Coatings Technical Support Center

Principal Activities: BASF Coatings Technical Support Center provides a wide range of R&D, technical, and customer support services for BASF coatings business groups, including Automotive Refinish. Our Technical Call Center together with Sales Operation Support e-Commerce Center processes more than 800 calls per month, while the Refinish Training Center enrolls more than 4,200 students per year in technical training courses. The site is the Global Color Center of Excellence for Automotive Refinish with more than 6,000 new colors developed each year and works closely with our German and other labs around the world to develop new and unique refinish paint product offerings. The Whitehouse Site is a Certified Gold Wildlife Habitat Council Site.

Community Relations:
BASF regularly holds Community Advisory Panel (CAP) meetings with local officials, educators, and site neighbors. The site is very involved in programs to support education and science literacy, through high school scholarships, the BASF Science Academy, employee involvement outreach programs and teacher education programs. Other site support includes local emergency response groups including joint training efforts, food banks, parks and recreation and environmental programs and various types of support to Village emergency forces.

In 2021, the site received the Ohio Chemistry Technology Council’s Award for Excellence in Environmental, Health, Safety, and Security Performance. This is the 28th year in a row the site has been recognized.

Economic Impact
- Annual payroll of $6 million*
- Capital investment over the last three years of more than $3 million in facility upgrades and laboratory equipment.
- Payment of $80,000 in property taxes

*Year-end 2022 data