Environmental Code of Management Practice for Laundry Operations

July 1996

Ontario Laundry Industry Task Force
Ontario Laundry Industry Task Force
in conjunction with
the Ontario Ministry of Environment & Energy's Pollution Prevention Office
Acknowledgements

This Environmental Code of Management Practice (CMP) for Laundry Operations is the result of the contribution of time, experience and resources from members of the laundry industry and governments. The result is a management system to identify opportunities for reducing waste and preventing discharges to the environment.

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CHAPTER 1

INTRODUCTION

The Environmental Code of Management Practice (CMP) was developed by the Ontario Laundry Industry Task Force in conjunction with the Ontario Ministry of Environment and Energy (MOEE) to protect the environment and provide equitable environmental requirements for all members of the laundry industry.

A CMP is a management tool for protecting the environment in addition to conventional regulatory limits on emissions to the environment, whether gas, liquid, or in solid form. It is a method based on the concept of “due diligence”. That is, it provides a framework identifying all activities which an industrial laundry owner/operator/manager would reasonably be expected to undertake to prevent the discharge of harmful substances to the environment caused by spills or poor operating practices. The activities described in the CMP, if carried out diligently by the owner/operator/manager and responsible staff, could be used as a basis of a “due diligence” legal defence, in the event of charges resulting from an unexpected discharge.

For the laundry industry, the focus of the CMP is:

- the use of pollution prevention planning to identify and act on opportunities to eliminate/reduce wastes;
- control of oil and grease, solvents, and other regulated substances to prevent their discharge to the environment.

ONTARIO LAUNDRY INDUSTRY

For the purpose of this Code of Management Practice, the Laundry Sector is defined as:

Any facility that has the potential to process laundry items which generate or has the potential to generate any of the following:

- oil & grease, (animal/vegetable or mineral origin);
- volatile organic compounds (VOC);
- heavy metals and other regulated substances.

This definition includes on-premise-laundries.

The laundry industry provides a service by cleaning items efficiently at a specialized facility. The type of materials treated by this industry are industrial garments, wiping (shop) towels, uniforms, linen items, dust control and walk-off mats. Items may belong to the launderer and be supplied to the users on a rental basis; or they may be the customer’s own goods. Wastewaters from laundries are generally discharged directly to the sewer systems with or without pre-treatment.
The Laundry Sector varies with respect to the quality of its discharges, with a portion of the industry that deals with work garments, shop towels/wiping rags from various industries having "problem" discharges. As a result of the soils on the incoming textiles, some discharges from laundry operations contain mineral oil/grease, volatiles, and salts of heavy metals. Even with sophisticated pollution control equipment, this sector may have difficulties achieving the current sewer discharge limits for mineral oil/grease and VOCs. Without a uniform approach for all facilities, there is a concern that problems will be transferred from one firm to another as customers will change to a firm with less stringent requirements.

In 1993, the Task Force conducted a survey of the Ontario Industrial and Commercial Laundry Sector. The report recommended that laundries:

- Educate their customers with regard to good practices for heavily soiled articles (e.g., wiping towels);
- Improve their housekeeping practices and preventative maintenance to reduce leaks and spills;
- Work with suppliers of equipment and cleaning chemicals to ensure effective cleaning with the least amount of toxic discharge problems;
- Implement treatment technologies where applicable.

Municipal Sewer Use By-law requirements

In 1988, the MOEE released the Model Sewer Use By-law for adoption by municipalities.

Municipal Sewer Use By-laws limit the discharge of contaminants from a site by:

- prohibiting certain substances from the sanitary sewer and setting concentration limits for others (e.g. oil and grease), and
- specifying operating procedures that will minimize the amount of contaminants being discharged from the site - a best management practices plan (BMP).

Pollution Prevention

Pollution prevention planning can help laundries identify opportunities to reduce or eliminate waste of hazardous and non-hazardous materials, energy, water or other resources.

Reducing contaminants at the source (e.g., at the customer level or a change in the cleaning process or raw materials) means that the laundry uses less resources to treat wastes and increases its capability of consistently meeting regulatory discharge requirements.

Reducing wastes at the source will benefit laundries by reducing the consumption of cleaning chemicals and energy, waste treatment and disposal costs, and the liability associated with waste disposal.
Pollution Prevention is a key strategy used by the Ontario MOEE as it works to protect the environment. The MOEE has defined pollution prevention as:

"Any action which reduces the creation of pollutants or wastes at the source, achieved through activities which promote, encourage or require changes in the basic behavioural patterns of industrial, commercial, institutional, community and government generators or individuals" (Pollution Prevention Planning Guidance Document and Workbook, MOEE, May 1993).
CHAPTER 2
HOW TO USE THIS DOCUMENT

OBJECTIVE
The overall purpose of this document is to provide laundries with the information and tools necessary to implement a site-specific CMP.

CMP REQUIREMENTS
A site-specific CMP is made up of the following 12 Sections:

1. General Facility Information
2. CMP Committee and Responsibilities
3. Risk Identification, Assessment and Minimization
4. Emergency Response Plans
5. Reporting of CMP Incidents
6. Materials Compatibility
7. Housekeeping
8. Preventative Maintenance and Inspection
9. Inspections and Records
10. Security
11. Employee Training
12. Owner / Manager Certification

Start-up guidelines and a summary of the written requirements are provided in Chapter 3 for each Section. Appendix B contains checklists and sample forms to be used in implementing the site-specific CMP.

GETTING STARTED
Every effort has been made to keep these guidelines focused, practical and easy-to-use. As part of this approach, the Priority Checklist on the next page can be used to identify those items which should be addressed first. Areas that need attention to achieve compliance with the CMP requirements are identified by “No” answers to questions on the checklist.

References to specific sections of this document are provided so that the owner/operator can turn directly to the relevant sections for guidance. After addressing those items identified during this preliminary assessment, it is recommended that all sections of the CMP be reviewed in detail to ensure that all requirements have been met.

The guidelines provided in this document are intended to be consistent with Ontario regulations, standards and bylaws, but do not replace them. Compliance with all applicable regulations is solely the responsibility of the laundry owner/operator.
## PRIORITY CHECKLIST

<table>
<thead>
<tr>
<th>CMP Requirement</th>
<th>Yes</th>
<th>No</th>
<th>N/A</th>
<th>CMP Section</th>
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<tr>
<td>Is there a committee to implement and maintain site environmental management practices?</td>
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<td>Does the committee meet at least once every three months?</td>
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<tr>
<td>Has the manager signed a written statement taking responsibility for preventing contaminant discharges to the environment?</td>
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<tr>
<td>Has an inventory of the chemicals used in plant been prepared?</td>
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<td>3.2</td>
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<tr>
<td>Is there a floorplan which shows locations where chemicals are used/stored, sewer drains, waste storage, effluent discharge points, containment devices and spill response supplies?</td>
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<td></td>
<td></td>
<td>3.2</td>
</tr>
<tr>
<td>Is there a flowchart which shows the movement of chemicals from the time they are received until they are discharged or transported off-site?</td>
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<td></td>
<td></td>
<td>3.3 / 3.4</td>
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<tr>
<td>Are containment measures used in all places where chemicals have the potential to reach the drains or be discharged off-site?</td>
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<td></td>
<td></td>
<td>3.3 / 3.4</td>
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<tr>
<td>Does a licensed waste carrier handle all your hazardous wastes (e.g., settling pit sludges, waste oils, solvents)?</td>
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<td></td>
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<td>3.3 / 3.4</td>
</tr>
<tr>
<td>Has the type and amount of contaminants being received from all customers been assessed?</td>
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<td>3.2/3.3/3.4</td>
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<td>Are there emergency procedures posted for responding to spills, fires and explosions?</td>
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<td>Are there procedures for reporting spills and sewer-use bylaw exceedences to the plant manager and appropriate government authorities?</td>
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<td>Have the chemicals used been assessed for their compatibility with other chemicals and the storage environment?</td>
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<td>Are there procedures for maintaining a clean and orderly work environment (i.e., chemical storage areas, exits and pathways, hazardous waste storage and equipment)?</td>
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<td>Is there a preventative maintenance program for equipment, sewer catch basins, berms, and pollution control devices?</td>
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<td>Does the CMP Committee routinely inspect the plant at least twice per year for compliance with the company's environmental management practices?</td>
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<tr>
<td>Is access restricted to areas where chemicals are used, stored or recovered?</td>
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<tr>
<td>Do all employees understand the objectives and requirements of the company's environmental management practices?</td>
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<tr>
<td>Is a written record of all training activities maintained?</td>
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CHAPTER 3
LAUNDRY INDUSTRY
ENVIRONMENTAL CODE OF MANAGEMENT PRACTICE (CMP)
REQUIREMENTS

1.0 GENERAL INFORMATION

1.1 Written Requirements Under Section 1

On FORM-1 in Appendix B include the following information and attach it to the CMP:

- Legal name of the business, full address, and telephone number;
- Name of facility manager;
- Number of employees;
- Days and hours of operation;
- Legal name and address of home office or headquarters if applicable;
- Names of two or more people to call in an emergency, their business and after hours phone numbers;
- MOEE hazardous waste generator number.
In achieving the objectives of the CMP Plan, it is essential that employees apply the knowledge gained through training in their day-to-day activities.

2.5 Written Requirements Under Section 2

Use the CMP COMMITTEE RESPONSIBILITY STATEMENT (Appendix B: FORM-2) to record:

- Name and signature of CMP committee members
- Name and signature of alternate CMP committee members
- How often the committee meets to review the CMP and assess compliance
- Name and signature of owner/manager

One copy of the certificate should be posted in a central and conspicuous location of the plant (e.g., lobby or front entrance).

