

Process Title:	ENVIRONMENTAL INCIDENT RESPONSE		Document #:	PROC-ENV-BELL-127
Author:	Jim Fry	Quality Specialist	Revision Date:	01/16/2017
Process Owner:	Simon Forget	Senior Manager Environment	Revision #:	6.0

Downloaded and Printed Copies are Considered Uncontrolled

1. Purpose

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

2. Scope

This procedure applies to BGIS O&M Solutions Inc. (“**O&M Solutions**”) and when the activities identified are within the scope of services for the client.

3. Roles & Responsibilities.

3.1. Client Service Centre (CSC)

- Responsible for answering all environmental incident calls
- Responsible for contacting the appropriate people for the immediate situation

3.2. O&M Solutions Environmental Services (ES)

- Overall responsibility for the procedure
- Oversees each step of the process for compliance to regulations and laws

3.3. 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

3.4. Facility Manager

- Overall Responsibility for the work site and employees
- Responsible for coordinating the cleanup after the immediate risk is removed

3.5. First Responder

- The first employee trained on environmental spills at the scene
- Responsible for identifying the risks, securing the scene and informing the Client Service Center.

4. Procedure

4.1 Incident Reporting		
Steps	Actions to be performed	Owner
4.1.1	Have knowledge of all applicable emergency procedure listed below: <ul style="list-style-type: none"> • Bell ENV 016: Environmental Incident Reporting • Bell ENV 017: Spill Intervention and Spill Response Kit Utilization Procedure • PROC-ENV-BELL-151: Petroleum product spill response 	O&M Solutions Employees

Process Title:	ENVIRONMENTAL INCIDENT RESPONSE		Document #:	PROC-ENV-BELL-127
Author:	Jim Fry	Quality Specialist	Revision Date:	01/16/2017
Process Owner:	Simon Forget	Senior Manager Environment	Revision #:	6.0

Downloaded and Printed Copies are Considered Uncontrolled

4.1.2	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 enviroincident@bell.ca	O&M Solutions Employees
4.1.3	Report situation to the Client Service Centre (CSC) at 1-800-363-2920 or 1-866-771-1214.	O&M Solutions Employees
4.1.4	Notify Environmental Services (ES) and Building Operation Centre (BOC).	O&M Solutions Employees
4.1.5	Coordinate post incident actions if applicable.	CSC
4.1.6	Inform Bell Corporate Responsibility & Environment (CR&E) on the situation on a regular basis	ES

4.2 Spill or release of hazardous material		
Steps	Actions to be performed	Owner
4.2.1 Spill or release of ODS or Petroleum product		
4.2.1.1	ODS: Refer to: Halocarbon Environmental Management - PROC-ENV-BELL-141	O&M Solutions Employees
4.2.1.2	Petroleum product: Refer to: Petroleum Product Spill Response - PROC-ENV-BELL-151	O&M Solutions Employees
4.2.2 Spill or release of other hazardous material		
4.2.2.1	Avoid fume inhalation and direct contact with skin.	First responder
4.2.2.2	Identify product spilled and assess the risk of fire or explosion. Refer to the Safety Data Sheet (SDS) of the product if needed.	First responder
4.2.2.3	Where your safety is compromised, immediately contact local fire/police and the Client Service Center at 1-800-363-2920 or 1-866-771-1214 for assistance and follow their instructions. Complete the following instructions only where your safety and the safety of others is not compromised in doing so.	First responder
4.2.2.4	Retrieve the appropriate spill kit and put on the appropriate personal protective equipment.	First responder
4.2.2.5	If possible, stop the leak.	First responder
4.2.2.6	Block access to all drains or sewers, contain the spill with the appropriate kit material and clean up the spill.	First responder

Process Title:	ENVIRONMENTAL INCIDENT RESPONSE		Document #:	PROC-ENV-BELL-127
Author:	Jim Fry	Quality Specialist	Revision Date:	01/16/2017
Process Owner:	Simon Forget	Senior Manager Environment	Revision #:	6.0

Downloaded and Printed Copies are Considered Uncontrolled

4.2.2.7	Where the spill cannot be contained with on-site supplies and staff, call the Client Service Centre at 1-800-363-2920 or 1-866-771-1214 to request the appropriate spill kit or assistance of an approved clean-up contractor.	First responder
4.2.2.8	Report the incident to Bell CR&E through Enviro-Line at: 1-877 BELL ENV (1-877-235-5368) and to the Client Service Centre at: 1-800-363-2920 or 1-866-771-1214 .	First responder
4.2.2.9	If necessary, secure the area to prevent entry of unauthorized personnel.	First responder
4.2.2.10	Immediately notify the Facility Manager or alternate (if not the first responder) and ES.	CSC

4.3 Fire of hazardous material		
Steps	Actions to be performed	Owner
4.3.1	Evacuate all people near the fire area.	First Responder
4.3.2	Pull the fire alarm to warn all occupants of the building that they must evacuate.	First Responder
4.3.3	Evacuate the site and gather at the assembly point, as described in the emergency response plan of the site.	O&M Solutions Employees
4.3.4	Call the local fire/police department.	First Responder
4.3.5	Report the incident to Bell CR&E through Enviro-Line at 1-877 BELL ENV (1-877-235-5368) and to the Client Service Centre at 1-800-363-2920 or 1-866-771-1214 and follow their instructions.	First Responder
4.3.6	Immediately notify the Property Manager or alternate (if not the first responder) and ES.	CSC
4.3.7	Once the fire-fighter response is over, call an approved clean-up contractor if needed.	Facility Manager
4.3.8	Ensure all hazardous material and dirty cleaning material are disposed of according to Hazardous Residual Material Management - PROC-ENV-BELL-142	Facility Manager

5. Definitions

Process Title:	ENVIRONMENTAL INCIDENT RESPONSE		Document #:	PROC-ENV-BELL-127
Author:	Jim Fry	Quality Specialist	Revision Date:	01/16/2017
Process Owner:	Simon Forget	Senior Manager Environment	Revision #:	6.0

Downloaded and Printed Copies are Considered Uncontrolled

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.

