Q: What is HAZWOPER? What does that stand for?

HAZWOPER training follows OSHA General Industry Regulation 29 CFR 1910.120. Initially, students complete either a 40-Hour HAZWOPER training course (for full-time site workers) or a 24-Hour HAZWOPER training course (for occasional site workers). To keep the certification current, the student must complete 8-Hours of HAZWOPER refresher training every year. HAZWOPER training is required for workers that perform activities that expose or potentially expose them to hazardous substances.

HAZWOPER training is specifically designed for workers who are involved in clean-up operations, voluntary clean-up operations, emergency response operations or who work at storage, disposal or treatment of hazardous substances or uncontrolled hazardous waste sites. HAZWOPER training topics include protection against hazardous chemicals, elimination of hazardous chemicals, safety of workers and the environment and adhering to OSHA regulations.

Q: Wait a minute…I thought OSHA was all about safety. This seems to be about health.
A: OK, let’s first remember that OSHA stands for Occupational Safety and Health Agency, which is the federal enforcement agency of occupational safety and health compliance for U.S. employers. Job safety is always important, but equally important is anything you come into contact with in the workplace that can make you sick, or create acute (sudden) and/or chronic (ongoing) illnesses and diseases – such as cancer – that can lead to a lifetime of severe health issues and even death. This includes exposure to anything that you can inhale, ingest or substances that can be absorbed through your skin and orifices or injected into your body.

Q: Isn’t this what the EPA is for?
A: GREAT question! The United States Environmental Protection Agency (EPA) is an agency of the U.S. federal government which was created for the purpose of protecting human health and the environment on December 2, 1970. They have a host of regulations, mainly EPA 40CFR. Guess who else has been around since 1970? OSHA! And it’s no coincidence that both agencies were formed together. Also, the United States Department of Transportation (USDOT or DOT), a federal department of the U.S. government concerned with transportation, mainly our road systems (air and rail systems have separate agencies that regulate them), also has honorable mention in this. USDOT began operation on April 1, 1967. And being that so many of these hazardous chemicals, materials and substances are transported over our U.S. roadways, the USDOT has established their own set of regulations addressing them, mainly DOT 49CFR.

It is not uncommon for the EPA, DOT and OSHA to work together collaboratively, especially when responding to environmental incidents and disasters. Just keep in mind that their respective regulations each address specific areas. The EPA focuses on natural resources and public health, the DOT on transportation requirements and OSHA on worker health and safety. Not to mention, many states have their own branches of EPA, DOT and OSHA. Why? Because some states have far stricter requirements than federal standards when it comes to their ecological natural resources such as lakes, streams, shorelines, mountains, land and wildlife; along with their residents and tourists. We’ve already seen how widespread toxic disasters can affect a state, or one of its cities, towns or counties. Even currently, not a month goes by where you don’t see a news report on a train derailment, trailer truck overturn on the highway, factory explosion and the associated hazardous elements they contained.
Q: I’ve also heard of CERCLA, SARA and RCRA...Don’t tell me these are other agencies and associated regulations that I also need to be worried about when it comes to hazardous stuff!

A: CERCLA (Comprehensive Environmental Response, Compensation, and Liability Act), SARA (Superfunds Amendments and Reauthorization Act) and RCRA (Resource Conservation and Recovery Act) are not agencies or organizations; they are acronyms for federal related programs promulgated by law. There are also many other acronyms out there for similar special programs that deal with this topic. Rather than to give a long history lesson on all of these, they all generally deal with the identification, rating and federal funding of toxic and/or contaminated areas of the U.S. that were at one time, or currently, polluted by federal and/or private companies, and the required mitigation of them. Many ecological disasters are known and high profile. Does the BP Deepwater Horizon oil well spill disaster in the Gulf of Mexico in 2010 ring a bell? I’m sure you remember various TV and big screen movies that were made as a result of real life ecological disasters. Movies like A Civil Action, (1996) and Erin Brockovich, (2000), are just two of note. CERLCA is also commonly known as Superfund, which is the federal identification label given to high priority toxic clean-up sites. CERCLA/Superfund were triggered in 1980 by two high profile ecological disasters, Love Canal in Upstate, NY, and Valley of the Drums, in Kentucky. Sadly, many contaminated sites are not known, as companies polluted and damaged the local environment for years before being caught, or they folded up their tents and left behind not only a hidden disaster to the surrounding natural resources, but also horrible and deadly illnesses such as cancer to the people living nearby. There have also been widespread documented cases of birth defects caused from the toxic effects of such chemicals as lead, mercury and benzene through ground saturation, contaminated drinking water supply and direct worker exposure.

