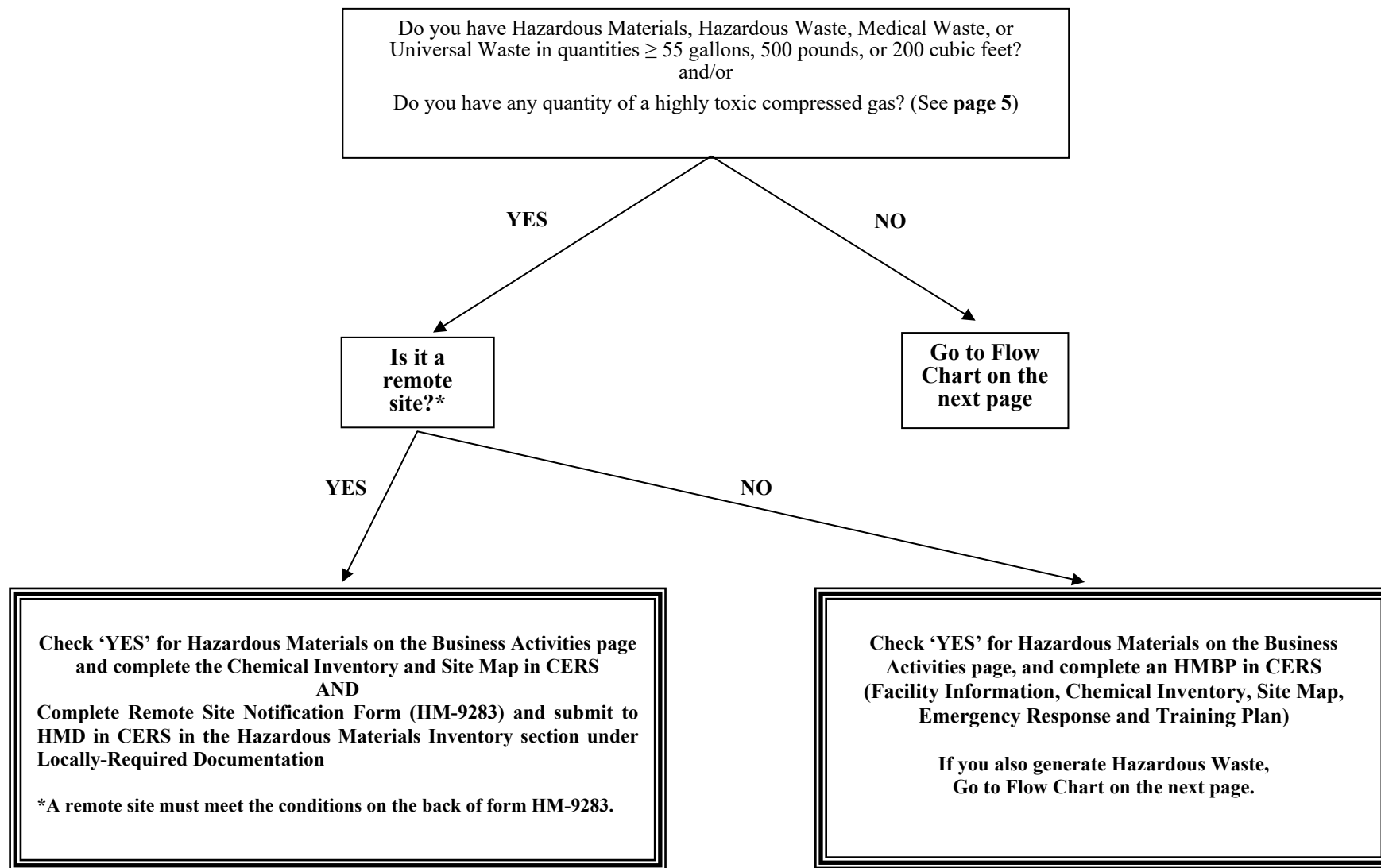
For more information about the Unified Program and CUPAs, please go to: <http://www.calepa.ca.gov/CUPA/> or http://www.sandiegocounty.gov/content/sdc/deh/hazmat/hmd_cupa.html

HAZARDOUS MATERIALS BUSINESS PLAN FLOW CHART

Hazardous Materials

This diagram will assist you in determining if you are required to submit a Hazardous Materials Business Plan (HMBP) (includes site map, chemical inventory, emergency response and employee training plan) in the California Environmental Reporting System (CERS).

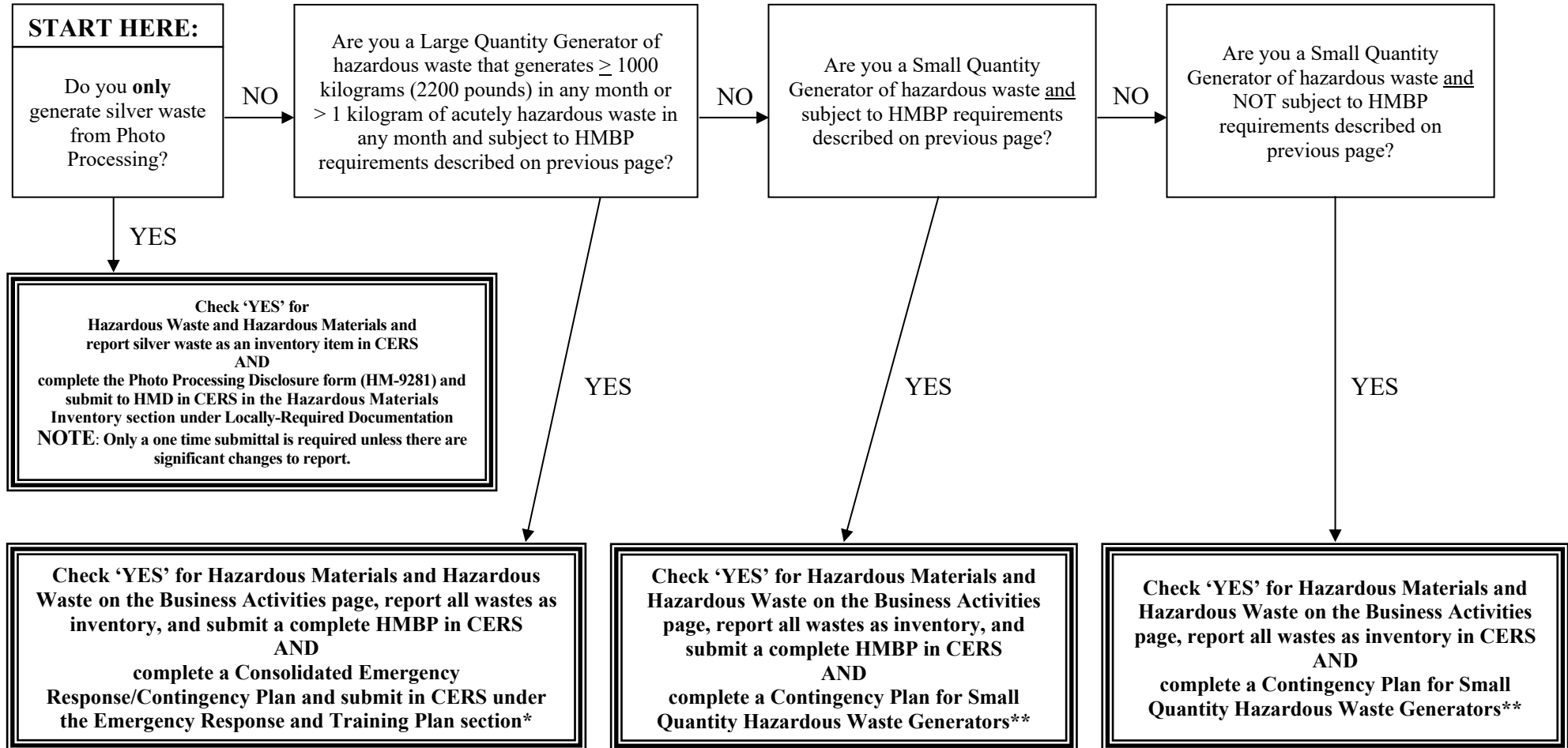
For Hazardous Waste generators, see the Hazardous Waste Flow Chart on the next page to determine Contingency Plan requirements.



