

Process Title:	Environmental Incident Process		
Content Owner:	Mary-Lynne Marino	Document #:	BELL-12364-en
Content Owner Position:	Senior Manager, Energy..	Revision #:	5

For questions regarding this document, contact the Content Owner

1.0 PURPOSE

Establish the process for managing and reporting environmental incidents per 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).

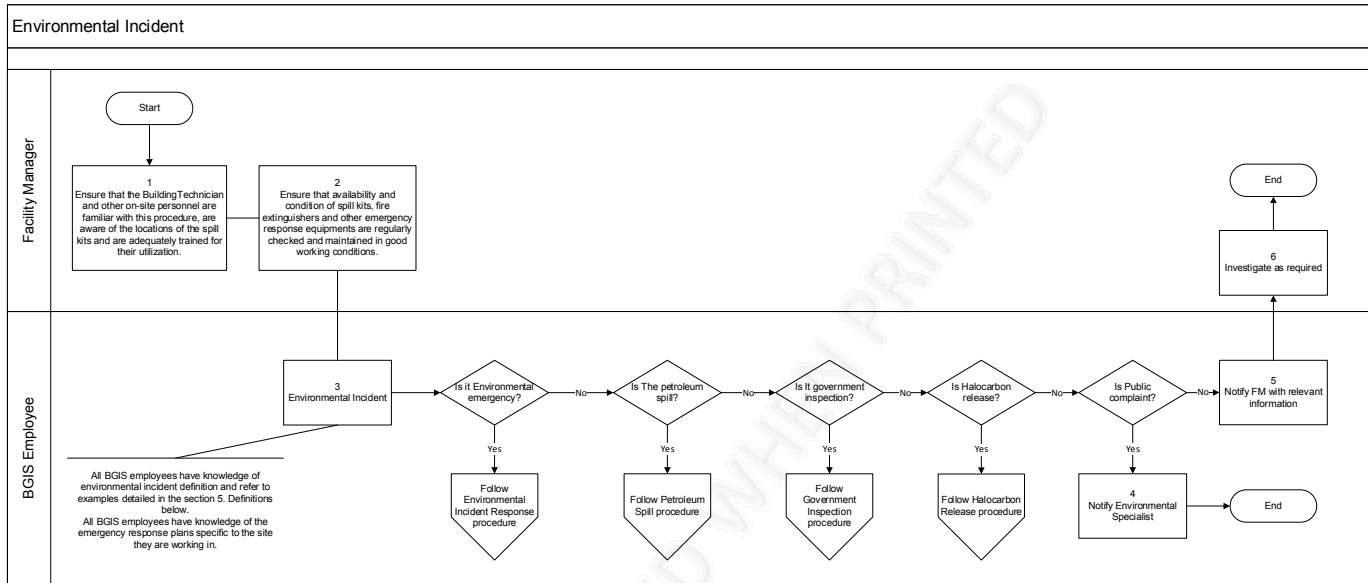
3.0 ROLES & RESPONSIBILITIES

Role	Responsibilities
BGIS O&M Solutions Employees	<ul style="list-style-type: none"> Responsible for reviewing all environmental procedures and being aware of updates to these processes.
Facility Manager	<ul style="list-style-type: none"> Responsible for the management of services and processes that support the core business. Assist Project Manager or Environmental Services with completing the required steps of the process May take on the Project Manager role if the project is under \$15,000.
On-site Personnel (e.g. Building Technician)	<ul style="list-style-type: none"> Responsible for reviewing all environmental procedures and being aware of updates to these processes. Aware of location and use of spill kits

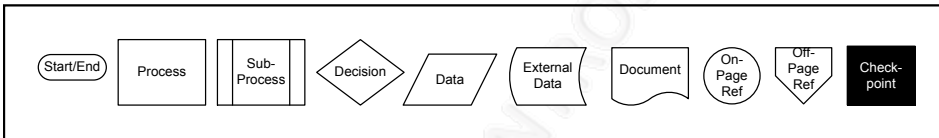
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4.0 PROCESS



Legend



Process Steps

Step #	Process Step Description
1	Facility Managers ensure that availability and condition of spill kits, fire extinguishers and other emergency response equipment are regularly checked and maintained in good working conditions.
2	Facility Managers ensure that all on-site personnel are familiar with this procedure, are aware of the locations of the spill kits and are adequately trained for their utilization. Referred to Bell's Spill Intervention and Spill Response Kit Utilization Procedure, ENV 017(RealConnect), for training purposes.
3	For Environmental Incident, all BGIS employees must have knowledge of environmental incident definition and refer to examples detailed in the section 5. Definitions below. All BGIS employees have knowledge of the emergency response plans specific to the site they are working in.