Q. Who is covered by OSHA’s HAZWOPER standard?

A: The Hazardous Waste Operations and Emergency Response Standard (HAZWOPER) applies to five (5) distinct groups of employers and their employees. This includes any employees who are exposed or potentially exposed to hazardous substances – including hazardous waste – and who are engaged in one of the following operations as specified by 1910.120(a)(1)(i-v) and 1926.65(a)(1)(i-v):

• Clean-up operations – required by a governmental body, whether federal, state, local, or other involving hazardous substances – that are conducted at uncontrolled hazardous waste sites;

• Corrective actions involving clean-up operations at sites covered by the Resource Conservation and Recovery Act of 1976 (RCRA) as amended (42 U.S.C. 6901 et seq.);

• Voluntary clean-up operations at sites recognized by federal, state, local, or other governmental body as uncontrolled hazardous waste sites;

• Operations involving hazardous wastes that are conducted at treatment, storage, and disposal facilities regulated by Title 40 Code of Federal Regulations Parts 264 and 265 pursuant to RCRA, or by agencies under agreement with U.S. Environmental Protection Agency to implement RCRA regulations; and

• Emergency response operations for releases of, or substantial threats of releases of, hazardous substances regardless of the location of the hazard.

Q: Are there exceptions and exemptions from HAZWOPER?

A: Yes, specifically:

• Any treatment, storage or disposal (TSD) operation regulated by 40 CFR parts 264 and 265 or by state law authorized under RCRA, and required to have a permit or interim status from EPA pursuant to 40 CFR 270.1 or from a state agency pursuant to RCRA.

• Employers who are not required to have a permit or interim status because they are conditionally exempt small quantity generators under 40 CFR 261.5 or are generators who qualify under 40 CFR 262.34 for exemptions from regulation under 40 CFR parts 264, and 265

• Any area of a treatment, storage or disposal (TSD) facility not used primarily for treatment, storage, or disposal, any emergency response operations
• **Emergency response operations** for releases of, or substantial threats of releases of, hazardous substances which are not covered by the first four qualifying examples above must only comply with the requirements of an Emergency Response Plan.

There is also a helpful OSHA page that contains many charts and tables to assist you with this question, which can be found at this link: [https://www.osha.gov/dep/ohe/application_worksiteresponse.html](https://www.osha.gov/dep/ohe/application_worksiteresponse.html)

**BUT A WORD OF CAUTION!** This link only applies to identification of your work places or sites, and how they potentially qualify under HAZWOPER. In many cases, your work places or sites might not qualify as HAZWOPER sites. However, the area that most companies overlook is not forecasting or being aware of where their workforce can eventually end up working. For instance, you might bid to perform your specialty work for a larger employer at a site that you were not aware was a HAZWOPER qualifying site, such as a **Superfund** site, until the contract is already signed and your workers (and subcontractors) are on site. Then you get word you need HAZWOPER training.

*Does that sound like something you’ve already experienced*? The point is now you are scrambling to get expensive and time consuming 24- or 40-Hour training finished, along with the PPE and other equipment and systems you may need purchase and provide. And depending on the number of workers affected, that could run into several thousands of dollars or more!

For most everyone else, you must have a specific and ongoing HAZCOM (Hazardous Communication) program in effect, which is based on awareness, communication and associated training on SDS (Safety Data Sheets) and labeling of HAZMAT (Hazardous Materials) for all employees that are potentially exposed to HAZMAT. Chemical importers and manufacturers have even more HAZCOM compliance regulations in effect to meet. And on a side note, GHS (Globally Harmonized System) is the new global standard now in effect and it impacts all HAZCOM programs.

Q: OK, so with regard to the above, I hear about all types of HAZWOPER training and the training hours associated with them. It’s very confusing to me.

A: Well that’s understandable. That answer can be found in the HAZWOPER regulation, including **Appendix E**, and it’s also addressed in the **OSHA 2254- Training Requirements in OSHA Standards and Training Guidelines**, starting on page 26.