HAZARDOUS MATERIALS BUSINESS PLAN/CONTINGENCY PLAN FLOW CHART

Hazardous Waste

This diagram will assist you in determining if you are required to prepare a Contingency Plan, or if you are required to prepare an HMBP and submit in CERS. If you also have hazardous materials in quantities ≥ 55 gallons, 500 pounds or 200 cubic feet refer to Flow Chart on the previous page.



* CONSOLIDATED EMERGENCY RESPONSE/ CONTINGENCY PLAN TEMPLATE CAN BE DOWNLOADED IN CERS.

** CONTINGENCY PLAN FOR SMALL QUANTITY HAZARDOUS WASTE GENERATORS CAN BE PREPARED BY COMPLETING THE TEMPLATE ON PAGE 23

HAZARDOUS MATERIALS BUSINESS PLAN

I. Business Activities and Owner/Operator Identification

The Facility Information section, which includes the Business Activities and Owner/Operator Identification information in CERS, provides notification to the CUPA of the unified programs that apply to the facility and detailed information about the business. These forms must be completed and submitted through CERS in the Facility Information section.

II. Chemical Inventory and Site Map

The chemical inventory is a list of the hazardous materials subject to reporting that are stored and handled at the facility. Chemical inventory forms must be completed and submitted through CERS in the Hazardous Materials Inventory section. A hazardous material is defined as any material that, because of its quantity, concentration, physical or chemical characteristics, poses a significant present or potential hazard to human health and safety or to the environment if released into the work place or the environment.

Hazardous Material

Hazardous materials include hazardous substances or products, hazardous wastes, and hazardous substances stored in underground storage tanks. Hazardous substances include all chemicals or products for which a manufacturer or producer is required by law to prepare a **Safety Data Sheet (SDS)**. An SDS is a document containing the following information: chemical composition, fire and explosive potential, health hazard, reactive characteristics, emergency procedures, special protection and precautions. An SDS can be obtained from the supplier or manufacturer. A hazardous substance also includes materials requiring placard warnings during transportation and radioactive materials as referenced in the California Health and Safety Code, Division 20, Chapter 6.95. (See page 7 for state and local exemptions)

The Chemical Inventory in CERS must include hazardous materials which are at your establishment at any time in the following quantities.

The following quantities of hazardous materials must be listed in the inventory and reported in CERS:

- a) 55 gallons of a liquid
- b) 500 pounds of a solid substance
- c) 200 cubic feet of a compressed gas (at standard temperature and pressure)

NOTE: the reporting threshold for liquefied gases, such as propane, must be determined in cubic feet, but the quantity stored must be reported as a liquid in gallons.

Extremely Hazardous Substances

You must report extremely hazardous substances in quantities equal to or greater than the Threshold Planning Quantities, as established in the Federal Register. A list of **Extremely Hazardous Substances** is available upon request from this office or on the EPA website. See 40 CFR 355.50 Appendix A and B.

Highly Toxic Compressed Gases

Highly Toxic gases are gases with a Threshold Limit Value of 10 ppm or less. You must report **any quantity** of all gases with a Threshold Limit Values-Time Weighted Averages (TLV-TWA) or Threshold Limit Value-Short Term Exposure Limit (TLV-STEL) of 10 parts per million (ppm) or less. Review the Safety Data Sheet or contact the distributor of the gases to verify these values. For a list of toxic gases refer to the **County of San Diego Disclosure of Hazardous Materials Information Bulletin HM-9243**.

HAZARDOUS MATERIALS BUSINESS PLAN

II. Chemical Inventory and Site Map (continued)

Federal Reporting Requirements - EPCRA Tier II

The Emergency Planning Community Right to Know Act (EPCRA) requires industry to disclose chemical storage, chemical use, and chemical releases. Local government must develop emergency response plans that incorporate information provided by industry.

EPCRA requires businesses to report to state and local agencies the quantities and type of toxic chemicals stored at their facilities and releases of chemicals into the environment. The notification for certain chemicals is then published in the Toxic Release Inventory. Businesses that do not comply with EPCRA may be subject to civil penalties and may be required to cover costs of litigation and/or environmental remedial actions. For more information about EPCRA reporting, read Subchapter III, Section 11023.

See: <http://www.gpo.gov/fdsys/pkg/USCODE-2011-title42/html/USCODE-2011-title42-chap116.htm>

EPCRA has four provisions that are important to businesses: hazardous chemical storage reporting requirements, emergency planning, emergency planning notification and toxic release inventory reporting. **Most of these may be addressed through proper submittal of an HMBP to the CUPA in CERS.**

Hazardous Chemical Storage Reporting Requirements - EPCRA facilities must submit emergency contacts and hazardous chemical inventory through CERS annually. This information includes: hazardous chemicals at or above 10,000 pounds, extremely hazardous substances above 500 pounds, or above a defined threshold planning quantity (TPQ) (whichever is less); and chemicals at or above TPQs handled during the last calendar year.

Emergency Planning - The emergency planning section of the law is designed to help communities prepare and respond to emergencies involving hazardous substances. Every community in the United States must be part of a comprehensive plan. These plans are based on information provided in reports from EPCRA facilities. In San Diego County, the Hazardous Incident Response Team (HIRT) is an integral part of emergency planning and includes members from the County of San Diego HMD and City of San Diego Fire and Rescue Department. The information provided by businesses allows HIRT and the Fire Department to respond efficiently to chemical emergencies and protect human health and the environment.

Emergency Planning Notification - EPCRA facilities must notify the Local Emergency Planning Committee (LEPC) and the State Emergency Response Commission (SERC) immediately if there is a release of a hazardous substance into the environment that is equal to or exceeds the minimum reportable quantity set in the regulations. This requirement covers 356 extremely hazardous substances and more than 700 hazardous substances subject to the emergency notification requirements under CERCLA Section 103(a) (40 CFR 302.4). Some chemicals are common to both lists. Initial notification can be made by telephone, radio, or in person. Emergency notification requirements involving transportation incidents can be met by dialing 911. **In California, a release or threatened release requires immediate reporting.** Releases reported to OES and the local CUPA satisfy the EPCRA release notification. For more information on spill reporting visit the Office of Emergency Services ([OES](#)) website, or see pages 18 and 25 of this packet.

Toxic Release Inventory Reporting - Toxic Release Inventory Report must be reported to the Federal Environmental Protection Agency by July 1 of each year. This requirement applies to facilities that manufacture, process, or otherwise use a listed toxic chemical above the TPQ, and have ten or more employees.

