Process Title:	Environmental Incident Response		
Content Owner:	Mathieu Blackburn	**Document #:**	BELL-12363-en
Content Owner Position:	Health, Safety & Environmental Manager.BGIS BELL.	**Revision #:**	9

For questions regarding this document, contact the Content Owner

1.0 PURPOSE

Describe the process to ensure environmental incidents are managed and reported according to the applicable regulations and Bell corporate requirements.

2.0 SCOPE

This process applies to service to Bell and Bell account Environmental team of BGIS Global Integrated Solutions (BGIS).
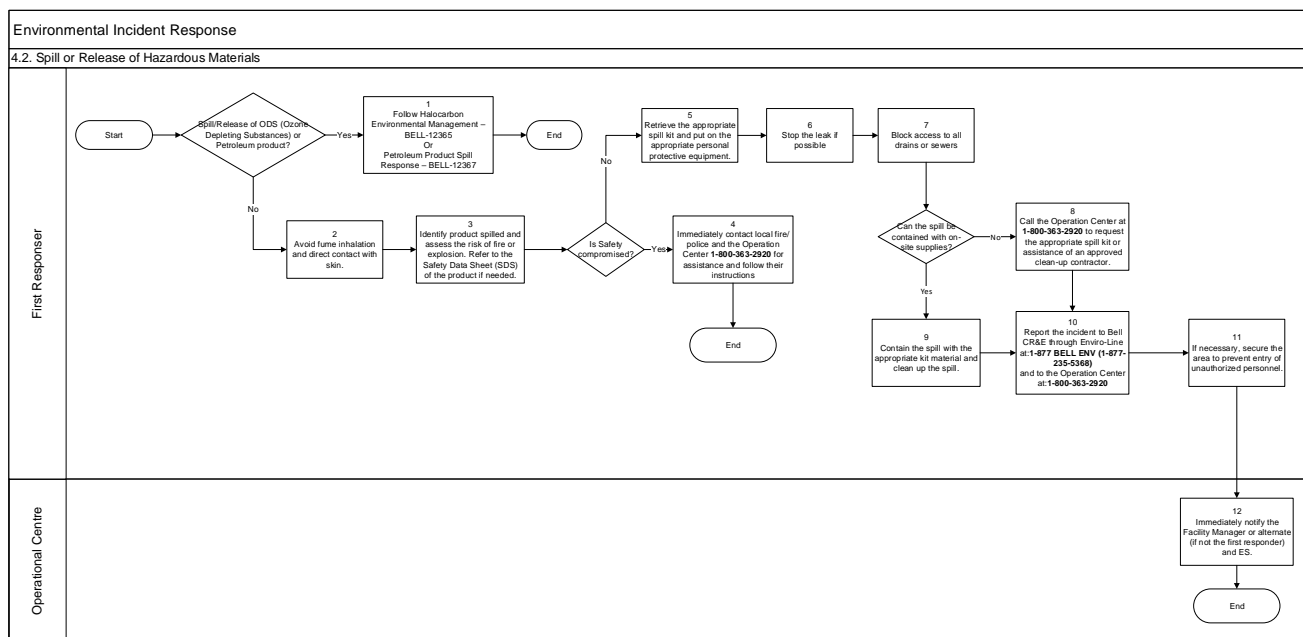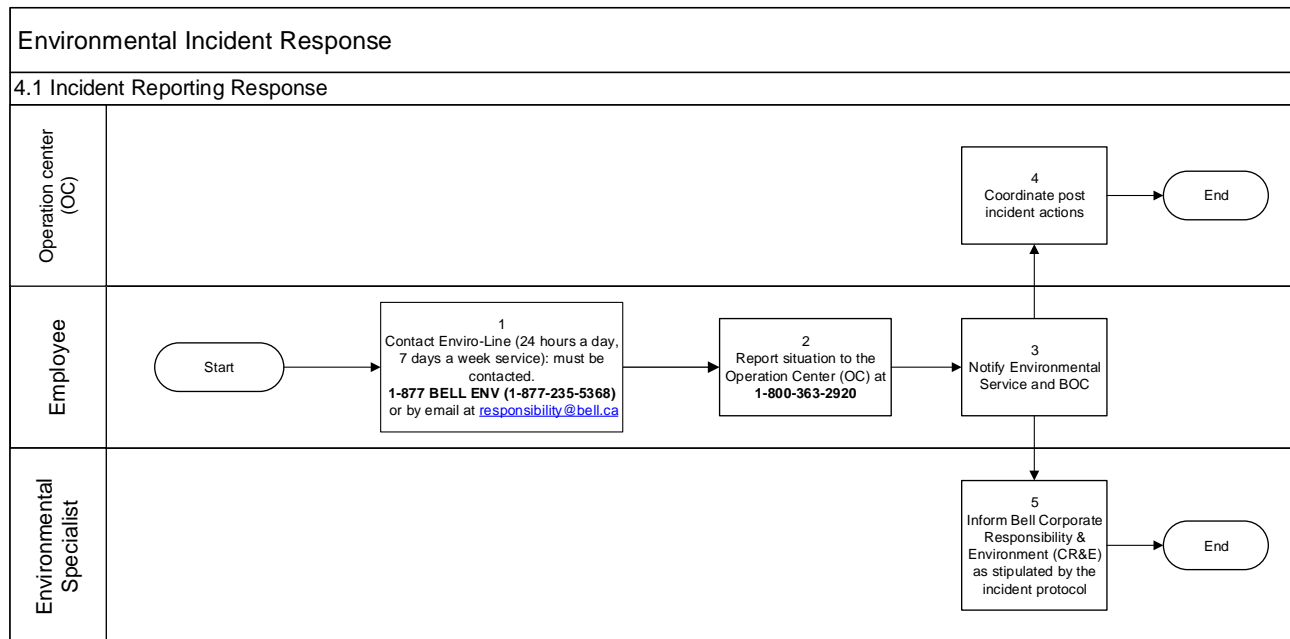
3.0 ROLES & RESPONSIBILITIES

