



Asbestos and Small Business Ombudsman (ASBO) Program

— Tuesday, March 21, 2023

Presented by Paula Hoag, EPA's ASBO



AGENDA

- ASBO Program Overview
- Resources and Services
- Monitoring & Reporting Strategy
- Program Inquiry Report
- Upcoming Reporting
- Q&A



ASBO PROGRAM OVERVIEW

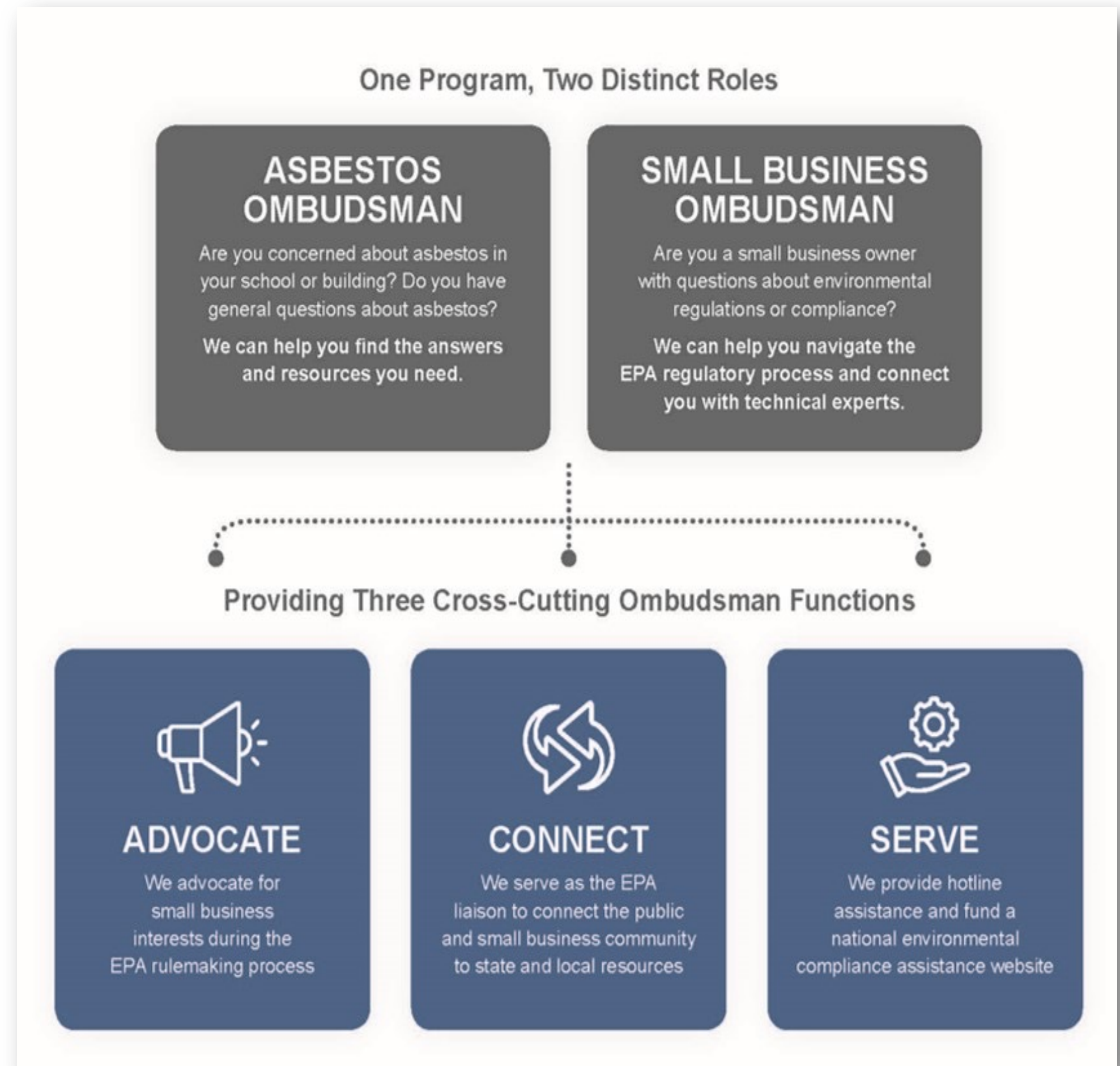


Asbestos and Small Business Ombudsman (ASBO) Program

Informal, informational liaison for the general public, small business community, and EPA; providing technical resources and contact information on asbestos, environmental regulations and compliance assistance

Statutory Authority and Policy Directives:

- Asbestos Hazard Emergency Response Act
- Clean Air Act – Section 507
- EPA's RFA Policy – Section 213 Program