**Hazardous Waste Operations and Emergency Response Training – General**

All employees working on site (**such as but not limited to equipment operators, general laborers and others**) exposed to hazardous substances, health hazards, or safety hazards and their supervisors and management responsible for the site shall receive **training before** they are permitted to engage in hazardous waste operations that could expose them to hazardous substances, safety or health hazards, as well as receive **review** training.

Employees shall not be permitted to **participate** in or **supervise** field activities until they have been trained to a level required by their job function and responsibility in the following areas:

- Names of personnel and alternates responsible for site safety and health;
- Safety, health and other hazards present on the site;
- Use of personal protective equipment;
- Work practices by which the employee can minimize risks from hazards;
- Safe use of engineering controls and equipment on the site;
- Medical surveillance requirements, including recognition of symptoms and signs which might indicate overexposure to hazards

**Initial Training Durations:**

- **General site workers** (**such as equipment operators, general laborers and supervisory personnel**) engaged in hazardous substance removal or other activities which expose or potentially expose workers to hazardous substances and health hazards **shall receive a minimum of 40 hours of instruction off the site**, and a
minimum of three (3) days actual field experience under the direct supervision of a trained, experienced supervisor.

- **Workers on site only occasionally for a specific limited task** (such as, but not limited to, ground water monitoring, land surveying, or geophysical surveying) and who are unlikely to be exposed over permissible exposure limits and published exposure limits shall receive a minimum of 24 hours of instruction off the site, and the minimum of one (1) day actual field experience under the direct supervision of a trained, experienced supervisor.

- **Management and Supervisor Training.** Onsite management and supervisors directly responsible for, or who supervise employees engaged in, hazardous waste operations shall receive 40 hours initial training, three (3) days of supervised field experience, and at least eight (8) additional hours of specialized training at the time of job assignment. *(Note: In some specific low hazard cases, Managers and Supervisors might be able to obtain 24 hours of initial training instead of 40 hours, but still need to take the additional eight (8) hours of training along with three (3) days on site).*

And there are some additional specific training requirements as well:

- **Workers** regularly on site who work in areas which have been monitored and fully characterized indicating that exposures are under permissible exposure limits and published exposure limits where respirators are not necessary, and the characterization indicates that there are no health hazards or the possibility of an emergency developing, shall receive a minimum of 24 hours of instruction off the site and the minimum of one day actual field experience under the direct supervision of a trained, experienced supervisor.

- In general, **workers** with 24 hours of training who become general site workers or who are **required to wear respirators**, shall have the additional 16 hours and two days of training.

- **Clean Up and Emergency Response.** There are numerous additional requirements for all levels of clean up and emergency responders. Consult HAZWOPER regulation including Appendix E. Employees who are engaged in responding to hazardous emergency situations at hazardous waste cleanup sites that may expose them to hazardous substances shall be trained in how to respond to such expected emergencies.

- **Refresher Training.** Employees, managers and supervisors shall receive **eight (8) hours of refresher training annually**.

**Q:** Each of the HAZWOPER courses will need field experience. Does ClickSafety offer a check off sheet users can provide to their Supervisor?

**A:** No, the field experience necessary to become fully HAZWOPER certified is specific to the HAZWOPER site on which the student will be working. As such, a single checklist cannot reflect the variability for each hazardous waste site.

**Q:** Is it standard that each site or employer will have a Trained Supervisor to provide supervision of the field experience?

**A:** Yes, every hazardous site, as defined by OSHA must have a trained supervisor to provide supervision of the field experience.

**Q:** Does ClickSafety offer the 16-, 24- or 40-hour HAZWOPER courses?

**A:** Yes, ClickSafety has released a comprehensive HAZWOPER training curriculum, which includes the following courses: 24-Hour, 40-Hour and 16-Hour Upgrade (for those who have already taken a 24-Hour course but now need to meet the 40-Hour OSHA requirement), in addition to our 8-Hour Yearly Refresher and 8-Hour Supervisor. If you've taken a live or online 24-Hour or 40-Hour course, there is still a **one or three day field experience requirement** that you have to take.
Q: When do I need to take the OSHA HAZWOPER 24-Hour Course?

