



MINISTRY OF ENVIRONMENT REGIONAL OPERATIONS BRANCH

NON-COMPLIANCE REPORTING MAILBOX FREQUENTLY ASKED QUESTIONS

1. What is Non-Compliance Reporting (NCR)?

NCR is a requirement to self-report scheduled or un-scheduled events or incidents that do not comply with the conditions and requirements outlined in your *Environmental Management Act* (EMA) authorization.

An authorization includes permits, approvals, waste management plans, operational certificates, registrations and activities guided by a code of practice. Your specific authorization may require you to submit both an immediate notification and a follow up report. Both items may be submitted to EnvironmentalCompliance@gov.bc.ca.

2. Why does the Ministry of Environment (Ministry) require this information?

Immediate submission of the non-compliance report provides the ministry with an accessible history of your authorization and improves our ability to communicate with you about your site. The ministry also uses this data for a variety of reasons including assessing and tracking compliance history.

3. When should I submit a non-compliance report?

The minimum requirement is for you to submit non-compliance reports in the timeframe specified in your authorization. You may receive requests for further information from ministry staff following your submission.

4. Why did I receive this information?

To ensure all authorization holders are aware of the non-compliance reporting mailbox, the ministry has sent this information to all our authorization holders – regardless of the conditions and requirements outlined in your current authorization.

5. My report is already being sent electronically to a ministry contact. Do I still need to submit it to my contact?

No. As of January 1, 2016, you are required to submit all of your non-compliance reports to the following email address: EnvironmentalCompliance@gov.bc.ca.

6. My authorization does not require me to report non-compliance. Does this information apply to me?

Providing this information helps create a transparent line of communication between the authorization holder and the ministry. We are encouraging all authorization holders to self-report any non-compliance.

Self-reporting of non-compliance demonstrates your willingness to comply. This may be taken into account in any compliance and enforcement follow up that may occur.

7. I have never had to send anything to the Ministry of Environment before. How does this affect me?

If your current authorization has non-compliance reporting requirements, you are required to submit those reports to EnvironmentalCompliance@gov.bc.ca.

Please review your authorization to determine if you have non-compliance reporting requirements.

8. Is there a specific timeframe to submit my reports?

Yes. The requirement to self-report non-compliance must be completed within the timeframe specified in your authorization. You are encouraged to report any non-compliance as soon as sufficient information is available.

9. Where are the NCR requirements identified in my authorization?

Generally, the sections titled “*Non-Compliance Notification*”, “*Non-Compliance Reporting*” and “*Maintenance of Works*” identify your NCR requirements including submission timelines.

If you are unable to determine the NCR requirements for your current authorization, please contact your regional ministry office.

10. What information is required in the non-compliance report?

The non-compliance report must include the following:

- authorization number
- legal name of the authorization holder (including ‘doing business as’ names)
- date of the event
- description of the non-compliance

If available, the report may also include test results, a summary of any remedial action taken and an explanation of the most probable cause(s) of the non-compliance.

An email template is available on our website for your convenience:

<https://www2.gov.bc.ca/gov/content/environment/waste-management/waste-discharge-authorization/data-and-report-submissions/non-compliance-reporting-mailbox>

You may customize your non-compliance report template to suit your facility or operation if it includes the basic information described above

11. I have non-compliance reporting requirements. What happens if I don't submit a non-compliance report?

Authorization holders who fail to submit in accordance with the requirements of an authorization are in non-compliance. Non-compliance may result in escalating compliance and enforcement action.

12. If my non-compliance report is being submitted to the non-compliance reporting mailbox, am I still required to submit routine monitoring data directly to the routine environmental reporting submission mailbox?

Yes. The submission of monitoring reports is a routine reporting process while the non-compliance reporting is usually a one off or non-routine event.

13. My non-compliance is a spill event and I have submitted a notification to the spill reporting line. Do I also need to report to the non-compliance mailbox?

Yes.

For reporting spills, contact the Provincial Emergency Program at 1-800-663-3456.