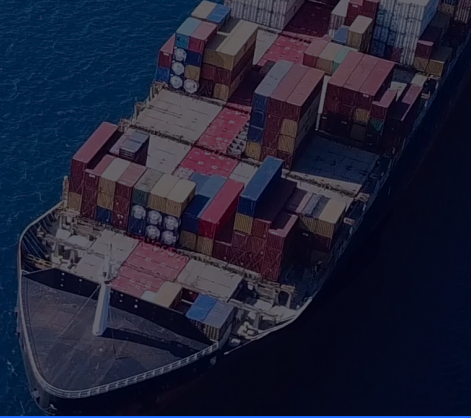


## CASE STUDY

# Responsible partnering: The power of 2



Responsible Care® companies partner to help chemical client

### Challenge Summary

WTS of Lewiston, New York, USA, is the largest non-asset based provider of byproduct management services to refineries and complex chemical sites.

The company was looking for a transportation and logistics resource to assist them in moving shipments of chemicals on behalf of one of their US-based chemical clients to China - an experienced resource who could guide them through every aspect of international shipping for their client's by-products.

### Services & Technologies Used

- Inland and Ocean Freight
- Local Drayage
- Packing/Crating
- Loading Services
- Forwarding
- Insurance services
- Regulatory Compliance
- HazMat services
- Track & Trace

### The Challenge

WTS was looking to deal with one supplier that could manage the ocean, air and trucking transportation that was required, as well as packing and drayage once the containers were fully loaded. WTS wanted a reliable provider that could move their client's by-product around the world from point A to point B safely and efficiently.

Another consideration for WTS was to select a resource as a partner to help the company with a high level of chemicals management. It wasn't enough to be able to provide quality service, the provider had to be a company that operated under the guiding principles of Responsible Care.

### The Solution

WTS turned to PSA BDP. Services included inland freight, ocean freight, local drayage, packing/crating, loading, forwarding, and insurance services.

The product being shipped was crude selenium, which sometimes can be hazardous. It required PSA BDP staff to request Material Safety Data Sheets (MSDS) from the suppliers for that particular product and then classified the cargo according to the guidelines.

Tim Pearsall, Senior Project Manager for PSA BDP, was the point person for all shipments. "Within two to three hours of the initial contact with WTS, we answered

their questions, held conference calls regarding the steps that had to be taken to prep and ship the cargo for international shipping and booked their freight," he said.

The first shipment took place in 2009 and was a 40-foot container of drums on pallets from Louisiana in the United States. Destination was Guangzhou, southern China's largest city and port and a primary transportation link to Hong Kong.

Pearsall brought in the appropriate resources they often picked up the drums loose, so the pallets had to be set up correctly. Regulations state that drums cannot be placed on top of each other unless palletized. Every shipment also had to be repacked because the plant from which the goods were purchased did not have the heat-treated wood for packing. "You cannot use untreated wood when shipping internationally - the wood must be treated

**"All shipments have been managed by [the team] without incident... it is remarkable to experience such complete and issue-free transactions."**

—Michael J. Wurst,  
CFO, WTS, Inc.



according to ISPM regulations,” Pearsall said. “We provided pallets and crates that met the regulations.”

ISPM 15—the International Standards for Phytosanitary Measures—guidelines that regulate wood packaging material in international trade (ISPM15) is one of several standards used by the International Plant Protection Convention (IPPC) to prevent the spread and introduction of pests of plants and plant products. It requires all international ocean freight shipments that use raw wood packaging to be treated and carry an approved stamp on the wood for Customs approval. Shippers that do not comply can see their shipments rejected, repackaged, or even destroyed.

“Our service helped put them at ease. WTS looked to us and relied on us as the experts,” Pearsall said. “The process went well. [The team] has extensive expertise in handling all transportation legs. Most of our clients’ shipments involve inland and packing and crating, as well as dealing with the terminals and ocean carriers. We also specialize in materials management of our clients’ shipments.”

According to Michael J. Wurst, CFO, “All shipments have been managed by the team without incident. With so many points of transfer from the customer, by road, sea, and through customs to the end site - it is remarkable to experience such complete and issue-free transactions.

“[They] answered all questions quickly. Both we and our customer at various points in the process had inquiries or information needs. [The team] was responsive and thorough at every stage.”

The shipments for WTS, including some air, continue on a quarterly basis. An increase in the frequency of shipments to China is expected as other by-product materials are qualified for reclaim at the WTS processing facility in China.

“There are a number of reasons WTS selected [PSA BDP] as our partner for these transactions,” Wurst said. “First, [they] are a Responsible Care Partner company. As part of our supplier approval process, any certified Responsible Care Company becomes an approved supplier of WTS subject to implementation of an appropriate contract. We recognize that Certified Responsible Care Partner Companies share our same commitment to sustainability.

“In addition, [they] provided us the assurance and peace of mind that our shipments to China would be handled well and in compliance with all appropriate regulations and requirements,” Wurst said.

### Customer Benefits

Single point of contact for multiple transportation modes	Responsible Care Partner company
Global network	Customized solutions
Chemicals management expertise, including leading edge HazMat services	

“Further, the company provides a one-stop solution: from the movement of material within the US to loading onto the vessel to shipment overseas, as well as unloading and movement to the final destination.”

What does WTS look for in a company with which to partner? “We demand a lot from our partners and resources,” Wurst said. “Business integrity, respect and honor for our customer relationships, commitment to the guiding principles of Responsible Care, responsiveness, unique expertise, as well as the ability to provide solutions in areas where we do not have a particular expertise.” Responsible Care is very important to WTS, Wurst explained. In addition to providing a set of principles and guidelines, Responsible Care allows WTS “to continuously improve its world class management system that assures our customers sustainable solutions that extends liability protection and operational efficiencies for the management of their by-products,” Wurst said. WTS Founder, President and CEO Gary P. Hall serves on the ACC Responsible Care committee. He received the ACC Responsible Care Leader of the Year Award in 2009 and WTS received new company of the year award for 2010.

For transportation and logistics services, Wurst also seeks out companies that have a strong reputation, compliance history and safety ratings within the industry, financial strength, in addition to a hazardous materials security plan and emergency/contingency plans and regulatory permits.

“The way [PSA BDP and WTS] work together demonstrates how two partners in the Responsible Care program can combine their respective strengths to offer the highest level of service to our clients,” Wurst said.