3.0 RISK IDENTIFICATION, ASSESSMENT AND MINIMIZATION

In any industrial operation, there is always some risk of release of potentially harmful materials to the environment outside the plant. The purpose of this element of the CMP is to identify, assess, and minimize the potential for such releases from industrial laundries.

Figure 1 presents a pictorial representation of an industrial laundry, showing the flow of laundry and chemicals into the plant, and the potential points or routes of release of harmful materials into the natural environment from the plant. Know your neighbors. Prepare a site plan (see Figure 2) so that you can identify potentially sensitive areas around your plant and also neighbors who may be potential contributors of contaminants to your surroundings. Figure 3 presents a typical laundry process flowsheet, showing the flow of chemicals and goods as they move through the plant from the time they are received to the time they leave the plant, as well as the routes by which wastes and the associated harmful substances may leave the process. Use a simple material input/output diagram as shown in Figure 4 to help identify your sources of waste materials, and possibly identify opportunities for savings.

3.1 Primary Risk Sources

Sources of risk can be divided into internal and external sources as listed below.

Internal Sources

a) Chemical Storage Area;
b) Maintenance Shop;
c) Motor Vehicle Service Area;
d) Pollution Control Equipment;
e) Waste Disposal (Dumpster)
   - pit settlings, shaker screen debris;
Figure 1: Origin and Disposition of Hazardous Materials in Industrial Laundry Operations

Source: Uniform and Textile Service Association
Figure 2: Site Plan

- XYZ PACKAGING CO.
- Commerce Parkway
- X-TRA GAS STATION
- JOE'S BAR & GRILL
- CLEAN-IT LAUNDRY
- 12 Commerce Parkway
- BEUTEE TRUCK WASHING
- Winding Creek
Figure 3: Example Process Flow Sheet for Industrial Launderies

Water

Sours, Detergents, Caustic, Chlorine Bleach

SOILED TEXTILES

Sorting

WASH FLOOR

PIT

PUMP

DRYER

MENDING PRESSING DELIVERY

To Sewer

Oil

Sludge

Sulphuric Acid

Lint

Wash Water

Sludge

Air Emissions
FIGURE 4: LAUNDRY INPUT/OUTPUT DIAGRAM

INPUTS

- paper supplies
- office supplies
- soiled textiles
- sours
- detergents
- caustic
- chlorine bleach
- water
- detergents
- caustic
- chlorine bleach
- sours
- soiled textiles
- hangers
- packaging
- packaging
- waste washwater
- treatment chemicals: sulphuric acid, polymer, etc.
- solvents
- oils
- rags

OUTPUTS

- office/
  administration
- receiving/sorting
- chemicals receiving
- wash floor
- mending/pressing
- storage/
  shipping
- wastewater
  treatment
- maintenance
- waste paper
- office waste
- waste packaging:
  barrels, bags, corrugate
- waste washwater
- waste solvent
- Waste oil/inks
- waste packaging:
  drums, containers
- waste washwater
- rinse water
- pit settleings
- lint filter residue
- filter muck
- dryer emissions
- discard textiles
- waste from route sales truck:
  spill soaked rags
- sludge
- wastewater
- oil
- sand, grit
- waste oils
- spent solvents
- oily rags
f) Drycleaning Equipment and Stills (if applicable); and
g) Soiled Goods Receiving Area.

External Sources

a) Incoming Soiled Goods; and
b) Process Chemistry - i.e. solvent based detergents.

The risk sources listed above typically are the most common ones for industrial laundries. However, the above list is not exhaustive and the CMP Committee must thoroughly review the plant facilities and operations to ensure that there are not additional sources of environmental risk. The sections which follow describe the steps to be taken to identify, assess and minimize risk.

3.2 Risk Identification

The following are essential components of the Risk Identification process, and provide the CMP Committee with the basic information on which to assess risk in the next step.

• a Plant Layout Drawing showing areas where
  - chemicals are stored and/or used;
  - wastewater pipes or trenches or floor-drains are located;
  - connections to municipal sanitary sewers are located;
  - connections to municipal storm sewers are located; and
  - exhausts or stacks are located (includes room and equipment vents).

  (NOTE: a Plant Layout Drawing is required under the Occupational Health and Safety Act. This same diagram can be used and added to, if necessary, for the CMP.)

• a Chemical Inventory listing all chemicals stored or used on-site, including the following:
  - product name;
  - chemical constituents listed on the label or in the MSDS;
  - type of hazard (see manufacturer’s Material Safety Data Sheet (MSDS));
  - manufacturer’s name;
  - emergency phone number;
  - maximum inventory (max quantity in-plant at any one time); and
  - location in plant referenced to the plant layout drawing.

  (NOTE: this should include maintenance areas and all normal work areas as well as normal storage areas; a chemical inventory is required under the Occupational Health and Safety Act - this will form the basis of the listing for the CMP).

• a process flowsheet similar to the example provided in Figure 3; the process flowsheet should show the typical flow or movement of chemicals and goods from the time they enter the plant to the time they leave the plant. This should include all waste materials including wastewaters, sludges, etc. generated in the normal course of processing;
List of Industrial Customers from which to identify:

- those which may contribute harmful substances which may be released to the environment via effluent sump sludges, via the wastewater itself, through air emissions from laundry receiving areas or dryers;
- industries which contribute significant quantities of harmful substances include printing establishments, furniture finishers, automotive repair shops, and battery recovery shops; and
- route drivers will have a good sense of which customers are likely sources of solvent and should be consulted.

3.3 Risk Assessment

Once the items listed in the Risk Identification section above are available, the process of risk assessment can be undertaken. In completing the risk assessment, the following questions must be addressed by the CMP Committee in order to assess the relative magnitude of risks.

- Chemical Storage Area
  - are there any floor drains nearby? is curbing in place to prevent access of spilled materials to floor drains, trenches, etc.?
  - are materials stored together chemically compatible? (see section 6)
  - is appropriate safety equipment located within easy reach?
  - are appropriate cleanup materials readily available? (see section 4)

(NOTE: disposal of industrial wastes in Ontario is controlled by Regulation 347. Contact your local MOEE office to obtain a copy. Review it to ensure that wastes from your plant are being properly disposed of. Ensure that your plant is registered with MOEE if you have hazardous wastes to be disposed of. A summary of Regulation 347 is presented in Appendix D, including what to look for in sludges, filter muck, waste solvents, etc., which may make a waste hazardous under Regulation 347.)

- Maintenance Shop
  - are waste solvents, oils, paints and other materials disposed of according to Regulation 347?
  - are materials stored together chemically compatible? (see section 6)

- Motor Vehicle Service
  - are waste solvents, oils, paints and other materials disposed of according to Regulation 347?
  - are materials stored together chemically compatible? (see section 6)

- Pollution Control Equipment
  - has the plant wastewater been sampled and tested for compliance with local sewer use bylaws?
  - does the plant wastewater comply with the bylaws? if not, what parameter(s) are out of compliance?
- what are the sources of these parameters within the plant, based on incoming customers’ soiled goods, chemical inventory and plant layout drawing?
- is the pollution control equipment functioning properly? (i.e., was the equipment designed to remove the out-of-compliance parameter(s)?)
- is it operated and maintained in accordance with manufacturers recommendations?

- Waste Disposal
  - how are sump sludges disposed of?
  - have they been tested to determine if they are classified as a hazardous waste under Regulation 347?
  - is the waste hazardous? if yes, what parameter(s) cause it to be hazardous? - are there any in-plant sources?
  - are there any customers whose work may contain the parameter(s)?

- Dry-cleaning Equipment and Stills
  - have these pieces of equipment been segregated to prevent access of solvents or sludges to the sanitary or storm sewers?
  - are sludges, filter muck, waste solvents disposed of according to Regulation 347?
  - are atmospheric emissions (in-plant or ex-plant) in compliance with appropriate regulations (in plant: MOL worker exposure limits; ex-plant: MOEE Regulation 346);

- Incoming Soiled Goods
  - do shop towels or other goods have excess liquids (e.g., solvents) in them? (i.e., are they wet with solvent?)
  - does your client list include a high proportion of solvent users, or users of other chemicals (e.g., printers, electroplating shops, pesticide applicators, chemical plants, etc.)?
  - if yes to either of the above, have you initiated discussions with these customers to reduce or eliminate their contribution?
  - do air emissions from room air vents, washer vents, and drier vents comply with MOEE Regulation 346?
  - does your plant have a Certificate of Approval for all vents and stacks emitting to the atmosphere outside the plant?

- Process Chemistry
  - is your plant using any chemicals which contain potentially harmful materials (e.g., solvent based detergents, alkaline phosphates, fluoride based sours)? See MSDS’s for information on composition.
  - are the amounts of chemicals used per load controlled by standard operating procedures and employee training?
  - have you initiated discussions with suppliers about environmentally friendly alternative chemicals or about removing solvents from your formulations?

3.4 Risk Minimization

The questions presented under Risk Assessment above provide the basis for reducing the risk
of releasing harmful materials to the environment. The following are examples of actions which operators of industrial laundries can take to minimize the potential for release of harmful substances to the environment.

