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SPILL MANAGEMENT

Are You Ready?

A field readiness course for pest management professionals

Rick Bell
Technical and Compliance Coach

"We don't rise to the occasion, we fall to the level of our preparation."

— U.S. Navy SEALs



A real response, 04/27/2006

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Nothing could be truer in dealing with a high-pressure situation, such as a product spill, that when you lack the proper training or didn't care enough to learn the process, there will be negative outcomes.

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SAFETY FIRST

Does your company have a Spill Management Service Protocol?



WHY IT MATTERS

The Difference Is Preparation

- A spill can occur at any time, night or day, and the quality and speed of your response can mean the difference between a successful clean-up by a trained professional, or a TV news story that leads at 6 p.m.
- The degree of your readiness will have a direct impact on the severity of the situation if a spill does occur.
- You must have a spill kit in your service vehicle, and you must be knowledgeable and prepared to work quickly and effectively. There can not be any delays in performance.

IN THIS COURSE

Assess the situation, implement the correct clean-up protocols, document it properly, and build your own spill kit customized to your equipment and products.

01

Building Your Protocol

Why a written plan changes everything

BUILDING YOUR PROTOCOL

Why Should Your Company Have One?

- Objective: the protocol establishes clearly defined guidelines for proper response and actions in response to a chemical accident and/or chemical spill.
- And, most importantly it eliminates guesswork.

A protocol only works if it's written down, accessible, and known before the day you need it.

BUILDING YOUR PROTOCOL

Write It. Practice It. Carry It.

Keep It Alive

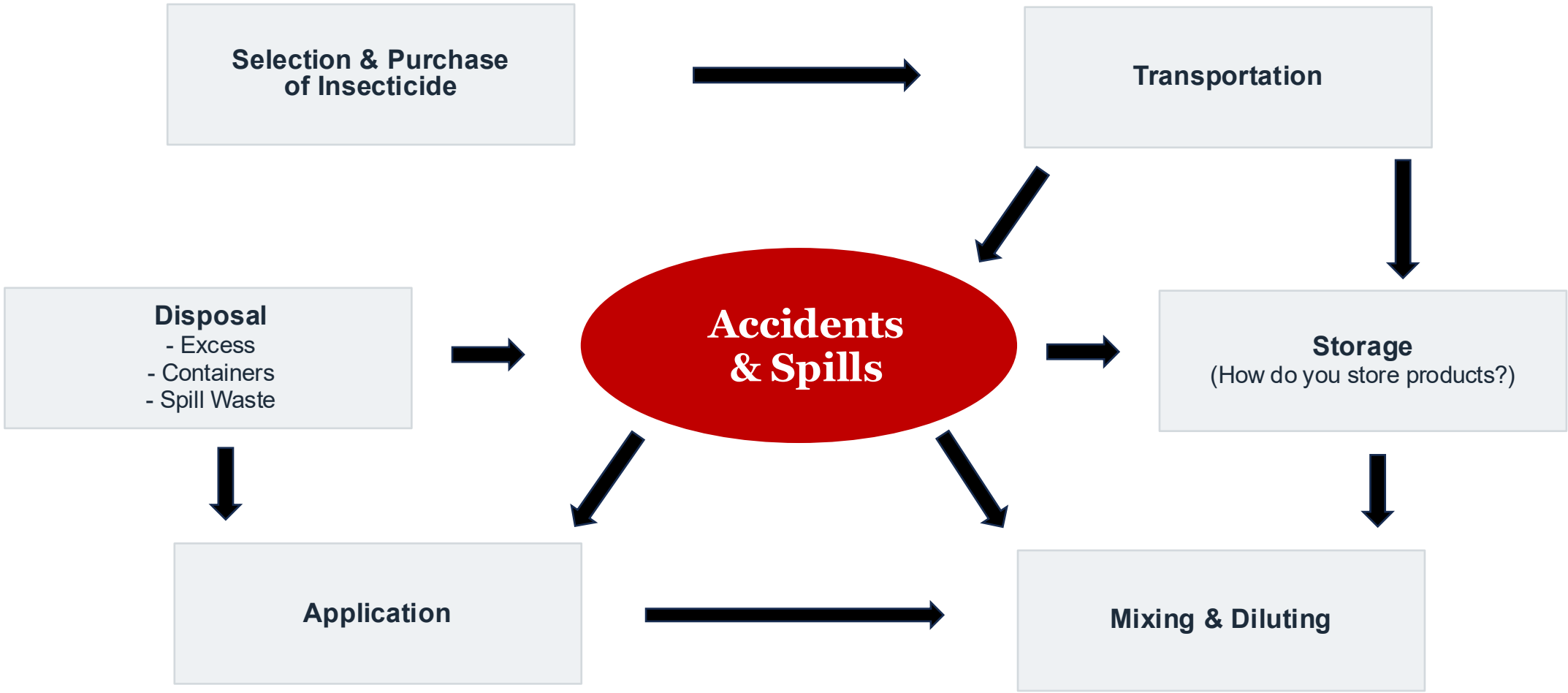
- Written protocols should be accessible for employees to review.
- The protocol should be referred to often and used during monthly training programs. Have a plan, practice the plan.
- “Any idea, plan, or purpose may be placed in the mind through repetition of thought.” — Napoleon Hill
- If you don't know whether your company has one, go back to the office today and ask.