About the Ombudsman Profession

- An ombudsperson or ombud is an official in charge of serving as a representative, or an advocate for a fair process, by addressing questions or investigating public complaints
- The ombudsman profession has standards of practice, with the three main pillars to serve as an *independent, impartial and confidential* resource to help ensure operational excellence



- 1996 Alternative Dispute Resolution Act: encourages the use of an ombuds to resolve conflicts
- Administrative Conference of the U.S.'s 2016 Final Report: Use of Ombuds in Federal Agencies

ASBO RESOURCES & SERVICES



ASBO HOTLINE & Ombuds Assistance

- Live staff support to assist the public and small businesses on asbestos concerns and regulatory compliance
- Most technical asbestos and compliance questions are deferred to the state level for local resources and assistance needs
- Range of calls and questions come through the hotline; great appreciation for live hotline support and to brainstorm/ problem solving next steps



ASBO's Monthly Bulletin

- Newly designed and managed subscription service with over 3,100 subscribers
- Curated environmental updates and resource information for the small business community

EPA MAR 2023

SMALLBIZ@EPA

EPA's Asbestos and Small Business Ombudsman Program

A MONTHLY NEWSLETTER FOR THE REGULATED SMALL BUSINESS COMMUNITY

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 - ▶ Lead Acid battery Manufacturing Area...
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 - ▶ Biden-Harris Administration Reaffirms...
 - ▶ Clean Water Act Methods Update...
- ▶ **Key Dates and Opportunities**
 - ▶ Climate Pollution Reduction Grants...
 - ▶ EPA Seeks Input on Inflation Reduction...
- ▶ New Pollution Preventions (P2) Grant...
- ▶ Biden-Harris Administration Announces...
- ▶ EPA Announces Initial Program Design...
- ▶ Biden-Harris Administration Announces \$550...

Ask SBEAP

Spotlight

- ▶ OAQPS New Small Business Assistance Webpage...
- ▶ Biden-Harris Administration Announces \$2.4 B...
- ▶ Biden-Harris Administration Announces Over...

POLICY & REGULATION

Miscellaneous Coating Manufacturing: National Emission Standards for Hazardous Air Pollutants (NESHAP)

This regulation establishes emission limits and work practice requirements for new and existing miscellaneous coating manufacturing operations, including process vessels, storage tanks, wastewater, transfer operations, equipment leaks, and heat exchange systems, and implements section 112(d) of the Clean Air Act (CAA) by requiring all major sources to meet hazardous air pollutant (HAP) emission standards reflecting application of the maximum achievable control technology (MACT). The HAP emitted from miscellaneous coating manufacturing facilities include toluene, xylene, glycol ethers, and methyl isobutyl ketone. Exposure to these substances has been demonstrated to cause adverse health effects such as irritation of the lung, eye, and mucous membranes, effects on the central nervous system, and cancer.

The final rule will reduce HAP emissions by 4,900 tons per year for existing facilities that manufacture miscellaneous coatings. [Read the full article](#)

507 Program 5-Year Cooperative Agreement

Funding and engagement support to manage national SBEAP website, collaborative services & training activities

The screenshot shows a web browser window displaying the homepage of the National Small Business Environmental Assistance Program (SBEAP). The browser's address bar shows the URL nationalsbeap.org. The page header includes the program name, a search bar, a language selection dropdown, and a 'Contact Us' link. A green navigation bar contains links for 'Small Business', 'State Contacts', 'SBEAP Resources', 'Environmental Compliance', 'Committees', and 'News & Events'. The main content area features a large blue banner for the '2023 Annual Training' held from March 21-23 in Lake Tahoe, Nevada. A green call-to-action box at the bottom of the banner says 'GET READY!' and 'Agenda, speaker bios and more' with a right-pointing arrow. The Windows taskbar at the bottom shows the date as 3/16/2023 and the time as 6:43 AM.

Advocate. Connect. Serve.