• Chemical Storage Area
  - ensure that the storage area is properly curbed or isolated from floor drains so that no chemicals can gain access to the sanitary or storm sewers;
  - use a pump or gravity spigot to reduce spills when dispensing bulk liquids;
  - use a spouted funnel when transferring liquids;
  - use drip catchers and ensure that all bungs and lids are tightly closed;
  - post the storage area with safety signs such as "Authorized Personnel Only";
  - ensure that the storage area is adequately lighted and ventilated;
  - ensure that materials stored together are chemically compatible (see section 6);
  - maintain containers in good condition, compatible with their contents (ie won't corrode or react - see section 6)
  - ensure that safety equipment appropriate to the chemical hazard is readily at hand; and
  - ensure that materials and equipment appropriate for cleanup are readily available.

• Maintenance Shop
  - store separately chlorinated and non-chlorinated solvents, water-based cleaners, and other organic cleaner wastes;
  - ensure that waste solvents, oils, paints, and other materials are disposed of in accordance with Regulation 347; and
  - ensure that materials stored together are chemically compatible (see section 6).

• Motor Vehicle Service
  - keep waste oils separate from other wastes and well-marked, to allow for recycling;
  - store separately chlorinated and non-chlorinated solvents, water-based cleaners, and other organic cleaner wastes;
  - ensure that waste solvents, oils, paints, and other materials are disposed of in accordance with Regulation 347; and
  - ensure that materials stored together are chemically compatible (see section 6).

• Pollution Control Equipment
  - ensure that all pollution control equipment is operated and maintained in accordance with manufacturer' recommendations; have the manuals available for use, and set up a routine maintenance program (see section 8);
  - test the wastewater to ensure that it is in compliance with the local sewer use bylaws;
  - if the wastewater is out of compliance, identify the source of the contaminant (e.g., incoming soiled goods, process chemicals), and whether the wastewater treatment equipment should treat it (parameters which can be controlled include pH by acid addition, TSS (total suspended solids) by screening and settling, and oil and grease partially by settling);
  - if non-compliance is caused by process chemicals (eg fluoride from fluoride based
Figure 5
Textile Handling Practices
For Customers Using Wiping Towels

DO's

✅ Use non-hazardous cleaning solvents whenever possible.

✅ Ensure no towels bearing free liquids are placed in soiled towel containers.

✅ Wring out soiled towels before placing in collection containers, either by hand or with a mechanical device.

✅ If excess liquid collects at the bottom of the container, decant into a waste collection drum and manage the liquid appropriately.

✅ Share your Material Safety Data Sheets with the laundries.

DON'Ts

😢 Don't air dry soiled wiping towels.

😢 Don't dispose of excess chemicals by pouring onto towels.

😢 Don't pre-wash wiping towels on your own.
sours), reduce consumption per load if possible (also reduces operating costs) or find a suitable alternative;
- wastewater neutralization system pH probe(s) should be cleaned and calibrated frequently;
- settling pits should be inspected and cleaned regularly to ensure that sludge build-up does not exceed 25% of the volume of each chamber; and
- wastewater screens should be inspected and cleaned frequently to minimize clogging (especially manually cleaned screens).

- **Waste Disposal**
  - label each hazardous waste container "Hazardous Waste", and identify contents (e.g., non-chlorinated solvents, motor oil, sump sludge, etc.) and nature of hazard (e.g., flammable, toxic, corrosive, etc.); see Regulation 347 for complete list of hazardous waste classifications and properties;
  - sludges should be tested by a local environmental laboratory to determine if it is hazardous under Regulation 347, and should be disposed of accordingly;
  - the results of the sludge testing should be used to determine which customers are causing the sludge to become hazardous (e.g., high metals levels may point to electroplating shops - if necessary ask the testing lab to assist you in identifying potential sources; and
  - initiate discussions with the customer(s) causing the problem to get them to reduce the substance in question by modifying their procedures (e.g., reducing solvent use may solve your problem); enter into a contract in which the cost of pollution control in your plant is covered by service charges; as a last resort eliminate them as a customer.

- **Dry-cleaning Equipment And Stills**
  - ensure that these pieces of equipment have been segregated to prevent access of solvents or sludges to the sanitary or storm sewers (e.g., curbs around the equipment designed to hold the full volume of solvent contained in the machine);
  - test atmospheric emissions (in-plant and ex-plant) to ensure compliance with appropriate regulations (MOEE Reg. 346, MOL occupational exposure limits);
  - ensure that filter muck, cartridge filters, sludges, waste solvents etc. are disposed of according to Regulation 347; and
  - refer to the Canadian Council of Ministers of the Environment (CCME) Code of Practice for Dry Cleaning for further information.

- **Incoming Soiled Goods**
  - as incoming soiled goods containing solvents represent the most significant source of atmospheric emissions of solvents from a laundry, every action possible to reduce this source should be taken;
  - inspect the incoming goods for excess liquids (solvents) and identify the customer(s);
  - approach the customer(s) and work with them to reduce the quantity of solvents disposed in the shop towels or wipers; and
  - an example of a poster for the customer to use is shown in Figure 5.
• Process Chemistry
  - eliminate the use of process chemicals containing harmful substances wherever possible; use the MSDS’s to identify the composition of products and compare the composition to the names of substances included in the sewer use bylaws;
  - examples include solvent based detergents and phosphate based detergents; and
  - dosage of fluoride based sours should be minimized so that the sewer use bylaw will not be exceeded for fluoride.

3.5 Air Emissions

In general, air emissions are not a major source of risk in an industrial laundry, unless the laundry is processing significant quantities of goods which contain solvents. Such goods will originate from customers such as printing establishments, automotive repair shops and service stations, and machine shops. The major emissions sources will be room ventilators at the receiving and sorting stations, and washer and drier vents.

Such emissions to the atmosphere outside the plant are controlled under MOEE Regulation 346 (see Appendix C), and a Certificate of Approval (C of A) is required for each vent. If a process change is made which results in a change in the venting system (eg new vents, more processes connected to the vents, higher air flow), a revision to the C of A must be applied for.

All operators should attempt to reduce or eliminate the sources of solvents as described above (Incoming Soiled Goods). If this is not possible, then operators who still encounter high levels of solvents may require special air pollution equipment to ensure compliance with Regulation 346.

✓ 3.6 Written CMP Requirements Under Section 3

The written CMP document for an industrial laundry is to include the following items, as described above:

• chemical inventory;
• plant layout drawing;
• process flow chart; and
• CMP inspection report (see section 9).

4.0 EMERGENCY RESPONSE PLANS

Despite the risk minimization measures used by a facility, emergency situations such as spills and fires are still possible. All laundry personnel must be ready to minimize the impact of an emergency. Each facility must have an emergency response plan which identifies the supplies, equipment and procedures to be used. An emergency response team should be established to develop a facility emergency response plan and to deal with emergencies (e.g., gas release or liquid spill or leak from storage containers, feed lines, pumps).
4.1 Emergency Response Team

A team of one or more qualified individuals must be established to develop a written emergency response plan. The plan should include:

- a list of emergency response duties for each team member;
- a description of the potential chemical release sources (see Section 3);
- a description of the hazardous chemicals handled including their use, location and containment measures (see Section 3);
- personal protection equipment (PPE) requirements and storage locations;
- spill response procedures and equipment requirements;
- disposal procedures appropriate for the types of materials handled;
- incident reporting procedures (see Section 5);
- emergency telephone numbers (e.g., fire, ambulance, police, Ministry of Environment and Energy, Municipal Works Department, home telephone numbers of Emergency Response Team);
- personnel training requirements (see Section 11);
- frequency of emergency response drills;
- site-specific evacuation procedures (e.g., for fires); and
- a fire prevention plan.

4.2 Emergency Response Procedures and Equipment

The CMP must have a list of procedures to follow in the event of an emergency, as well as a list of supplies and equipment needed to effectively and safely respond. Procedures must be posted in the areas of the plant where chemicals and other hazardous materials are handled and stored. They should also be posted in a highly visible and central location.

Emergencies that laundries must be prepared to deal with are loss of containment (e.g., gas release or liquid spill or leak from storage containers, feed lines, pumps).

The most important consideration in responding to any emergency is not putting the health and safety of any employee at risk. Where the emergency is of an extensive or serious nature, evacuate all personnel to a safe location and call the fire department.

Spills & Leaks

In responding to spills and leaks, it is critical that supplies and equipment be located nearby. It is equally important for the persons responding to understand the proper procedures to follow. This will ensure a quick and safe response.
The following are examples of typical emergency response supplies and equipment:

- personal protective equipment (e.g., gloves, goggles, face shields, aprons) which is used to protect employees from injury;
- absorbent booms and plastic sheets used to stop a spill from entering the sewer;
- loose absorbent materials or a wet-vac for removing wet chemicals (Note: some chemicals may corrode the wet-vac—see Section 6);
- shovels and brooms;
- storage containers approved for storing and transporting contaminated absorbent or recovered liquids; and
- container labels in accordance with current Transportation of Dangerous Goods Regulations.

Plastic storage barrels containing spill clean-up materials can be placed in areas where the risk of a spill is high (e.g., storage/dispensing or high use areas).

An example of typical spill response procedures are provided on the CMP EMERGENCY RESPONSE PROCEDURES (Appendix B: FORM-4).

**Waste Disposal**

Waste resulting from a spill must be manifested (including the plant’s waste generators identification number issued by the MOEE) before being transported off-site for disposal. The CMP must include details about the waste management contractor used to remove the wastes from the site.

**4.3 Written Requirements Under Section 4**

Use the CMP EMERGENCY RESPONSE PROCEDURES (Appendix B: FORM-4) to provide the information relevant to your plant. Include the following information:

- Name(s) of person(s) qualified to respond to emergency spills;
- Personal protective equipment (PPE) available and its location;
- Spill response supplies available and their location;
- Instructions for:
  - consulting MSDSs,
  - selecting and using appropriate PPE,
  - protecting drains from spills,
  - stopping and containing the spill or leak,
  - cleaning up all spilled materials,
  - notifying all required internal and external person(s), and
  - preparing the contaminated materials for transport by a licensed waste contractor.

