Corporate

Emergency Response Plan

24 Hour Emergency Telephone Numbers

Boreal Pipeline Control Centre: **REDACTED**

Cochrane Extraction Plant Control Room: **REDACTED**

Cold Lake Pipeline Control Centre: **REDACTED**

Conventional and Milk River Pipeline Control Centre: **REDACTED**

Corridor Pipeline Control Centre: **REDACTED**

Pioneer I Control Centre: **REDACTED**

Pioneer II Control Centre : **REDACTED**

Polaris Pipeline Control Centre: **REDACTED**

Redwater Olefines Facility Control Centre: **REDACTED**

Heartland Petrochemical Complex: **REDACTED**

Everbridge Mass Notification Live Operator: **REDACTED**

The Response Group 24-hour Support: **REDACTED**

Manual #:____

Issued to (location):_____

Issued to (person):_____

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1.0 ADMINISTRATION

1.1 Purpose

This plan is intended to act as a guide for corporate staff on how to safely manage emergency situations through effective identification, assessment, response, notification and documentation of events, in a flexible and effective manner. It will be used to promote worker and public safety, prevent or minimize impact on the environment, reduce corporate loss, and provide notification to the proper authorities, residents and Inter Pipeline personnel.

1.2 Scope

This emergency response plan describes the organization, strategies and procedures required to address emergency situations affecting Inter Pipeline employees, workers, operations, properties, customers, the public and the environment. It is intended to work in conjunction with Inter Pipeline's Business Continuity and Emergency Management Planning and Response Standard and the Facilities and Pipeline Emergency Response Plans to reduce the overall magnitude of losses and impacts related to emergencies. This plan is not intended to replace current reporting or operating procedures for incidents of a non-emergency nature.

1.3 Distribution of this Plan

Distribution record is located on myContent under:

REDACTED

1.4 Plan Administration

This Emergency Response Plan (ERP) shall be reviewed and updated annually or sooner if needed, to reflect changes in government regulations and/or company procedures, update contact lists and to continually improve emergency management capabilities. The most up-to-date copy of the ERP is found electronically on **REDACTED**.

Proposed changes, revisions or modifications to this ERP should be submitted to the Business Continuity/Emergency Management Advisor, using the Revision Request Form found in Section 12 (Form 12.16) of this plan. Changes to the content of the plan, other than phone numbers and editorial corrections, must undergo the Inter Pipeline Management of Change process.

The Business Continuity/Emergency Management Advisor shall send revisions of the ERP to holders of numbered copies of the plans, as identified by a distribution list maintained for this plan. Any changes in plan holders or any lost or misplaced plans should be identified to the BC/EM Advisor to allow the distribution list to be updated accordingly. This ERP is distributed to the Primary, Secondary and Tertiary ECC's, the SPCC and Emergency Control Centre's. Select corporate staff and other personnel as appropriate shall have soft copies saved to their mobility devices using

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SharePoint. Copies are also distributed to Regulator's and local government, as required.

Holders of numbered copies of the ERPs are responsible for immediately inserting revisions and updating the plan when revisions are received.

The contents of the entire ERP shall be re-issued periodically, as determined by the Sr. Business Continuity/Emergency Management Advisor to ensure that all plans are complete and current.

2.0 INCIDENT MANAGEMENT SYSTEM

2.1 Overview

IPL has adopted the Incident Command System (ICS) as its incident management system therefore; this plan is based on the Incident Command System (ICS). There are five major management functions that are the foundation upon which the ICS organization develops. The basic organizational structure will be as shown in Figure 1 below:

Figure 1 ECC Org Chart
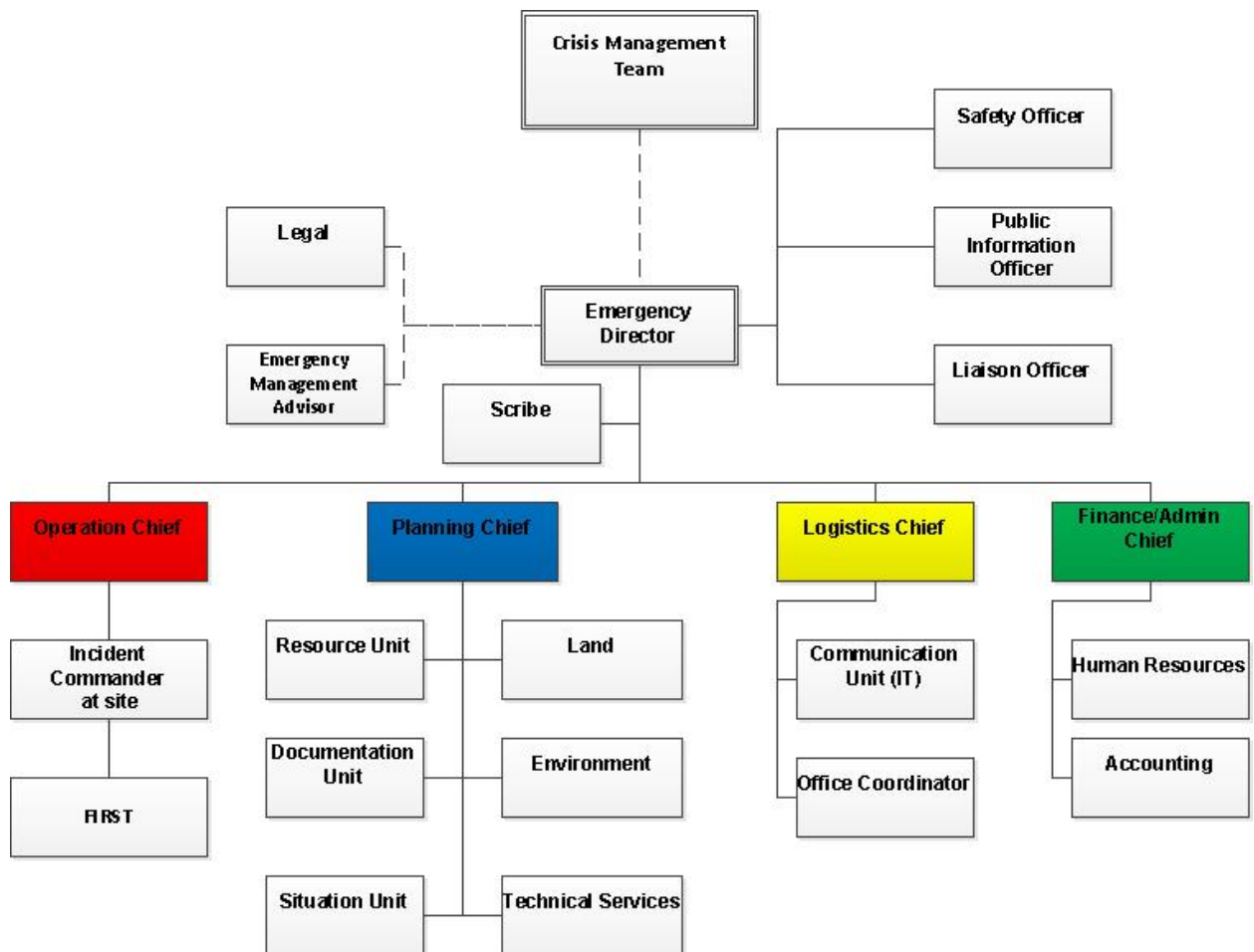
These functions apply for handling a routine response, organizing for a major non-emergency event, or managing a response to a major incident or emergency. The five major management functions are Command (Emergency Director and command staff), Operations (with link to site), Planning, Logistics and Finance/Administration:

- Incident Command: Sets the incident objectives, strategies, and priorities and has overall responsibility for the incident.

- Operations: Conducts operations to reach the incident objectives. Establishes the strategies and tactics and directs all operational resources.

- Planning: Supports the incident action planning process by tracking resources, collecting/analyzing information, and maintaining documentation.

- Logistics: Provides resources and needed services to support the achievement of the incident objectives.

- Finance/Administration: Monitors costs related to the incident. Provides accounting, procurement, time recording, and cost analyses.

Command staff, consisting of Information Officer, Safety Officer, Liaison Officer and Legal Counsel may be activated to support the Emergency Director (refer to Figure 1, above)

It is important to remember that not all positions need to be staffed during a response; however as per the tenants of ICS, if a role is not filled the duties fall to the Emergency Director.

2.2   Span of Control

Span of Control refers to the number of reports a position has. This number should not exceed seven, and is ideally not more than 5. If more than seven direct reports exist, then a supervisory level must be created to reduce the number.

2.3   Structure continuity

The ICS structure shall be applied at site, with the difference being that overall site coordination and responsibility lies with the Incident Commander at the Incident Command Post (ICP), whereas this position is called the Emergency Director within the Corporate Emergency Coordination Center (ECC).

The Incident Command Post (ICP) is the focal point where decisions are made and communications are sent out, it must be easily identifiable. The basic organizational structure of an ICP will be as shown in Figure 2 below:

Figure 2 ICP Org Chart
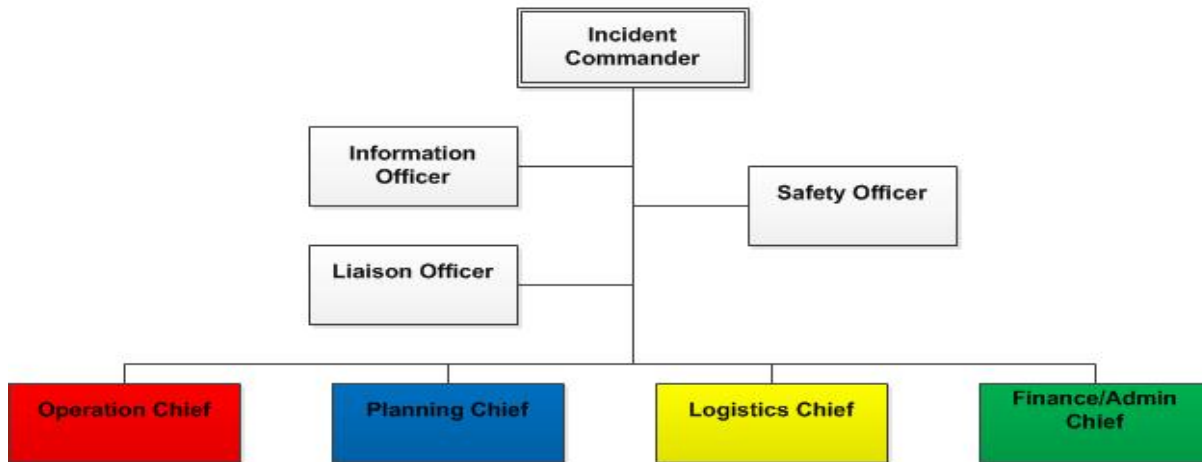
2.4   Key Characteristics

The following are key characteristics of ICS:

- Adapts to any size of event

- Provides for single-jurisdiction/single-agency as well as multi-jurisdictional/multi-agency operational interaction

- Expands in a logical manner from an initial response into a major incident with basic common elements in organization, terminology and procedures

- When implemented, has the least possible disruption to existing systems

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3.0 GENERAL ROLES AND RESPONSIBILITIES

3.1 Role identification within the ECC

In accordance with the Incident Command System (ICS), using common colours to identify roles in the Emergency Coordination Centre (ECC) is used to facilitate identification of key staff. ICS structure charts will be posted in the ECC and key staff will wear vests of their respective colour as follows:

- White – Emergency Director and Command Staff

- Red – Operations Chief

- Blue – Planning Chief

- Yellow – Logistics Chief

- Green – Finance/Administration Chief

It is important to remember that the Emergency Director assumes all roles until they are delegated to others. The same person can hold multiple roles depending on their ability and the complexity of the event. Not all positions listed below need to be staffed, only those required by the Emergency Director. Figure 3 below shows how day-to-day positions would take on ICS roles.

Refer to Section 8 for Role checklists

Figure 3 – Assigned Roles

Emergency Level	Operations Chief	Incident Commander	Emergency Director
Alert	Handled entirely at the field or plant level.		
1	Determined at time of incident	Initially first IPL staff on scene	Position not activated
2	Pipeline/Facility Supervisor or Manager of impacted system		GM of Field Operations, Director of Field Operations, or Operations Manager, or GM NGL
3			

Note: Refer to Section 4 – Table 1 Incident Classification for more information on emergency levels.

The Emergency Director listed in the above figure 1 is the lead at the Corporate Emergency Coordination Center (refer to Section 8.1 Emergency Director).

3.2   Incident Commander

Usually, the person in charge of the first arriving units at the scene of an incident assumes the Incident Commander role. That person will remain in charge until command is transferred.

Upon arriving at an incident, a higher-ranking person will either; assume command, maintain command as is, or transfer command to another person.

