**SOP 38 – Incident Involving Improper Waste Disposal or Environmental Violation** *Douglas Forest RV Resort LLC – 106 Douglas Road, Webster, MA*

1. If hazardous waste (e.g., oil, fuel, chemicals, batteries, sewage) is dumped or spilled, secure the area immediately and call the General Manager or on-site lead.
2. If the substance poses a health or fire hazard, call 911 and report a hazardous materials spill.
3. Do not attempt cleanup unless trained and equipped with proper protective gear.
4. Block off the affected area with cones, tape, or signage to prevent guest exposure.
5. Document:  
   * Exact location and type of substance
   * Time discovered
   * Source of the waste (if known)
   * Vehicle or site number if a guest is responsible
6. Take photos of the spill, containers, or dumping evidence.
7. If the offender is a guest, do not accuse or confront them directly. Report the matter to management for formal handling.
8. Complete an Incident Report including:  
   * Description of the violation
   * Any environmental damage observed
   * Whether local authorities or environmental agencies were notified
9. Only licensed professionals may clean hazardous spills. Management will coordinate response with environmental services if needed.
10. Reopen the area only after proper cleanup and inspection have been completed. Document cleanup and disposal procedures in full.