Carry It With You

- Be sure you always have a copy of both the Spill Management Protocol and the Emergency Response Manual in your company vehicle.
- The Emergency Response Manual should be all inclusive containing the Spill Protocol, injuries, poisoning, etc.
- The manual will allow you to act immediately without wondering “What do I do next?” The steps are all there.

The Pesticide Use Cycle

Accidents and spills can happen at any point in the cycle, not just during application.



02

Recognizing & Responding

What a spill is, and what happens in the first minutes

What Is a Spill?

- A spill can occur at anytime, day or night. We should ALWAYS be ready!
- The degree of your readiness will have a direct impact on the severity of the situation if a spill does occur.
- You must have a spill kit in your service vehicle, and you must be knowledgeable and prepared to work quickly and effectively.
- There can not be any delays in performance.



Even a slow drip from a hose fitting counts, catch it early!

Communication and initial response are critical to successful resolution of the incident.

“Be there firstest with the mostest.”

— Gen. N.B. Forrest

On-Site Team: First Actions

01

Assess & stop

Assess the situation. Find out if anyone is injured. Stop the source of the spill.

02

Secure & protect

Secure the area to keep bystanders away; communicate with first responders and share the manual. Wear proper PPE.

03

Contain & finish

Contain the spill, then finish your job. Do not stand and talk, and do not admit guilt.

RECOGNIZING & RESPONDING

Office Staff: Collecting Information

- [ ] Offer to help; keep calm.
- [ ] Where, when, how? Is anyone injured?
- [ ] Are first responders present?
- [ ] Has material moved off-site?
- [ ] Determine manufacturer and locate the SDS.
- [ ] Route key team members to the location to assist.

Assessing the Scene

This information lets you correctly assess the situation and plan your initial response.

- ☐ Location and time of the accident, with pictures.
- ☐ Product name and estimated amount of material released.
- ☐ Where could the product go, think grade of the area, and what could it contaminate? (lake, storm drain, daycare parking lot, etc.)
- ☐ Do you have a complete spill kit on site, and have you contained the spilled material?
- ☐ You must clean up the spill, do not stand and talk!

RECOGNIZING & RESPONDING

The Keys to Being a Professional

01

Act like the expert

You are the trained expert. Act like it, from the first second on scene.

02

Determine & secure

Determine your plan and secure the area.

03

Begin & greet

Begin your process, and if emergency personnel respond, greet them and give them the protocol you're using; tell them you'll be back when the spill is stabilized.

“

“Get comfortable being uncomfortable.”

— U.S. Navy SEALs

03

S.W.I.M.

Stop. Warn. Isolate. Minimize.

S.W.I.M.

Stop the Spill, Warn Others

S — Stop It (if possible)

- Stopping the spill may be as simple as turning off a pump or shutting a valve.
- You should also stop the flow of spilled material from reaching sewers, storm drains, or other waterways.
- Using a shovel to form an earthen dam can prevent further spread of material. Absorbent snakes are also a great tool.