As incidents expand or contract, change in jurisdiction or discipline, or become more or less complex, command may change to meet the needs of the incident. The Incident Commander has overall responsibility for managing the incident by objectives, developing strategies, and implementing tactics. **The Incident Commander is the only position that is always staffed in ICS.** On small incidents and events, one person, the Incident Commander, may accomplish all management functions. In addition to having overall responsibility for managing the entire incident, the Incident Commander is specifically responsible for: Ensuring personnel and public safety

- All activities and functions until delegated and assigned to staff
- Initial determination of emergency level
- Assessing the need for additional staff
- Establishing incident objectives
- Directing staff to develop the Incident Action Plan
- Review/prepare ICS form 201
- Assessing effectiveness of tactics

3.3   Emergency Director

In the Corporate ECC, the head position is the Emergency Director.

The first person into the ECC will assume role of Emergency Director until a higher-ranking person assumes the role.

As incidents expand or contract, change in jurisdiction or discipline, or become more or less complex, command may change to meet the needs of the incident. The Emergency Director has overall responsibility for managing the incident by ensuring that the goals of the ECC are met, the main goals are to provide resources to the site, maintain service to the rest of the business, ensure accurate and appropriate information is being disseminated to stakeholders. Refer to Section 8, checklists, for specific activities assigned to the Emergency Director.

3.4   Command Staff

Depending upon the size and type of incident or event, it may be necessary for the Emergency Director to designate personnel to provide information, safety, and liaison services for the entire ICS organization. These personnel make up the Command Staff, who report directly to the Emergency Director, and consist of:

3.4.1 Public Information Officer

The Public Information Officer serves to facilitate exchange of information between the Corporate Communications staff and the media, public and internal staff. The Information Officer would, develop news releases, monitor media, provide information to internal and external stakeholders and coordinate/conduct media briefings if necessary.

3.4.2 Safety Officer

The Safety Officer monitors safety conditions, assesses hazardous and unsafe situations and develops measures for the safety of all assigned personnel. The Safety Officer advises the Emergency Director on issues regarding incident safety, however may exercise emergency authority to directly stop unsafe acts if personnel are in imminent danger.

The Safety Officer works closely with the Operations Section to ensure the safety of tactical and support personnel. Only one Safety Officer will be named to an incident. The Safety Officer may have assistants as necessary, and the assistants may represent other agencies or jurisdictions.

3.4.3 Liaison Officer

The Liaison Officer serves as the primary contact for supporting or cooperating agencies assisting at an incident. The Liaison Officer assists the Emergency Director/Incident Commander by serving as a point of contact for agency representatives who are helping to support the operation. The Liaison Officer provides briefings to and answers questions from the supporting agency representatives. There is only one Liaison Officer on any incident, although very large incidents may require the use of assistants. In the IPL ECC, all contact with Government Agencies, Municipalities or First Nations is done via the Liaison Officer.

3.4.4 Legal Counsel

Legal Counsel serves as the primary contact and advisor for matters of a legal nature. Legal counsel will be involved in areas such as providing input/comment on information release, document review and providing legal advice opinion on the event.

3.5 Operations Section Chief

The Operations Section Chief within the corporate ECC maintains a close link to the Incident Commander(s) at site(s). Information on corporate objectives is relayed to site, and requests from the site Incident Commander are sent to the Operations Chief. The Operations Section Chief is normally the person with the greatest involvement with the particular asset where the event is occurring. The Operations Section reports to the Emergency Director.

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3.6   **Planning Section Chief**

The Planning Section Chief gathers, analyzes and disseminates information and intelligence, manages the planning process, compiles the Incident Action Plan and manages technical specialists. It is up to the Planning Section Chief to activate any needed additional staffing to complete the tasks. This position reports to the Emergency Director.

The major activities of the Planning Section include:

- Collecting, evaluating, and displaying incident intelligence and information.

- Preparing and documenting Incident Action Plans.

- Conducting long-range and/or contingency planning.

- Developing plans for demobilization.

- Maintaining incident documentation.

- Tracking resources assigned to the incident.

One of the most important functions of the Planning Section is to look beyond the current and next operational period and anticipate potential problems or events

3.6.1   Scribe

The role of the scribe is to capture notes reflecting what is being said or is going on in the ECC. They will maintain the master event log and provide copies of reports to appropriate parties. This position reports to the Documentation Unit within Planning.

3.7   **Logistics Section Chief**

The Logistic Section Chief is responsible to provide resources and services that support incident activities, develop the logistic portions of the Incident Action Plan and forward to the Planning Section, and contract for and purchase goods and services needed at the incident. It is up to the Logistics Section Chief to activate additional staffing to complete the tasks. This position reports to the Emergency Director.

3.8   **Finance/Administration Section Chief**

The Finance/Administration Section is set up for an incident that requires incident-specific financial management. Reporting to the Emergency Director, this section is responsible for:

- Contract negotiation and monitoring

- Timekeeping, both personnel and equipment

- Cost analysis

- Compensation for injury or damage to property

3.9   All Staff

All Employees should be familiar with where to find this and other ERPs. Depending on the type, duration and timing of emergencies any employee may be needed to fill certain roles

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4.0   ACTIVATION OF CORPORATE EMERGENCY COORDINATION CENTER

If the first arriving Inter Pipeline personnel determine that the incident is, or could potentially be beyond their level of control, an Incident Command Post (ICP) is established.

The Corporate Emergency Coordination Center could be established to support field operations, assist with resources, to handle media inquiries, next-of-kin notifications, and to ensure Inter Pipeline strategic planning is carried out for level 2 or 3 incidents. Beyond this there are various levels of Municipal, Provincial and potentially Federal organizations that may be activated. Inter Pipeline must integrate with these agencies and coordination of efforts must be established.

4.1   Determining/Confirming the Emergency Level

Determine the Rank for Consequence and Likelihood of incident escalation in Tables below. Sum the ranks and use that number to determine the risk level and associated Emergency Level in Table 1.

