



YOUR ALLIANCE FOR COMPLIANCE



# MSDS on Demand™

## 3E's Paperless Compliance Program



THE  
LEADER IN  
HAZARDOUS  
MATERIALS  
INFORMATION  
MANAGEMENT



*3E Technical Center ~ Carlsbad, California*

Instructions for use of the  
3E Company  
MSDS on Demand™ program.  
How, When & Why to request an MSDS  
• • • • •



# How



## TO INITIATE MSDS REQUESTS:

- **CALL TOLL-FREE:** (800) 451-8346, to request up to nine MSDS.  
*(Please fax or mail requests of more than nine MSDS.)*

- **MAIL TO:** 3E COMPANY, 1905 Aston Avenue ~ Carlsbad, CA 92008, to request MSDS of any number.

- **FAX TO:** (760) 602-8888, to request MSDS of any amount.

**DO NOT FAX EMERGENCY MSDS REQUESTS - CALL IMMEDIATELY!**

## HOW TO REQUEST MSDS:

To request a material safety data sheet (MSDS), simply complete the enclosed MSDS request form then call, fax, or mail to 3E Company. To ensure your request is quickly processed, it is extremely important to provide as much of the following product information as possible:

- Product name
- Manufacturer name
- Product number
- UPC code *(if available)*

Please be as specific as possible when requesting an MSDS for a product (e.g. Sherwin Williams, clear acrylic paint, #1303). Separate MSDS are maintained for products that have even very minor differences from others (e.g. colors, aerosol vs. pourable, concentrated vs. ready-to-use).

***NOTE:** Occasionally when you call 3E Company to request an MSDS, you may be asked to verify your phone and fax number. Please have this information readily available. This will ensure that you receive your information at the appropriate location as quickly as possible.*

## HOW TO RECEIVE THE REQUESTED MSDS:

Upon completion of your MSDS request, 3E can fax or mail directly to your facility or to whomever you have specified on your request form (e.g. a customer, client, hospital). If you would like the request to be forwarded somewhere other than your facility, please complete the section labeled "Purchaser Information" on the request form.



# WHEN



- 24 hours a day
- Seven days a week
- 365 days a year

## Request MSDS WHEN:

MSDS are needed to assist with medical emergencies, chemical spills, and employee training sessions. There are five types of MSDS requests and each request has a specific time frame in which it's processed. Request types are typically determined by the requester; if the requester does not specify, 3E's staff will make the determination. Once the type of request is selected, 3E's staff quickly processes the request within the amount of time outlined below.

## Determine type of MSDS request:

### EMERGENCY REQUESTS - Immediate to 15 minutes

- Poisoning/Chemical Exposure
- Chemical Spill
- Human or Environmental Contamination
- Fire

### URGENT REQUESTS - Immediate to 30 minutes

- Regulatory Agency Requests (OSHA, EPA, fire department)

### RUSH REQUESTS - Immediate to 3 hours

- Employee Requests (non-emergency)

### STANDARD REQUESTS - Immediate to 24 hours

- Customer Requests
- Contractor Requests

### MAIL REQUESTS - *Rush*: mailed within 24 hours - *Standard*: mailed within 3 business days

- Requests of 10 or more Material Safety Data Sheets



# WHY



## Why does my facility need MSDS?

### CURRENT MSDS ARE REQUIRED BY LAW

- The Federal OSHA Standard, 29 CFR 1910.1200 requires that employers provide access to current material safety data sheets for all hazardous materials used by employees and/or customers. Your company, with the assistance of 3E Company, shall accomplish this through facsimile access.

### OSHA CITES VIOLATIONS FREQUENTLY

- There are over 10,000 citations issued each month by the Occupational Safety and Health Administration, along with thousands of dollars in individual fines. OSHA inspections can occur at random, with no warning. They can also be triggered by an on-site accident or by an employee complaint.

### MSDS PROVIDE VALUABLE SAFETY INFORMATION

- MSDS contain valuable safety information. They can also help to reduce risk and potential liability related to chemical use and exposure. MSDS should be requested in medical emergencies, chemical spills and employee training situations.