W — Warn Others

- If others are in the area, warn them to stay out of the spilled material.
- It may look like water to a casual observer, but bystander contamination will greatly complicate the clean-up effort.
- Use marking crayon or caution tape to mark and isolate the area, forming a visual boundary of what still needs to be cleaned and decontaminated.

S.W.I.M.

Isolate the incident, Minimize Exposure

I — Isolate

- Isolate the area: use marking crayon or caution tape to define the boundaries of the spill, so the clean-up crew doesn't have to guess later.

M — Minimize Exposure

- Minimize your exposure: once immediate actions are complete, put on personal protective equipment, gloves and half sleeves at minimum.
- Be sensitive to public perception. Donning a respirator may be called for by the MSDS/SDS of the spilled material even for a small spill, but if in doubt, be safe.

Trying to determine boundaries after the fact will only complicate the clean-up. Mark it while it's fresh.

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This Is What Doing It Right Looks Like

PPE on, absorbent boom containing the spill before it reaches the storm drain.

Determine the Need for Assistance

- Determine the need for immediate fire, medical, or police assistance. Base this on injuries, material hazard, or traffic hazards.
- Be prepared to report the exact location and nature of the incident, and what assistance is needed, to emergency personnel or management.
- If you are injured, identify the spilled material to first responders if possible.
- If possible, delegate emergency first aid and communication duties to another person so you can deal with the chemical spill.



BEFORE YOU START CLEANUP

Notify Before You Clean Up

- Once the immediate actions have been completed, and as you start the clean-up and decontamination process, notify your manager and Technical Services (or similar at your company) of the accident/spill, if you have not already done so.
- There is absolutely no shame in asking for help. It is far more critical to get it done right. Keep in mind, until further help arrives, you are the expert.

Don't talk to the media. Defer any media questions to your Manager or Owner.

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04

Clean-Up & Documentation

Follow the label. Write it all down.

CLEAN-UP & DOCUMENTATION

Follow the Label, Every Time

- Complete clean-up of the spill site per the guidelines listed in the product's own MSDS/SDS sheet, every product is different.
- Isolate and post the spill area. Evacuate upwind, and confine spill and absorb with a non-combustible absorbent such as clay or soil.
- To clean a contaminated area, scrub with a solution of detergent, then rinse. Absorb wash liquid, place in a container, and dispose per label instructions.
- Dilution is not clean-up. Follow Section 13 “Disposal Considerations” on the label for anything you can't fully neutralize on-site.

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REMEMBER

Most of our products are diluted, most of what's on the ground is water. We're able to kill it, in the label sense of “neutralize.”

Documentation Is Key

- Photographs: there are cell phone cameras or reasonably priced digital cameras. There cannot be too much documentation to reconstruct the incident.
- Diagrams of the spill site and surrounding areas: indicate bodies of water, storm drains, buildings, roadways, sewers, and dikes.
- A detailed and legible report, written in ink (black or blue).
- Fill out a Chemical Spill Report Form immediately after clean-up and submit it to your manager. Keep a copy in the service center.

It would be a good idea to have a similar report form ready for your company before you ever need it.

BUILDING YOUR KIT

What's In a Spill Kit

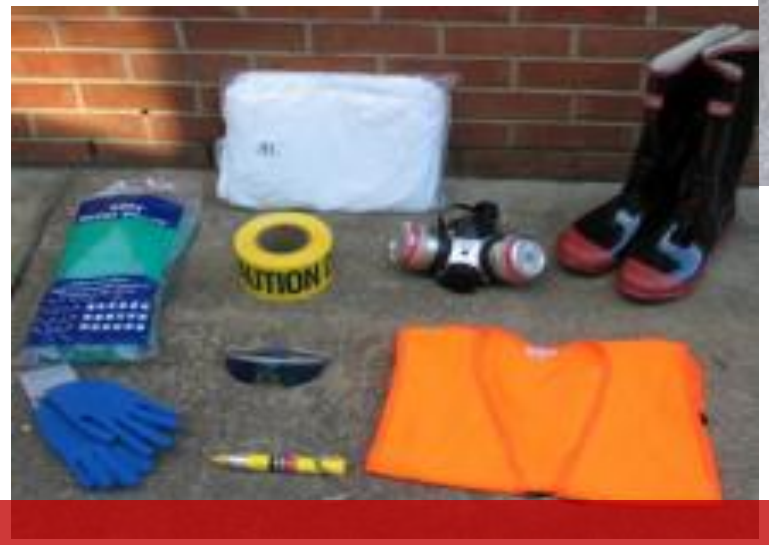
For preparing cleaning solutions and absorbing / containing anything you're likely to encounter.