More information on EPCRA can be found at: <http://www.epa.gov/epcra>

HAZARDOUS MATERIALS BUSINESS PLAN

II. Chemical Inventory and Site Map (continued)

How to Comply with Federal, State, and Local Reporting Requirements

In order to avoid multiple reports to the various federal, state and local agencies, the California Health and Safety Code (HSC) requires businesses to provide an inventory of their chemicals as part of the HMBP to the CUPA through CERS.

The Business Activities page, the Business Owner/Operator Identification page, the Hazardous Materials Inventory and Site Map that show the locations of hazardous substances must be submitted initially and re-certified annually through submittals in CERS. Update and resubmit a business plan within 30 days, when there are changes to your facility as described on page 19.

To comply with EPCRA Tier II reporting requirements, a business must have a valid Unified Program Facility Permit (UPFP) and maintain current the submittal of the HMBP, including the chemical inventory and site map to the CUPA.

State and Local Exemptions to HMBP Reporting

The following materials are exempt from reporting if certain conditions are met:

- Propane for heating, cooking, or cooling in quantities up to and including 1000 gallons
- New lubricating oils: up to 55 gallons of any specific grade of oil, not to exceed 275 gallons total combined
- Carbon dioxide for beverage carbonation: cryogenic ≤ 3500 cubic feet, non-cryogenic ≤ 6000 cubic feet
- Portable breathing air and oxygen for emergency response by government agencies (including fire)
- Medical gases (oxygen, nitrogen and nitrous oxide) in a medical office: ≤ 1000 cubic feet
- Gases used in Closed Fire Suppression Systems
- Nonflammable gases used in closed refrigeration systems (except anhydrous ammonia)
- Materials classified solely as an irritant or sensitizer: solids < 5000 pounds and liquids < 550 gallons
- Inert, compressed, refrigerated or cryogenic gases (nitrogen, helium, argon, xenon, krypton, neon and non-enriched air) classified hazardous solely for pressure release or simple asphyxiation: < 1000 cf
- Compressed, refrigerated or cryogenic carbon dioxide: < 1000 cubic feet
- Refrigerant gases other than ammonia or flammable gas in a closed cooling system that are used for comfort or space cooling for computer rooms
- Oil filled electrical equipment that is not contiguous to an electrical facility if the aggregate capacity does not exceed 1,320 gallons
- Fluid in a hydraulic system if the aggregate capacity does not exceed 1,320 gallons
- Less than 1,500 pounds of a hazardous solid (with an HMIS or NFPA rating of 3 or 4) that meets the definition of a consumer product which is sold at a retail establishment, as defined under Assembly Bill 2059
- Less than 165 gallons of a hazardous liquid (with an HMIS or NFPA rating of 3 or 4) that meets the definition of a consumer product which is sold at a retail establishment, as defined under Assembly Bill 2059
- Less than 600 cubic feet of a hazardous compressed gas (with an HMIS or NFPA rating of 3 or 4) that meets the definition of a consumer product which is sold at a retail establishment, as defined under Assembly Bill 2059

HAZARDOUS MATERIALS BUSINESS PLAN

II. Chemical Inventory and Site Map (continued)

SITE MAP INSTRUCTIONS

Use the instructions below to develop and submit your site map to the CUPA through CERS as part of the HMBP. The site map is to assist response personnel in locating hazardous materials and responding to emergencies at your facility. Please upload site maps in PDF format, and use the Standardized Site Map Symbols and the Standardized Hazard Category Symbols only.


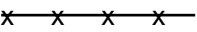











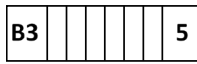
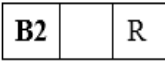
PLEASE NOTE: not all symbols are mandatory, however use of standard symbols (pages 9 -11) on your site map assists fire and other first responder services in an emergency at your facility. Do not use a legend with standard symbols.


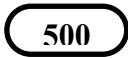

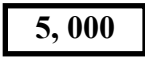
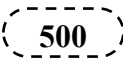








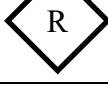
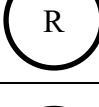

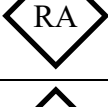

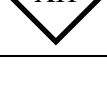
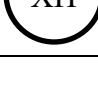
SITE MAP LAYOUT

Use the following information to construct your site map:

1. Site Map must be on **8-1/2 x 11 inch size paper ONLY**, but does not need to be drawn to scale. For larger facilities, consider using multiple pages; one for the overall layout of the facility and additional pages for individual buildings. Rural areas should include an inset vicinity map of the greater area. Site maps with multiple pages **must be uploaded to CERS as a single file**.
2. Maps should be black & white line drawings. Do not use color coding.
3. All labels, symbols, writing, printing shown on the site map must be legible and oriented in the same direction. Maps may be drawn on a computer or by hand using a ruler or template to draw the lines and symbols.
4. Do not use large documents (such as blue prints) unless the scaled-down result is clearly legible. Engineering markings and other non-essential items should be removed for clarity.
5. Show structures from an overhead perspective. Show only the exterior walls of small buildings and include all exits and entrances. Interior walls may be shown for complex or large facilities.
6. Include roads that provide access and exit points to the facility, including driveway entrances, internal roads, parking lots, loading areas and adjacent streets.
7. Indicate all hazardous materials/waste handling and storage areas using appropriate symbols.
8. Indicate all emergency and main utility shutoffs using appropriate symbols. If you do not have a utility service (such as gas), it is helpful to indicate this inside a cloud (e.g. “no gas”) on the map.
9. Indicate evacuation staging area using appropriate symbols.
10. Indicate storm and sewer drains using appropriate symbols.
11. Indicate fire hydrants and other fire department connections using appropriate symbols.
12. Indicate other emergency response equipment (fire extinguisher, eye wash, spill kit) using appropriate symbols or by labeling the location of emergency equipment on the site map.
13. In the upper left corner, indicate the North orientation by drawing an arrow pointing north.
14. Label adjacent property usages (school, park, industrial, residential, commercial, vacant, etc.).

SITE MAP STANDARD SYMBOLS

<u>Entrances/Exits:</u> Use this symbol for all exterior doors of structures, including roll-up doors.	
<u>Fences:</u> Use this symbol for fences (e.g. chain link, wood, etc.), block walls, or any other barriers that act as a fence. (Note: include both external and internal fences).	
<u>Sewer Drain:</u> Use this symbol to show all sewer drains, including floor drains to sewer, sewer sumps, etc. (Note: do not include toilets and sinks).	
<u>Storm Drain or Culvert:</u> Use this symbol to indicate the location of all storm drain inlets, culverts, drainage ditches and other rain water diversion features on the property. If none are present in the scope of your map, indicate the distance to the nearest storm drain using an arrow to indicate the direction and this symbol.	
<u>Electric MAIN Shut Off:</u> Use this symbol to indicate only the electric main shut-off or the entire facility, structure, or building.	
<u>Water MAIN Shut Off:</u> Use this symbol to indicate only the water main shut-off for the entire facility, structure, or building.	
<u>Gas MAIN Shut Off:</u> Use this symbol to indicate only the natural gas main shut-off for the entire facility, structure, or building. You may indicate "no gas" in a cloud if there is no gas service.	
<u>Emergency Response Equipment:</u> Use this symbol to indicate the location of emergency response equipment such as spill kits, fire extinguishers, and eye wash stations. A text label may be used to differentiate emergency response equipment types.	
<u>Fire Hydrants:</u> Use this symbol to identify all fire hydrants in the vicinity of your facility. If none are present in the scope of your map, indicate the distance to the nearest fire hydrant using an arrow to indicate the direction and this symbol.	
<u>Fire Sprinkler System Connection:</u> Use this symbol to identify the building/structure fire department sprinkler system connections if present at your facility. (Note: these are normally located outside in locations accessible to the fire department. Do not include landscape sprinkler connections).	
<u>Fire Department Standpipe Outlet:</u> Use this symbol to identify the fire department standpipe fire hose connections if present at your facility. (Note: these connections are typically found inside buildings and in stairwells of multi-story buildings.)	
<u>Knox Box (Fire Department Key Box):</u> Use this symbol to indicate the location of the Knox Box (a locked box containing keys or information for the Fire Department.) if present at your facility.	
<u>Annunciator Panel:</u> Use this symbol to indicate the location of the Annunciator Panel if present within the facility. An annunciator panel indicates the zone or area from which an alarm has been initiated; or the location of an alarm-initiating device and the operational condition of the alarm circuits of the system.	
<u>Stairwell - Range of Floors (e.g., B thru 5):</u> Use this symbol to indicate interior stairwells, if present. Indicate the floor the stairwells begin and end on. For roof access use the abbreviation R. For basement access use the abbreviation B and include the number of basement floors	
<u>Elevator - Range of Floors (e.g., B thru R):</u> Use this symbol to indicate the elevators in the interior of a structure or building, if present. Indicate the floor the elevator begins and ends on. For roof access use the abbreviation R and include the beginning floor level. For basement access use the abbreviation B and include the number of basement floors.	

