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Stoney Creek Regional Facility Environmental Assessment

Truck Operations Monitoring Framework



terrature

65 Sunray Street Whitby Ontario L1N 8Y3 Canada
11102771 | January 2020
EA Reference #16067 | EA File #13-08-02



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1. Introduction

This document outlines the Truck Operations Monitoring Framework (Framework) for the Terrapure Environmental (Terrapure) Stoney Creek Regional Facility (SCRF). This Framework describes the proposed driver training and awareness strategies used at the SCRF.

During the City's review of the SCRF Environmental Assessment (EA), the City of Hamilton (City) requested that Terrapure prepare a "Truck Operations Monitoring Framework", including "driver training and awareness strategies, as well as monitoring and evaluation strategies on an annual and/or semi-annual basis". As such, Terrapure amended the EA to include the commitment to prepare a Truck Operations Monitoring Framework, describing proposed driver training and awareness strategies, in consultation with the City of Hamilton; and to maintain the Framework during construction and operations of the SCRF. This document has been prepared and submitted to the City to fulfill the commitment made in the EA Report.

2. Current Operational Procedures

The daily maximum number of vehicles depositing residual material at the SCRF will continue to be restricted to 250 vehicles. However, traffic levels are anticipated to remain similar to the current average of approximately 70 - 100 vehicles/day. Truck traffic associated with the operation of the landfill generally includes dump trailers, tri-axes, luggers and roll-off trucks hauling waste to the Site. The majority of trucks hauling waste to the Site are owned and operated by Terrapure's customers; however, there are Terrapure-owned trucks that also haul waste to the Site.

Trucks will continue to use the existing entrance on Upper Centennial Parkway and exit on First Road West (Figure 1). As per the Environmental Compliance Approval (ECA), no waste vehicles will be permitted on Green Mountain Road. All trucks arriving at the SCRF must check in at the scale house.

Once approved, trucks are then directed to the active working area by the Scale House Attendant. Within the active working area, a bulldozer operator directs trucks to where the waste is to be placed in the working area. The operator notifies the Environmental Technician or Operations Manager if an unacceptable waste has been identified.

All trucks must weigh out, and return back to the scale house and go through the wheel wash, prior to exiting the Site. Terrapure staff ensure that the wheel wash equipment is operational and that trucks are using it correctly. Warnings are issued by Terrapure for vehicles not performing satisfactory wheel washes.

As active landfilling progresses around the Site, new, paved access roads will be constructed in the east and north buffers. The location of other internal access roads may vary over the life of the Site, depending on construction staging and the location of the active landfilling area.

Additionally, best management practices are employed to minimize dust and noise impacts of vehicles within the Site and on surrounding municipal roads, including road sweeping and washing. Additional information on these procedures are included in Stoney Creek Regional Facility Dust Management Plan.