- ☐ Rubber gloves: green or surgical nitrile
- ☐ Dustpan & whisk broom
- ☐ Buckets: one large, one small
- ☐ Garbage bags
- ☐ Paper towels
- ☐ Scrub brush
- ☐ Soak Up: enough for the largest spill you could have
- ☐ Hand soap, Pine-Sol, bleach
- ☐ Absorbent snake
- ☐ Flagging tape or lumber crayon
- ☐ Caustic soda or soda ash (high pH)
- ☐ Isopropyl alcohol













The Branch Spill Kit

A stocked, wheeled kit with cleaning agents, absorbent booms, and PPE; ready to grab.

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The Branch Spill Kit

A stocked, wheeled kit with cleaning agents, absorbent booms, and PPE; ready to grab.

CLEANING UP

Clean Up the Spill

Liquids

- Sweep up the absorbent material (Soak Up).
- Place material in a container. Tag and label.
- Slowly add absorbent material, a little goes a long way, until all liquid is soaked up. Practice using the material and understand its capabilities.

Solids

- Sweep up. (Consider whether it can be re-used.)
- Place in a bag or container. Tag and label.

DECONTAMINATING THE SITE

What Type of Surface?

Non-Porous

- Sealed concrete, glazed ceramic tile, etc.
- Use water and a detergent solution to remove the residue.
- Do not allow any of the wash solution to run off.
- Place fresh absorbent material down, remove, package in bags, tag and label.

Porous

- Soil, unsealed wood, carpet, etc. ALWAYS follow directions on the label.
- You may need to remove and dispose of the affected surface: carpet, etc.
- Depends on size and toxicity; can the site be neutralized or cleaned?

DECONTAMINATING THE SITE

Neutralize the Site

- The pesticide label will provide instructions.
- Neutralizing commonly consists of: a liquid cleaning agent, worked into the spill site with a broom or brush.
- Re-apply absorbent material, then dispose of the absorbent material (tag it).
- Note: REPEAT IF NECESSARY.

Do not hose down with water; dilution is not the solution.

DECONTAMINATING YOURSELF & EQUIPMENT

Decontaminate Equipment, Then Yourself

- Clean your vehicle and clean the equipment.
- Remember that porous equipment may have to be discarded.
- Wash personal protective equipment thoroughly using manufacturer instructions.
- As soon as you finish spill and equipment clean-up, concentrate on yourself.
- Use water and a mild detergent.
- Avoid recontamination!

05

Prevention

The best clean-up is the one you never have to do

PREVENTION

The Key to Spills Is Preventing Them

- Keep pesticides and containers stored properly. Nothing loose, nothing leaking, nothing improvised.
- Perform routine maintenance on equipment. Inspect hoses regularly and replace if worn, swollen, or damaged.
- Make certain that all spray rigs are securely bolted to the truck bed or frame.
- Safe driving practices must be understood and used **every single time**.