Role	Responsibilities
BGIS Operation center (OC)	• Responsible for answering all environmental incident calls • Responsible for contacting the appropriate people for the immediate situation
BGIS O&M Solutions Environmental Services (ES)	• Overall responsibility for the procedure • Oversees each step of the process for compliance to regulations and laws
BGIS O&M Solutions Employee	• Responsible for reviewing all environmental procedures and being aware of updates to these processes. • Responsible for reporting all environmental incidents that are witnessed
Facility Manager	• Overall Responsibility for the work site and employees • Responsible for coordinating the cleanup after the immediate risk is removed
First Responder	• Be the first employee trained on environmental spills at the scene • Responsible for identifying the risks, securing the scene and informing the Operation Center.

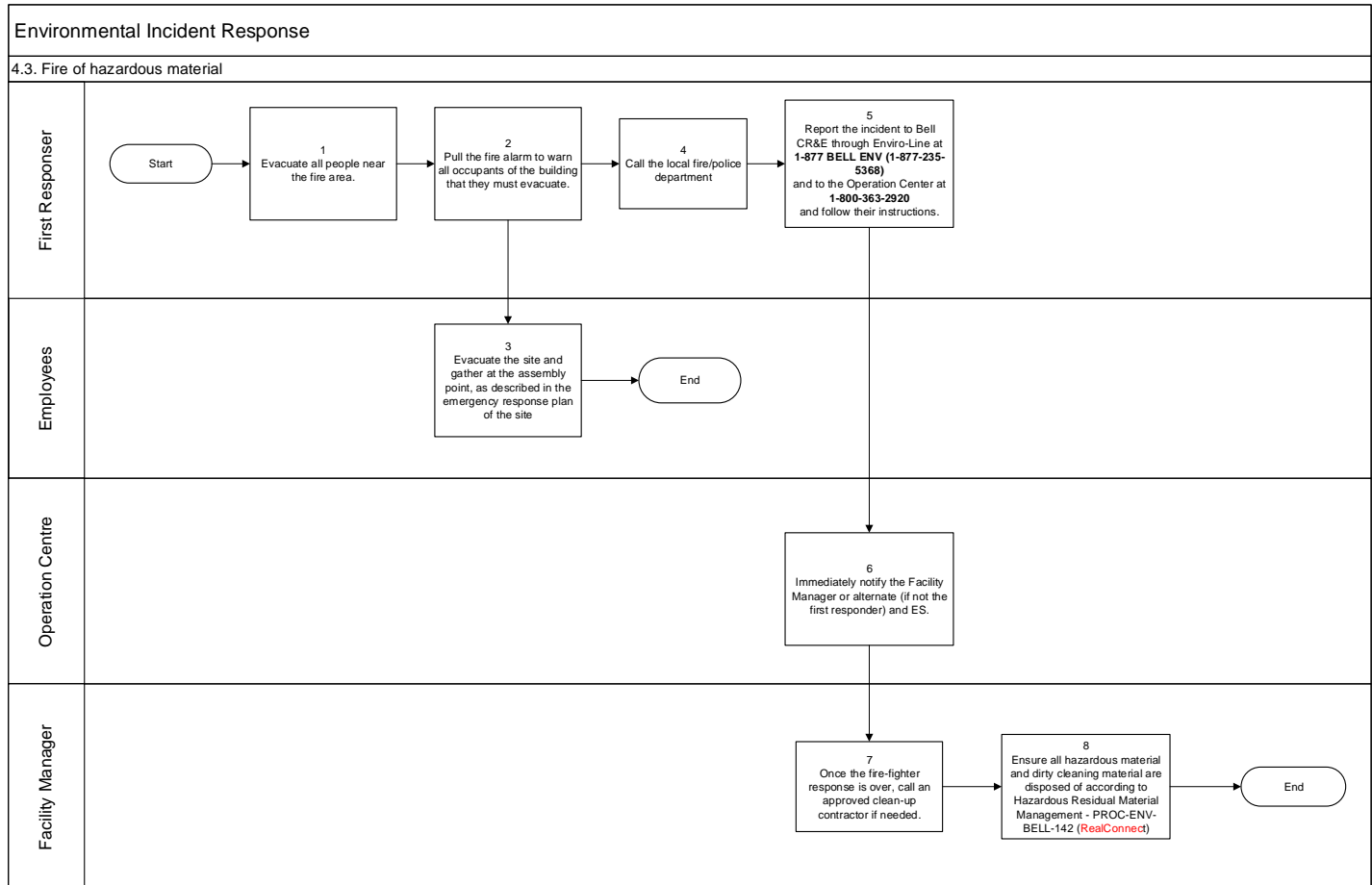| Process Title:	Environmental Incident Response		
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4.0 PROCESS

Environmental Incident Response

4.1 Incident Reporting Response

Operation center (OC)

- 4 — Coordinate post incident actions → End

Employee

- Start → 1 — Contact Enviro-Line (24 hours a day, 7 days a week service): must be contacted. **1-877 BELL ENV (1-877-235-5368)** or by email at responsibility@bell.ca → 2 — Report situation to the Operation Center (OC) at **1-800-363-2920** → 3 — Notify Environmental Service and BOC

Environmental Specialist

- 5 — Inform Bell Corporate Responsibility & Environment (CR&E) as stipulated by the incident protocol → End

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Environmental Incident Response