## The 3E program provides the following to assist with compliance:

### 24-HOUR MATERIAL SAFETY DATA SHEET PROGRAM

- Access by phone or fax to one of the largest MSDS databases in the United States, making your business fully compliant with the federal OSHA Standard, 29 CFR 1910.1200. The MSDS library is constantly updated to ensure the most current MSDS is available.

### 24-HOUR SPILL & INFORMATION HOTLINE

- Expert hazardous material assistance in the event of an on-site incident, protecting employees and customers at all times.

### 24-HOUR EXPOSURE /POISON CONTROL HOTLINE

- 3E Company is affiliated with the University of California San Diego Regional Poison Center. Their physicians, toxicologists, and poison specialists are available 24 hours a day to handle exposure/poisoning calls with immediate and often lifesaving guidance.



YOUR ALLIANCE FOR COMPLIANCE



# MSDS on Demand™

## 3E's Paperless Compliance Program

### **F** or **Y** our **I** nfo.

3E has provided the following items to assist you in defining your role as well as your responsibilities under the HazCom regulation:

**T**<sub>HE</sub>  
LEADER IN  
HAZARDOUS  
MATERIALS  
INFORMATION  
MANAGEMENT

- **I**nformation on employee rights & responsibilities under the OSHA Hazard Communication Standard.
- **E**xcerpts from federal OSHA regulations.
- **U**nderstanding the HazCom regulation.



## EMPLOYEE RIGHTS AND RESPONSIBILITIES OSHA HAZARD COMMUNICATION STANDARD



Listed below are some of the most commonly asked questions regarding employee rights and responsibilities under the OSHA Hazard Communication Standard.

### WHAT IS THE OSHA HAZARD COMMUNICATION STANDARD (HAZCOM)?

The Hazard Communication Standard requires all employees to be trained regarding:

- The hazardous substances they are working with and could potentially be exposed to.
- What an MSDS is and how to obtain one.

### WHAT HAZARDOUS SUBSTANCES ARE FOUND IN THE WORKPLACE?

Most chemical products are considered hazardous and will fall into one of six broad hazard categories: flammables & combustibles, compressed gases, systemic poisons, corrosives, dusts & fumes, and irritants.

### HOW DO I KNOW WHICH PRODUCTS I'M USING ARE HAZARDOUS?

All hazardous products must have a label that explains the danger of the product. These labels should be tagged with such words as "caution," "warning," "corrosive," "danger," "toxic," and "flammable." The labels will also tell you the proper way to use the product. In addition, each hazardous product has a material safety data sheet (MSDS) which explains the dangers of the product in more detail. *To obtain an MSDS call the 3E Company 24-Hour MSDS Hotline 1-800-451-8346. Be prepared to give the customer service representative as much information on the product as possible, including the product name, manufacturer name, and UPC#/code.*

### WHAT DO I NEED TO DO WHEN WORKING WITH HAZARDOUS SUBSTANCES?

There are three common ways a hazardous substance may hurt you: inhalation, ingestion, or skin exposure. When working with these substances, you must always follow your employer's safety rules and the guidelines outlined on the labels and the MSDS. Make sure you understand the hazards associated with the product you are working with and what precautions to take. You should also know what to do in case of an emergency or accident.

### WHAT IF I'M JUST WORKING AROUND SOMEONE ELSE WHO IS USING HAZARDOUS SUBSTANCES?

Even if you're only near someone who is using hazardous products, you still need to protect yourself and understand the hazards.

### HOW DO I KNOW WHAT MY EMPLOYER IS SUPPOSED TO DO UNDER OSHA'S HAZCOM?

Every employer must have a written hazard communication program that outlines employer responsibility under the HazCom rule. Additionally, they must have an inventory list of all hazardous products used at the facility. The written program should be made available for you to review.

NOTE: This handout should only be used to assist employees with questions regarding the new MSDS program and not as training for the Hazard Communication Program.