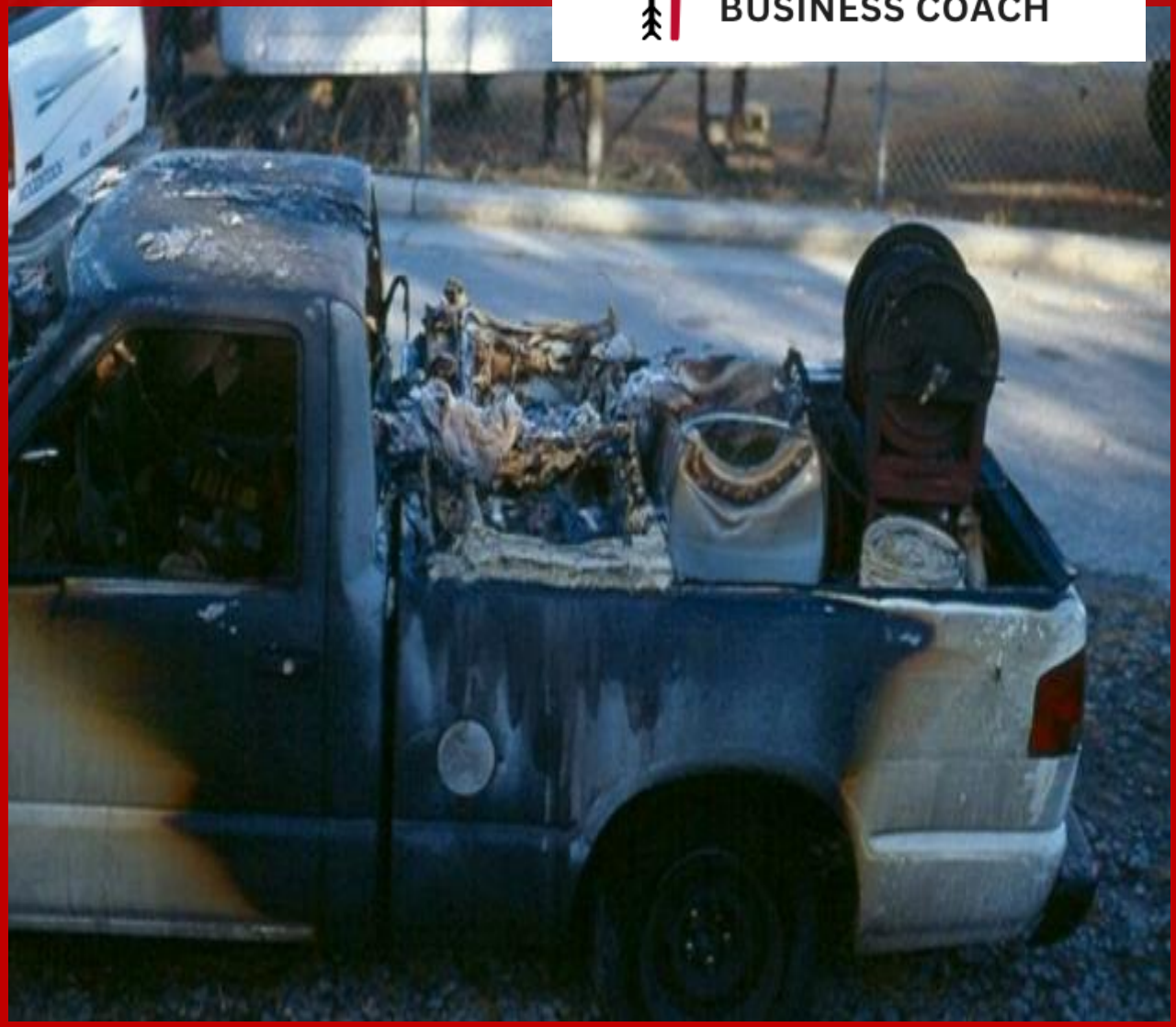
Storage compartment needs to be organized, labeled, secured.

WHAT HAPPENS WITHOUT IT

Having a Bad Day?



A cracked tank; one bad bump from a much bigger problem.