Safe Refuge Area (Evacuation/Staging Area): Use this symbol to indicate the location that has been designated as the assembly area where plant or business personnel will assemble in the event of an emergency evacuation.		
Aboveground Storage Tank and Capacity: Use the correct circle or oval symbol for aboveground storage tanks onsite, if present. Include the tank capacity within the symbol using the appropriate unit of measure as reported in CERS. Also include the appropriate hazard category symbols (diamonds or circles) for the tank contents. See below.		 
Plating or Processing Tanks: Use this symbol for all plating and process tanks if present at your facility. Also include the appropriate hazard category symbols (diamonds or circles) for the tank contents. See below.		
Underground Storage Tank and Capacity: Use this symbol for underground storage tanks onsite, if present. Include the tank capacity within the symbol with the appropriate unit of measure as reported in CERS. Also include the appropriate hazard category symbols (diamonds or circles) for the tank contents. See below.		
HAZARD CATEGORY SYMBOLS: Use the symbols below to identify the location and hazards associated with hazardous materials stored in reportable quantities and all hazardous wastes handled at your facility. Use your Safety Data Sheet or other technical resources (such as 49 CFR 171.101) to determine the appropriate hazard class(es) for each.	USE DIAMONDS FOR MATERIALS	USE CIRCLES FOR WASTES
IMMEDIATE (ACUTE) HEALTH HAZARD: An adverse effect resulting from a short-term exposure to a chemical. Includes highly toxic, toxic, irritant, sensitizers, corrosive chemicals. Examples: cyanide, hydrochloric acid, sodium hydroxide, and chlorine.		
DELAYED (CHRONIC) HEALTH HAZARD: An adverse effect resulting from long-term exposure to a substance. The effects could be a skin rash, bronchitis, cancer or any other medical condition. Examples include carcinogens such as benzene, formaldehyde, or methylene chloride.		
FIRE HAZARD: Includes flammable liquids and solids, combustible substances, pyrophorics and oxidizers. Examples include solvents like acetone and alcohol, solvent based paints, gasoline, naphtha solvent, acetylene gas cylinders, propane gas.		
SUDDEN RELEASE OF PRESSURE: This category includes explosives, blasting agents and compressed gases. Examples: nitrogen, oxygen, acetylene, helium, carbon dioxide, etc.		
REACTIVE: This category includes unstable air reactive, water reactive or shock materials. Examples: organic peroxides, fine metal dusts like magnesium, aluminum, phosphorous, cyanides, sulfides and picric acid		
MEDICAL (BIOHAZARDOUS) WASTE: Medical or biohazardous wastes generated in medical, dental and lab settings. Typically needles and syringes in sharps containers, infectious materials in biohazard bags, clinical and microbiological lab specimens and some pharmaceutical waste.	Use the appropriate symbol from this column	
RADIOACTIVES: Includes mixed waste and radioactive sources used in labs and industrial settings. Examples include: Scintillation materials, nuclear medicine waste and R & D materials and waste.		
EXTREMELY HAZARDOUS: Includes materials listed in Appendix A of Part 355 of Subchapter J of Chapter 1 of Title 40 of the Code of Federal Regulations. Examples include fluorine gases, silane, and fumigation gases.		

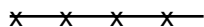
HMBP STANDARDIZED SITE MAP SYMBOLS

SITE MAP SYMBOLS

ENTRANCE/EXIT



FENCE



SAFE REFUGE AREA



EMERGENCY RESPONSE EQUIPMENT



SEWER DRAIN



FIRE HYDRANT



STORM DRAIN OR CULVERT



FIRE SPRINKLER CONNECTION



F.D. STANDPIPE OUTLET

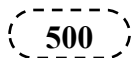


KNOX BOX



STORAGE TANKS AND CAPACITY

UNDERGROUND



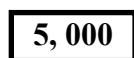
ABOVE GROUND



OR



PLATING TANKS



MAIN UTILITY SHUT OFFS

ELECTRICAL



GAS



WATER



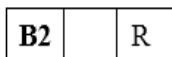
ANNUNCIATOR PANEL



STAIRWELL (i.e. 1 thru 3)



ELEVATOR Range of Floors



HAZARDOUS MATERIALS STORAGE/USE AREA SYMBOLS

IMMEDIATE (ACUTE) HEALTH HAZARD

An adverse effect resulting from a short-term exposure to a chemical. Includes highly toxic, toxic, irritant, sensitizers, corrosive chemicals. Examples: cyanide, hydrochloric acid, sodium hydroxide, chlorine gas.



DELAYED (CHRONIC) HEALTH

An adverse health effect resulting from long-term exposure to a substance. The effects could be a skin rash, bronchitis, cancer or any other medical condition. Examples include carcinogens such as benzene, formaldehyde, and methylene chloride.



FIRE HAZARD

Includes flammable liquids and solids, combustible liquids, pyrophorics and oxidizers. Examples include solvents like acetone and alcohol, solvent based paints, gasoline, naphtha solvent, acetylene gas cylinders, propane gas.



SUDDEN RELEASE OF PRESSURE

This category includes explosives, blasting agents and compressed gases. Examples: nitrogen, oxygen, acetylene, helium, carbon dioxide, etc.



REACTIVE

This category includes unstable air reactive, water reactive or shock materials. Examples: organic peroxides, fine metal dusts like magnesium, aluminum, phosphorous, cyanides, sulfides and picric acid.



MEDICAL (BIOHAZARDOUS) WASTE

Medical or biohazardous wastes generated in medical, dental and lab settings. Typically needles and syringes in sharps containers, infectious materials in biohazard bags, clinical and microbiological lab specimens and some pharmaceutical waste.

Use the appropriate symbol from this column



RADIOACTIVES

Includes mixed waste and radioactive sources used in labs and industrial settings. Examples include: Scintillation materials, nuclear medicine waste and R & D materials and waste.



EXTREMELY HAZARDOUS

Includes materials listed in Appendix A of Part 355 of Subchapter J of Chapter 1 of Title 40 of the Code of Federal Regulations. Examples include: Fluorine gases, Silane, Fumigation gases.