## OSHA HAZARD COMMUNICATION STANDARD OUTLINE



*The following are applicable excerpts from the Federal Regulations Labor Code :*

### FEDERAL OSHA STANDARD, 29 CFR 1910.1200 (g) MATERIAL SAFETY DATA SHEETS

- (1) Manufacturers and importers shall obtain or develop a material safety data sheet for each hazardous substance they produce or import. Employers shall have a material safety data sheet in the workplace for each hazardous substance that they use.
  
- (7) Distributors shall ensure that material safety data sheets, and updated information, are provided to other distributors and purchasers of hazardous substances.
  
- (8) The employer shall maintain in the workplace copies of the required material safety data sheets for each hazardous substance in the workplace, and shall ensure that they are readily accessible during each work shift to employees when they are in their work area(s). (Electronic access, microfiche, and other alternatives to maintaining paper copies of the material safety data sheets are permitted as long as no barriers to immediate employee access in each workplace are created by such options.)
  
- (11) Material safety data sheets shall also be made readily available, upon request, to designated representatives and to the Chief/Assistant Secretary, in accordance with the requirements of 3204(e)/29 CFR 1910.20. NIOSH and the employee's physician shall also be given access to material safety data sheets in the same manner.

SOURCE:

Federal Register  
Wednesday, February 9, 1994  
pp. 6175-6176



## UNDERSTANDING THE HAZARD COMMUNICATION REGULATION



In 1984 OSHA adopted its Hazard Communication Standard. Later, in the fall of 1987, U.S. businesses and operations became responsible for complying with the Occupational Safety and Health Administration's Hazard Communication Standard, also known as the "Employee Right-to-Know" law. Any business or organization that maintains hazardous materials must meet these requirements. The Hazard Communication Standard applies to all businesses, regardless of the number of employees or the amount of hazardous materials.

The law states that your employees have a right to know about any hazardous materials that they are, or may be, exposed to and how to protect themselves while handling these materials. The actions that must be taken to ensure the requirements are met are as follows:

- I. A written hazard communication plan must be developed that describes what you are going to do to fulfill the requirements of the law and should also assign responsibility for implementing the plan.
- II. A hazardous materials inventory should be maintained and continually updated.
- III. Material Safety Data Sheets (MSDS) for each hazardous material should be made available (*these should be obtained from 3E Company*).
- IV. You must label all secondary containers.
- V. Employees must be trained.

"Employee Right-to-Know" programs ensure compliance and also benefit business operations in several ways. For example, proper use of materials and awareness of safety issues can reduce the incidence of accidents, the cost of wasted materials and disposal, lost production time and insurance rates. Awareness of the materials being used can assist in inventory control and selecting less hazardous materials. An effective "Employee Right-to-Know" program is a reflection of good management.



## Chemical Spill Hotline PROGRAM INFORMATION QUESTIONNAIRE



Please complete and return questionnaire as soon as possible via fax or mail. Thank you.

### CLIENT INFORMATION

Company name: \_\_\_\_\_ Type of business: \_\_\_\_\_  
 Contact name: \_\_\_\_\_ Contact's title: \_\_\_\_\_  
 Client ID code: \_\_\_\_\_ Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

1. What type of hazardous materials do you handle? \_\_\_\_\_
2. Please circle and/or list the following spill clean-up materials available to employees at your facility (please attach a list if necessary):
  - Type of personal protective equipment: ~ gloves ~ goggles ~ half/full face respirator ~ SCBA ~ other: \_\_\_\_\_
  - Type of absorbents: ~ vermiculite ~ sand ~ DE ~ kitty litter ~ other: \_\_\_\_\_
  - Type of neutralizers: ~ soda ash ~ baking soda ~ other: \_\_\_\_\_
  - Type of containers: ~ plastic bags ~ plastic buckets ~ trash cans ~ other: \_\_\_\_\_
  - Special spill kits: ~ mercury ~ blood ~ other: \_\_\_\_\_
3. To what extent/level are your employees trained to clean up a spill? ~ none ~ general awareness ~ 24-hour ~ 40-hour ~ confined space ~ asbestos ~ other: \_\_\_\_\_
4. Please indicate under what circumstances you would like 3E Company to notify you in the event of a spill (e.g. If you have a corporate office and/or contact that needs to be notified of all spills):
  - If an emergency response is necessary for spill clean-up and disposal: \_\_\_\_\_
  - If approval is needed before 3E dispatches a clean-up crew: \_\_\_\_\_
  - If any agency representative (county, state, federal) is on-site: \_\_\_\_\_
  - If an evaluation of the facility is necessary: \_\_\_\_\_
  - If notification to a federal, state, or local agency is required: \_\_\_\_\_
  - Other: \_\_\_\_\_