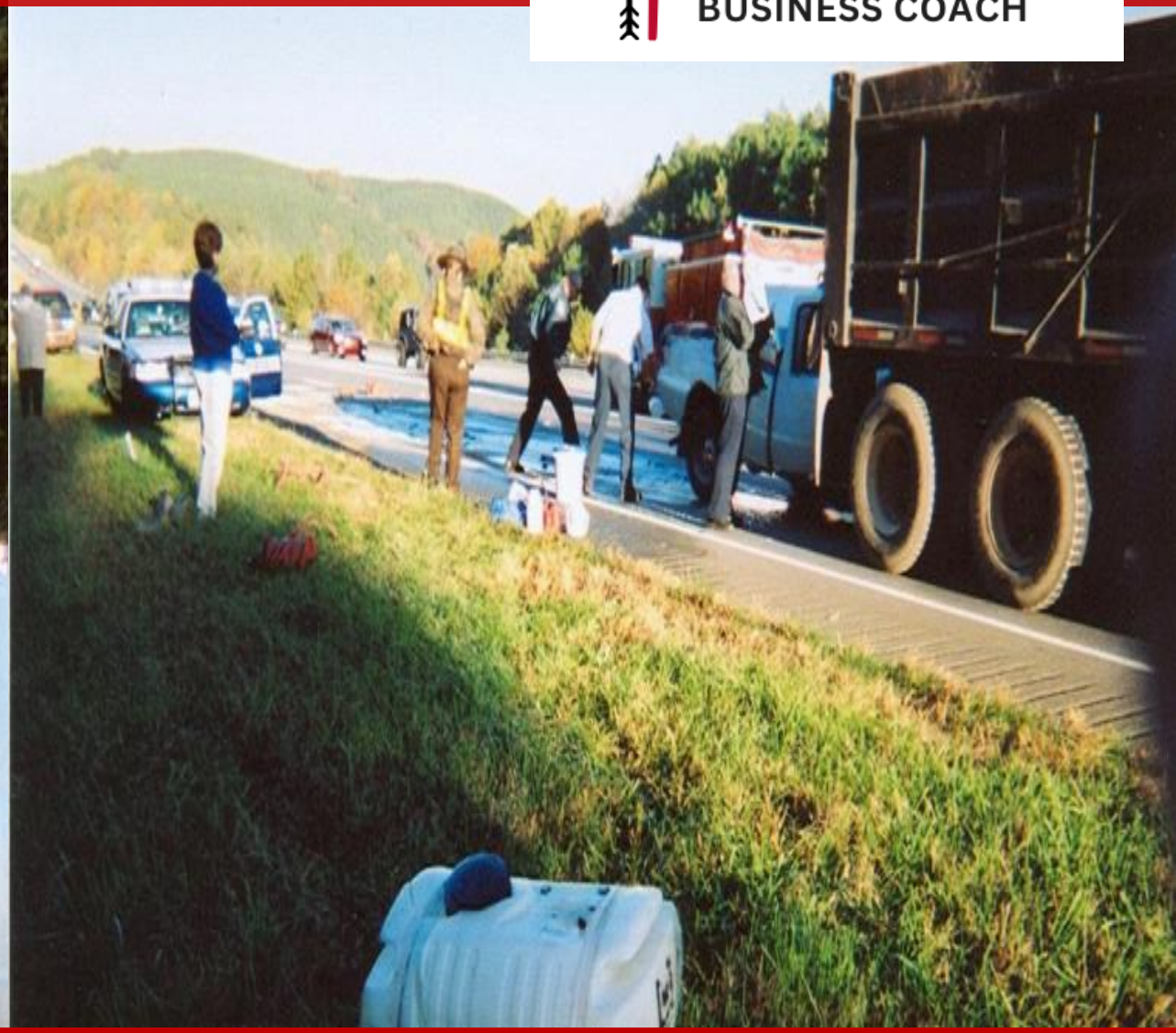
A truck bed lost to fire. Prevention is always cheaper than this.

WHAT HAPPENS WITHOUT IT

Having a Bad Day?



Fire crews on scene after a highway collision.



A roadside crew working a large-scale response.



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Having a Bad Day?

A rollover, and every product on board is now everyone's problem.

Having a Bad Day?

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Debris field from the same incident.



Contained, at least, but this is the hard way to learn it.

THE COST OF BEING UNPREPARED

Where Would You Like to See Your Team?

- Communicating effectively and taking care of business, or unable to follow training and allowing a HazMat crew to take over your product spill and dictate your future liability?
- Nothing could be truer in dealing with a high-pressure situation, such as a product spill, than when you lack proper training or didn't care enough to learn the process.

The choice is made long before the spill happens in how you train, stock, and maintain.

SUMMARY

The Key to Spills Is Preventing Them

- Perform routine maintenance on equipment.
- Safe driving practices must be understood and used.
- Safe handling of materials is a must.
- Be prepared!
- Keep spill kit protected and ready for use.
- Regularly inspect spill kit for proper materials.
- Keep branch spill kit stocked and accessible.
- Make it an ongoing practice. Set up a mock spill in the parking lot.

Any Questions?

Rick Bell

Technical and Compliance Coach



Spill Management, Are You Ready?

with

Rick Bell, ACE

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