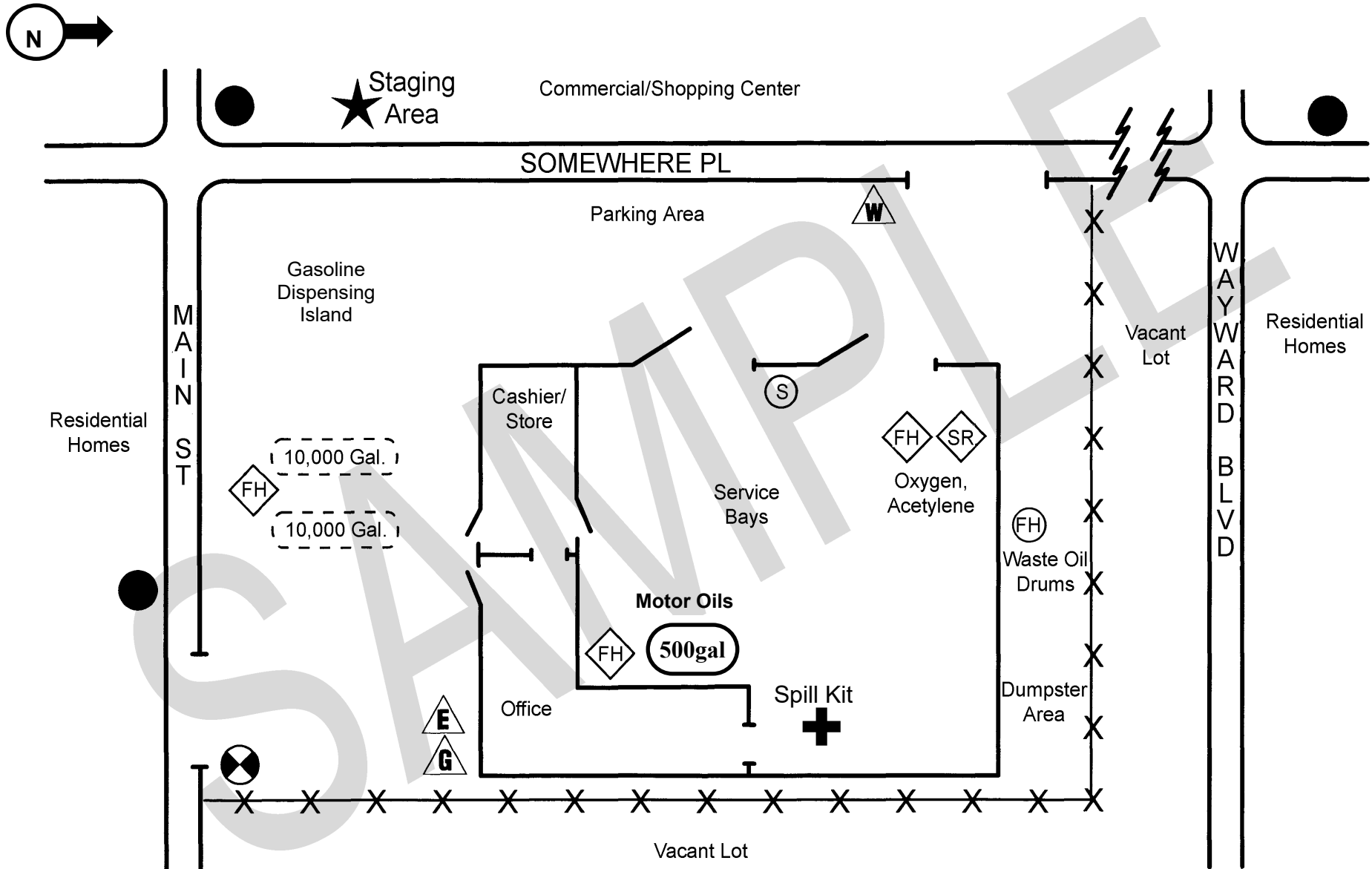


SAMPLE SITE MAP (Page 1 of 1)

BUSINESS NAME Joe's Automotive Repair

DATE 02/09/2016

BUSINESS ADDRESS 1234 Somewhere Pl., Anywhere, CA 92123



HAZARDOUS MATERIALS BUSINESS PLAN

III. Emergency Response Plan and Employee Training

Health and Safety Code (HSC) Section 25505(a)(3) requires that the Hazardous Materials Business Plan (HMBP) contain Emergency Response Plans and procedures to follow in the event of a release, or threatened release of a hazardous material. HSC Section 25505(a)(4) requires that the HMBP contain training for employees taking into consideration their position and duties relative to the handling of hazardous materials. The training must be conducted when employees are first hired, and refresher training sessions given annually. The training must be documented and training records must be maintained readily available for three years.

At a minimum, the training plan must include:

- Familiarity with the Emergency Response Plan
- Emergency response procedures in the event of a release or threatened release of a hazardous material
- Immediate notification procedures for reporting releases of hazardous materials or other emergencies
- Procedures for the mitigation of a release to minimize potential harm to humans or the environment

Note: The Emergency Response Plan can be prepared by creating a document that addresses the state requirements summarized above, or by completing the Consolidated Emergency Response/Contingency Plan and uploading it into CERS. Be sure to print a copy to have available in case of emergency.

What is the CERS Consolidated Emergency Response/Contingency Plan?

CalEPA developed this statewide form in CERS to assist businesses in addressing the Emergency Response Plan, Employee Training and Hazardous Waste Contingency Plan requirements in one comprehensive document. The CERS Consolidated Emergency Response/Contingency Plan has been developed to:

- Unify emergency response plan, employee training plan, and contingency plan requirements for hazardous substances and hazardous wastes
- Provide for basic contingency planning for an average small to mid-size facility
- Impose minimal regulatory requirements on businesses

Additional information or supplements may be required for facilities of exceptional size, or having exceptional operations or processes that warrant additional contingency planning. The CERS Consolidated Emergency Response/Contingency Plan format is not mandatory; you may instead substitute another emergency planning document, provided it satisfies the HSC and 22 CCR requirements for content.

General Instructions to complete the CERS Consolidated Emergency Response/Contingency Plan

- The required forms can be downloaded from the CERS website under the Emergency Response and Training Plans section. The forms must be completed electronically, saved to your computer, and uploaded to CERS. See pages 14 and 15 for line item instructions.
- This plan applies to both your hazardous substances and hazardous waste, so please keep both in mind as you complete each section. Be as specific as possible.
- Mark sections that do not apply to your facility with “N/A” for not applicable. For example, some sections may not be applicable if you do not any generate hazardous waste.
- Facilities with unusual employee turnover (e.g., gas stations) may substitute position titles for specific employee names when identifying emergency coordinators or emergency response team members to avoid having to constantly revise the plan.
- Review the specific line item instructions on pages 14 and 15 before completing your plan to avoid common errors.
- After the Consolidated Emergency Response/Contingency Plan or its equivalent is completed, the document should be scanned and uploaded to CERS as a PDF-format document. Your HMBP submission will not be complete until this document is uploaded to CERS. Keep a copy for your records.