4.2. Spill or Release of Hazardous Materials

First Responder

- Start → Spill/Release of ODS (Ozone Depleting Substances) or Petroleum product? —Yes→ 1 — Follow Halocarbon Environmental Management – BELL-12365 Or Petroleum Product Spill Response – BELL-12367 → End
- —No→ 2 — Avoid fume inhalation and direct contact with skin. → 3 — Identify product spilled and assess the risk of fire or explosion. Refer to the Safety Data Sheet (SDS) of the product if needed. → Is Safety compromised? —Yes→ 4 — Immediately contact local fire/ police and the Operation Center **1-800-363-2920** for assistance and follow their instructions → End
- —No→ 5 — Retrieve the appropriate spill kit and put on the appropriate personal protective equipment. → 6 — Stop the leak if possible → 7 — Block access to all drains or sewers → Can the spill be contained with on-site supplies? —No→ 8 — Call the Operation Center at **1-800-363-2920** to request the appropriate spill kit or assistance of an approved clean-up contractor.
- —Yes→ 9 — Contain the spill with the appropriate kit material and clean up the spill. → 10 — Report the incident to Bell CR&E through Enviro-Line at:**1-877 BELL ENV (1-877-235-5368)** and to the Operation Center at:**1-800-363-2920** → 11 — If necessary, secure the area to prevent entry of unauthorized personnel.

Operational Centre

- 12 — Immediately notify the Facility Manager or alternate (if not the first responder) and ES. → End

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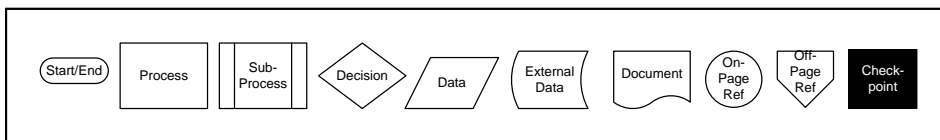## For questions regarding this document, contact the Content Owner

Environmental Incident Response

4.3. Fire of hazardous material

First Responder

Start

1
Evacuate all people near the fire area.

2
Pull the fire alarm to warn all occupants of the building that they must evacuate.

4
Call the local fire/police department

5
Report the incident to Bell CR&E through Enviro-Line at **1-877 BELL ENV (1-877-235-5368)** and to the Operation Center at **1-800-363-2920** and follow their instructions.

Employees

3
Evacuate the site and gather at the assembly point, as described in the emergency response plan of the site

End

Operation Centre

6
Immediately notify the Facility Manager or alternate (if not the first responder) and ES.

Facility Manager

7
Once the fire-fighter response is over, call an approved clean-up contractor if needed.

8
Ensure all hazardous material and dirty cleaning material are disposed of according to Hazardous Residual Material Management - PROC-ENV-BELL-142 (RealConnect)

End

Legend

Start/End	Process	Sub-Process	Decision	Data	External Data	Document	On-Page Ref	Off-Page Ref	Check-point

BGIS>	PROCESS

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Process Steps

4.1. Incident Reporting Response

Step #	Process Step Description
1	Employees must have knowledge of all applicable emergency procedure listed below: • Bell ENV 016 (RealConnect): Environmental Incident Reporting • Bell ENV 017 (RealConnect): Spill Intervention and Spill Response Kit Utilization Procedure • BELL-12367 (Intelex): Petroleum product spill response Regardless of the type or level of incident, if a situation falls under the definition of an environmental incident, the Enviro-Line (24 hours a day, 7 days a week service) must be contacted. **1-877 BELL ENV (1-877-235-5368)** or by email at responsibility@bell.ca.
2	Employee Reports situation to the Operation Center (OC) at **1-800-363-2920**
3	Employee notifies Environmental Services and Building Operation Centre (BOC).
4	Operation Centre coordinates post incident actions if applicable.
5	Environmental Specialist (ES) informs Bell Corporate Responsibility & Environment (CR&E) on the situation on a regular basis.

4.2. Spill or release of hazardous material

Step #	Process Step Description
1	For Spill / Release of ODS (Ozone Depleting Substances) or Petroleum product employees refer to below processes: **ODS:** Halocarbon Environmental Management - BELL-12365 (Intelex) **Petroleum product:** Petroleum Product Spill Response - BELL-12367 (Intelex)
2	For spill or release of other hazardous material: First responder avoids fume inhalation and direct contact with skin.
3	First Responder identifies product spilled and assess the risk of fire or explosion. Refer to the Safety Data Sheet (SDS) of the product if needed.
4	Where safety is compromised, First Responder immediately contacts local fire/police and the Operation Center 1-800-363-2920 for assistance and follow their instructions.