****CONFIRM INITIAL EMERGENCY LEVEL DETERMINATION WITH REGULATORS AND CONSULT REGULATORS FOR ANY LEVEL CHANGES****

4.1.1   Step 1 – Rate the Consequence of the Incident

Consequence of Incident		
Rank	**Category**	**Example of Consequence in Category**
1	Minor	• No Worker Injuries. • No or low media interest. • Liquid release contained on lease. • Gas release impact on lease only.
2	Moderate	• First aid treatment required for on-lease worker(s) • Local and possible regional media interest. • Liquid release not contained on lease. • Gas release impact has potential to extend beyond lease.
3	Major	• Worker(s) requires hospitalization. • Regional and national media interest. • Liquid release extends beyond lease—not contained. • Gas release impact extends beyond lease—public health/safety could be jeopardized.
4	Catastrophic	• Fatality • National and international media interest • Liquid release off lease not contained – potential for, or is, impacting water or sensitive terrain • Gas release impact extends beyond lease – public health/safety jeopardized

Note: After choosing the correct consequence rating for the incident, enter the ranking (1 – 4) in the 1st box of Section 4.1.3.

4.1.2   Step 2 – Rate the Likelihood of the Incident Escalating

Likelihood of Incident Escalating		
Rating	**Descriptor**	**Description**
1	Unlikely	The incident is contained or controlled, and it is unlikely that the incident will escalate. There is no chance of additional hazards. Ongoing monitoring required.
2	Moderate	Control of the incident may have deteriorated but imminent control of the hazard by the licensee is probable. It is unlikely that the incident will further escalate.
3	Likely	Imminent and/or intermittent control of the incident is possible. The licensee has the capability of using internal and/or external resources to manage and bring the hazard under control in the near term.
4	Almost Certain or Currently Occurring	The incident is uncontrolled; there is little chance that the licensee will be able to bring the hazard under control in the near term. Inter Pipeline will require outside assistance to remedy the situation.

Note: After choosing the correct likelihood rating for the incident, enter the ranking (1 – 4) in the 2nd box of Section 4.1.3.

4.1.3   Step 3 – Calculating Risk Level

After entering the consequence in Box 1 and the Likelihood in Box 2, add them together and enter the sum into the 3rd box to get the Risk Level (i.e. if the consequence was 2 and the Likelihood was 3 then the Risk Level will be 5).

Rating from Step 1 **(Consequence)**	**+**	**Rating from Step 2** **(Likelihood)**	**=**	**Risk Level**

4.1.4   Step 4 – Incident Classification

Find the Risk Level that was calculated in Section 4.1.3, then refer to Table 1 below and identify the corresponding Emergency Level (i.e. if your Risk Level is 5 then the Emergency Level is a Level 1).

Table 1 Incident Classification

Incident Classification		
Risk Level	**Emergency Level**	**Definition**
Very low (2-3)	**Alert**	An incident that can be handled on site by IPL personnel through normal operating procedures and is deemed to be very low to members of the public.
Low (4-5)	**Level 1- Emergency**	There is no danger outside IPL property, there is no threat to the public, and there is minimal environmental impact. The situation can be handled entirely by IPL personnel. There will be immediate control of the hazard. There is little to no media interest.
Medium (6)	**Level 2 – Emergency**	There is no immediate danger outside IPL property or the right-of-way, but there is the potential for the emergency to extend beyond IPL property. Outside agencies must be notified. Imminent control of the hazard is probable but there is a moderate threat to the public and/or the environment. There may be local and regional media interest in the event
High (7-8)	**Level 3 – Emergency**	The safety of the public is in jeopardy from a major uncontrolled hazard. There are likely significant and ongoing environmental impacts. Immediate multi-agency municipal and provincial government involvement is required.

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4.2 Activation

The activation of the Business Support Team would normally be done for a level 2 or 3 emergency (refer to Section 4.1.4 for level determination), or should the Incident Commander determine that the particular situation warrants activation.

Activation of the Business Support Team can be done by any one of the following IPL personnel: Senior VP of Transportation, GM of Pipeline Operations, Director of Asset and Risk Management, General Manager of NGL Processing Operations, and the pipeline Operations Managers.

Once the Emergency Level has been determined (refer to Section 4.3), see Table 3 for notifications required.

Initial notifications include those to internal staff, with those to government, local authorities and public being carried out in the escalation/notification phase.

Communications can be done from site, district office, or the Business Support Team can be activated to provide assistance.

Communication among personnel involved in the emergency may be through cell phone, hand held radios, email, land lines or satellite phones.

4.3 Incident Notification

Once the Emergency Level has been determined, an Incident notification must be conducted to alert the Business Support Team (refer to section 3.1 Figure 3 and Table 3 below). When the ALERT notification system is being used refer to Section 5 for pre-determined notification templates.

4.3.1 Executive notification

Notification that the Corporate ECC has been activated, which would be done during Level 2 or 3 emergencies, should be done by the Chief Operating Officer and/or Chief Executive Officer, ideally within the first hour of an incident. This notification would be done by the Emergency Director, and if possible is done via the Senior Vice President of Operations.

4.3.2 Internal

Internal notifications are completed by the operational Risk Management Team using the ALERT notification system (Everbridge). A notification will go to the appropriate IPL emergency response team depending on the nature of the incident. They have the capability of notifying the Business Support TeamBusiness Support Team, Crisis Management Team, Cochrane Emergency Team and the Field Initial Response and Support Team (refer to Section 5 for pre-determined notification templates).

4.3.3 External

After contacting the Canada Energy Regulator, AER (Alberta) or Saskatchewan Environment and Ministry of Economy (Saskatchewan), via the Liaison Officer, the licensee must notify the local authority, RCMP/police, the local RHA, government agencies, and support services required to assist with initial response if the hazardous release goes off site and has the potential to impact the public or if the licensee has contacted members of the public or the media (refer to Table 3 – Notification by Emergency Level). Much of this contact could be assisted with by the Corporate Emergency Coordination Center.

The licensee must make the information listed in Table 2 (below) available to the public as soon as possible during an emergency.

The licensee is expected to coordinate media releases with the Regulator prior to release to allow for consistency and accuracy of information. Information is communicated through written news releases, news conferences, website updates, social media and any other effective means the licensee chooses to use. The licensee should identify a spokesperson to carry out this role and to interact with the AER, CER or the Saskatchewan Ministry of Energy and Resources and other applicable government agencies.

Table 2 Information to Evacuees

Information to Evacuees	
Information To those evacuated or sheltered—at the onset	To those evacuated or sheltered—during
• type and status of the incident • location and proximity of the incident to people in the vicinity • public protection measures to follow, evacuation instructions, and any other emergency response measures to consider • actions being taken to respond to the situation, and time frames • contacts for additional information	• description of the products involved and their short-term and long-term effects • effects the incident may have on people in the vicinity • areas impacted by the incident • actions the affected public should take if they experience adverse effects
To the general public—onset	To the general public - during
• type and status of the incident location of the incident • areas impacted by the incident • description of the products involved • contacts for additional information • actions being taken to respond to the situation	• provide regular updates on the incident • If unable to provide all the information set forth in the onset of the incident, ensure that this information is provided in a timely manner. • Provide anticipated timeline for clean-up/return to normal

4.3.4   Contacting key stakeholders

Key stakeholders that may need to be contacted are listed in Section 9.

4.3.5   Members of the public

Should the incident require contacting members of the public who may be in an affected area, this will be done by an IPL representative, or another member of a responding agency or local authority, as determined by the Incident Commander (at site) or Emergency Director (ECC) and those within the Incident Command System. Information updates to the public will be coordinated and distributed via the Corporate Communications Team. The Information Officer may be involved in dissemination of updates under the guidance of the Corporate Communications team (refer to Section 5 for pre-determined notification templates).

4.3.6   Members of the media

All requests for information from the media will be directed to Corporate Communications Staff. During office hours, the number for head office reception may be given for media to contact **REDACTED**. After hours, media may call **REDACTED**. Should the need arise a spokesperson from Calgary may attend the site to facilitate communication with the media.

4.3.7   Next of Kin Notifications

All next of kin notifications will be done by/coordinated with the Business Support TeamBusiness Support Team, with lead roles assumed by HR and Legal (refer to Section 6.10).

4.3.8   Crisis Communications Plan

In addition to items in this plan, there is a complimentary Crisis Communications Plan that would be used during an event. This plan is maintained by the Corporate Communications Staff.

Figure 4 Incident Notification

REDACTED

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Table 3 Notification by Emergency Levels

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4.4   ECC Set-up

The ECC will be grouped by ICS function as per the diagram in the associated ECC set-up binder, which is located in the ECC resource room.

4.5   Virtual Tools

The TRG Software will be used to manage the incident. This is a suite of response apps that will provide a common operating picture for all response members to access the incident. All Emergency Response Team, Incident Management Team, Business Support Team, and Crisis Management Team members shall have these apps downloaded on their mobile devices and have the weblink saved. The following apps should be downloaded via the IPL app store:

· Initial Response

· IAP

· eIMH Enterprise

· Resource Request

· Resource Manager

The website to access via the web is: Log in (**REDACTED**).

The apps and website use IPL's single sign on.

· Username (**REDACTED**)

· Client Code (**REDACTED**)

4.6   Incident Action Planning

Once the emergency level has been declared and notifications are completed then it is time to begin Incident Action Planning

ECC Incident Action Plans address the need for supporting the incident site along with the other objectives. Centralized, coordinated incident action planning should guide all response activities by providing a concise, coherent means of capturing and communicating the overall incident priorities, objectives, strategies and tactics.

Note: Every incident shall have an Incident Action Plan (IAP) and it shall be updated for each operational period.

There are five primary steps to ensure a comprehensive action planning process:

I. Understand the current situation

II. Establish priorities, objectives and strategies

III. Develop Incident Action Plan for the next Operational Period

IV. Evaluate the plan

V. Anticipate what will happen following implementation of the plan and develop contingency plans

The Incident Action Plan is prepared by the Planning Section Chief for each Operational Period and must be approved by the Emergency Director, in consultation with the General and Command staff. Once approved each functional area will be responsible for implementing their respective portion of the plan, including monitoring the plan and evaluating its effectiveness and progress.

The Incident Action Planning cycle can be found in Figure 5 Planning P below.

Figure 5 – Planning P
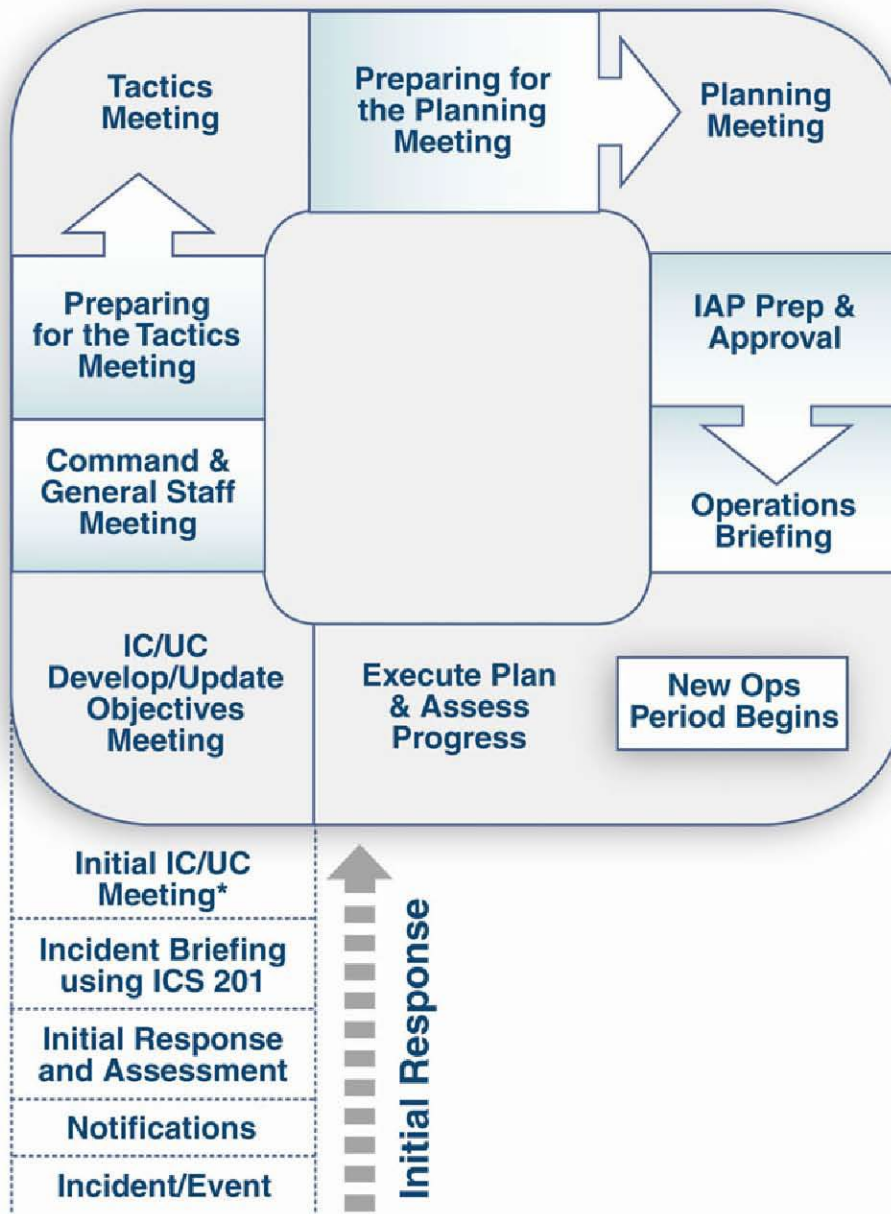
4.7   Understand Current Situation

Prior to the initial planning meeting the Planning Section Chief shall:

- Evaluate the current situation and decide whether the current planning is adequate for the remainder of the operational period (i.e. until the next plan takes effect)

- Advise the ECC Director and the Operations Section Chief of any suggested revisions to the current plan

- Establish a planning cycle for the incident (refer to Figure 5 – Planning P above)

- Participate in the Objectives meeting to update the incident objectives and strategies

- Participate in the Tactics meeting to review the tactics developed by the Operations Section Chief

- Determine who needs to attend the Planning meetings, in consultation with the ECC Director. Attendees can include:
  - ECC Director
  - Command Staff
  - General Staff
  - Resources Unit Leader
  - Situation Unit Leader
  - Air Operations Branch Director (if established)
  - Communications Unit Leader
  - Technical Specialists (as required)
  - Agency Representatives (as required)

- Establish the location and time for the planning meeting

- Ensure that planning boards and forms are available

- Notify necessary support staff about the meeting and their assignments

- Ensure that a current situation and resource briefing will be available for the meeting

- Obtain an estimate of resource availability for use in planning for the next operational period

- Obtain necessary agency policy, legal, or fiscal constraints for use in the Planning meetings.

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4.8   Conduct the Planning Meeting

The Planning Meeting is conducted by the Planning Section Chief. The sequence of steps that follows is intended to aid the Planning Section Chief in developing the IAP.

4.9   Give briefing on situation, resource status and incident potential

The Planning Section Chief and/or Resources and Situation Unit Leader should provide an up-to-date briefing on the situation. Information for this briefing may come from any or all of the following sources:

- ECC Director
- Incident Briefing (ICS 201)
- Field Observations
- Operational reports
- Regional resources and situation reports

4.9.1   Set/Review established objectives

The ECC Director is responsible for setting incident objectives. When responding to any emergency, the primary objectives of the ECC are:

- Collect, analyze and disseminate information taking into account both site and corporate strategies
- Maintain continuity of operations of unaffected areas of the business
- Provide resource assistance to impacted sites

4.9.2   Establish Organizational Structure

The Operations Section Chief shall work in conjunction with the Planning Section Chief to identify the organizational structure. This shall include determining the divisions and branches for geographical divisions and determine the need for functional group assignments for the next operational period.

4.9.3   Identify Tactics

The Operations Section Chief will establish the specific work assignment to be performed for the next operational period. Tactics (work assignments) shall be specific in nature in order to meet the identified objectives and strategies.

4.9.4   Identify Resources

Once the Operations Section Chief has identified the tactics in Section 4.8.3, they will work with the Planning Section Chief to determine the resource needs to accomplish the work assignments.

4.9.5   Identify Operations Facilities and Reporting Locations

The Operations Section Chief, in conjunction with the Planning and Logistics Section Chiefs, shall make available the facilities and reporting locations required to accomplish work assignments. The Operations Section Chief shall indicate the reporting time requirements for the resources and any special resource assignments.

4.9.6   Develop Resource Order

The Planning Section Chief will assess the resource needs identified in Section 4.8.4 and will work with the Resource Unit to determine availability. Once a resource order is approved by the ECC Director, it is then given to Logistics to dispatch the resources.

4.9.7   Consider Communications, Medical and Traffic Plan Requirements

In addition to the Incident Objectives, Org chart, Assignment list and map of the incident area, there can be a need, during larger incidents, for additional information (Communication, Medical and Traffic Plan). The Planning Section Chief shall determine the need for these and ensure that they are developed. These plans, if developed, shall be added to the Incident Action Plan.

Table 4 IAP and Attachments

Component	Prepared by
Incident Objective (ICS form 202)	Incident Commander/ECC Director
Organizational Assignment List (ICS form 203)	Resources Unit
Assignment List (ICS form 204)	Resources Unit
Radio Communication Plan (ICS form 205)	Communications Unit
Medical Plan (ICS form 206)	Safety Officer
Incident Maps	Situation Unit
Site Safety Plan (Section12.11)	Safety Officer
Other potential Components (incident dependent)	
Traffic Plan	Logistics (Ground Support Unit)
Decontamination Plan	Technical Specialists
Waste Management or Disposal Plan	Technical Specialists
Demobilization Plan (ICS form 221)	Demobilization Unit
Site Security Plan	Security Specialist
Evacuation Plan	As required
Sheltering/Mass care plan	As required
Remediation Plan	Environment Unit
Water Sampling Plan	Environment Unit
Wildlife Plan	Environment Unit

4.9.8   Finalize, Approve and Implement IAP

The Planning Section Chief, in conjunction with the Operations Section Chief, is responsible for seeing that the IAP is completed, reviewed and distributed using the following steps:

- Set the deadline for completing IAP attachments

- Obtain plan attachments and review them for completeness and approvals.

- Determine the number of IAP's required

- Arrange with the Documentation Unit to reproduce the IAP

- Review the IAP to ensure it is up to date and complete prior to the operations briefing and plan distribution

- Obtain approval and signature of IAP by the Incident Commander

- Provide the IAP briefing plan, as required, and distribute the plan prior to beginning of the new operational period.

4.10 Operational Periods

The Incident Commander in collaboration with the ECC Director shall set the operational period.

An Operational Period is the length of time set to achieve a given set of objectives. The Operational Period may vary in length and will be determined largely by the dynamics of the emergency event and availability of resources. Common operational period length is between 8-12 hours, but shall not exceed 24 hours.

4.11 Situation Reports (Sit Reps)

Sit Reps are briefings facilitated by the Emergency Director or Planning Chief to update ECC staff on the situation, establish priorities and objectives, orient personnel to the facility or review policies or procedures.

In the initial stages of ECC activation, Sit Reps should be held at intervals of no greater than 2 hours, or more frequently as required, to support response operations but may decrease as the incident stabilizes.