A: The ClickSafety HAZWOPER 24-Hour online training course is intended to meet the classroom training requirements in OSHA standard 29 CFR 1910.120(e) for workers who are not required to take the full 40-Hour HAZWOPER course. This applies to workers who do not handle waste or hazardous materials as part of their job and who meet one of the following criteria as defined by OSHA:

Workers who regularly work on a site which has been monitored and fully characterized indicating that exposures are under permissible exposure limits and published exposure limits where respirators are not necessary, and the characterization indicates that there are no health hazards or the possibility of an emergency developing. [1910.120(e)(3)(iii)]

— or —

Workers on site only occasionally for a specific limited task (such as, but not limited to, ground water monitoring, land surveying, or geophysical surveying) and are unlikely to be exposed over permissible exposure limits and published exposure limit. [1910.120(e)(3)(iii)]

After workers that have completed the HAZWOPER 24-Hour course, they are required to have one (1) day of actual field experience under the direct supervision of a trained, experienced supervisor prior to being permitted site access.

Q: When do I need to take the OSHA HAZWOPER 40-Hour Course?

A: The ClickSafety HAZWOPER 40-Hour online course meets the classroom training requirements for workers, managers and supervisors who participate in hazardous waste operations where they may be exposed to hazardous substances and health hazards, specifically:

General site workers involved with removing toxic, flammable or corrosive substances who are likely to be exposed to hazardous substances and site health hazards over permissible and published exposure limits and who are required to wear respirators on the job site

— or —

On-site supervisors and managers who are in charge of general site workers engaged in hazardous waste operations should take this course to fulfill the 40-Hour OSHA training requirement found in 1910.120, paragraph (e)(4)

After workers that have completed the HAZWOPER 40-Hour course, they are required to have three (3) days of actual field experience under the direct supervision of a trained, experienced supervisor prior to being permitted site access.

Q: When do I need to take the OSHA HAZWOPER 16-Hour Upgrade Course?

A: The ClickSafety HAZWOPER 16-Hour Upgrade course meets the classroom training requirements for individuals who have already taken a HAZWOPER 24-Hour course, but now need to meet the HAZWOPER 40-Hour requirement. This training focuses on air monitoring, detection, respiratory protection and chemical protective clothing where exposures can be expected to exceed permissible and published exposure limits. This off-site training course applies to:

General site workers who have 24 hours of HAZWOPER training, who are now likely to be exposed to hazardous substances or health hazards over permissible and published exposure limits, and who are required to wear a respirator on the job site

— or —

Supervisors and managers directly responsible for, or in charge of general site workers engaged in hazardous waste operations
After workers that have completed the HAZWOPER 16-Hour Upgrade course, they are required to have **two (2) days of actual field experience** under the direct supervision of a trained, experienced supervisor prior to being permitted site access.

**Q: Is there a time limit on adding the 16-Hour to an existing 24-Hour course?**

**A:** No, OSHA does not set a time limit for the completion of any HAZWOPER courses or add-on courses. If you have already taken a HAZWOPER 24-Hour course but now need to meet the HAZWOPER 40-Hour requirement, you can add the 16-Hour at any time.

**Q: Does ClickSafety offer a 40 hour certificate for users who have completed both the 16- and 24-hour HAZWOPER course?**

**A:** ClickSafety will not provide a 40-Hour certificate in this case. If you have completed the 24-Hour and 16-Hour Upgrade, you should present both certificates (the 24-hour and the 16-hour) to your employer as proof of training. It is the responsibility of your employer to review and approve the training you have taken, not the trainer.

**Q: So I see you offer the 8-Hour Refresher and 8-Hour Supervisor courses. Are these both refresher courses? Why isn’t the Supervisor course specific to this year?**

**A:** ClickSafety’s HAZWOPER 8-Hour Refresher course is updated each year due to changes and revisions in OSHA or other associated regulations. The latest version is published in late December and valid for any worker needing refresher training for the following year.

The HAZWOPER Supervisor course **is not currently** a refresher course. This 8 hour training course is specific to anyone in a supervisor or manager role pertaining to HAZWOPER training and must be taken after the initial 24- or 40-Hour training and three days of on-site supervised experience. The Supervisor course isn’t updated like the annual refresher unless OSHA issues new revision requirement guidelines.