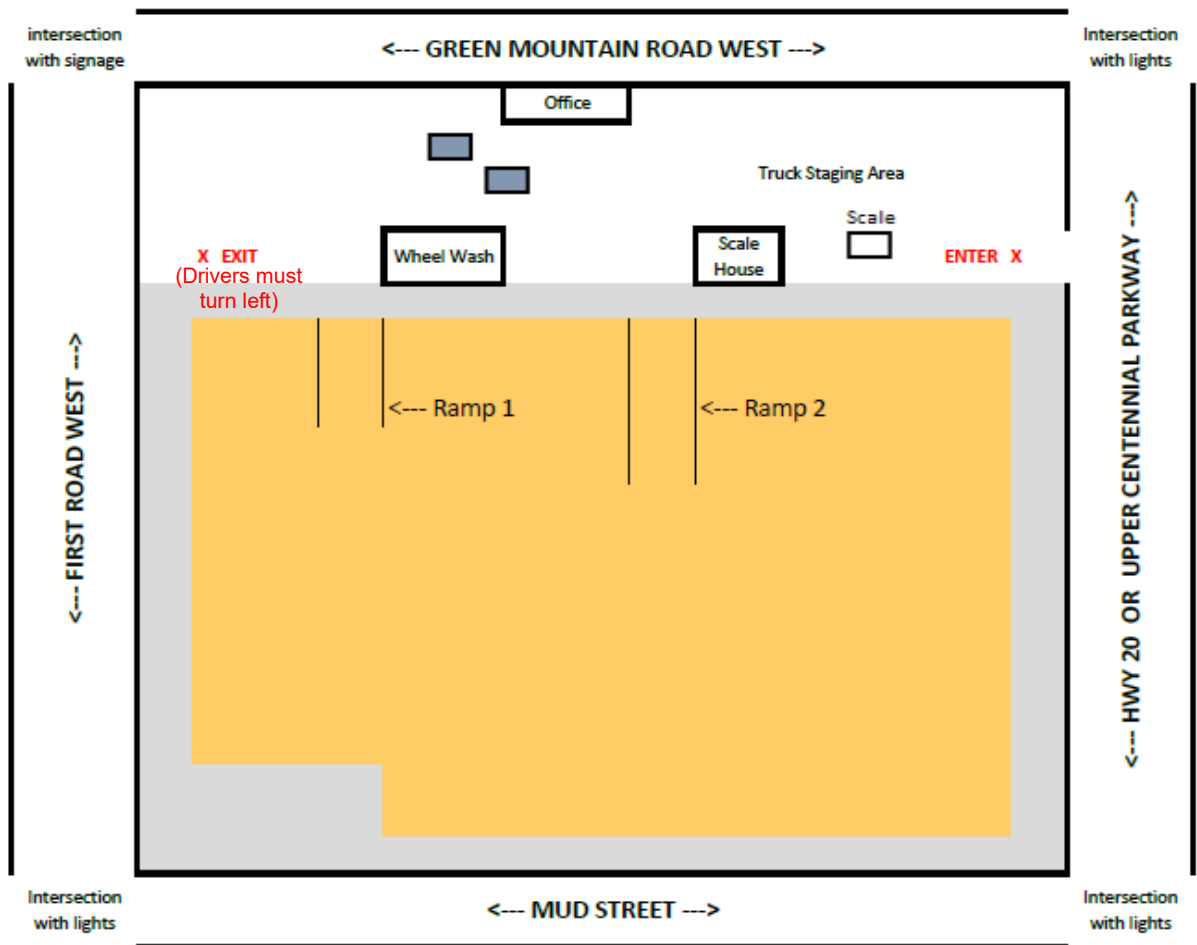


Figure 1 Site Layout

2.1 Site Requirements

The following rules are in place at the Site and must be followed by all drivers:

1. All PPE (hard hats, safety vests, safety footwear & safety eyewear) must be worn on site at all times.
2. No Smoking or vaping on Site.
3. No Cell Phone, Audio or Video devices to be used while on site without authorization from Terrapure Management.
4. All waste hauling vehicles must go directly to the wheel wash upon leaving the landfilling area. If wheel wash is not working, please report to the Scale house.
5. Dumping side by side will not be tolerated.
6. Disrespectful behaviour will not be tolerated! All drivers must comply with site operating staff directions.



7. All waste hauling vehicles must ensure their boxes/bins/containers are completely down before exiting the landfill site.
8. Speed limit on paved area of the site is 15 km/hr. All other areas of the site must be driven slowly and with caution.
9. All vehicles leaving the site must stop at the exit gate onto First Road West.
10. All vehicles must remain tarped and tailgates closed until within the landfilling area.
11. In the event of an emergency, please go to the Muster Area located at the First Road W. Exit gate.
12. Absolutely no right turns when exiting site no parking, stopping or queuing on shoulders of any municipal road surrounding the landfill site, including First Road West and Upper Centennial Parkway.

The Site requirements are posted at the Site (Figure 2). In addition, speed limit signs of 15 km/hr are also posted at the Site (Figure 3).



Figure 2 Site Requirements



Figure 3 Posted Speed Limit Signs

All new drivers must sign a form to confirm that they have read the Site requirements and are aware that failure to comply with the requirements will result in revoking on-Site privileges. A copy of the Site Requirement Form is included in Appendix A.

In addition to the Site requirements, all drivers must follow Terrapure's Health and Safety Policies and Standard Operating Procedures currently in place at the SCRF.



3. Driver Training and Awareness Strategies

A Driver Training and Awareness Manual (Manual) is to be distributed to all truck drivers, which highlights how they are expected to safely maneuver through the Site. The Manual includes:

- PPE required for all Drivers.
- General safety requirements when operating heavy vehicles.
- Site Requirements, as listed above.
- On-Site truck routes.
- Enforcement.

The Scale House Attendant will provide a copy of the Manual to drivers. Drivers will be required to sign a form to confirm they have read the Manual and agree to follow it while they are on Site. The Manual with the enclosed signature form is included in Appendix B.

As part of the driver training and awareness strategy, drivers will be required, at Terrapure's request, to provide copies of vehicle safety records and driver training certificates.