**5.0 REPORTING OF CMP INCIDENTS**

A CMP incident reporting system is used to keep records of all incidents and details the
procedures required to ensure that the appropriate internal managers and external authorities are notified of such incidents.

5.1 Definition of a CMP Incident

A CMP incident is any occurrence or situation which does not comply with the CMP requirements. The following are the types of CMP incidents with which laundries need to be concerned:

- spills in the laundry (wasting materials like detergent);
- spills to the sanitary sewer;
- spills to a storm sewer;
- spills directly to the environment (e.g., beyond the confines of a building);
- routine discharges to the sewer that exceed municipal sewer-use bylaw limits; and
- situations where the laundry does not comply with all Sections in the CMP.

5.2 Internal Reporting

All CMP incidents must be reported to plant management. The CMP must contain a written procedure to be followed to ensure that management is notified. Normally, the person who responds to the emergency will verbally notify management and also fill out a written report. This is a record of what happened, when it happened and how it was corrected.

5.3 External Reporting

When a regulated substance enters the environment, the release must be reported to the appropriate authorities as per the requirements of the law. Part 10 of the provincial Environmental Protection Act addresses spills into the natural environment and concerns you if:

- your facility stores chemicals outside the building or on a loading dock where there is a potential for a spill/leak, or
- a spill/leak inside your building has the potential to enter the environment via a storm sewer.

Under the Environmental Protection Act (EPA), Section X (see Appendix C), spills that are likely to cause an "adverse effect" must be reported to the Ministry of Environment and Energy (MOEE) and the municipality. In general, interpreting what constitutes an "adverse effect" can be complex and depends on a number of factors such as spill quantity, material properties, spill location or receiver, and weather conditions.

Spills that enter a storm sewer or occur outside the plant in any quantities should be reported to the MOEE and the municipal authorities.

The Spills Action Centre toll free hotline for reporting a spill is 1-800-268-6060
Intentionally allowing chemicals or solvents to enter the environment or a sewer system, in any amount, is illegal and may result in prosecution and/or fines.

In establishing practical reporting guidelines for industrial laundries, the types of chemicals used and the most likely route of entry into the environment must be considered. Chemicals used by laundries with the potential to cause an adverse effect on the environment are strong acids, strong bases, solvents and solvent-based cleaners. The most probable entry routes into the environment are storm sewers, or spills on the property outside (e.g., loading dock) the building.

The committee must develop a written form to be used for reporting spills to the MOEE and municipality. Normally the person who responds to the emergency will fill out this form. The manager should review it and forward it to the appropriate officials.

5.4 Written Requirements Under Section 5

Include the following information on the CMP INCIDENT REPORT (Appendix B: FORM-5):

- a check off for the internal staff who should receive a copy of the report;
- space to record the name, telephone number and address of the government contacts who must be notified;
- date, time and name of government contacts who were telephoned;
- name of person completing the report, his/her title, and a telephone number where that person can be reached;
- name of company and the address of location where the incident occurred;
- a brief description of the incident including the cause;
- a description of the materials or chemical substances involved, volume, time, date and location;
- a summary of the chronological events including the spill, clean-up, and disposal procedures or containment measures used;
- present status (e.g., whether in or out of compliance); and
- a summary of the CMP committee's evaluation of the incident including the modifications necessary to prevent a repetition of the incident.

The CMP INCIDENT REPORT should be kept on file for at least 2 years after the incident.

6.0 MATERIALS COMPATIBILITY

Due to the wide variety of chemical substances used in the laundry industry, incompatibility of materials can result in equipment failures and other emergencies. The CMP committee should evaluate all the chemicals used in the facility and develop a written report noting the compatibility of their chemicals with one another and equipment used to store and transport them.
Most of the chemicals used in the laundry industry can be classified into one of the following four groups: Acids, Alkalis, Oxidizers, Solvents, and Other Organics.

Table 1 presents in matrix form those compounds or groups of compounds which are not compatible and should be stored separately, as indicated by "X". Special cases of incompatibility are also included in Table 1. It is recommended that Table 1 be posted at all locations where chemicals are stored or handled.

Compatibility of chemicals and the containers, pipes, etc in which they are handled is also important in preventing CMP incidents. Examples of chemical which are not compatible with some materials used as storage containers or piping include:

- acids (eg sulphuric acid) in contact with metal;
- peroxide with anything other than plastic or stainless steel;
- organic solvents with plastic piping.

As a general statement, the chemicals used by the industrial laundry industry can be stored in high density polyethylene plastic containers, with the exception of those containing high concentrations of solvents.

A detailed inventory with corresponding MSDS’s for all chemicals at the facility must be current and on hand. The MSDS’s can be used to assess the chemical compatibility of a product if it is not immediately apparent what the product is.

### 7.0 HOUSEKEEPING

Good housekeeping is the term used to describe a neat, clean and orderly workplace. Maintaining a proper work environment plays a vital role in preventing spills and often results in increased productivity and fewer accidents. The following aspects of a laundry’s operations should be addressed in this Section of the CMP: chemical storage; equipment; awareness; exits and pathways; and hazardous waste.

#### 7.1 Chemical Storage

Drums of chemicals in the storage area should be stored neatly and safely to reduce the risk of damaging a container that could cause a leak. If a spill or leak does occur, it must be cleaned up immediately. There should be no chemical residue left on the floor. Floors should be kept clean and dry at all times. Clear access to the chemical storage areas must be maintained and access restricted to qualified personnel. Rotating drums of chemicals so that the oldest mixes are used first, will eliminate the need to dispose of outdated chemicals. Keep chemical storage away from drains to the sewer. Keep labels and MSDSs clean and readable.
TABLE 1: CHEMICAL INCOMPATIBILITIES RELATIVE TO STORAGE

<table>
<thead>
<tr>
<th></th>
<th>Acids</th>
<th>Alkalies</th>
<th>Oxidizers</th>
<th>Solvents</th>
<th>Organics</th>
<th>Chlorine</th>
<th>Ammonia</th>
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</thead>
<tbody>
<tr>
<td>Acids</td>
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</tr>
<tr>
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<tr>
<td>Solvents</td>
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<tr>
<td>Organics</td>
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<td>X</td>
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<tr>
<td>Chlorine</td>
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<td>X</td>
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</tr>
<tr>
<td>Ammonia</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
</tbody>
</table>

X = Do not store together.

*Acids* Examples include sulphuric acid, oxalic acid, acetic acid, sours.

*Alkalies* Examples include sodium hydroxide (caustic soda) and sodium carbonate (soda ash), potassium hydroxide, ammonia-based cleaners (contain ammonium hydroxide).

*Oxidizers* Examples include chlorine-based chemicals such as chlorine bleach (sodium or calcium hypochlorite), hydrogen peroxide or organic peroxides.

*Solvents* Include perchloroethylene, varsol, paint thinners.

*Other Organics* Detergents, paints, oils, etc.
Equipment

Equipment functions more efficiently when it is cleaned and properly maintained. All equipment should be kept clean from chemical build-up, lint, or grease. Equipment must be cleaned regularly and thoroughly so that no soap, lint, grease residue remains. Floors should be kept clean and dry at all times. Drainage systems must be cleared and free flowing so that there is no back-up which could result in overflow on the wash floor. Access to washing and pressing or drying equipment should be clear and unobstructed. These areas should be restricted to authorized personnel.

Awareness

Good housekeeping is not a one-time activity. It requires on-going effort by all employees in the plant. Several methods can be used to maintain a high level of awareness of the importance of good housekeeping. These include:

- placing good housekeeping reminder signs and placards throughout the plant;
- incorporating housekeeping into the daily operating procedure;
- talking about good housekeeping at staff meetings;
- checking housekeeping as part of the CMP plant inspection; and
- vigilance on the part of supervisors and managers so that all employees understand that keeping the plant clean and orderly is an important part of their jobs.

Exits and Pathways

Exits and pathways must always be kept clean and free from obstructions. Because many plants have limited space, this is an area of special concern. In addition, the floors in these areas must be kept clean and dry.

Hazardous Waste

Hazardous Waste should be properly stored and labelled (see Section 3).

Written Requirements Under Section 7

CMP Sections in which good housekeeping practices should be incorporated include:

- Risk Identification, Assessment and Minimization (Section 3);
- Preventative Maintenance (Section 8);
- Inspections and Records (Section 9); and
- Employee training (Section 11).
8.0 PREVENTATIVE MAINTENANCE AND INSPECTION

The primary objective of a preventative maintenance (PM) program is to keep equipment in good operating condition, and to aid in detecting and correcting malfunctions before they develop into major problems. A common example of a PM program is the manufacturer’s maintenance schedule for a new automobile. It sets out a specific schedule for inspections, cleanings, parts replacements, etc. to keep the vehicle in good working order and reduce the chance of serious breakdowns.

Although there are short term costs associated with following PM program, the costs of plant downtime and major incidents are almost always greater.

The details of how a PM program is implemented can vary greatly from one plant to another, but the essential sections are the same:

- an equipment inventory and identification system;
- a list of routine inspections and maintenance tasks (including how often they are performed);
- checklists for each type of equipment based on the manufacturer’s recommendations for maintenance;
- a system for tracking what has been done and what needs to be done; this can be as simple as a large white board or as sophisticated as computer program so long as it is accessible and user-friendly (i.e., not hidden away in a file cabinet); and
- a permanent record of all inspections and repairs.