HAZARDOUS MATERIALS BUSINESS PLAN

Specific Line Item Instructions for CERS Consolidated Emergency Response/Contingency Plan

1. FACILITY ID NUMBER – Enter the “Agency Facility ID” number found in CERS.
- A1. CERS ID – Enter the 8-digit identification number assigned to this facility in CERS.
- A2. DATE OF PLAN PREPARATION/REVISION – Enter the date the plan was prepared or most recently revised.
3. BUSINESS NAME – Enter the name used to identify the facility in CERS.
103. BUSINESS SITE ADDRESS – Enter the site address where the facility is located.
104. BUSINESS SITE CITY – Enter the city or unincorporated area in which the facility is located.
105. ZIP CODE – Enter the 5 or 9 digit zip code for the facility.
- A3. TYPE OF BUSINESS – Briefly describe the type of business (e.g., Drycleaner, Auto Repair, Gas Station).
- A4. INCIDENTAL OPERATIONS – Briefly describe any operations at the facility that are associated with hazardous materials storage or hazardous waste generation, but are not obvious from the description in A3.
- A5. THIS PLAN COVERS CHEMICAL SPILLS, FIRES, AND EARTHQUAKES INVOLVING – Check box 2 “HAZARDOUS WASTES” if the facility generates hazardous waste. (Note: Box 1 should always be checked since both waste and non-waste hazardous chemicals are hazardous materials.)
- B1. INTERNAL RESPONSE – Check one or more of the three boxes to indicate how the facility will respond internally to emergency incidents.
- C1. INTERNAL FACILITY EMERGENCY COMMUNICATIONS OR ALARM NOTIFICATION WILL OCCUR VIA – Check one or more of the boxes to indicate how internal alarm notification will occur.
- C2. NOTIFICATIONS TO NEIGHBORING FACILITIES THAT MAY BE AFFECTED BY AN OFF-SITE RELEASE WILL OCCUR BY – Check one or more of the boxes to indicate how neighboring facilities will be notified of off-site releases.
- C3. LOCAL UNIFIED PROGRAM AGENCY – Enter the phone number of the local UPA/CUPA that implements the Hazardous Materials Business Plan (HMBP) and hazardous waste generator Unified program elements. If there is more than one UPA, identify the second agency in C4.
- C4. OTHER AGENCY NAME – If applicable, use this space to enter the name of another emergency response agency.
- C5. OTHER AGENCY PHONE – If applicable, enter the phone number of the agency named in C4.
- C6. NEAREST MEDICAL FACILITY / HOSPITAL NAME – Enter the name of the hospital or emergency medical facility closest to your facility.
- C7. NEAREST MEDICAL FACILITY / HOSPITAL PHONE – Enter the phone number of the hospital or emergency medical facility named in C6.
- C8. REGIONAL WATER QUALITY CONTROL BOARD PHONE – Enter the phone number of the local RWQCB.
- C9. OTHER AGENCY NAME – If applicable, use this space to enter the name of another agency requiring notification.
- C10. OTHER AGENCY PHONE – If applicable, enter the phone number of the agency named in C9.
- C11. OTHER AGENCY NAME – If applicable, use this space to enter the name of another agency requiring notification.
- C12. OTHER AGENCY PHONE – If applicable, enter the phone number of the agency named in C11.
- D1. SPILL PREVENTION, CONTAINMENT, AND CLEANUP PROCEDURES – Check all applicable boxes to identify procedures used by your facility.

HAZARDOUS MATERIALS BUSINESS PLAN

Specific Line Item Instructions for CERS Consolidated Emergency Response/Contingency Plan

- D2. SPECIFY – Briefly specify other spill prevention, containment, and cleanup procedures if you checked Box D1-21.
- E1. THE FOLLOWING ALARM SIGNAL(S) WILL BE USED TO BEGIN EVACUATION OF THE FACILITY – Check all applicable boxes to indicate how facility evacuation will be communicated.
- E2. SPECIFY – Briefly specify other evacuation signals if you checked Box E1-4.
- E3. THE FOLLOWING LOCATION(S) IS/ARE EVACUEE ASSEMBLY AREA(S) – Briefly identify or describe the assembly area(s).
- E4. EVACUATION ROUTE MAP(S) POSTED AS REQUIRED – Check the box to indicate that the evacuation routes have been posted as required.
- F1. ADVANCE ARRANGEMENTS FOR LOCAL EMERGENCY SERVICES – Check the box to indicate if advance arrangements have been made or they have been determined not to be necessary.
- F2. SPECIFY – If you checked Box F1-2, briefly describe the advance arrangements.
- G1. EQUIPMENT AVAILABLE – Check all applicable boxes in the second column of the table to identify emergency equipment available at your facility.
- G2. LOCATION – Briefly describe the location(s) where the emergency equipment is kept. (Repeat for other rows in table.)
- G3. CAPABILITY – Where applicable, briefly describe the capability of the emergency equipment. (Repeat for other rows in table.)
- H1. VULNERABLE AREAS – Check all applicable boxes to identify areas at risk of hazardous materials releases or spills due to earthquakes.
- H2. LOCATIONS – If you checked Box H1-1, briefly describe the location. (Repeat for H3 through H5, if applicable).
- H6. VULNERABLE SYSTEMS – Check all applicable boxes to identify areas at risk of mechanical systems vulnerable to hazardous materials releases or spills due to earthquakes.
- H7. LOCATIONS – If you checked Box H6-1, briefly describe the location. (Repeat for H7 through H12, if applicable).
- I1. INDICATE HOW EMPLOYEE TRAINING PROGRAM IS ADMINISTERED – Check all applicable boxes to identify how your employee training program is administered.
- I2. SPECIFY – If you checked Box I1-4, list the titles of the study guides or manuals.
- I3. SPECIFY – If you checked Box I1-5, briefly describe the other ways training is administered.
- J1. ATTACHMENTS – Check one of the boxes to indicate whether or not additional pages/documents are attached as part of this Emergency Response/Contingency Plan.
- J2. SPECIFY – If you checked Box J1-2, list the attachments in the section.
- K1. DATE SIGNED – Enter the date that the certification section was signed by the owner/operator or authorized representative.
- K2. NAME OF SIGNER – Type or print the full name of the person signing/certifying the plan.
- K3. TITLE OF SIGNER – Enter the title of the person signing/certifying the plan.

HAZARDOUS MATERIALS BUSINESS PLAN

Contingency Plan and Quick Reference Guide for Hazardous Waste Generators

Every hazardous waste generator is required to have a written emergency contingency plan. A Contingency Plan is designed to minimize hazards to humans and the environment from a sudden release of a hazardous waste, fires, or explosions. The type of contingency plan depends on the amount and types of waste generated at the facility. Title 22 California Code of Regulations (22 CCR) §66262.261 requires facilities that generate 1,000 kilograms or more of hazardous waste per month, or accumulate more than 6,000 kilograms of hazardous waste on-site at any one time, to prepare a Contingency Plan. Facilities which generate more than 1 kilogram of acutely hazardous waste or treat hazardous waste on-site must also prepare a Contingency Plan. The Hazardous Waste Contingency Plan can be prepared by creating a document that addresses the state requirements summarized below, or by completing the Consolidated Emergency Response/Contingency Plan in CERS. **As of July 1, 2024** all facilities subject to hazardous waste requirements must prepare and submit a Quick Reference Guide (<https://cers.calepa.ca.gov/wp-content/uploads/2024/06/FINAL-TEMPLATE-Contingency-Plan-QRG.pdf>) to their local emergency responders, per §66262.262. This must be done in addition to a contingency plan. A Quick Reference Guide (QRG) is designed to be used by local emergency responders in the event of an incident.

Be sure to keep an up-to-date paper or electronic copy of your Contingency Plan and Quick Reference Guide available for review at all times at your facility.