4. Monitoring and Evaluation Strategies

A tracking list will be kept by the Scale House Attendant to ensure all drivers entering the Site have received a copy of the Manual. Should any change be made to the Site in relation to the safe maneuverability of trucks throughout the Site, such as a new speed limit on one of the internal roads, drivers will be provided with a printout of the amendment to the Manual. All drivers will be required to sign the tracking list to confirm that they were provided a copy of the amendment.

Furthermore, Terrapure will observe the adherence to internally posted speed limits. Terrapure will issue warnings to non-compliant vehicles and will take corrective action with drivers who disregard the posted speed limit on-Site. Terrapure will also issue warnings to drivers not performing satisfactory wheel washes.

5. Complaint Protocol

Terrapure takes all concerns seriously and ensures necessary actions are taken to address any issues experienced by community members. Terrapure has community response procedures in place, with a community response line that is open 24/7, 365 days a year. Terrapure keeps a detailed complaint log of all complaints received, and is required to report the complaints in their Annual Report. Appendix C outlines the Protocol for dealing with and responding to inquiries and complaints during at the SCRF.

The Annual Report will continue to be provided to the City of Hamilton Clerk. City of Hamilton staff may contact the Site office if they receive complaints or have concerns regarding Site operations (1-800-567-7455).



Issue Resolution Mechanism

On a case-by-case basis, where a driver is found to be not complying with site requirements, Terrapure will work with its customer to evaluate and correct the driver's operational performance. Drivers who continue to fail to comply with site requirements may have their on-site privileges revoked.

Appendix A
SCRF Site Requirements



SITE REQUIREMENTS

1. All PPE (hard hats, safety vests, safety footwear & safety eyewear) must be worn on site at all times.
2. No Smoking or Vaping on Site.
3. No Cell Phone, Audio or Video devices to be used while on site without authorization from Terrapure Management.
4. All waste hauling vehicles must go directly to the **WHEEL WASH** upon leaving the landfilling area. If wheel wash is not working, please report to the Scalehouse.
5. **DUMPING SIDE BY SIDE WILL NOT BE TOLERATED.**
6. **DISRESPECTFUL BEHAVIOUR WILL NOT BE TOLERATED!** All drivers **MUST COMPLY** with site operating staff directions.
7. All waste hauling vehicles must ensure their **BOXES/BINS/CONTAINERS** are **COMPLETELY DOWN** before exiting the landfill site.
8. **SPEED LIMIT** on paved area of the site is 15 km/hr. All other areas of the site must be driven **SLOWLY** and with caution.
9. All vehicles leaving the site must **STOP** at the exit gate onto First Road West.
10. All vehicles must **REMAIN TARPED** and **TAILGATES CLOSED** until within the landfilling area.
11. In the event of an emergency, please go to the Muster Area located at the First Road W. exit gate.
12. Absolutely **NO RIGHT TURNS** when exiting site **NO PARKING, STOPPING** or **QUEUING** on shoulders of any municipal road surrounding the landfill site, including First Road West and Upper Centennial Parkway.

FAILURE TO COMPLY WITH THESE REQUIREMENTS WILL RESULT IN REVOKING ON-SITE PRIVILEGES.

Driver Name (Print):

Company Name & Truck Number:

Driver Signature:

Date:

Appendix B
Driver Training and Awareness Manual



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1. Background

The following Manual was prepared as part of the Truck Operations Monitoring Framework. The Framework and its strategies were developed to satisfy a Condition of EA Approval issued by the Minister of Environment, Conservation and Parks for the Terrapure Environmental (Terrapure) Stoney Creek Regional Facility (SCRF) Environmental Assessment (EA).

2. Purpose

This manual is to provide training to drivers on the on-Site requirements and protocols that must be followed in order to ensure the safety of everyone at the SCRF.

3. Scope

This manual applies to all truck drivers on Site, which includes both Terrapure staff and customers.

4. PPE Requirements

Personal Protection Equipment (PPE) required for Truck Drivers

- Hard Hat
- Safety Vest
- Steel toe footwear

5. General Safety

Drivers shall adhere to safety requirements when operating heavy vehicles, including keeping the truck under positive control at all times, and observing all established traffic regulations on-Site. Drivers are to be courteous to others people using the internal roads, through abiding by the rules of the road and sharing the road with all users.