8.1 Pollution Prevention Focus

For the purposes of pollution prevention, the essential areas on which laundries should focus are:

Processing and Storage Equipment
All equipment, particularly equipment where a failure could lead to contamination should be regularly inspected and maintained. Good examples of this would be uncontrolled oil leaks, general inspection of hoses and gaskets etc.

Pollution Control Equipment
This must be strictly maintained according to manufacturer’s recommendations on a regular basis. Examples of this type of equipment would be pH probes, pumps, shaker screens, lint collectors, etc.

Sewer Maintenance
All catch basins or other devices which are in place to minimize contamination (e.g., hubs, drip pans, berms, etc.) should be checked regularly to ensure their integrity.

8.2 Written Requirements Under Section 8

Site-specific preventative maintenance checklists must be developed for equipment and facilities. They should include:
the inspection and maintenance procedure for each type of equipment (based on manufacturer's recommendations); and
the date the work was performed.

Completed checklists should be retained on file to document that maintenance has been performed.

9.0 INSPECTIONS AND RECORDS

An inspection is a plant audit designed to identify and correct potential problems before they become CMP incidents. Actual CMP incidents can also be detected during an inspection. When performed routinely, the inspection can provide assurance to management that the plant is operating in full compliance with the CMP. Performing inspections and maintaining records of all CMP activities will demonstrate to a municipal inspector that the plant is acting in an environmentally responsible manner.

9.1 Inspection Procedures

An inspection should be conducted every six months by the CMP committee. The person(s) involved should be fully aware of the CMP requirements and the optimum operating conditions for the plant and equipment. The inspection should address all high risk activities and equipment (see Section 3) such as:

- chemical receiving and storage;
- processing (laundry wash machinery);
- waste storage and disposal;
- pollution control equipment; and
- solvent recovery (if applicable).

9.2 Record Keeping

An inspection checklist must be developed and included as part of the CMP plan. This form is used to ensure that all areas and existing procedures are examined. Laundry management should ensure that all inspections and corrective actions are documented and the checklists are kept on file. This documentation will play an important role in demonstrating on-going, responsible management (i.e., due diligence) to government authorities.

9.3 Review and Follow-up

Completing the inspections is only the first step. Once completed, the results are to be shared with the CMP committee so that it can make any necessary recommendations to management for modification of the CMP. The inspections will also highlight any housekeeping problems, adequacy of preventative maintenance and completeness of CMP record keeping procedures. Recommending corrective action, assigning responsibility and a completion date for the corrective action, and following up are critical to a successful inspection program.
9.4 Written Requirements Under Section 9

Complete the CMP INSPECTION REPORT CHECKLIST (Appendix B: FORM-6) and retain on file for at least two years.

10.0 SECURITY

The objective of this Section is to prevent any incident (e.g., vandalism, accidents) that may result in the accidental or intentional discharge of contaminants to the environment. This involves ensuring that:

- areas where chemicals and hazardous substances are used, stored, treated and disposed of are secured both during business and non-business hours;
- only qualified and trained personnel have access to restricted areas and all unauthorized employees are kept away from these areas; and
- security measures are in place to detect and correct leaks and spills that occur during non-business hours.

10.1 Written Requirements Under Section 10

Daytime and after-hours security measures used at the plant must be described in the CMP including the name and telephone number of contract security services.

11.0 EMPLOYEE TRAINING

Employee training is a critical factor in reducing both the chance of an incident, and the environmental effects when an incident does occur. Training is not a one time event. Effective training programs typically involve refresher training at appropriate intervals. Another important aspect is the use of periodic drills to ensure that employees are able to respond to incidents.

11.1 Training Outline

A written and complete training outline must be part of the CMP to ensure that all essential training topics are covered. The training program should include (appropriate to the employee's job function) the following Sections:

- explanation of the CMP and its objectives;
- a description of potential sources of contamination;
- locations of drain and sewer connections;
- correct handling of all chemicals and hazardous materials used and stored on-site;
- proper use, maintenance and inspection of all processing and pollution control equipment;
- proper use of personal protective equipment;
- emergency response procedures;
incident reporting procedures;
good housekeeping procedures;
preventative maintenance procedures; and
emergency response drills.

11.2 Training Documentation

Documentation is required to provide a written record of training activities. This record is important for management to ensure that training takes place regularly and as evidence to government agencies that the facility is complying with the CMP.

Training records include:

- Training Dates;
- Names of employees who received training;
- Subject matters covered;
- Results of training/evaluation (if any);
- Employees signature; and
- Trainers initials.

11.3 Written Requirements Under Section 11

Complete the CMP TRAINING RECORD (Appendix B: FORM-7) and keep it on file for at least two years.

12.0 OPERATOR/OWNER/MANAGER CERTIFICATION

The owner and manager of each facility must certify that they are responsible for the operation of the named facility and for the implementation and maintenance of the CMP in the laundry plant. Their signatures on the certification document their acceptance of these responsibilities, goals and commitment. For small businesses, the owner’s signature is sufficient.

12.1 Written Requirements Under Section 12

Complete the OWNER AND MANAGER CERTIFICATION (Appendix B: FORM-8) and attach it to the CMP Plan.
APPENDIX A

GLOSSARY OF TERMS
GLOSSARY OF TERMS

In this document:

Best Management Practices (BMP) are measures or practices used to reduce or eliminate waste and discharges of pollutants to the environment. BMPs may take the form of a procedure, activity, or physical structure.

Certification means the signed statement by the owner and manager of the laundry acknowledging their responsibility for complying with all CMP requirements.

Chemical means any solid, liquid or gas or any combination of them.

Chemical inventory means a list of any solid, liquid or gas, or any combination of them use in the laundry, including: name, location within the plant, average amounts on-site, compatibility with other chemicals, and hazard (if any).

Code of Management Practice Committee means the person(s) responsible for assisting the manager in implementing, maintaining, and updating the Code of Management Practice.

Code of Management of Practice incident means an event or situation covered by the Code of Management Practice. There are five types of CMP incidents:
1. spills to the sanitary sewer;
2. spills to a storm sewer;
3. spills directly to the environment (e.g., beyond the confines of a building);
4. routine discharges to the sewer that exceed municipal sewer-use bylaw limits; and
5. situations where the laundry does not comply with all Sections in the CMP.

Code of Management Practice means the site-specific plan implemented by the individual laundry for the purpose of demonstrating due diligence in controlling and reducing discharges of contaminants to the environment.

Due Diligence is a concept describing the actions that an individual would be reasonably expected to take to prevent the discharge of harmful substances to the environment. This concept is often used as a legal defense against prosecutions resulting from unexpected discharges of pollutants.

Emergency response plan means the combined personnel, procedures, and supplies which will be utilized to react when a CMP incident occurs.

Good Housekeeping means the maintenance of a neat, orderly and clean working environment.

Heavy Metals a general name given to the ions of metallic elements, such as lead, mercury, copper, zinc, chromium and aluminum.

Inspection means the semi-annual (every six months) audit of the CMP to ensure compliance with all its requirements.

Laundry means any facility that has the capability to process laundry items and may potentially generate any of the following: oil & grease, (animal/vegetable or mineral origin); VOC (volatile organic compounds); or heavy metals and other regulated substances. This definition includes on-premise-laundries.
MOEE means the Ministry of Environment and Energy.

MOL means the Ministry of Labour.

Municipality means the local governing body with jurisdiction over the sanitary sewers (plant drains). In some cases, this mean the regional municipality.

Occupational Health and Safety (OH&S) means the legislation enacted for the purpose of protecting the well-being of employees in the workplace.

Off-site waste management means the removal of waste from the laundry by an MOEE licensed contractor to an MOEE approved location where the waste is treated and disposed of in accordance with Regulation 347.

Personal protective equipment means devices such as gloves, goggles, face shields and aprons worn by employees to provide a protective barrier against chemical exposure.

Preventative maintenance means the routine set of procedures performed on equipment and processes to reduce the risk of malfunction and discharges to the environment.

Reporting means the system for informing the appropriate internal and external personnel when a CMP incident occurs.

Risk identification, assessment and minimization means the process of evaluating areas and activities within the laundry that have the potential for a CMP incident and putting preventative measures in place to reduce the chance that an incident will occur.

Source reduction means a decrease in the generation of both the volume and toxicity of wastes and discharges to the environment (e.g. at the customer level or by changes in the process or raw materials).

Spill means the discharge of chemicals or wastes into a sanitary or storm sewer or outside the confines of plant buildings.

Volatile Organic Compounds (VOC) means any organic compound that reacts in the atmosphere to produce smog. Solvents, paints and petroleum products typically contain VOCs.

Waste contractor (hauler) means the transport company which picks up waste and removes it for off-site treatment and recycling or disposal. All waste contractors servicing laundries in Ontario must be registered with the MOEE.

Workplace Hazardous Materials Information System (WHMIS) means the occupational health and safety legislation designed to inform employees about the hazards of the chemicals in their workplace and the means to protect themselves against exposure to those chemicals.
# General Facility Information

## Facility Information

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<th>Legal Name of the facility</th>
<th>Name of parent company (if applicable)</th>
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<td>Address of facility location</td>
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<td>Province</td>
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<td>Postal Code</td>
<td>Postal Code</td>
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<tr>
<td>Name of facility manager</td>
<td>Contact person</td>
</tr>
<tr>
<td>Total number of employees</td>
<td>Operating Days</td>
</tr>
<tr>
<td>(include both full and part-time)</td>
<td>Normal hours of operation</td>
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<td>Sun</td>
<td>Mon</td>
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</table>

## Emergency Contact Information

<table>
<thead>
<tr>
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<td>Business telephone no.</td>
<td>After hours telephone no.</td>
</tr>
<tr>
<td>Business telephone no.</td>
<td>After hours telephone no.</td>
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</tbody>
</table>

## Waste Disposal Information

| MOEE Waste Generator Number |
As members of the CMP Committee, we assume the responsibility for reducing and preventing the discharge of contaminants from our facility to the environment.

