

# HOTLINE SERVICE

## Registration and Policies

### Summary of Service

#### What Is the Hotline?

Lion Technology Inc.'s Hotline service is a standing arrangement to answer your environmental, health and safety, hazardous waste, and transportation regulatory compliance and management questions as they come up. It makes available to you our extensive experience in interpreting regulations. A Hotline account gives you priority access to Lion's professional staff of regulatory experts, via e-mail, telephone, fax, and the web. Hotline account holders receive detailed, researched responses to even the most complex regulatory question.

#### How Does the Hotline Work?

When a Hotline question is submitted, it is assigned immediately to the regulatory expert most suited to answer it. Complex issues may require more time for research and will be performed only with your approval based on our estimate of time necessary to provide a full answer. In the event that a question merits additional consulting and/or report generation beyond the scope of the Hotline service, we may suggest a separate project authorization for that work. We will make every attempt to use your Hotline time efficiently and may, at times, suggest actions that you can take on your own behalf to find the answer to your question, if this appears to be more cost-effective for you. All work performed on your inquiry will be in accordance with standard Lion policies on ethics, confidentiality, and errors and omissions (see Lion Policies).

#### How Do I Set Up a Hotline Account?

If you wish to open a Hotline account, fill out the registration form and either mail it to the address indicated or e-mail it to [info@Lion.com](mailto:info@Lion.com).

#### How Much Does a Hotline Account Cost?

You can open a Hotline account for a full year for only \$250, which includes two hours of service. After the first two hours, you pay just \$85.00 per hour for time we spend working with you and researching the answer to your question. All time is figured to the nearest 1/10 of an hour (i.e., \$8.50 per each 6 minutes). Your account will be charged \$1.00/page for facsimiles, and standard mailing fees apply to all mail services requested. If you subscribe with a credit card and authorize additional charges, additional time beyond the initial two hours of service will be automatically billed to your card. You will receive a monthly statement documenting all charges to your account. If you subscribe with a check or purchase order, you will be invoiced for the additional time on a monthly basis for time used that month. Payment is due 30 days from the date of the invoice. Payments received more than 30 days after the date of the invoice may be subject to a 1.5% service charge pro-rated for the days late.



## Lion Policies

### Confidentiality

Any non-public information supplied by the client is kept as top confidential until and unless a formal release is obtained. The nature and scope of our services for any client are considered to be confidential. Information to be supplied to outside agencies (e.g., reports, requests for exemptions, permits, or registrations) will be, when requested, prepared by LION TECHNOLOGY INC. and then vetted, approved, and submitted by the client and not LION TECHNOLOGY INC. The client assumes full responsibility for the accuracy, completeness, and scope of information supplied in all cases, whether researched, prepared, and/or drafted by LION TECHNOLOGY INC. or not. In instances where LION TECHNOLOGY INC. may represent a client, either openly or on a nondisclosed (blind) basis, only information approved by the client will be presented, and the client assumes responsibility therefore in all instances and aspects. In the event of termination of our services per any agreements in effect, such materials or information as particularly relate to the client will be promptly returned and/or destroyed.

### Ethics

Our responsibility is to our clients. Our goal is to assist them in complying with and, where possible, benefiting from the hazardous materials/wastes regulations affecting their business area. We do endeavor to guide implementation of the most practical and inexpensive programs possible to achieve safety and compliance. Concurrently, we have assumed the professional and social responsibility to meet the objectives of protecting human and environmental health, safety, and integrity. Therefore, we do not assist in finding "loopholes" or developing avoidance procedures not in the spirit of said laws and responsibilities. We deal only with subcontractors, suppliers, and professionals as have been found to maintain similar high standards of integrity, capabilities, and ethics. This protects both our clients and our own interests, and we are adamant in this regard.

### Disclaimer

The LION TECHNOLOGY INC. Hotline service is offered to provide information to assist users in complying with the applicable acts, rules, and regulations of the US EPA, US DOT, US OSHA, and respective State agencies. LION TECHNOLOGY INC. and its agents and affiliates disclaim liability for the use of information provided and for any loss, injury, damage, penalty, or violation by or to any person or property, however caused. LION TECHNOLOGY INC. and its agents and affiliates do not act or purport to act as legal counsel, guarantor, warrantor, or insurer with respect to information provided. Lion does not render legal advice.

### Errors and Omissions

All conclusions, information, documents, or other actions resulting from Lion's services should be reviewed with your legal counsel before proceeding. LION TECHNOLOGY INC. and its agents and affiliates do not assume any responsibility for errors or omissions, regardless of cause.



# Hotline Account Registration

Contact Person: \_\_\_\_\_

Title: \_\_\_\_\_ Telephone: \_\_\_\_\_

Company: \_\_\_\_\_ Fax: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

## Persons Authorized to Use the Hotline Account:

(1) \_\_\_\_\_

(2) \_\_\_\_\_

(3) \_\_\_\_\_

(4) \_\_\_\_\_

(5) \_\_\_\_\_

## Billing Information

Enclosed is my check to Lion Technology Inc. in the amount of \$ \_\_\_\_\_

Bill my company. Purchase order # \_\_\_\_\_

Charge To:  American Express  Visa  MasterCard  Diner's Club  Discover

Cardholder's Name: \_\_\_\_\_ CVV: \_\_\_\_\_

Card #: \_\_\_\_\_ Expiration Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Additional charges beyond the first \$250 should be:  Charged to my card  Billed separately

Invoice To: \_\_\_\_\_

\_\_\_\_\_

Attention: \_\_\_\_\_

All services provided to be in accordance with Lion Technology Inc. policies on ethics, confidentiality, and errors and omissions. Terms of payment: Net 30 Days.

Date: \_\_\_\_\_ Signed: \_\_\_\_\_

Submit completed form, with payment information, to:

Lion Technology Inc.  
PO Box 700  
Lafayette, NJ 07848-0700  
info@lion.com

For Lion Accounting Use:

Hotline Account # Assigned: \_\_\_\_\_

Date Initiated: \_\_\_\_\_

Deposit/P.O. Received: \_\_\_\_\_

Confirmation to Client Sent:

