

## Nestlé and the Community

Nestlé's London Ice Cream factory celebrated its 50th anniversary in 2016 and we are proud to have been part of this community for such a long time. With over 500 passionate employees, our factory produces Canada's favourite ice cream and frozen dessert brands, including Real Dairy, Parlour, Häagen-Dazs, Drumstick and Skinny Cow. These products are delivered across Canada from coast-to-coast!

Nestlé is committed to creating shared value in the communities in which we live and work. We're proud of our deep community involvement, core values and environmental sustainability. Thanks to our recycling process and waste management efforts, our factory is sending zero waste to landfill.



Your safety is important to us. For more information, we invite you to call:

**Nestlé Canada Inc. Consumer Services**  
consumer.care@ca.nestle.com / 1-800-367-4636

The City of London has information about emergency preparedness at  
[www.london.ca/emergency](http://www.london.ca/emergency)

# Nestlé London Ice Cream Factory Ammonia Information



## Ammonia Usage

The security and the safety of our people, products and our operations is our first priority. We continuously invest in our processes to ensure that all possible measures are taken to guarantee a safe environment.



Ammonia is a gas that is used in our day-to-day operations for refrigeration. It is safely contained in closed loop pipes and acts as a cooling agent to freeze and store the ice cream products.

We recently completed ammonia safety upgrades exceeding \$15 million to further improve and ensure the safety of our systems and people beyond regulated safety expectations. With this in mind, we also would like to provide our close neighbours, residents and industries with safety instructions related to our use of ammonia and information on what to do in the unlikely event of an ammonia release emergency.

## How will you know if there is an ammonia emergency?

### If you smell ammonia, shelter in place

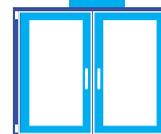
Ammonia is easily identifiable by its extremely pungent odour, similar to an ammonia-based window cleaner. Depending on concentration and exposure, ammonia can cause effects ranging from unpleasant to serious personal injury.

Depending on its temperature, ammonia can form a white cloud or be invisible. If an ammonia leak were to occur, a gaseous cloud could initially form at ground level and could spread over a certain distance. With an increase in temperature, the wind could eventually rise and disperse the ammonia.

## If you detect a strong ammonia smell, **ACT** immediately and shelter-in-place.



**A**lways go indoors – shelter-in-place means choosing a small, interior room with no or few windows and take refuge there



**C**lose all doors and windows



**T**urn off furnace, air conditioners, clothes dryers or other air intakes

- Do not use the telephone except for immediate emergency assistance.
- In the event of an emergency Nestlé will contact the London Fire Department. If required, they will inform local Media (Radio and TV outlets, incl. AM 980 News, AM 1290 Newstalk, CTV London...) so that information and instructions can be shared with you and the community.
- Remain inside until an “All Clear” message is broadcast or emergency responders instruct otherwise.
- Sheltering in place has been used around the world by emergency management officials for many years with success. Local emergency authorities and schools for instance are developing the same procedures, as they are effective given the fact they are easily and quickly accomplished.