We will:

- maintain internal practices that meet the requirements of the Laundry Environmental Code of Management Practice (CMP);
- assess our operations and practices for compliance with the CMP every ___ months; and
- educate our employees and customers about the importance of reducing contaminant discharges to the environment.

**CMP Committee Members**

<table>
<thead>
<tr>
<th>Name</th>
<th>Signature</th>
<th>Date</th>
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</tbody>
</table>

Manager's Name  Manager's Signature  Date
### CMP Chemical Inventory

<table>
<thead>
<tr>
<th>Name of Chemical</th>
<th>Location in Plant</th>
<th>Typical Volumes</th>
<th>Compatibility Group</th>
<th>Incompatible Chemicals</th>
<th>Hazard Type</th>
</tr>
</thead>
<tbody>
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</tbody>
</table>

**Notes:**

1. **Compatibility Group** refers to the five categories described in Element 6: acids, alkalis, oxidizers, solvents, and other organics.
2. Use Table 1 in Element 6 to identify incompatible chemicals based on a chemical's compatibility group.
3. **Hazard Type** refers to the Material Safety Data Sheet (MSDS) classification of the substance.
Persons to Notify

The following staff members have been trained to respond to an emergency spill:

<table>
<thead>
<tr>
<th>Name 1</th>
<th>Name 2</th>
<th>Name 3</th>
</tr>
</thead>
<tbody>
<tr>
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</tbody>
</table>

Response Procedures

1. Notify the person(s) listed above that the spill has occurred.
2. Locate the Material Data Safety Sheets (MSDS) for the spilled material and review the preventative measures section.
3. Put on the recommended personal protective equipment (e.g., gloves, goggles, face shield, apron, etc.).
4. Locate the spill response supplies and equipment.
5. Isolate all nearby drains with absorbent containment materials or other measures (e.g., plastic sheets).
6. Stop the source of leak or spill if safe to do so (e.g., turn off valve, upright an overturned container).
7. Isolate the spill with containment materials.
8. Absorb the spilled liquids with absorbents or a wet-vac. Spills of dry materials must be swept up and not washed into the drain.
9. Place the contaminated absorbent in a container suitable for storage on-site or transportation off-site.
10. Wash any equipment or floors so that no traces of the spilled material remain. Use a squeegee mop to absorb the washwater and place it in the same container with the contaminated absorbent materials.
11. Label the container with the appropriate workplace and shipping labels.
12. Notify the manager and fill out and incident report form. Send a copy of the report to the manager and to the CMP committee for evaluation so that prevention measures can be put into place.
13. If the spill reached a sanitary sewer or storm sewer drain, call the municipality immediately at ________ to report it. Send a completed incident report to the municipality within 5 days of the spill.
14. If any part of the spill was discharged off-site, or reached a storm sewer, report the spill immediately to the MOEE Spills Action Centre at 1-800-268-6060. Send a completed incident report to the MOEE within 5 days of the spill.
This form is to be completed and submitted to the appropriate internal personnel and external personnel (when necessary) when a spill occurs. Keep the report on file for at least two years.

This report has been sent to the following people (check all that apply):

Internal
☐ CMP Committee

External
☐ Municipal Works Contact
☐ MOEE Contact

Name: ___________________________  Name: ___________________________
Address: ________________________  Address: _________________________
Phone #: _________________________  Phone #: _________________________
Time & Date Called: ______________  Time & Date Called: ______________

Time and Date of Incident

Brief description of incident, the cause, and the operations involved (Explain what happened.)

Material discharged (Name of chemical, volume discharged, over what period of time, dates involved.)

Summary of chronological events (Including spill, clean-up and disposal.)

Present status (Is the site now in full compliance? What temporary measures have been taken?)

Summary of the CMP assessment (CMP committee recommendations, modifications to CMP.)

Name of Company where incident occurred: ________________________________

Address: _________________________________

Person who completed the report: _______________________________________

Title: _______________________________  Phone #: _________________________
<table>
<thead>
<tr>
<th>Element 3: Risk Identification, Assessment and Minimization</th>
<th>Yes</th>
<th>No</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Has a plant floor plan been completed?</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Are the following areas indicated on the floor plan?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- chemical receiving, storage and use?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- floor drains and wastewater pipes?</td>
<td></td>
<td></td>
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<tr>
<td>- connections to the sanitary and storm sewers?</td>
<td></td>
<td></td>
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<tr>
<td>- room vents and exhaust stacks?</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>- location of personal protective equipment?</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>- location of spill response supplies and equipment?</td>
<td></td>
<td></td>
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<tr>
<td>- pollution control equipment?</td>
<td></td>
<td></td>
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<tr>
<td>Has a chemical inventory been completed?</td>
<td></td>
<td></td>
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<tr>
<td>Is the chemical inventory up-to-date?</td>
<td></td>
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<tr>
<td>Has a process flowsheet been completed that details the direction and quantity of chemicals and wastes as they move through the plant?</td>
<td></td>
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<tr>
<td>Has a list of industrial customers been prepared indicating those that contribute solvents and regulated contaminants in their in-coming goods?</td>
<td></td>
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<tr>
<td>Have procedures been implemented to minimize the risk of discharging contaminants from the following areas/activities:</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>- chemical receiving and storage areas?</td>
<td></td>
<td></td>
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<tr>
<td>- maintenance shop?</td>
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<tr>
<td>- pollution control equipment?</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>- waste storage and disposal?</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>- incoming soiled goods?</td>
<td></td>
<td></td>
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<tr>
<td>- dry-cleaning equipment (if applicable)?</td>
<td></td>
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<tr>
<td>- process chemistry (i.e., product substitution)?</td>
<td></td>
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<tr>
<td>- air emissions from room vents, washers and dryers?</td>
<td></td>
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</tr>
<tr>
<td><strong>Elements 4: The CMP Committee and Responsibilities</strong></td>
<td>Yes</td>
<td>No</td>
<td>Comments</td>
</tr>
<tr>
<td>------------------------------------------------------</td>
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<tr>
<td>Has a emergency response team been established?</td>
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<tr>
<td>Has a written emergency response plan been developed which includes:</td>
<td></td>
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<tr>
<td>- a list of emergency response duties for each team member?</td>
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<tr>
<td>- a description of the potential chemical release sources?</td>
<td></td>
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<tr>
<td>- a description of the hazardous chemicals handled including their use, location and containment measures?</td>
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<tr>
<td>- a list of the required personal protection equipment and storage locations?</td>
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<tr>
<td>- spill response procedures and equipment requirements?</td>
<td></td>
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<tr>
<td>- disposal procedures appropriate for the types of materials handled?</td>
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<tr>
<td>- incident reporting procedures?</td>
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<tr>
<td>- emergency telephone numbers?</td>
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<tr>
<td>- personnel training requirements?</td>
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<tr>
<td>- frequency of emergency response drills?</td>
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<tr>
<td>- site-specific evacuation procedures?</td>
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<tr>
<td>- a fire prevention plan?</td>
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<tr>
<td>Have emergency response procedures been posted?</td>
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<tr>
<td>Is there containment around containers used to store chemicals?</td>
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<tr>
<td>Do we have the following personal protective equipment:</td>
<td></td>
<td></td>
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<tr>
<td>- chemical proof gloves?</td>
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<td>- splash proof goggles?</td>
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<tr>
<td>- chemical proof apron?</td>
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<tr>
<td>- chemical proof face shields?</td>
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<tr>
<td>Are the Material Safety Data Sheets for all chemicals used in plant up-to-date and accessible to the emergency response team?</td>
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<tr>
<td>Do we have absorbent materials in case of a spill?</td>
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<tr>
<td>Do we have a method of containing a spill?</td>
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<tr>
<td>Do we have Transport Canada approved containers and labels for holding and transporting wastes?</td>
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<tr>
<td>The MOEE Waste Generator Registration Number is:</td>
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</table>
### Element 5: Reporting of CMP Incidents

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
<th>Comments</th>
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</thead>
<tbody>
<tr>
<td>Is there an incident report form for reporting incidents to internal and external contacts?</td>
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<tr>
<td>Is there a list of people who must receive copies of the completed reports?</td>
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<tr>
<td>We know the name and phone number of the municipal official to contact about incidents. They are: Name Phone</td>
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<tr>
<td>We know the name and phone number of the MOEE official to contact about incidents. They are: Name Phone</td>
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<tr>
<td>Do copies of the incident reports go to the CMP Committee for evaluation?</td>
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<tr>
<td>Are copies of the completed incident reports kept on file for two years?</td>
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</table>