ECC team members should come prepared to the Sit Reps by preparing in advance information on:

- Current situation (relevant to their function / role)
- Unmet needs
- Future activities
- Public information needs
- Items that may impact other areas
-

Minutes from the Sit Rep shall be documented, approved by the Emergency Director and distributed to relevant team members and stakeholders.

Sit Reps should be kept as brief as possible, and a sample process and agenda items are shown in Figure 6 (below).

Figure 6 - SITREP Flowchart

```
Emergency Director          Emergency Director          Emergency Director          Emergency Director
Give 2 minute warning   →   1 person from each      →   Instruct 1 or 2 non-    →   Ensure there is at least 1
for SITREP                  function to SITREP table    SITREP staff to answer      scribe to take notes
                                                        phones                                  │
                                                                                                ▼
Planning Chief              Safety Officer              Operations Chief            Emergency Director
-Weather                ←   -Discuss safety issues  ←   -Site situation update  ←   Ground rules: no taking
-Resource update                                                                    calls, brief updates
Situation update (map)
Tech specialists update
        │
        ▼
Logistics Chief             Fin/Admin Chief             Liaison Officer             Information Officer
-Resource Order Update  →   - Financial update      →   -Discuss interagency    →   - Discuss media
                            - ECC schedule              issues                      - Discuss internal
                            -Claims                                                 communications
                                                                                                │
                                                                                                ▼
Emergency Director          Emergency Director          Scribe                      Emergency Director
Set next SITREP time    ←   - Ensure minutes of     ←   - Review key points with ←  - Review SITREP action
                            SITREP are disseminated     Emergency Director and      items and assign them
                            appropriately               ensure they are
                                                        recorded
```

4.12   Documentation

It is very important to accurately document ICP/ECC actions taken during emergencies using the Master Event Log. The Master Event Log shall include documented record of all policy and decisions.

All individual decisions/actions shall be tracked on the ICS 214 form, for each individual/per operational period.

General considerations when completing ECC paperwork should include:

- Print or type all entries
- Enter dates in year/month/day format
- Use 24-hour clock time format
- Enter name, position, page number, date and time on all forms
- Fill in all blanks; use N/A (not applicable) as appropriate
- Hand in all documentation to Planning > Documentation Unit

4.13   Demobilization of Resources

Once the emergency level is decreased the Planning Section Chief shall work with the ECC Director and all General Staff to determine what resources can be demobilized. The Planning Section Chief will then work in conjunction with the Logistics Section Chief and a demobilization plan. The demobilization plan shall be communicated to all affected personnel and their immediate Supervisors.

4.14   Escalation/De-escalation of Incident

Emergency situations can change quickly, and the Incident Commander/ECC Director must continually evaluate the emergency level. If the consequence or likelihood of the incident increases/decreases from the initial assessment and results in an increased/decreased emergency level the following actions shall be completed:

- ECC Director shall notify the Liaison Officer immediately of the change in emergency level and the reason for the change

- Liaison Officer shall consult with regulators on the need to change the emergency level

- Notification of the change in emergency level must be communicated to all emergency response personnel that are participating in the incident

- A review of the incident org chart shall be conducted with the ECC Director and all General Staff to determine staffing requirements

4.15 Deactivation

Once the emergency level reaches Level 1 or Alert level, the Business Support TeamBusiness Support Team and associated Emergency Coordination Center shall be stood down. Prior to standing down the ECC, the emergency level must be de-escalated as indicated in Section 4.13. The Risk Management Team shall ensure that the Corporate ECC is returned to normal.

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5.0   NOTIFICATION PROVIDER CALL OUT MESSAGES

5.1   Notification Templates (Ready to send)

A set of predetermined notification templates have been developed in Everbridge to assist in the quick delivery of notifications, if a template doesn't meet the intended message then the Authorized User has the ability to create a new message.

5.1.1   Heartland Petrochemical Complex

Message #31 - Emergency – Heartland Petrochemcal Complex team, backup ICP

This is the Inter Pipeline alert system calling with a message from the Heartland Petrochemical Complex. An emergency has been declared at HPC. You are instructed to proceed to the HPC Back Up Incident Command Post, located at **REDACTED** where you will receive further instructions.

Message #32 - Emergency – Heartland Petrochemcal Complex team, Primary ICP

This is the Inter Pipeline alert system calling with a message from Heartland Petrochemical Complex. An emergency has been declared at HPC. You are instructed to proceed to the HPC Incident Command Post **REDACTED** where you will receive further instructions.

Message #33 - Emergency – Heartland Petrochemcal Complex team, Commercial Customers

This is the Inter Pipeline Petrochemical Emergency Alert System calling with a message. The Heartland Petrochemical Complex is currently experiencing process conditions which could affect plant production. Plant Supervision will contact your company directly with update as soon as practical. Thank you for your cooperation and consideration.

5.1.2   Cochrane

Message #2 - Emergency - Cochrane team, back up ECC

This is the Inter Pipeline alert system calling with a message from the Cochrane Extraction Plant. An emergency has been declared at the Cochrane plant. You are instructed to proceed to the Cochrane Plant's Back Up Emergency Coordination Center, **REDACTED** where you will receive further instructions.

Message #3 - Emergency - Cochrane Team, primary ECC

This is the Inter Pipeline alert system calling with a message from the Cochrane Extraction Plant. An emergency has been declared at the Cochrane plant. You are instructed to proceed to the Cochrane Plant's Emergency Coordination Center i **REDACTED** where you will receive further instructions.

Message #8 - Cochrane - Commercial Customers

This is the Inter Pipeline Extraction's Emergency Alert System calling with a message. The Cochrane Extraction plant is currently experiencing process conditions which could affect plant production. Plant Supervision will contact your company directly with update as soon as practical. Thank you for your cooperation and consideration.

Message #20 – CEP Test

This is a test of the Everbridge Mass Notification system for the Cochrane Extraction Plant.

Notification # 34 Crisis Management Team Teleconference invitation

There has been an impact to the continuity of operations at Inter Pipeline. Please acknowledge and join the teleconference for further information.

Message #21 – Exercise – Cochrane Emergency Team to CEP Primary ECC

This is an EXERCISE. Please respond to the Cochrane Primary ECC **REDACTED**.

Message #22 – Exercise – Cochrane Commercial Customers

EXERCISE. The Cochrane Extraction Plant is conducting an EXERCISE of its Emergency Response Plan. This is a TEST of the EXERCISE notification to commercial customers.

