

ISTC AFTER HOURS AND EMERGENCY PHONE PROCESS

As you know, ISTC is available in the event of a verifiable plant emergency for training 24 hours a day, seven days a week. A member of ISTC management, as well as support staff, is on call at all times.

Training may be requested by a company for after hours and/or weekends, without a verifiable plant emergency, with a minimum of the (10) students if a Basic Plus or Basic Refresher class is required or a minimum of twenty (20) students for site classes only. Companies may have less than the minimum amount of students, however they will be billed for the minimum number required.

The following will assist you in reaching ISTC in the event you require emergency training after normal business hours.

All ISTC locations regular phone numbers are set up to an emergency voice mail system after hours and on weekends. Once you dial main number the voice mail will pick up and instruct you to press "1" if it is a verifiable plant emergency or press "2" for all other after hour requests. You will then be transferred to the voice mailbox where you can leave your name, number, and a brief message. A member of ISTC's management will be paged and return your call within 30 minutes.

Please call the number listed below for any after hours or weekend training by location;

Nederland Training Center – 409-724-2565

Baytown Training Center – 281-421-0459

BEST Complex – 409-833-2378

If you should have any questions concerning our after hours and/or emergency training procedures, please contact our corporate office at 409-724-2565.