### Element 6: Materials Compatibility

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<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
<th>Comments</th>
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</thead>
<tbody>
<tr>
<td>Are incompatible chemicals noted on the chemical inventory?</td>
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<tr>
<td>Are the following chemicals stored away from each other:</td>
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<tr>
<td>• acids and alkalis?</td>
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<tr>
<td>• alkalis and oxidizers (eg. bleach, peroxides)?</td>
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<tr>
<td>• oxidizers and solvents (eg. perchlorethylene, varsol, paint thinners)?</td>
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<tr>
<td>• oxidizers and organics (eg. detergents, paints)?</td>
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<tr>
<td>• oxidizers and chlorine?</td>
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<tr>
<td>• chlorine and ammonia?</td>
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<tr>
<td>Have all chemicals stored on site been checked for compatibility with their storage containers and liquid handling equipment (eg. pumps, piping)?</td>
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<tr>
<td>Are all flammable materials stored in a cool, dry location?</td>
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<tr>
<td>Are all flammable materials labeled correctly?</td>
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<tr>
<td>Element 7: Housekeeping</td>
<td>Yes</td>
<td>No</td>
<td>Comments</td>
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<tr>
<td>Are the chemical storage and handling areas orderly and clean?</td>
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<tr>
<td>Are stored chemicals stacked safely?</td>
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<tr>
<td>Is there any sign of chemical spills or leaks?</td>
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<tr>
<td>Are the floors in the chemical storage/handling areas clean and dry?</td>
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<tr>
<td>Is there clear access to the chemical and waste storage areas?</td>
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<tr>
<td>Are hazardous wastes properly stored and labeled?</td>
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<tr>
<td>Is equipment kept clean and free of no soap, lint, or grease residue remains?</td>
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<tr>
<td>Are drainage systems kept clean and free flowing to prevent overflows?</td>
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<tr>
<td>Is there clear access to all washing and pressing equipment?</td>
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<td>Are reminder signs and placards posted throughout the plant?</td>
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<tr>
<td>Have employees been trained in the use of proper housekeeping procedures?</td>
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<tr>
<td>Are all exits and pathways free and clear of obstructions?</td>
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<thead>
<tr>
<th>Element 8: Preventative Maintenance</th>
<th>Yes</th>
<th>No</th>
<th>Comments</th>
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</thead>
<tbody>
<tr>
<td>Are preventative maintenance logs available for:</td>
<td></td>
<td></td>
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<tr>
<td>• pollution control equipment</td>
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<tr>
<td>• processing and storage equipment</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>• drainage system catch basins</td>
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<td></td>
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<tr>
<td>• containment devices</td>
<td></td>
<td></td>
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<tr>
<td>Do we have the manufacturer's preventative maintenance procedures for all equipment?</td>
<td></td>
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<tr>
<td>The manuals are located:</td>
<td></td>
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<tr>
<td>Is there a system for tracking maintenance tasks, schedules and repairs?</td>
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<tr>
<td>Are all preventative maintenance procedures performed on schedule?</td>
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</tbody>
</table>
### Element 9: Inspections and Records

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
<th>Comments</th>
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</thead>
<tbody>
<tr>
<td>Was the last inspection conducted no more than 6 months ago?</td>
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<tr>
<td>Did the CMP committee meet and review the previous inspection report?</td>
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<tr>
<td>Has all corrective action recommended on the previous inspection been completed?</td>
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<tr>
<td>Have all incident reports been reviewed by the committee?</td>
<td></td>
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<tr>
<td>Was the emergency response plan reviewed at the last committee meeting?</td>
<td></td>
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<tr>
<td>Where the training materials reviewed at the last committee meeting?</td>
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<tr>
<td>Are all preventative maintenance logs and records up to date?</td>
<td></td>
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<tr>
<td>Are current housekeeping practices adequate?</td>
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</tbody>
</table>

### Element 10: Security

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are measures in place to prevent accidental or intentional discharges of contaminants?</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Describe them:</td>
<td></td>
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<tr>
<td>Are security devices (e.g. fire alarms, fire sprinklers, burglar alarms) working properly?</td>
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<tr>
<td>Are current security measures adequate?</td>
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</tbody>
</table>
### Element 11: Employee Training

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do all employees understand the CMP and its objectives?</td>
<td></td>
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<tr>
<td>Do all employees know what constitutes a CMP incident?</td>
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<tr>
<td>Do all employees know the specific operations and materials covered by the CMP?</td>
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<tr>
<td>Do all employees know the procedures to follow and persons to contact in the case of CMP incident?</td>
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<tr>
<td>Have emergency response drills been conducted since the last inspection?</td>
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<tr>
<td>Do all employees know the correct procedures for handling chemicals and wastes?</td>
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<tr>
<td>Do all employees know the correct housekeeping procedures?</td>
<td></td>
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<tr>
<td>Are written records of all training activities kept for each employee?</td>
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</tbody>
</table>

### Element 12: Owner / Manager Certification

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Has the Owner and Manager Certification (form FORM-8) been completed?</td>
<td></td>
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</tbody>
</table>
Based on the above inspection, the following corrective actions must be taken:

<table>
<thead>
<tr>
<th></th>
<th>Person(s) Responsible:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Date to be completed by:</td>
</tr>
<tr>
<td></td>
<td>Actual Completion Date:</td>
</tr>
<tr>
<td>2.</td>
<td>Person(s) Responsible:</td>
</tr>
<tr>
<td></td>
<td>Date to be completed by:</td>
</tr>
<tr>
<td></td>
<td>Actual Completion Date:</td>
</tr>
<tr>
<td>3.</td>
<td>Person(s) Responsible:</td>
</tr>
<tr>
<td></td>
<td>Date to be completed by:</td>
</tr>
<tr>
<td></td>
<td>Actual Completion Date:</td>
</tr>
</tbody>
</table>
There should be a written record of training dates, who was trained, training topics presented, the results of any evaluation such as a quiz, and the initials of the trainer. This record is important for managers to ensure that training takes place regularly and as evidence to government agencies that the plant is complying with the CMP plan. Use this form or one that you design, to keep track of training.

<table>
<thead>
<tr>
<th>Training Date</th>
<th>Name of Trainee</th>
<th>Signature of Trainee</th>
<th>Training Topics</th>
<th>Evaluation Results</th>
<th>Trainer's Initials</th>
</tr>
</thead>
<tbody>
<tr>
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Owner / Manager Certification

FORM-8

I hereby recognize that an Environmental Code of Management Practices (CMP) is a management tool for protecting the environment. It establishes internal practices and procedures designed to reduce or prevent the discharge of contaminants into the environment. In order to meet the requirements of the CMP for Laundry Operations, I have undertaken the following:

1. A CMP Committee has been established consisting of the following qualified staff members. They are responsible for assisting in implementing, maintaining and updating our site CMP. I recognize that I have the overall responsibility for the CMP.

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<tr>
<th>Committee Members</th>
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<td>Name</td>
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<th>Alternate Committee Members</th>
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2. The laundry will be inspected twice per year by qualified CMP committee members to identify and correct potential problems before they become incidents. These inspections will be held during the following two months:

First Inspection: ______________  Second Inspection: ______________

I hereby certify that the information contained in this CMP plan is accurate and the activities herein described will be implemented.

Manager’s Name ___________________ Manager’s Signature ___________________ Date ____________

Owner’s Name ___________________ Owner’s Signature ___________________ Date ____________
APPENDIX C

SUMMARY OF ONTARIO REGULATIONS
SUMMARY OF ONTARIO REGULATIONS

Summaries and excerpts from provincial regulations are provided here for information purposes. They are not official documents of the legislation. It is always necessary for you to consult the official Regulations of Ontario for the most current and accurate information.

The following summaries are provided in this Appendix:

- GENERAL - WASTE MANAGEMENT REGULATION (R.R.O., 1990, REG. 347)
- GENERAL - AIR POLLUTION REGULATION (R.R.O., 1990, REG. 346)
- CERTIFICATE OF APPROVAL (C OF A) - AIR EMISSIONS (under Environmental Protection Act, section 9(1))
- CERTIFICATE OF APPROVAL (C OF A) - WASTEWATER DISCHARGE (under Ontario Water Resources Act, section 53)
- MODEL SEWER USE BYLAW (1988) AND MISA
- MUNICIPAL SEWER USE BYLAWS
- SPILLS BILL (PART X) (under Environmental Protection Act).

Copies of Ontario Regulations and related information can be obtained from an Ontario government publications outlet: (Toronto) 416-326-5300 or (toll free) 1-800-668-9938, or from the Ontario MOEE Web site, http://www.ene.gov.on.ca
(formerly Reg. 309)

This regulation is aimed at tracking hazardous and liquid industrial wastes from their point of generation, through to their ultimate disposal.

CONCERNS YOU IF

- Your facility has hazardous or liquid industrial waste. Most laundries have such waste (i.e. wastewater treatment sludges, filter muck, solvents collected from customers).

**Generator** - is the party responsible for creating the waste. For example the laundry who creates waste solvents is considered a generator under Reg 347.

**Carrier** (transporter) - is the party who has been contracted by the generator and is licensed to transport the waste from the generator's facility. For example the trucking company that picks up the waste from the laundry is considered the carrier.

**Receiver** - is the party that accepts waste from the carrier. For example, a facility that accepts waste from the carrier and then treats and/or disposes of it is considered the receiver. The receiver must be licensed by the MOEE and must hold a Certificate of Approval (C of A).

**Generator**
The owner of the laundry company is responsible for evaluating the wastes, and if the waste is found to be either hazardous or liquid industrial, registering them with the MOEE.

What is *hazardous* or *liquid industrial* waste?

A waste is defined *a hazardous* if
- it is specifically listed in Schedule 1, 2, 3, or 4 of the regulation or
- it is ignitable, corrosive, reactive, leachate toxic, pathological, or contains PCBs.

A waste is defined as *liquid industrial* if:
- it is a liquid waste from industrial, commercial, manufacturing, research or experimental activities. Liquid wastes include wastes that are obvious liquids as well as those sludges that fail the Slump Test.