New Assistance Resources

- ASBO's Resource List for Small Entity Compliance Assistance
- ASBO's Tool and Template for Rule-writers: How to Write Small Business Compliance Assistance Resources
- ASBO's Frequently Asked Questions webpage

Strategizing and Reporting

- Finalized ASBO's Program Monitoring and Reporting Strategy, July 2022
- ASBO Program Inquiry Report – first holistic program report for ASBO – Scheduled to be final May 2023

ASBO Monitoring & Reporting Strategy



U.S. ENVIRONMENTAL PROTECTION AGENCY

ASBESTOS AND SMALL BUSINESS OMBUDSMAN'S

MONITORING AND REPORTING STRATEGY

- Fully vetted and finalized in July 2022
- The Strategy gave background to the ASBO program, statutory and policy directives, and structure to how ASBO plans to meet its responsibilities



FY 22 ASBO PROGRAM INQUIRY REPORT

ASBO PROGRAM INQUIRY REPORT FISCAL YEAR 2022 DATA ANALYSIS

MESSAGE FROM THE OMBUDS

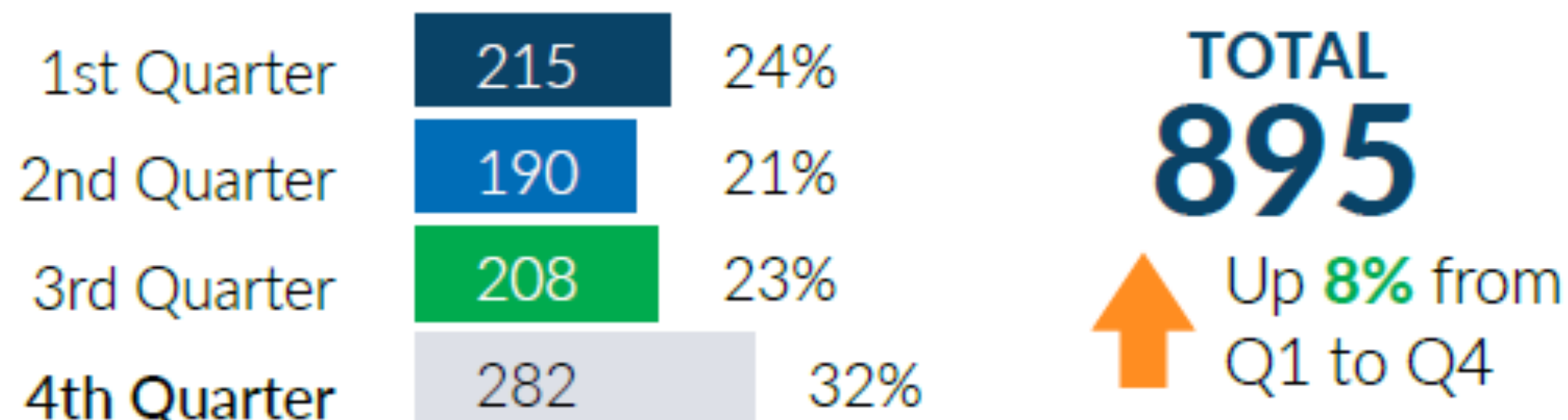
As the Asbestos and Small Business Ombudsman (ASBO or Ombudsman) for the U.S. Environmental Protection Agency (EPA), I am pleased to share this Fiscal Year (FY) 2022 ASBO Program Inquiry Report. The role of an ombudsman is to serve as an advocate for a fair process, and to offer an informal course in resolving disputes. This report serves to highlight the top issues brought to the Program in order to offer transparency and address topics of concern for Agency consideration.

REPORT OVERVIEW

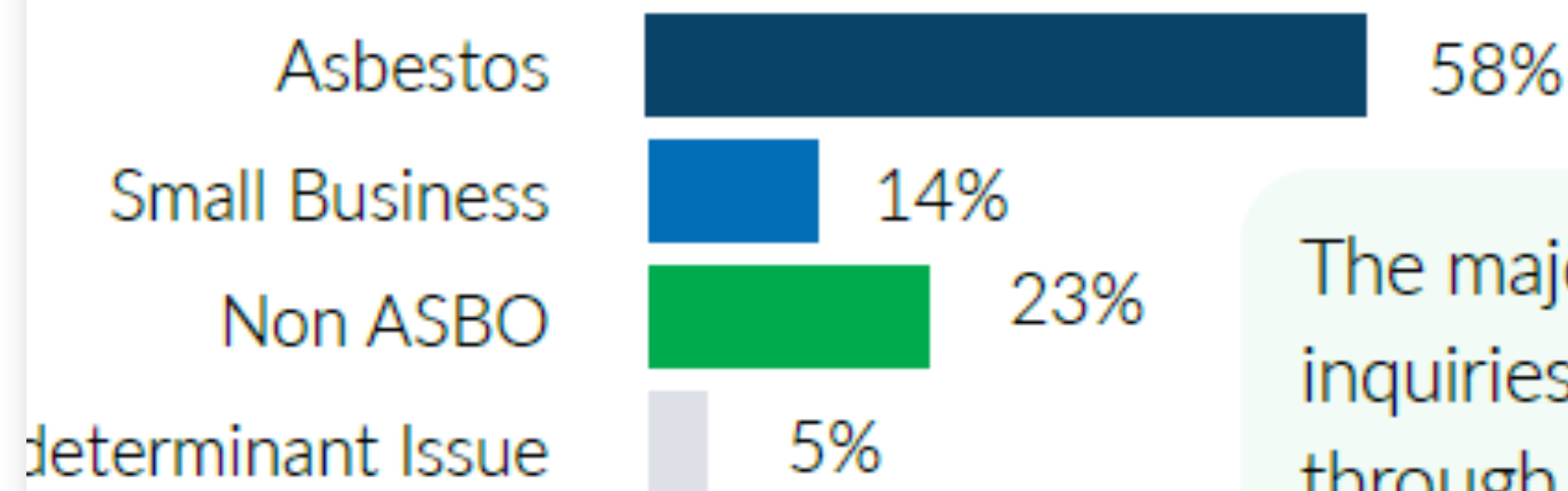
- The ASBO role has statutory requirements that direct the Ombudsman to report out or make recommendations based on its findings
- New ASBO Program Inquiry Report – Final, May 2023
- Scheduled to produce internally to EPA every 3 years, highlights will be made public