**Q: What’s the breakdown of your Annual 8-Hour HAZWOPER Refresher course?**

**A:** Sections are broken down as follows with quizzes in-between sections and modules:

- **Introduction and What’s New for next year**
- **Safety and health programs**
- **Site control**
- **Medical surveillance**
- **Monitoring and Informational Programs**
- **Decontamination/Illumination/Sanitation/New Technology Programs**
- **Emergency response by employees at uncontrolled hazardous waste sites**
- **Emergency response program to hazardous substance releases**
- **Identification and control of hazards**
- **Additional Sources of Information and Assistance**
- **HAZWOPER Overview**
- **Site characterization and analysis**
- **Training**
- **Hazard Control**
- **Handling drums and containers**
- **The 5 Appendices in the HAZWOPER Standard**
- **Summary and Review and Final Exam**

**Q: Is the 8-Hour HAZWOPER Refresher course only relevant for the 40-Hour training?**

**A:** No, the refresher covers the 40-Hour and the 24-Hour annual requirement.
Q: What if I have an employee that has taken their initial 24- or 40-Hour training prior to being employed with my company? Can they just take their 8-hour refresher training to maintain compliance?
A: Yes, but **BE CAREFUL!** The HAZWOPER regulation states that an employer must **verify and certify** in writing that specific training has occurred. If you decide to just take the employee’s word for it, and then something happens, you (the employer) will be held liable both legally and from an OSHA compliance standpoint. You must also verify if **24-Hour or 40-Hour** training has been taken and is **now** applicable to that employee’s job functions. As a general rule, most HAZWOPER employees **should** take the 40-Hour training, but in some cases, **24 hours** is sufficient.

Q: Is computer-based and online training acceptable for refresher training?
A: Computer-based and online training may meet some refresher training requirements, provided that it covers topics relevant to workers’ assigned duties. It must be supplemented by the opportunity to ask questions of a qualified trainer and by an assessment of hands-on performance of work tasks.

Q: Can refresher training be given in segments?
A: Yes, refresher training may be given in segments so long as the required eight (8) hours have been completed by the employee’s anniversary date.

Q: If you do not complete your annual refresher, do you need to take the 24-Hour or the 40-Hour again?
A: If the date for refresher training has lapsed, the need to repeat initial training must be determined based on the employee’s familiarity with safety and health procedures used on site. The employee should take the next available HAZWOPER Refresher training course. If refresher training has lapsed, you should also put a record in the employee’s file indicating why the training has been delayed and when the training will be completed. In most cases, the expectation would be to have a 24-Hour or 40-Hour course completion certificate with each of the annual refresher certificates to remain certified.

**OSHA Response:**
“**Employees should stay up-to-date in the refresher training, although OSHA does understand that courses may be missed because of unavoidable circumstances. If you have missed a refresher training course, you should attend the next available course. If a substantial amount of time has passed since your initial or refresher training, then repeating the initial training may be necessary. The time frame within which it would be necessary to provide extensive retraining must be determined on a case-by-case basis. Ultimately, employees must be trained sufficiently to allow them to perform their expected job duties in a safe and healthful manner.**”

Q: For HAZWOPER Emergency Response in an unknown or potentially IDLH atmosphere, what is the minimum number of people required?
A: At a minimum, four (4) people are required: two working as a team inside the unknown or potentially IDLH atmosphere, and two working outside this atmosphere for assistance or rescue.

Q: What is the applicability of HAZWOPER to small quantity generators?
A: Employers who are not required to have a permit or interim status because they are conditionally exempt small quantity generators under 40 CFR 261.5 or are generators who qualify under 40 CFR 262.34 for exemptions from regulation under 40 CFR 262.34 for exemptions from regulation under 40 CFR parts 264, 265, and 270 (“exempted employers”) are not covered by paragraphs (p)(1) through (p)(7) of this section [1910.120 or 1926.65]. Excepted employers who are required by the EPA or state agency to have their employees engage in emergency response or who direct their employees to engage in emergency response are covered by paragraph (p)(8) of this section [1910.120 or 1926.65], and cannot be exempted by (p)(8)(i) of this section [1910.120 or 1926.65].
Q. What is the application of HAZWOPER to TS&D facilities that store hazardous materials for 90 days or less?

A: Conditionally-exempt small quantity generators and generators who store hazardous wastes for less than 90 days are exempt from compliance with sections (p)(1) through (p)(7), and are thus covered only by section (p)(8), the emergency response program.