Some wastes from the laundry industry are identified in Schedules 1 to 4

**Schedule 1** Hazardous Industrial Waste from Non-Specific Sources

<table>
<thead>
<tr>
<th>Industry &amp; No.</th>
<th>Waste</th>
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<tbody>
<tr>
<td>NA9301</td>
<td>The following spent halogenated solvents used in degreasing: tetrachloroethylene, trichloroethylene, methylene chloride, 1,1,1-trichloroethane, carbon tetrachloride, and chlorinated fluorocarbons; and sludges from the recovery of these solvents in degreasing operations.</td>
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</table>
Part B: Hazardous Waste Chemicals,

For example, some of the chemicals listed are:
- acetone,
- ethyl acetate, benzenes,
- 1 butanol,
- chromic acid (calcium salt),
- carbon tetrachloride,
- chloroform,
- cyclohexane,
- cresylic acid,
- dichlorobenzene,
- dichloromethane,
- dimethylamine,
- dioctyl phthalate,
- formaldehyde,
- isobutyl alcohol,
- lead acetate,
- lead phosphate,
- methanol,
- methyl ethyl ketone,
- 1,1,1-Trichloroethane,
- methyl isobutyl ketone,
- naphthalene,
- 2-nitropropane,
- phenols,
- 1,1,2-trichloroethane,
- trichloroethylene,
- toluene,
- thallium acetate,
- thiourea,
- xylene,
- zinc phosphate (when present at concentrations of 10% or less)

Leachate Toxic

A Leachate Extraction test is described in the regulation. If the leachate contains any of the contaminants listed in Schedule 4 at a concentration in excess of one hundred times that specified in the Schedule, the material is leachate toxic.

Schedule 4 Leachate Quality Criteria

For example, wastes containing greater than
- arsenic 0.05 mg/L
- barium 1 mg/L
- boron 5.0 mg/L
- cadmium 0.005 mg/L
- cyanide (free) 0.2 mg/L
- lead 0.05 mg/L
- selenium 0.01 mg/L
- silver 0.05 mg/L

Ignitable (for example ethanol, petroleum distillates, oxidizing substance)
Corrosive (for example has a pH ≤2.0 or ≥12.5)
Reactive (for example reacts violently with water, or generates toxic gases - sulphuric acid)
An industrial waste is liquid if it fails the **Slump Test**. The slump test involves placing the waste in question in a 30 cm open inverted cone. The cone is removed and the immediate decrease (slump) in the height of the waste material is measured. If the material slumps by more than half the height of the cone, the waste is liquid.

There is a small quantity exemption for liquid industrial waste of 25 litres per month. Another important exemption for only liquid industrial waste is:

> **Liquid industrial wastes or wastewaters that are discharged directly by a generator to a sanitary sewer that is located at the waste generation site are exempt. This exemption does not apply to Hazardous Wastes.**

If, after evaluating the waste, it is found to be hazardous or liquid industrial, the generator must register the waste with the MOEE.

Once the materials are completed and filed with the MOEE, the Ministry will provide the generator with a Generator Registration Number and waste numbers. Please note it takes the MOEE several weeks to issue a generator number, so start early if you know you have to dispose of a hazardous waste.

Whenever these wastes are transported off your site, they must be manifested. A manifest is a numbered document used to track waste from the generator through the receiver. You can get a blank manifest from the MOEE or the company you contract to haul your waste.

Neither hazardous nor liquid industrial waste can be stored at your facility for more than 90 days without permission from the MOEE. If you do store this waste for more than 90 days, you must notify the Regional Director of the MOEE within five days.

**INFORMATION**

- A copy of Ontario Regulation 347 and related information can be obtained from an Ontario Government Publications Outlet: (Toronto) 326-5300, (Toll Free) 1-800-668-9938

- Registration materials are available from a regional or district office.
General - Air Pollution Regulation (R.R.O. 1990, Reg. 346)
(formerly Reg. 308)

This regulation controls air pollution for stationary sources, covering air toxics, odours, and visible (particulate) contaminants.

CONCERNS YOU IF

• Your facility has air emissions.

The Schedule which is part of the regulation lists 87 contaminants, unit of concentration and the maximum half hour average allowable concentration of the contaminant that can be discharged to the outside air. For example, trichloroethylene is listed. The unit of measurement is micrograms of trichloroethylene per cubic meter of air. The maximum allowable concentration over a half-hour average is 85,000 ug/m³. The point of measurement is called the point of impingement. This is often ground level, but the Regulation contains charts to help in calculation point of impingement.

If you suspect a problem with air emissions of some of the listed chemicals from the facility, you can contract with a company to perform outdoor air sampling around the facility.

➤ A copy of Ontario Regulation 346 and related information can be obtained from an Ontario Government Publications Outlet: (Toronto) 326-5300, (Toll Free) 1-800-668-9938
Certificate of Approval (C of A) - Air Emissions
(under Environmental Protection Act, section 9)

CONCERNS YOU IF

- A Certificate of Approval must be obtained by any person who intends to:
  - construct, alter, extend or replace any plant, structure, equipment, or thing from which a contaminant may be discharged into the natural environment other than water; or
  - alter the process or rate of production with the result that a contaminant may be discharged into the natural environment other than water.

An exemption from the requirement to obtain a C of A that may affect laundries is routine maintenance carried out on any plant, structure or equipment;

An exemption for certain industry sectors can be developed based on the environmental concern of contaminants in exhaust and emission factors. There is currently no exemption that has been developed for industrial laundry sector.

To obtain a C of A, any or all of the following types of information may need to be provided:
- a complete description of the process
- a site plan
- zoning maps for the general area
- estimates of the maximum probable emission rates based on the testing of similar source, mass balances, fuel consumption and composition information, or other valid engineering data
- dispersion calculations using algorithms presented in the Appendix of Regulation 346
- comparison of Point of Impingement concentrations to guidelines/standards
- assurances that pollution control equipment will be maintained and the records kept for two years.
Certificate of Approval (C of A) - Wastewater Discharges
(under Ontario Water Resources Act, section 53)

CONCERNS YOU IF

- Your facility is planning to construct or change a wastewater treatment system.

Prior to the establishment, extension, or change in sewage works, a Certificate of Approval. Sections 53(1) and 53(2) of the OWRA require:

1) No person shall establish, alter, extend or replace new or existing sewage works except under and in accordance with an approval granted by the Director.

2) A Director may require an applicant for an approval to submit plans, specifications, engineer's report and other information and to carry out and report on tests or experiments relating to the location of the discharge of effluent or work to be undertaken.

A privately-owned sewage works for partial pretreatment of wastewater prior to discharge into a sanitary sewer does not require an approval under OWRA (Section 53(6)(b)).

Although operators of municipal wastewater treatment plants require certification, there is currently no similar requirement for operators of industrial wastewater treatment plants.
CONCERNS YOU IF

- Your facility is hooked up to the municipal sewer, or you have a storm sewer near your property.

Sewer Use by-laws are established to protect the municipal sewer system, the health and safety of the sewer and sewage treatment plant workers, and the receiving waters to which the municipal sewage treatment plant discharges.

The province does not regulate the quality of wastewaters released to municipal sewers. Municipal sewer use by-laws, which municipalities may adopt under the Municipal Act, provide the primary means of controlling industrial/commercial discharges to municipal sewers.

The MOEE prepared a Model Sewer Use By-law to assist and provide guidance for municipalities developing their own local by-laws. The Model contains lists of prohibited contaminants and restricted contaminants and their limits. The last revision was in 1988 and a new update is expected. As of November 1994, all major municipalities across Ontario have adopted the 1988 Model Sewer Use By-law. Those that hadn’t adopted the model were using an older version.

The by-laws control discharges to sanitary and storm sewers. Sanitary sewers are those connected to a sewage treatment plant where wastewater is treated and then released back into the environment. Storm sewers, on the other hand, carry water directly to our rivers, lakes and streams without any treatment.

1. Call your local municipal clerk’s office and ask for a copy of the sewer use bylaw.

2. Find out if there are parameters in your facility wastewater effluent that are regulated in the sewer use by-law.
Then have a sample taken at your property line and analyzed by a laboratory. The property line is that point where all the wastewater from your business is mixed together and enters the sewer main. The analytical lab can give you advice on sampling procedures.

INFORMATION ➤ Your municipal clerk’s office.
Spills Bill

Part X of the Environmental Protection Act addresses spills into the natural environment.

CONCERNS YOU IF

- Your Facility stores chemicals outside the building or on a loading dock where there’s a potential for a spill.
- A spill inside your building has potential to enter the environment or storm sewer

In this section, a spill is defined as the discharge of a pollutant into the natural environment from or out of a structure, vehicle or other container, and that is abnormal in quality or quantity in light of all the circumstances of the discharge.

This act does not apply to spills that occur within the confines of the building, where nothing is discharged to the environment or to a storm sewer.

An "adverse effect", means an effect such as any of impairment of the quality of the natural environment for any use that can be made of it, damage to property or to plant or animal life, loss of enjoyment of normal use of property, material discomfort to any person, impairment of health or safety of any person, and interference with the normal conduct of business.

Reporting

- Spills that are likely to cause an "adverse effect" must be reported to the Ministry of Environment and Energy (MOEE) district office and the municipality.

Clean-up

- The owner or person in control of the pollutant that is spilled is responsible for cleaning it up and restoring the natural environment.

Due Diligence

- Section 87(3) states that "an owner of a pollutant or a person having control of a pollutant is not liable... if he establishes that he took all reasonable steps to prevent the spill of the pollutant...."

INFORMATION

- The Spills Bill, EPA Part X - Ontario Government Publications Outlet: (Toronto) 326-5300, (Toll Free) 1-800-668-9938