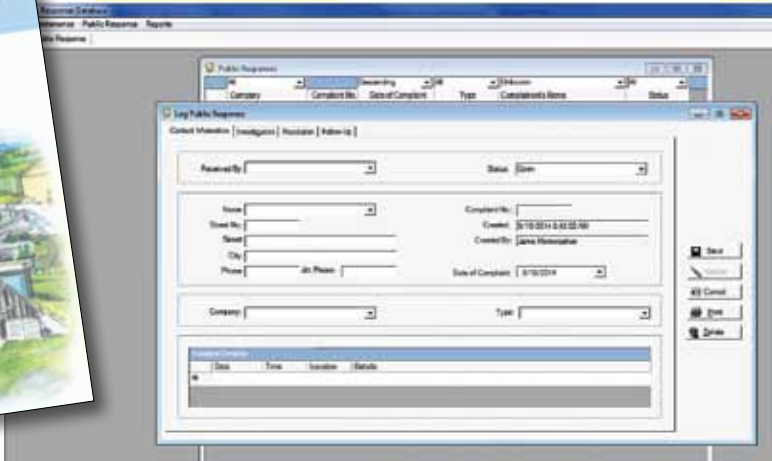
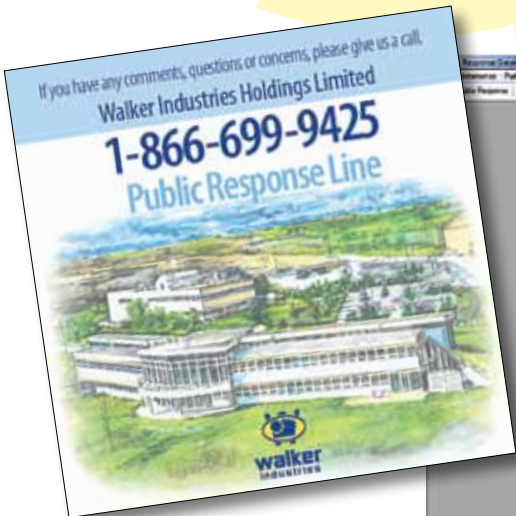


Public Response

At Walker Industries we are committed to community, the environment and tomorrow's generations. As a company we look for ways to support our communities. One way to support our communities is to proactively build relationships and be responsive to the needs and concerns of our neighbours. Providing room for the dissenting opinions allows for opportunities to grow and improve.



Many of our environmental permits, approvals and licenses require records of complaints and complaint response to be kept on file.

- We have made the commitment to timely and effective public response and it is essential to maintain good relationships with our neighbours and the community.

Our Goal is to:

- Monitor our operations for potential impacts on a daily basis
- Plan and adapt operations to prevent effects on neighbours and the community (this could mean ceasing operations)
- Proactively communicate
- Anticipate and address potential problems in advance
- Actively work towards the resolution of issues

AS A MINIMUM, THE FOLLOWING INFORMATION IS REQUIRED FOR THE PUBLIC RESPONSE DATABASE:

- the date and time the complaint was received
- the date and time of the incident relating to the complaint
- nature of the complaint (odour, dust, noise, traffic, litter, blasting, well interference, birds, other)
- the complainant's name, telephone number and address (if complainant is comfortable providing this information)
- weather conditions (wind direction, temperature, pressure, etc.)

Strive
FOR
Wise

DID YOU KNOW?

- The Public Response Database is maintained by the Environmental Performance Department (EPD)
- Responses to complainants are to be made within one business day
- Knowing your environmental aspects and impacts can help you prevent impacts and see opportunities for improvement

Questions about Public Response?... to the Manual!

Procedure A8 – Public Response

Public Response

Company _____ Date _____ Delivered by _____

Other topics discussed _____

Name	Signature	Name	Signature

QUESTIONS/DISCUSSIONS

RECORD RESPONSES SPECIFIC TO YOUR SITE

- Who is responsible for public response at your site? _____
- What monitoring systems are in place onsite to alert you of possible adverse effects? _____
- What patterns have you noticed between operations and any feedback from neighbours? _____
- What preventative actions does your site take to reduce impacts? _____

Teamwork in Portland to remove Hydrochloric Acid

When ACI was purchased one of our challenges was the amount of material stored on-site. The Walker Emulsion team has stepped up to address that challenge. Cost Accountant Robert Nguyen has been working with Steve Brown to identify what can be used and what is obsolete. Robert identified two barrels of hydrochloric acid as obsolete. The team got to work to determine whether the supplier would take it back. Though the supplier could not take back the material due to its age, they found a client who could use the material. Soon after, the two barrels were shipped off site, free of charge and to a site that will use the acid.

This is a great example of teamwork to solve a problem. The solution removed a hazardous material from the workplace, diverted that material from the waste stream by finding a beneficial use. A real win for everyone.

A special thanks to Robert Nguyen, Steve Brown, Brandon Anger, Larry Sinnige, Doug Smalley and Misty Kelly.



Larry Sinnige, Robert Nguyen, Misty Kelly.

Great job, Walker Emulsions Portland!



WALKER INDUSTRIES®

commit ■ create ■ participate