Employers who have hazardous waste storage areas in their facilities have the option of meeting the emergency response requirements of HAZWOPER by complying with either paragraph (p)(8) or paragraph (q) for those areas. The employer must meet the requirements of paragraph (q) for other areas of their facility that have potential for emergency releases of hazardous substances or hazardous raw materials.

[Regarding the] exemption from employee training requirements under paragraph (p)(8): if the employer intends to evacuate employees in the event of an emergency, Paragraph (p)(8)(i), like paragraph (q)(1), provides an exemption from the emergency response requirements if the employer intends to evacuate all employees and provides an emergency action plan (i.e., an evacuation plan) in accordance with 29 CFR 1910.38(a).

However, the HAZWOPER standard states in paragraph (a)(2)(iii)(B) that “employers who are required by the EPA or state agency to have their employees engage in emergency response…are covered by paragraph (p)(8) of this section, and cannot be exempted by (p)(8)(i) of this section.”

Q. What are the training or certification requirements for HAZWOPER trainers?

A: The “Hazardous Waste Operations and Emergency Response” standard (HAZWOPER), 29 CFR 1910.120, states in paragraph (e)(5) that “Trainers shall be qualified to instruct employees about the subject matter that is being presented in training”. In addition, 29 CFR 1910.120(e)(5) explains that the qualifications of the instructors may be shown by academic degrees, completed training courses and/or work experience.

At this time, OSHA does not have any specific requirements to certify an instructor. The subjects that trainers should be able to convey to employees at hazardous waste operations who need training are summarized in paragraphs (e), (p) and (q) of the HAZWOPER standard.

Q: Does a trainer need to be OSHA-Authorized?

A: No, there is no requirement that the trainer be authorized by OSHA. The fact that ClickSafety is OSHA-Authorized to provide the OSHA 10-Hour and OSHA 30-Hour courses does lend credibility to ClickSafety as a course provider.

OSHA’s response:

“OSHA does not approve, certify, or endorse individual trainers or training programs. The standard identifies qualified trainers as those who have satisfactorily completed an instructional program (train-the-trainer) or who otherwise have the academic credentials and instructional experience necessary to teach a HAZWOPER training program. In other words, a trainer must be able to demonstrate proficiency and understanding of the material to be transmitted to trainees and have some credentials or experience in training adults. Trainers must also continue to attend training in order to maintain their knowledge and skills. It is ultimately the responsibility of the employer whose workers are to be trained, to determine if the trainer meets the requirements and qualifications under HAZWOPER.”

Q. What are the HAZWOPER training requirements for on-site workers who are not directly involved in cleanup activities?

A: Workers, such as utility workers, who must perform duties at a hazardous waste site that has not yet been characterized but where contamination is expected, do fall under the scope of 29 CFR 1910.120. These workers must work under the direction of an on-site supervisor and a site-specific safety and health plan, and must be fully trained and protected pursuant to the HAZWOPER standard. When additional information becomes available through site characterization which verifies that there is minimal or no risk of employee exposure to hazardous substances, a lesser degree of PPE and worker training may be acceptable.

When site characterization shows that the area to be serviced by workers is free of potential exposure, or the proposed
work assignments would not expose any of the work crew to hazardous substances, the activity can be carried out as a normal maintenance or construction operation.

…The utility contractor is bound to provide at least the minimum number of training hours specified. On a hazardous waste site that has many site specific peculiarities the employer may need to train employees beyond the 40 or 24 hour minimum set by the standard. Employees must be provided training that prepares them for their job functions and responsibilities, as stated in the general requirements in 29 CFR 1910.120(e).

Q: I know there are a lot of live and online HAZWOPER training programs and courses available out there. Why should I consider yours?

A: Yes, there are many live and online training courses and programs. First, ClickSafety is the most established industry leader and a recognized brand in online safety training. ClickSafety’s Subject Matter Expert professionals have over 130 years of combined safety, industrial hygiene and OSHA compliance experience. Second, value. ClickSafety’s HAZWOPER curriculum offers relevant but simplified HAZWOPER information in an effective, easy to follow format, which helps workers who may not be familiar with computer-based training to easily learn the safety requirements they need to stay safe on the job site. Third, unlike many other companies out there, ClickSafety isn’t trying to sell you on more than the training element. However, our Subject Matter Experts are always available to assist you with additional HAZWOPER questions and any issues you may have!