FY 2022 ASBO PROGRAM: QUICK STATS AND FACTS

Volume of Inquiries to ASBO



VOLUME OF INQUIRIES BY TOPIC



The majority of ASBO's inquiries are managed through **ASBO's Hotline service.**

ASBO Program Outreach & Communication Highlights

SmallBiz@EPA, reaches over 3100 subscribers each month



ASBO maintains a contact list of 82 small business trade associations



ASBO provides a suite of resource materials, including a program guide, trifold and fact sheet

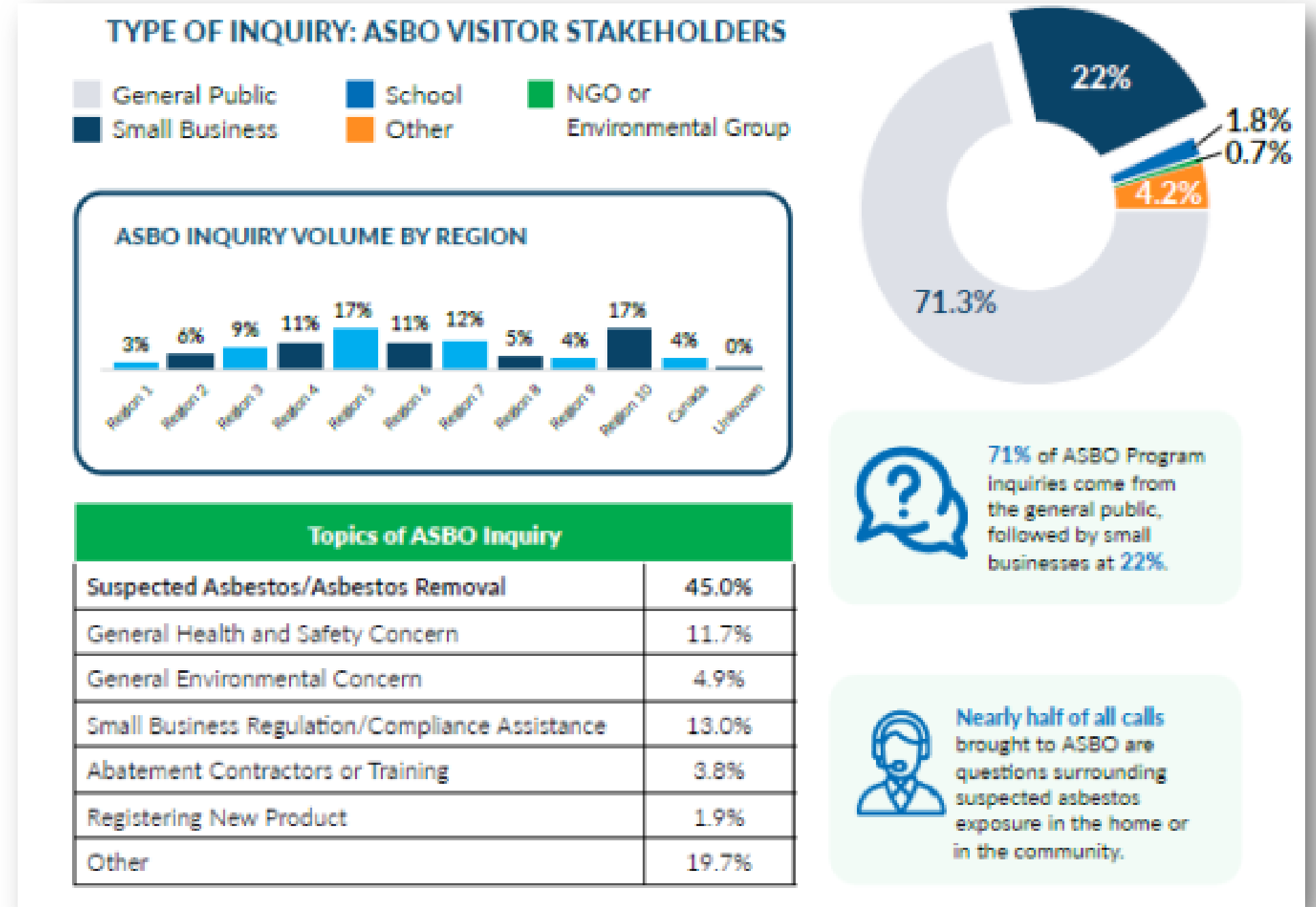


ASBO funds a 5-year cooperative agreement to support the national small business outreach and technical assistance



REPORT HIGHLIGHTS

- 71% of all inquiries to the ASBO program are from the general public
- 22% of inquiries from small business
- 13% of inquiries are focused on regulations and compliance
- 5% of inquires are enforcement concerns



UPCOMING REPORTING





507 PROGRAM REPORT TO CONGRESS

- Scheduled publish date is 2024, with a frequency of every 5 years
- Monitor and make recommendations to improve small business compliance assistance at EPA

42 U.S.C.

United States Code, 2013 Edition

Title 42 - THE PUBLIC HEALTH AND WELFARE

CHAPTER 85 - AIR POLLUTION PREVENTION AND CONTROL

SUBCHAPTER V - PERMITS

§7661f. Small business stationary source technical and environmental compliance assistance program

Questions?



Contact us

ASBO Hotline:
800-368-5888

Email:
asbo@epa.gov

Our Website:
www.epa.gov

The screenshot shows the EPA website's 'Resources for Small Businesses' page. At the top left is the EPA logo with the text 'United States Environmental Protection Agency'. To the right is a search bar labeled 'Search EPA.gov'. Below the logo is a navigation bar with links for 'Environmental Topics', 'Laws & Regulations', 'Report a Violation', and 'About EPA'. A 'CONTACT US' link is located in the top right corner. The main heading is 'Resources for Small Businesses'. Below this is a large image of a pen writing on a document. A dark blue box on the right contains the text: 'EPA Office of Small and Disadvantaged Business Utilization' followed by a paragraph describing the office's mission and a link to 'Learn about the