6. Site Requirements

1. All PPE (hard hats, safety vests, safety footwear & safety eyewear) must be worn on site at all times.
2. No Smoking or Vaping on Site.
3. No Cell Phone, Audio or Video devices to be used while on site without authorization from Terrapure Management.



4. All waste hauling vehicles must go directly to the **WHEEL WASH** upon leaving the landfilling area. If wheel wash is not working, please report to the Scalehouse.
5. **DUMPING SIDE BY SIDE WILL NOT BE TOLERATED.**
6. **DISRESPECTFUL BEHAVIOUR WILL NOT BE TOLERATED!** All drivers **MUST COMPLY** with site operating staff directions.
7. All waste hauling vehicles must ensure their **BOXES/BINS/CONTAINERS** are **COMPLETELY DOWN** before exiting the landfill site.
8. **SPEED LIMIT** on paved area of the site is 15 km/hr. All other areas of the site must be driven **SLOWLY** and with caution.
9. All vehicles leaving the site must **STOP** at the exit gate onto First Road West.
10. All vehicles must **REMAIN TARPED** and **TAILGATES CLOSED** until within the landfilling area.
11. In the event of an emergency, please go to the Muster Area located at the First Road W. exit gate.
12. Absolutely **NO RIGHT TURNS** when exiting site **NO PARKING, STOPPING** or **QUEUING** on shoulders of any municipal road surrounding the landfill site, including First Road West and Upper Centennial Parkway.

Failure to comply with these requirements will result in revoking on-Site privileges.

7. Truck Routes

All trucks are to enter the Site from Upper Centennial Parkway (Figure 1). All trucks must scale in at the scale house and hand in paperwork. Any relevant instructions will be given to drivers there. Once approved waste trucks will be directed to the active working area by the Scale House Attendant. The bulldozer operator will be responsible for directing where the waste is to be placed in the working area. The operator will notify the Environmental Technician or Operations Manager if an unacceptable waste has been identified. After depositing its load in the working area, the truck must go through the wheel wash and return back to the scale to weigh out and obtain required paperwork.

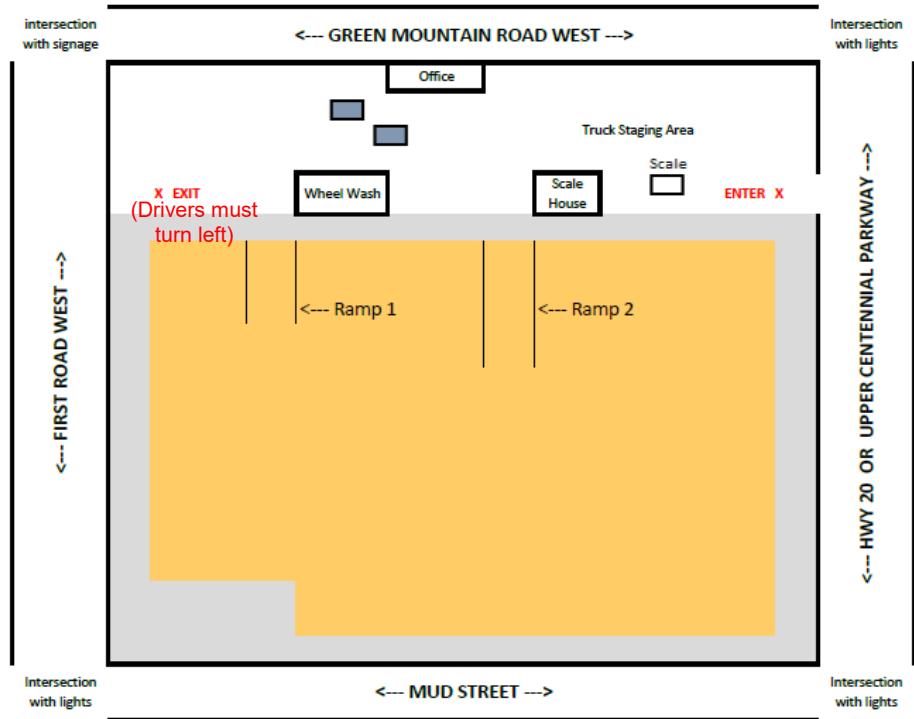


Figure 1 - Site Layout

8. Enforcement

Terrapure will observe the adherence to internal posted speed limits. Terrapure will issue warnings to non-compliant vehicles and will take corrective action with drivers who disregard the posted speed limit on-Site. Terrapure will also issue warnings to drivers not performing satisfactory wheel washes.