*NOTE: In all other situations, 3E is granted the Power of Authority and need not notify the corporate office before initiating spill response. Disregard this section if specific arrangements were determined.*

### SPILL CLEAN-UP, DISPOSITIONING & STORAGE (MAY NOT APPLY TO YOUR INDUSTRY)

5. Please indicate any specific procedures you would like 3E to follow with regards to spill clean up.  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

6. Please indicate which, if any, dispositioning options may be advised when appropriate (e.g. if you have damaged paint cans you would like to donate to a charitable organization):

- Facility use: \_\_\_\_\_
- Give to employees: \_\_\_\_\_
- Donate to charitable organizations: \_\_\_\_\_
- Other: \_\_\_\_\_

7. Does each facility have a hazardous waste storage area? ~ Yes ~ No

If yes, where is it located? \_\_\_\_\_

8. Do you have a preferred emergency responder contractor? ~ Yes ~ No If yes, please list or attach:



# Sample Authorization Letter



This is a sample letter authorizing 3E Company to manage and request MSDS on your company's behalf. It does not prevent you from receiving MSDS directly from your suppliers. This letter is used to serve as documentation of the contractually defined agreement between your company and the 3E Company. Often this letter speeds up the process of retrieving new MSDS as well as any revised or updated MSDS from your suppliers on your behalf. Please copy the sample letter provided- insert your company name, print on company letterhead, sign, and forward via fax or mail to 3E Company, Attention: Customer Integration Department.

DATE

3E  
Company

ATTENTION: ALL VENDORS AND SUPPLIERS OF "YOUR COMPANY NAME"  
REGARDING: DISTRIBUTION OF MATERIAL SAFETY DATA SHEETS (MSDS)

1905  
Aston Avenue

The central MSDS depository for "Your Company Name" is currently located at the 3E Company at 1905 Aston Avenue, Carlsbad, CA 92009. The 3E Company has contractually defined authority by "Your Company Name" to maintain and have readily accessible copies of material safety data sheets for each hazardous chemical that "Your Company Name" maintains in the workplace.

Carlsbad  
California  
92008

MSDS distribution for "Your Company Name" should be forwarded to the 3E Company. This would include newly purchased products as well as updated versions of MSDS. Our employees will be accessing all needed MSDS from the 3E Company. This program should significantly reduce your workload of distributing duplicate copies of MSDS.

760-601-8700  
Fax:  
760-602-8888

NATIONWIDE  
SERVICES

3E Company is not infringing on any rights of the vendors or suppliers of "Your Company Name" in regards to the distribution of MSDS. 3E Company is merely acting as the "designated representative" on behalf of "Your Company Name."

3E Company's MSDS program is designed to help companies fully comply with MSDS requirements under OSHA's Employee Right-to-Know law. If you have any questions, please contact Anna Collingwood in the Manufacturer Alliance department, at 3E Company (800) 451-8346. We appreciate your assistance in increasing our level of compliance and protecting the safety of our employees and community.