6. References

- 1) WI-ENV-BELL-311: Generic Definitions for Environmental Procedures
- 2) Environmental Incident Reporting: Bell ENV 016
- 3) Spill Intervention and Spill Response Kit Utilization Procedure: Bell ENV 017
- 4) Government Inspection/Investigation
- 5) PROC-ENV-BELL-151: Petroleum Product Spill Emergency Response
- 6) PROC-ENV-BELL-142: Hazardous Residual Material Management
- 7) PROC-ENV-BELL-141 : Halocarbon Environmental Management

7. Records

Record Name	Form Number	Data Classification	Record Owner	Record Location	Minimum Retention Time
Environmental Incident Notification	FRM-ENV-OM-273	Confidential	Environmental Services	Records Management Library	10 Years

8. Revision/Review History

Version No.	Date	Document Approver	Summary of Change(s)
1.0	30-01-2009	Sr. Manager, Environment	Original
2.0	25-08-2011	Sr. Manager, Environment	Fusion avec OP-INC-01e

Process Title:	ENVIRONMENTAL INCIDENT RESPONSE		Document #:	PROC-ENV-BELL-127
Author:	Jim Fry	Quality Specialist	Revision Date:	01/16/2017
Process Owner:	Simon Forget	Senior Manager Environment	Revision #:	6.0

Downloaded and Printed Copies are Considered Uncontrolled

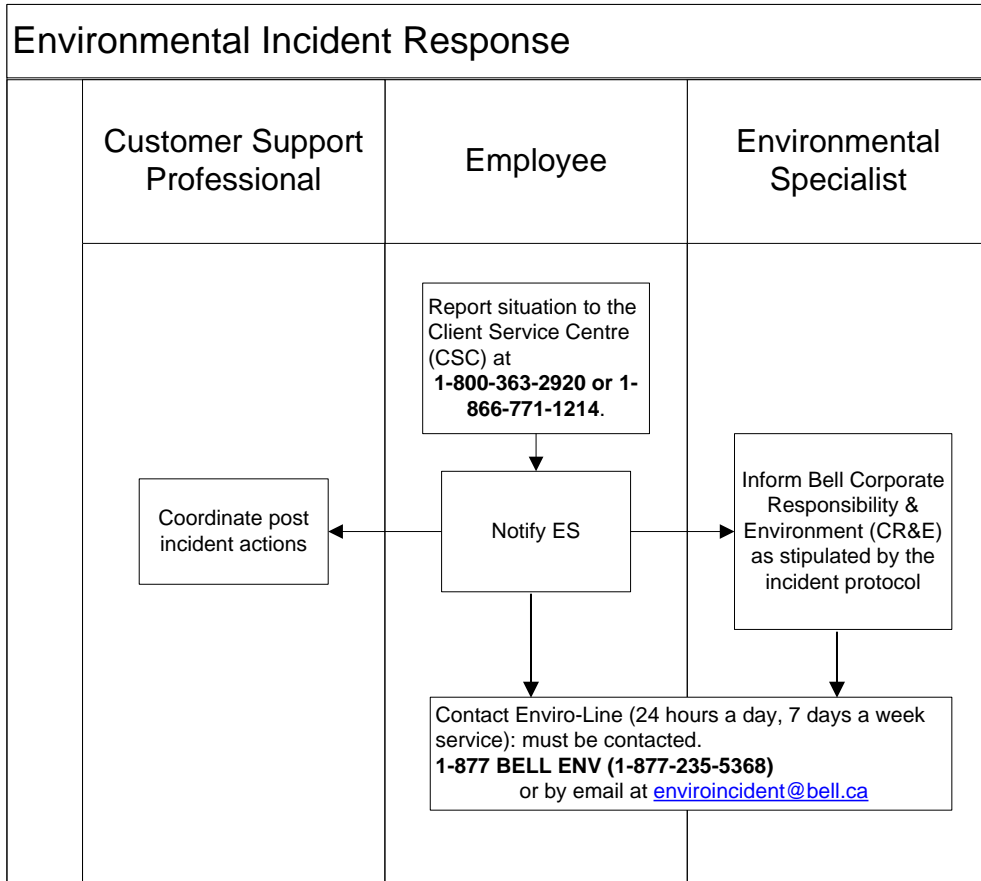
3.0	28-10-2013	Sr. Director, Environment	Update template and related documents, transferred some sections to PROC-ENV-NEX-7.0
4.0	01-03-2015	Sr. Director, Environment	Updated document to meet new formatting standards
5.0	11-10-2016	Sr. Director, Environment	Updated references, fixed minor typos
6.0	16-01-2017	Sr. Director, Environment	Update references and general clean up

9. Flowcharts

See next page.

Process Title:	ENVIRONMENTAL INCIDENT RESPONSE		Document #:	PROC-ENV-BELL-127
Author:	Jim Fry	Quality Specialist	Revision Date:	01/16/2017
Process Owner:	Simon Forget	Senior Manager Environment	Revision #:	6.0

Downloaded and Printed Copies are Considered Uncontrolled



See next pages for additional flowcharts.

Process Title:	ENVIRONMENTAL INCIDENT RESPONSE		Document #:	PROC-ENV-BELL-127
Author:	Jim Fry	Quality Specialist	Revision Date:	01/16/2017
Process Owner:	Simon Forget	Senior Manager Environment	Revision #:	6.0

Downloaded and Printed Copies are Considered Uncontrolled