9. References

- Terrapure Safety Handbook
- Ontario OHS Regulations
- MTO's safety guidelines for Commercial Vehicles Operators Registration



Driver Training and Awareness Sign-Off Form

By signing below you are confirming that you have read and understand the Driver Training and Awareness Manual.

Driver Name (Print):

Company Name:

Driver Signature:

Date:

Appendix C
Complaint Protocol



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Stoney Creek Regional Facility Environmental Assessment

Complaint Protocol



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1195 Stellar Drive, Unit #1 Newmarket Ontario L3Y 7B8 Canada
11102771 | January 2019



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1. Introduction

This document outlines the Complaint Protocol for the Terrapure Environmental (Terrapure) Stoney Creek Regional Facility (SCRF). The Protocol sets out provisions for dealing with and responding to inquiries and complaints during all stages of the Undertaking.

The Minister of Environment, Conservation and Parks (Minister) approved the Terrapure SCRF Environmental Assessment (EA) that proposed to increase the capacity of the SCRF (Facility, Site) on September 19, 2019. The Minister's Notice of Approval (Approval) to proceed with the Undertaking, issued under Section 9 of the *Environmental Assessment Act*, dictates the conditions of the Approval of the Undertaking that must be adhered to by Terrapure. In particular, the following conditions relating to the Complaint Protocol:

6. Complaint Protocol

- 6.1 The Proponent shall prepare and implement a complaint protocol that sets out provisions for dealing with and responding to inquiries and complaints during all stages of the Undertaking. The complaint protocol shall include a procedure for notifying the Ministry of the complaints received.
- 6.2 The Proponent shall submit the complaint protocol to the Director for approval and for the public record within 60 days from the Date of Approval, or by another date agreed upon by the Director.
- 6.3 The Director may require the Proponent to amend the complaint protocol at any time. Should an amendment be required, the Director shall notify the proponent in writing of the amendment required and when the amendment must be completed.
- 6.4 The Proponent shall submit the amended complaint protocol to the Director within the time period specified by the Director.
- 6.5 The Proponent shall implement the complaint protocol and any amendments to it.
- 6.6 The Proponent shall provide a summary on the complaints received and how they were addressed as part of the annual compliance reporting (Condition 5) and post the summary on the website as part of the public record.

In addition, the following conditions are included in the SCRF's Environmental Compliance Approval (ECA) No. A181008, approved under the *Environmental Protection Act*:

3. Community Liaison Committee

- 3.5 The Owner, in conjunction with the CLC and the City, shall continue to maintain a public complaints procedure that includes:
 - a. Circulating on a quarterly basis all complaints to members of the CLC and City, and keeping a public record at the Owner offices. Copies of complaint forms will be available at the Site office.



- b. A 24-hour emergency telephone number to receive any complaints, and to respond immediately. Written responses are to be provided by the Owner to the complainant within 10 days of receipt of a complaint.
- c. Recording the name and address of the complainant if given, and the date, time and nature of complaint.
- d. Reviewing with the CLC and the City at least twice annually, all complaints about the operations of the Site and the Owner's response/action. Complaints about exceedances are to be reviewed with the CLC and the City at each meeting of the CLC. Complaints that are not resolved within a period of ninety (90) days shall be referred to the CLC for review and resolution.
- e. Summarizing all complaints received and how they were addressed in the annual report.

With these EA and ECA conditions in mind, Section 1 provides details on the complaints procedure that is in place at the Site, including complaint documentation and issues resolutions mechanisms, and Section 2 outlines the complaint reporting process.

2. Complaints Procedure

Complaint Documentation

Complaints can be received through several means including the 24-hour emergency telephone 1-800-567-7455, SCRF office, the Community Liaison Committee (CLC), the City of Hamilton (City) or by written letter. Complaints received by Terrapure will be forwarded to Terrapure's Senior Environmental Technician, who will be responsible to ensure that all complaints are acknowledged investigated and reported on. A report is created for each complaint, which includes the following:

- a) the name and address of complainant, if given;
- b) date and time of complaint;
- c) nature of complaint (noise, dust, odour, surface water/ groundwater issues, litter, mud on street, etc.);
- d) acknowledgement of receipt of complaint;
- e) a description of the location of active landfilling;
- f) weather conditions at time of complaint;
- g) note whether control systems operating as required;
- h) follow-up determined in consultation with appropriate supervisory staff, and take corrective action if necessary;
- i) document and provide written response to the complainant within 10 days; and
- j) copy the complaint report to the CLC, the City and the Ministry of the Environment, Conservation and Parks (MECP).