Office of Small and Disadvantaged Business Utilization.' Below the image are three numbered tabs (1, 2, 3). The page is divided into three columns: 'Doing Business with EPA' (with links to Small Business Solutions and Opportunities, Contracting with EPA, Small Business Vendor Database, and Procurement Forecast), 'Environmental Regulation and Compliance' (with links to EPA's Small Business Ombudsman, About EPA Regulations, Regulatory Flexibility for Small Entities, Small Business Compliance, and Compliance Assistance Centers), and 'Additional Resources for Small Businesses' (with links to Small Business Administration, Small Business Innovation Research (SBIR) Program, National Small Business Environmental Assistance Program, Energy Star for Small Business, Environmental Compliance, Information on Made in America Requirements and Waivers, and Sustainability).

EPA United States Environmental Protection Agency

Search EPA.gov

Environmental Topics ▾ Laws & Regulations ▾ Report a Violation ▾ About EPA ▾

CONTACT US

Resources for Small Businesses

EPA Office of Small and Disadvantaged Business Utilization

EPA's Office of Small and Disadvantaged Business Utilization advocates and advances the business, regulatory, and environmental compliance concerns of small and socio-economically disadvantaged businesses.

[Learn about the Office of Small and Disadvantaged Business Utilization.](#)

1 2 3

Doing Business with EPA

- [Small Business Solutions and Opportunities](#)
- [Contracting with EPA](#)
- [Small Business Vendor Database](#)
- [Procurement Forecast](#)

Environmental Regulation and Compliance

- [EPA's Small Business Ombudsman](#)
- [About EPA Regulations](#)
- [Regulatory Flexibility for Small Entities](#)
- [Small Business Compliance](#)
- [Compliance Assistance Centers](#)

Additional Resources for Small Businesses

- [Small Business Administration](#)
- [Small Business Innovation Research \(SBIR\) Program](#)
- [National Small Business Environmental Assistance Program](#)
- [Energy Star for Small Business](#)
- [Environmental Compliance](#)
- [Information on Made in America Requirements and Waivers](#)
- [Sustainability](#)