Best regards,

„Your Company Name

„Signature & Title”



**MATERIAL SAFETY DATA SHEET REQUEST FORM**  
for the MSDS on Demand™ Program (page 1 of 2)



**INFORMATION REQUESTED BY** *(This form is to be completed by the requesting facility only):*

Request date:	Requested by:	Company name:
Client ID code/facility #:	Phone: ( )	Fax: ( )
Address:	City, state & zip:	

**THE MSDS WILL BE USED BY** *(IMPORTANT please check one):*

Customer: _____	Employee: _____	Business: _____
Facility: _____	Fire Dept.: _____	Other: _____

**SEND MSDS VIA** *(Please check one):*

Fax to facility: _____	Mail to facility: _____	Fax to purchaser: _____	Mail to purchaser: _____
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**TYPE OF REQUEST & RESPONSE TIME** *(Please check one):*

MAIL REQUESTS: Standard- Mailed within 3 business days Rush- Mailed within 24 hours. <i>(Please circle one)</i> TYPE: Request of 10 or more MSDS.	URGENT REQUESTS: Immediate to 30 minutes TYPE: Regulatory agency requests (e.g. OSHA, EPA, fire department).
STANDARD FAX REQUESTS: Immediate to 24 hours (25 page maximum) TYPE: Customer/contractor requests.	EMERGENCY REQUESTS: <b>CALL IMMEDIATELY!!</b> TYPE: Poisoning/chemical exposure, chemical spill, human or environmental contamination, & fire.
RUSH REQUESTS: Immediate to 3 hours TYPE: Employee requests (non-emergency).	OVERNIGHT MAIL: Bill me for mailing fees (Maximum request of 100 MSDS)

**PRODUCT INFORMATION:**

Full label name:	Product code/number:
Manufacturer's name:	UPC number <i>(if applicable)</i> :
Manufacturer's city & state <i>(if available)</i> :	Manufacturer's phone number <i>(if available)</i> :

NOTE: Some of this information may not be available on the product label. However, please provide as much information as possible. This form can be faxed or mailed to 3E Company. If this form is not filled out completely, your request can not be processed. If you have additional MSDS to request, please continue listing on the second page of this form.

**PURCHASER/REQUESTER INFORMATION** *(If you prefer to mail or fax MSDS request to purchaser/requester)*

Company name:	Attention:	
Address:	City & State:	Zip:
Fax: ( )	Phone: ( )	

**IF YOU HAVE AN EMERGENCY REQUEST CALL 800-451-8346 IMMEDIATELY - DO NOT FAX REQUEST!**

Fax completed MSDS request forms to: 3E Company (760) 602-8888 or mail to:

3E Company ~ Attention MSDS Department,  
1905 Aston Avenue-Carlsbad, CA 92008.





# HOW TO USE A MATERIAL SAFETY DATA SHEET

## CHEMICAL IDENTIFICATION:

This is usually the first section. It lists the chemical name and any trade name. It also lists the manufacturer's name, address, and emergency phone number.

## HAZARDOUS INGREDIENTS:

This tells you what's in a chemical that can harm you. It gives you the permissible exposure limit (PEL) or the threshold limit value (TLV).

## PHYSICAL DATA:

This describes what the material looks like, smells like, how fast it evaporates, and whether the vapors (fumes) rise or fall in the air.

## FIRE & EXPLOSION DATA:

This tells you at what temperature the material will catch fire or explode. It describes the type of extinguisher and protective equipment to wear if a fire starts.

## HEALTH HAZARDS:

This tells how you might feel if you come into contact with a hazardous material such as a skin rash, headache, or dizziness. It also tells you what to do in case of emergency, and what kind of first aid to use.