Large Quantity Generators (LQG) (≥ 1000 kg/2200 lbs. or > 1 kg of acutely hazardous waste in a month)

The Contingency Plan for LQGs must include the following as described in Title 22 of the California Code:

1. Emergency Procedures to be initiated by the Emergency Coordinator, including Spill Notification
2. Coordination with Emergency Responses agencies such as HMD or Fire Departments
3. List of Emergency Coordinators
4. List of Emergency Equipment and required Maintenance/Testing
5. Evacuation Plan
6. Current phone of the Office of Emergency Services **(916) 845-8911; 800-852-7550**
7. A written Employee Training Program, including supporting documentation

Training Requirements: The employee training program must include:

1. A written outline of the type and amount of the initial and refresher training that will be given to employees based on their responsibility for the management of hazardous wastes
2. The name, job title, and date of training for each hazardous waste management training session given to employees filling such a job position
3. A written job description for each of the above job positions that describes job duties, skills, education, or other qualifications required of personnel assigned to the position
4. Current employee training records. Records must be retained until closure of the facility
5. Former employee training records (must be retained for 3 years after termination of employment)

The contingency plan must be maintained at your facility and kept available for review at all times. It is your responsibility to ensure that the plan is kept current and that emergency coordinator changes be made and uploaded to CERS within 30 days of the change.

Small Quantity Generators (SQG) (< 1000 kg/2200 lbs. and/or < 1 kilogram of acutely hazardous waste in a month)

SQGs must post the following information next to the telephone: (see sample on Page 17)

1. The name and telephone number of the emergency coordinator
2. The location of fire extinguishers and spill control material, and if present, fire alarm
3. The telephone number of the fire department

Training Requirements: To meet the contingency plan requirements, SQGs must ensure that all employees are familiar with proper waste handling and emergency procedures relevant to their responsibilities during normal operations and emergencies.

Emergency Response Requirements: The Emergency Coordinator or the Emergency Coordinator's designee must respond to any emergencies that arise as follows as long as it is safe to do so:

1. In the event of a fire, use fire extinguisher if appropriate or contact the fire department.
2. In the event of a spill, contain the flow of hazardous waste to the extent possible, and as soon as it is safe, arrange for proper clean-up of the hazardous waste and any contaminated materials or soil.
3. For all significant releases, fires or explosions follow release reporting procedures on page 18 and 25 of this packet.

EMERGENCY PROCEDURES - POST NEAR TELEPHONE

In case of a fire, spill, or other emergency involving hazardous chemicals or waste, do the following:

Major Emergency

- ☒ Evacuate the affected areas per the facility Evacuation Plan
- ☒ **Call 911** and report the emergency to DEHQ-HMD and OES
- ☒ Report the emergency to the facility Emergency Coordinator

Minor Emergency

- ☒ Attempt to control the emergency if you are trained to do so and can do it safely
- ☒ Report the emergency to the facility Emergency Coordinator

EMERGENCY COORDINATORS

Emergency Coordinator	NAME	WORK PHONE	MOBILE PHONE	HOME PHONE
Primary	Jane Smith	619-123-4567	619-123-4570	619-123-4573
Secondary	John Brown	619-123-4568	619-123-4571	619-123-4574
Alternate	Chris Jones	619-123-4569	619-123-4572	619-123-4575

EMERGENCY CONTACTS & RELEASE REPORTING

AGENCY	Telephone Number
Fire Department, Ambulance, Police	9 - 1 - 1
Local Fire Department Emergency Center (SDFD)	(858) 573-1300
County of San Diego Hazardous Materials Division (DEHQ-HMD)	(858) 505-6657
California Office Of Emergency Services	(800) 852-7550
California State Warning Center	(916) 845-8911
Hazardous Waste Clean-Up Contractor (<i>optional</i>)	(619) 111-1111
Medical Facility (<i>optional - hospital, urgent care clinic, etc.</i>)	(619) 222-2222

EMERGENCY EQUIPMENT

Equipment	Location
Fire Extinguishers	At exits, in kitchen, in welding area
Spill Control Material (<i>e.g. spill kit</i>)	Inside waste enclosure
Indicate Fire Alarm Type: <input type="checkbox"/> Automatic <input checked="" type="checkbox"/> Manual Pull Stations Near Exits <input type="checkbox"/> None	

**Ensure that employees are familiar with these emergency and evacuation procedures.
An emergency coordinator must be available 24-hours to assist emergency response personnel.**

HAZARDOUS MATERIALS BUSINESS PLAN

Release Reporting of Hazardous Materials

Release reporting is required by several state and federal laws. The Hazardous Materials Division, as the local CUPA, is responsible for ensuring businesses that have a release, report in a timely manner.

What is a reportable release of hazardous materials?

There are two types of hazardous materials releases that must be reported; a threatened release and a significant release.

A threatened release is not a release. It is a condition that creates a substantial probability of a release that may cause harm and makes it necessary to take immediate action to prevent, reduce, or mitigate damages to persons, property, or the environment. For example:

- *A hazardous substance or waste storage tank becomes unstable, and it begins to tilt off center or lean to one side. The tank is in danger of falling over and releasing its contents to the floor or ground.*
- *A valve on a tank or on piping has corroded and it could fail under normal operating conditions.*

A significant release is subjective. All significant releases must be reported.

Whether a release is significant depends on a variety of factors, including the following: *the amount, the hazardousness of the substance or waste, and/or the proximity of sensitive receptors such as schools, nursing homes, etc.* See checklist below for examples of reportable and non-reportable releases.

Immediately reporting a release

After the initial immediate measures have been taken to protect human health and the environment, *immediately report the release to the following agencies in accordance with State and Federal law. For guidance on what information to report use the form on page 25 of this packet for assistance.

- Call 911 emergency assistance. This usually results in a response by the fire department and local CUPA
- Call Office of Emergency Services (OES), 800-852-7550, 916-845-8911
- Call the local CUPA at 858-505-6657

If a release exceeds the federal reportable quantity (RQ), call the National Response Center (NRC), 800-424-8802.

RQs are listed in the CERCLA "List of Lists". This document is maintained by the US Environmental Protection Agency and is available at http://www.epa.gov/sites/production/files/2015-03/documents/list_of_lists.pdf. Another way to determine if a RQ has been exceeded is to use the Department of Energy's RQ calculator, an online tool at <http://homer.ornl.gov/rq/>

NOTE: Ensure that adequate and appropriate spill containment and mitigation equipment is on hand. It is advisable to periodically check all the hazardous materials stored or used at a facility and determine the RQs and potential release scenarios in advance. This information could be included in the facility release reporting notification procedures. Flow charts or a list of questions might also aid facility personnel in this task.

Determining if a release is reportable. These sample questions can be used to determine if a release is reportable:

- ☐ **Is the material released a hazardous material?** This can be any hazardous substance used in your business or any hazardous waste that is generated by your business.
- ☐ **Is there a threatened release?** Was it necessary to take immediate action to prevent, reduce, or mitigate damages to persons, property, or the environment?
- ☐ **Is there an actual significant release?** See table below.
- ☐ **Is the release reportable per federal or state laws and/or regulations?**

Examples of significant releases:	Examples of Releases <u>within</u> a facility's boundaries that may not be significant:
<ul style="list-style-type: none"><input type="checkbox"/> Hazardous material releases that exceed reportable quantities, or<input type="checkbox"/> Result in an emergency response, or<input type="checkbox"/> Cause injury, or<input type="checkbox"/> Go offsite, or<input type="checkbox"/> Are released into the environment	<ul style="list-style-type: none"><input type="checkbox"/> Present no health or safety hazard, or<input type="checkbox"/> Do not harm environment, or<input type="checkbox"/> Do not enter the atmosphere, or<input type="checkbox"/> Are completely contained onsite<input type="checkbox"/> Are completely recovered or removed quickly, or<input type="checkbox"/> Do not require additional PPE to be worn

How to follow up after a release:

- Revise the initial release report as necessary to accurately portray the situation.
- Review and revise release response plans if they were not completely effective during the emergency.