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Step #	Process Step Description
5	First Responder completes the following instructions only where his/her own safety and the safety of others is not compromised in doing so: First Responder retrieves the appropriate spill kit and put on the appropriate personal protective equipment.
6	First Responder stops the leak if possible.
7	First Responder blocks access to all drains or sewers
8	If the spill can be contained with on-site supplies, First Responder contains the spill with the appropriate kit material and clean up the spill.
9	If the spill cannot be contained with on-site supplies, First Responder calls the Operation Center at **1-800-363-2920** to request the appropriate spill kit or assistance of an approved clean-up contractor.
10	First Responder reports the incident to Bell CR&E through Enviro-Line at: **1-877 BELL ENV (1-877-235-5368)** and to the Operation Center at: **1-800-363-2920**
11	If necessary, First Responder secures the area to prevent entry of unauthorized personnel.
12	Operational Centre immediately notifies the Facility Manager or alternate (if not the first responder) and Environmental Specialist.

4.3. Fire of hazardous material

Step #	Process Step Description
1	First Responder evacuates all people near the fire area.
2	First Responder pulls the fire alarm to warn all occupants of the building that they must evacuate.
3	All employees evacuate the site and gather at the assembly point, as described in the emergency response plan of the site.
4	First Responder calls the local fire/police department.

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Step #	Process Step Description
5	First Responder reports the incident to Bell CR&E through Enviro-Line at **1-877 BELL ENV (1-877-235-5368)** and to the Operation Center at **1-800-363-2920** and follow their instructions.
6	Operation Centre immediately notifies the Facility Manager or alternate (if not the first responder) and Environmental Specialist.
7	Once the fire-fighter response is over, Facility Manager calls an approved clean-up contractor if needed.
8	Facility Manager ensures all hazardous material and dirty cleaning material are disposed of according to Hazardous Residual Material Management - PROC-ENV-BELL-142 (RealConnect)

Checkpoints

#	Checkpoint Description

5.0 DEFINITIONS

Word/Acronym	Definition
Environment	All natural (physical, chemical, biological) and cultural (sociological) conditions that can act on living organisms and human activities.
Environmental Incident	Unexpected situation that could have a negative environmental impact or could result in non-compliance with environmental legislation and potentially, under the law, require official reporting to government authorities.
Hazardous Material (HazMat)	Item or agent (biological, chemical, physical) which has the potential to cause harm to humans, animals or the environment, either by itself or through interaction with other factors.
Ozone Depleting Substances (ODS)	Any substance which is harmful to the ozone layer. Some halocarbons are ODSs.

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6.0 REFERENCES

Document #	Document Title
WI-ENV-BELL-311	Generic Definitions for Environmental Procedures
Bell ENV 016	Environmental Incident Reporting
Bell ENV 017	Spill Intervention and Spill Response Kit Utilization Procedure
Bell ENV 039	Government Inspections and Inquiries from External Parties - Internal Procedure
BELL-12367 (Intelex)	Petroleum Product Spill Emergency Response
PROC-ENV-BELL-142 (RealConnect)	Hazardous Residual Material Management
BELL-12365 (Intelex)	Halocarbon Environmental Management

7.0 REVISION HISTORY

Revision #	Description of Change
0	Original
1	Fusion avec OP-INC-01e
2	Update template and related documents, transferred some sections to PROC-ENV-NEX-7.0
3	Updated document to meet new formatting standards
4	Updated references, fixed minor typos
5	Update references and general clean up
6	Update contact info for Bell and the CSC (now OC)
7	Minor corrections, manager name change
8	Changed for new template
9	Update OC phone number and Document reference (Intelex)