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Step #	Process Step Description
4	<p>For below four environmental incidents, follow different environmental procedures (see section 6.0 <i>References</i> of this document):</p> <ul style="list-style-type: none"> • Environmental Incident Response procedure (BELL-12363) • Petroleum Spill procedure (BELL-12367) • Follow Bell Government Inspection procedure (ENV 039- RealConnect) • Follow Halocarbon Environmental Management procedure (BELL-12365) <p>For public complaint, BGIS employee notify the Environmental Specialist</p>
5	For any other environmental incidents, BGIS employee notify Facility Manager with relevant information.
6	Facility Manager investigate as required.

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 Substance (ODS)	Any substance which is harmful to the ozone layer. Some halocarbons are ODSs.
Heating, Ventilating, and Air Conditioning (HVAC)	It is the technology of indoor environmental comfort. Its goal is to provide thermal comfort and acceptable indoor air quality.

5.1 Type of environmental incident:

Type of Incident	Description	Examples
Environmental emergencies	Spills, fires or explosions	<ul style="list-style-type: none"> • Uncontrolled diesel or gasoline leak • Release of acid from a battery into the natural environment • Fire of hazardous material • Battery explosion / Thermal runaway

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Small spills or gas releases	Small spills or release that did not reach a sensitive element	<ul style="list-style-type: none"> • Small diesel leak on the asphalt of a company property • Small hydraulic oil spill on public road • Glycol spill from a truck after an accident • Acid spill from a battery contained on concrete floor
Government inspections and infractions	Federal, provincial or municipal environmental legal infraction or inspection	<ul style="list-style-type: none"> • Inspection by an environmental officer • Work conducted without proper governmental approval • Non respect of a Certificate of Approval • Damage to fauna habitat or flora • Inappropriate disposal of HazMat • Inappropriate shipping document for HazMat disposal • Production of noise above municipal bylaw • Ministry orders are also assimilated to this category, and so are notices of "unacceptable conditions" for petroleum product equipment.
Public complaints	Customer complaint, group complaint or poor press coverage	<ul style="list-style-type: none"> • Tree pruning, or other complaints related to vegetation (use of pesticide, uncontrolled weeds, etc.) • Property contamination • Smell from a pole storage yard • Noise from HVAC, power generators or outside plant equipment.

6.0 REFERENCES

Document #	Document Title
PROC-ENV-BELL-311 (RealConnect)	Generic Definitions for Environmental Procedures
BELL-12367 (Intelex)	Petroleum Product Spill Response
BELL-12363 (Intelex)	Environmental Incident Response
BELL-12880 (Intelex)	Hydrocarbon Spill Response Kits management
PROC-ENV-BELL-130 (RealConnect)	Environmental Site Assessment and Remediation
BELL-12365 (Intelex)	Halocarbon Environmental Management Process
Bell ENV 016 (RealConnect)	Environmental Incident Reporting

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Document #	Document Title
Bell ENV 017 <i>(RealConnect)</i>	Spill Intervention and Spill Response Kit Utilization Procedure
Bell ENV 039 <i>(RealConnect)</i>	Government Inspections and Inquiries from External Parties - Internal Procedure

7.0 REVISION HISTORY

Revision #	Description of Change
0	Original Issue
1	Updated document to meet new formatting standards
2	General cleanup of procedure
3	Minor corrections
4	Update to BGIS new template, revised process map to reflect the process steps
5	Update the Document reference (Intelex vs RealConnect)

UNCONTROLLED WORK