*For more information, review the [2014 California Office of Emergency Services Hazardous Materials Spill/Release Notification Guidance](#) or call the Hazardous Materials Division Duty Desk at 858-505-6880.

HAZARDOUS MATERIALS BUSINESS PLAN

FREQUENTLY ASKED QUESTIONS

I have submitted my HMBP through CERS, what is next?

After the initial submission, the business must review and recertify the accuracy of the HMBP annually. This is accomplished by making a complete CERS submittal which includes the Facility, Inventory, and Plans elements. During inspections, HMD will review the HMBP. If any element of the HMBP is found to be deficient, it must be amended and resubmitted through CERS within 30 days. The HMBP must also be amended and resubmitted through CERS within 30 days for any of the following changes:

- A 100% or greater increase in quantity of a hazardous material previously reported
- Handling of a reportable quantity hazardous material not previously disclosed
- A substantial change in operations that requires modification to any portion of the HMBP
- Any change in the storage, location or use of hazardous materials which could affect an emergency response
- Any change in business name, ownership or address

The HMBP serves to better prepare emergency response personnel for handling emergencies which could occur at your facility. This packet contains instructions, samples and all the necessary information for the creation of an HMBP. When implemented, your HMBP will become a valuable tool, aiding you and your employees to manage emergencies. The HMBP must be readily available at the site where the hazardous materials are stored. For additional information to prepare your HMBP please contact your Area HMD Specialist, refer to the HMD website <http://www.sandiegocounty.gov/content/sdc/deh/hazmat/hazmat.html>, or call the Hazardous Materials Division Duty Desk at 858-505-6880.

Is the HMBP related to the Emergency Planning and Community Right-to-Know Act (EPCRA)?

EPCRA was enacted by Congress to help local communities protect public health, safety, and the environment from chemical hazards. When properly completed and implemented, HMBPs meet EPCRA Tier II Reporting requirements. See page 6 of this packet for more information.

What is the California Accidental Release Prevention Program (CalARP)?

On January 31, 1994, U.S. EPA promulgated a rule, under provisions of the Clean Air Act (CAA) Amendments Section 112(r) for the prevention of accidental releases of hazardous substances. The rule establishes a list of chemicals and threshold quantities that identify facilities subject to subsequent accidental prevention regulations. In October 1996, California passed Senate Bill 1889 (now known as Health & Safety Code, Sections 25531-25543.3). The incorporation of federal and state requirements became the California Accidental Release Prevention Program (CalARP). In addition to the HMBP requirements, an owner or operator of a stationary source (non-transportation), with more than the threshold quantity of a regulated substance in a process is required to prepare and submit a risk management plan. Regulated substances, toxic chemicals (e.g., chlorine gas and ammonia) and flammable chemicals (e.g., methane and propane) are listed on tables in the regulations. If you are subject to CalARP, or need additional information, please ask for the CalARP Specialist at 858-505-6880.

Does my HMBP fulfill the requirements of an Emergency Contingency Plan?

If you generate hazardous wastes in any quantity in California, you are required to prepare an emergency contingency plan. The complexity of the contingency plan will depend on the type and extent of the operations at your facility. Refer to **page 14** for guidance. Completion of the proper forms in this packet, along with any applicable attachments, meets the requirements of an emergency contingency plan.

What are the requirements of spill reporting? How and when do I report a release?

Release reporting is required by several state and federal laws. If there is a release at your facility, you are responsible for making an accurate report in a timely manner. For more information on what is considered a reportable release and how to make an accurate report, see page 18 and Form HM-952 on page 25 of this packet.

HAZARDOUS MATERIALS BUSINESS PLAN

BLANK FORMS

- **SITE MAP**

Required to be uploaded to CERS. Refer to San Diego County HMD standardized site map symbols on pages 9 through 11.

- **CONSOLIDATED EMERGENCY RESPONSE/CONTINGENCY PLAN AND EMPLOYEE TRAINING PLAN**

Required to be uploaded to CERS

This form must be downloaded from the CERS website and completed electronically.

- **CONTINGENCY PLAN FOR SMALL QUANTITY GENERATORS**

Required to be posted by the telephone

- **SPILL OR RELEASE NOTIFICATION**

Complete if there is a release or a spill at your facility

SITE MAP (Page ____ of ____)

BUSINESS NAME _____ DATE _____

BUSINESS ADDRESS _____



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CONTINGENCY PLAN FOR SMALL QUANTITY GENERATORS

EMERGENCY PROCEDURES - POST NEAR TELEPHONE

In case of a fire, spill, or other emergency involving hazardous chemicals or waste, do the following:

Major Emergency

- ☒ Evacuate the affected areas per the facility Evacuation Plan
- ☒ **Call 911** and report the emergency to DEHQ-HMD and OES
- ☒ Report the emergency to the facility Emergency Coordinator

Minor Emergency

- ☒ Attempt to control the emergency if you are trained to do so and can do it safely
- ☒ Report the emergency to the facility Emergency Coordinator

EMERGENCY COORDINATORS

Emergency Coordinator	NAME	WORK PHONE	MOBILE PHONE	HOME PHONE
Primary				
Secondary				
Alternate				

EMERGENCY CONTACTS & RELEASE REPORTING

AGENCY	Telephone Number
Fire Department, Ambulance, Police	9 - 1 - 1
Local Fire Department Emergency Center (<small>jurisdiction</small>)	
County of San Diego Hazardous Materials Division (DEHQ-HMD)	(858) 505-6657
California Office Of Emergency Services	(800) 852-7550
California State Warning Center	(916) 845-8911
Hazardous Waste Clean-Up Contractor (<i>optional</i>)	
Medical Facility (<i>optional - hospital, urgent care clinic, etc.</i>)	

EMERGENCY EQUIPMENT

Equipment	Location
Fire Extinguishers	
Spill Control Material (<i>e.g. spill kit</i>)	
Indicate Fire Alarm Type: <input type="checkbox"/> Automatic <input type="checkbox"/> Manual Pull Stations Near Exits <input type="checkbox"/> None	

Ensure that employees are familiar with these emergency and evacuation procedures.
An emergency coordinator must be available 24-hours to assist emergency response personnel.

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SPILL OR RELEASE NOTIFICATION

In the event of a spill, have the following information available

State and Local Notification:

1. Name of business: _____

2. Identity of caller: _____

3. Chemical name and quantity released (if known):

4. Description of what happened: _____

5. Was the release contained? Yes No

Please describe if release entered any waterway or storm drains:

6. Information about the spill, release or threatened release:

a. Location: _____

b. Date: ____ / ____ / ____ (mm/dd/yyyy) Time: ____:____ (hh:mm)

c. Injuries or Fatalities? _____

d. Evacuation conducted? _____

e. Clean-up by: _____

Federal Notification:

Federal Notification required additional information for spills (CERCLA chemicals) that exceed federal reporting requirements, which includes:

- a. Medium or media impacted by the release
- b. Time and duration of the release
- c. Proper precautions to take
- d. Known or anticipated health risks
- e. Name and phone number for more information