

<b>POLICY:</b>  Natural Gas Odour Response			<b>NUMBER:</b>  WP-7
<b>PREPARED BY:</b>  Facilities Management (FM)	<b>AUTHORIZED BY:</b>   Andrew Konowalchuk	<b>CLASSIFICATION:</b>  Work Procedure	<b>EFFECTIVE:</b> June 2, 2025
			<b>SUPERSEDES:</b> September 1, 2021

**PURPOSE:**

To ensure that all reported concerns of natural gas odours are investigated and identified by a qualified person as quickly as possible, and that necessary action is taken.

**Qualified person:** HVAC Technician, Gas Technician1, IMT license holder, WSCS Special Constable or Mechanical On-Call

**CLIENT SERVICES RESPONSIBILITIES:**

1. Receiver of call should attempt to:
  - a. Obtain location and information such as:
  - b.
    - Any symptoms?
    - Size of the affected area (Are other people experiencing the same smell/symptoms)?
    - Do you believe it poses an immediate threat to building occupants?
  - c. Determine if this is a potential emergency requiring an assessment by WSCS Communications or if this is a non-emergency issue that can be directed to the appropriate qualified person (as defined above) for review.
  - d. If determined to be a potential emergency:
    - Immediately transfer call to WSCS Communications for an urgent assessment using Air Quality & Natural Gas Odours Flowchart (see Appendix A).
    - Immediately, and with any means available, dispatch a qualified person to the location and notify the appropriate operations leader, have them standby in a safe area/outside the building for further instruction based on WSCS assessment in progress.
    - Contact Shop Manager/on-call Operations Manager or Director, Facilities Operations to provide an update.
    - Standby for further direction from WSCS Communications following assessment.

**INVESTIGATING PERSON OR QUALIFIED PERSON ON SITE:**

1. In coordination with Stores, ensure that the following are available:
  - a. Transportation to the affected building.
  - b. Cell phone.
  - c. Flashlight.
  - d. Multi gas detector capable of detecting natural and propane gas as well as carbon monoxide concentrations. Ensure that the detector is operational, and calibration is current.

<b>POLICY:</b>	<b>NUMBER:</b>
<b>Natural Gas Odour Response</b>	WP-7

2. Respond to the site and identify the gas main shutoff and be ready to turn it off, if necessary, in coordination with responding personnel, including Fire Safety, WSCS, Fire Department and utility provider.
3. Standby in a safe place outside the building for further direction based upon WSCS assessment in progress.
4. Observe the general conditions of the affected site and use the multi gas detector to determine if area is in danger of explosion or any other hazard.
5. Assess whether there is a natural gas present using the multi gas detector. If:
  - a. **NO DANGER OF EXPLOSION**
    - i. Inform WSCS of situation.
    - ii. Vent area where possible.
    - iii. Contact Shop Manager/on-call Operations Manager or Director, Facilities Operations to provide an update.
    - iv. Trace source of odour and eliminate/repair.
  - b. **DANGER OF EXPLOSION**
    - i. Use the fire alarm to evacuate the building.
    - ii. Inform WSCS of situation.
    - iii. Isolate building from gas main.
    - iv. Contact Shop Manager/on-call Operations Manager or Director, Facilities Operations to provide an update.
    - v. At this point, Western University Trades and other personnel (Western University HazMat Team) will assist the London Fire Department (LFD) in locating the source of the problem; or in determining when the building is safe for re-occupancy.
    - vi. Once the scene is secure, contact Client Services and request an electrician to be dispatched to site.

**AFTER NORMAL WORKING HOURS:**

1. WSCS will receive calls and perform an initial investigation. Vent area and eliminate source of odour where practical. Assessment of the situation by WSCS to be made as quickly as possible and building evacuated if required.
2. WSCS will call the appropriate operations leader to assign the qualified person to respond onsite, if further action is required.
3. Follow procedure for **NO DANGER OF EXPLOSION**.

**OPERATION OF MULTI GAS DETECTOR:**

Ensure that the detector is turned on and warmed up in a clean-air area (i.e. outside the affected area).

1. Refer to the operating instructions kept in the detector case.

**APPENDIX A:**

1. WSCS Comms Air Quality Flowchart (March 24, 2025 version) – see next page

<b>POLICY:</b>	<b>NUMBER:</b>
<b>Natural Gas Odour Response</b>	WP-7