SECTION V – HEALTH HAZARD DATA	
<u>THRESHOLD LIMIT VALUE</u>	See Section II
<u>EFFECTS OF OVEREXPOSURE</u>	Acute: Inhalation – Anesthetic. Irritation of respiratory tract or acute nervous system depression characterized by the following progressive steps: Headache, dizziness, staggering gait, confusion, unconsciousness or coma. Skin or eye contact – Primary irritation.
<u>EMERGENCY AND FIRST AID PROCEDURES</u>	Vapor inhalation – Restore breathing. Remove to fresh air. Keep warm and quiet. Notify a physician. Eye contact – Flush immediately with copious amounts of running water for at least 15 minutes. Take to physician for definitive medical treatment. Skin contact – Clean and wash affected area with water. Consult a physician.
Section VI – Reactivity Data	
<u>STABILITY</u>	UNSTABLE STABLE
<u>CONDITIONS TO AVOID</u>	Heat open flames, electrical and static discharge.
<u>INCOMPATIBILITY</u>	(Materials to avoid) Strong acid, alkalies, & oxidizers.
<u>HAZARDOUS DECOMPOSITION PRODUCTS</u>	Unknown other than CO <sub>2</sub> and possible CO and carbon smoke.
<u>HAZARDOUS POLYMERIZATION</u>	MAY OCCUR WILL NOT OCCUR
<u>CONDITIONS TO AVOID</u>	
Section VII – Spill or Leak Procedure	
<u>STEPS TO BE TAKEN IN CASE MATERIAL IS RELEASED OR SPILLED</u>	Ventilate area. Remove all possible sources of ignition. Avoid prolonged breathing of vapors. Confine spill with inert absorbent and clean up with spark-proof tools.
<u>WASTE DISPOSAL METHOD</u>	Dispose of in accordance with local, state, & federal regulations. Land fill or incinerate in approved facility by licensed contractor. Do not incinerate in closed container.
Section VIII – Special Protection Information	
<u>RESPIRATORY PROTECTION</u>	Use NIOSH/MSHA TC23C Chemical/Mechanical type filter system to remove a combination of particles, gas, & vapor. Use air line if necessary.
<u>VENTILATION</u>	Use adequate ventilation in volume and pattern to keep LEL and TLV's in Section II below recommended level to produce explosion or fire. General mechanical ventilation should comply with OSHA 1910.94.
<u>PROTECTIVE GLOVES</u>	To prevent prolonged exposure, use rubber gloves.
<u>EYE PROTECTION</u>	Safety glasses or goggles with splash guards or side shields.
<u>OTHER PROTECTIVE EQUIPMENT</u>	Prevent prolonged skin contact to contaminated clothing.
Section IX – Special Precautions	
<u>PRECAUTIONS TO BE TAKEN IN HANDLING AND STORING</u>	Do not store over 200°F. When storing large quantities, store in a building designed and protected against flammable liquids. Use static lines when mixing and transferring material. Do not allow material to free fall more than five (5) inches.
<u>OTHER PRECAUTIONS</u>	"For Industrial Use Only" Do not take internally. If ingested, DO NOT induce vomiting – consult a physician. Do not flame cut, weld, or braze on coated metal without a NIOSH/MSHA TC23C respirator.
The information contained herein is based on technical data which we believe to be reliable. However, since the conditions under which this information may be applied are beyond our control, we can assume no liability for results of its application. This information should be used only by persons having sufficient technical skill to make informed judgements regarding its application.	
Signature of Preparer	

## REACTIVITY DATA:

This tells you if the material reacts with other materials or conditions. It lists materials that when mixed together will burn or explode. It also tells you about certain conditions like heat or sunlight that may make a chemical unstable, and cause a dangerous reaction, such as fire or explosion.

## SPILL OR LEAK PROCEDURES:

This tells you what to use to clean up a spill or a leak. It lists the protective equipment to use to protect yourself from the hazardous material you are cleaning up.

## SPECIAL PROTECTION:

This lists the personal protective equipment needed to handle the material safely, such as goggles, a specific type of respirator, rubber gloves, or full coveralls to protect your entire body from exposure to a material.

## SPECIAL PRECAUTIONS:

This tells you any other special instructions to follow when handling the material and gives you information not covered in other parts of the MSDS.

If you have any questions after reading an MSDS, ask your supervisor or manager.

**DON'T BE AFRAID TO ASK QUESTIONS.**  
Keep asking questions until you understand. What you learn could save a life.  
Maybe your life.

3 E COMPANY 800-451-8346  
1905 Aston Avenue  
Carlsbad, CA 92008