The Senior Environmental Technician has primary responsibility to ensure that a copy of the complaint is forwarded to the Regional Operations Manager and the MECP District Office. It will



also be the responsibility of the Regional Operations Manager to ensure that these complaints are circulated to the CLC and the City quarterly, by attending CLC meetings to present summaries and respond to members' questions.

An example of a complaint report template is provided in Appendix A.

Issues Resolution Mechanisms

The Operations Manager is responsible for ensuring that complaint follow-up is undertaken and documented. Complaints are individually investigated by landfill staff, and appropriate remedial measures are taken as necessary. Depending on the nature of complaint (noise, dust, odour, surface water/ groundwater issues, litter, mud on street, etc.), the appropriate follow-up measures are initiated.

For odour complaints, landfill staff will determine the source of the complaint, typically provided by the complainant. Online meteorological data will also be used to determine the wind direction. Based on this information, a determination will be made if the odour is being carried from the landfill to the source of the complaint.

A perimeter site reconnaissance will be conducted to verify if odour is being sensed off-Site, around the perimeter, and around the area of the source of the complaint. If the investigation determines through sufficient evidence that the odour is not caused by the landfill, then the information and observations will be recorded, and a formal letter will be sent to the complainant. An example is provided in Appendix B. If an occurrence is deemed to be sourced from the landfill, immediate mitigation measures will be taken to deal with the odour issues.

The information and observations from all follow-up actions taken in response to a complaint will be recorded, and a formal letter will be sent to the complainant within 10 days of receipt of complaint. In addition, copies of complaints and responses will be sent to the CLC, the City and the MECP. Complaints that are not resolved within a period of 90 days will be referred to the CLC for review and resolution.

3. Complaint Reporting

All complaints will be reviewed on an annual basis and summarized in the Annual Monitoring Report. The Regional Operations Manager will be responsible to ensure that the following is undertaken and documented:

- Circulating all complaints on a quarterly basis to members of the CLC and City, and keeping a public record at the Owner offices. Copies of complaint forms will be available at the Site office.
- Written responses are to be provided by the Owner to the complainant within 10 days of receipt of a complaint, recording the name and address of the complainant (if given), and the date, time and nature of complaint.
- Reviewing with the CLC and City at least twice annually, all complaints about the operations of the Site and the Owner's response/action. Complaints about exceedances are to be reviewed



with the CLC and City at each meeting of the CLC. Complaints that are not resolved within a period of 90 days shall be referred to the CLC for review and resolution.

- Summarizing all complaints received and how they were addressed in the annual report, as per ECA Condition 3.5.e.
- Provide a summary of complaints received and how they were addressed as part of the Annual Compliance Report, as per EA Condition of Approval 6.6.

Appendix A
Complaint Report Template

TERRAPURE STONEY CREEK REGIONAL FACILITY
Complaint Report

Complaint Number:	
To be completed by Staff receiving Complaint	
Date:	Time
Name:	
Address:	
Telephone:	
Nature of Occurrence	
<u>Taken By: Terrapure Staff</u>	
To be completed by the Terrapure Management	
Date:	Time:
Confirmation of Occurrence:	
Control Systems Operating:	
Active Landfill Area:	
Weather Conditions:	

APPENDIX A.2 COMPLAINT REPORT

TERRAPURE STONEY CREEK REGIONAL FACILITY
Complaint Report

Follow-up Action Taken:

Documentation of Occurrence to:

Caller

Br.Mgr

MOE

CLC/City

Mgr.

Other _____

Date of Occurrence:

Appendix B
Odour Complaint Response Letter Example



August 28, 2019

Mr. Joe Smith
123 First Road W.
Stoney Creek, ON
A1B 2C3

Dr. Mr. Smith:

Re: Odour Complaint – July 31, 2019

This letter is to acknowledge receipt of your concern regarding odour, which you believe to be caused by the operations at the Stoney Creek Regional Facility.

Upon receipt of your concern, an investigation was immediately conducted by several staff members around the perimeter of the facility, your residence and the surrounding area. During these investigations no odours were detected.

Should you have any questions, please do not hesitate to contact me at (905) 123 – 4567.

Sincerely,

**TERRAPURE ENVIRONMENTAL
STONEY CREEK REGIONAL FACILITY (A181008)**

*****SIGNATURE*****

NAME of regional operations manager
Regional Operations Manager

cc: NAME, Operations Manager
NAME, Senior Environmental Technician

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