5.1.3   Corporate

Message #23 – Contact HR

***Note to Live Operator - please ask caller for their name and call back number and insert it here, deleting this text. ***

Message #29 – Injury Notification

A worker has sustained an injury. Please call in to assist the affected Supervisor/Manager with the injury response process.

Message #30 – FIRST Team Availability

This is a standby notification to all FIRST members. There is an ongoing incident – more information to follow. Please respond with your availability.

5.1.4   Crisis Management Team

Message #13 - Emergency - Crisis Team, back up ECC

This is a notification of an EMERGENCY for the IPL Crisis Management Team.

An EMERGENCY event has occurred; please proceed to the Secondary Emergency Coordination Centre located **REDACTED**.

Message #14 – Business Interruption Event - Crisis Management Team, primary ECC

This is a notification of a Business Interruption Event for the IPL Crisis Management Team.

A Business Interruption event has occurred; please proceed to the Primary Emergency Coordination Centre **REDACTED**.

Message #15 - Exercise - Crisis Management Team

This is a notification of an EXERCISE for the Crisis Management Team.

An EXERCISE is currently being conducted, please proceed to the Primary Emergency Coordination Centre located **REDACTED**.

5.1.5   Business Support Team

Message #16 - Emergency – Business Support Team, back up ECC

This is a notification of an EMERGENCY for the IPL Business Support Team.

An EMERGENCY event has occurred; please proceed to the Secondary Emergency Coordination Centre located **REDACTED**.

Message #17 - Emergency – Business Support Team, Primary ECC

This is a notification of an EMERGENCY for the IPL Business Support Team.

An EMERGENCY event has occurred, please proceed to the Primary Emergency Coordination Centre located **REDACTED**.

Message #18 – Exercise –Business Support Team, primary location

This is a notification of an EXERCISE for the Business Support Team.

An EXERCISE is currently being conducted, please proceed to the Primary Emergency Coordination Centre located **REDACTED**.

Message #24 – Business Support Team Join Teleconference

There has been an impact to the continuity of operations and the Business Support Team is being requested to call in for more information. Please join the conference call.

Message #25– CEPA Mutual Emergency Assistance Request Teleconference

An industry event has occurred, and a Mutual Emergency Assistance Request has been received. Please join the teleconference to discuss.

Message #26 – CEPA Mutual Emergency Assistance Request – Go to ECC

An industry event has occurred and we have received a CEPA mutual emergency assistance request. Please respond to the Primary ECC located **REDACTED** to discuss.

Message #27 – Industry Mutual Emergency Assistance Request Teleconference

An industry event has occurred and a Mutual Emergency Assistance Request has been received. Please join the teleconference to discuss.

Message #28 – Industry Mutual Emergency Assistance Request– Go to ECC

An industry event has occurred and we have received an industry mutual emergency assistance request. Please respond to the Primary ECC located REDACTED.

5.2 **Message Templates (Require more information to be entered)**

5.2.1 Cochrane

Message #4 - Cochrane - Upset condition

This is the Inter Pipeline alert system calling with a message from the Cochrane Extraction Plant. The plant is experiencing an upset condition that is under control. You may see intermittent flaring for varying periods of duration. The situation is under control and you are not in any danger.

[Will require selection of appropriate resident group – Zone 1)

Message #5 - Cochrane - Open house

This is the Inter Pipeline alert system calling with a message from the Cochrane Extraction Plant. There is an open house on at the Plant to review the Emergency Response Procedures Plan. We are very interested in any concerns or suggestions you may have to enhance our Emergency Response Procedures. There will be experts and further information available. Hope to see you there.

[Will require selection of appropriate resident group – Zone 1)

Message #6 - Cochrane - phone system test

This is the Inter Pipeline alert system calling with a message from the Cochrane Extraction Plant. This is a test of the Resident Contact Emergency Phone System. This is only a test. In the event of an emergency situation you would be given specific instructions.

[Will require selection of appropriate resident group – Zone 1)

Message #7 - Cochrane - Exercise, resident info

This is the Inter Pipeline alert system calling with an informational message from the Cochrane Extraction Plant. The Plant is conducting an emergency response exercise on to test our emergency response plan for the Cochrane area. This is only an exercise. You may notice increased activity in the area, but should not be concerned.

[Will require selection of appropriate resident group – Zone 1)

Message #9 - Cochrane - All Clear

This is the Inter Pipeline alert system calling with an ALL CLEAR message from the Cochrane Extraction Plant.

The emergency situation in your area involving our company has been corrected. This message is to inform you that there is no longer a cause for concern and the emergency is now over. We apologize for any inconvenience and concern that we may have caused.

[Will require selection of appropriate resident group – Zone 1)

Message #10 - Cochrane – Evacuation

This is the Inter Pipeline alert system with a message from the Cochrane Extraction Plant. We are currently experiencing an emergency situation. Please evacuate your premises and travel by the safest and quickest means to the reception centre located at **REDACTED**. Please check in at that location. If you need accommodations or have any other concerns, please refer them to the evacuation representative at the reception centre.

[Will require selection of appropriate resident group – Zone 1)

Message #11 - Cochrane - Shelter in place

This is the Inter Pipeline alert system calling with an emergency message from the Cochrane Extraction Plant. We are currently experiencing an emergency situation involving our Company's gas plant in an area close to your home. You are in no immediate danger, however, as a safety precaution, we request that you stay in your home and close all windows and doors. Please keep the telephone line open so that we may contact you, if necessary. Please turn off all sources of ignition, including power switches, furnace, and stove pilot lights.

[Will require selection of appropriate resident group – Zone 1)

Message #12 - Cochrane - Resident Alert / Standby

This is the Inter Pipeline alert system calling with an emergency message from the Cochrane Extraction Plant. There is an emergency situation near your area. You are being informed in case the situation causes you concern or in case you prefer to evacuate the area because of a medical sensitivity. Please avoid unnecessary use of your telephone so that we can contact you again with an update or with the "All Clear" message. Thank you.

[Will require selection of appropriate resident group – Zone 1)

5.2.2   Corporate

Message #1 - * Test of notification system*

This is a TEST only of our new notification system. This message will only be sent to your work email or work cell for testing purposes.

-[Enter Name]

[Requires selection of appropriate group or individual]

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6.0   QUICK GUIDES

6.1   Defining the Hazard Zone

6.1.1   Emergency Planning Zone (EPZ)

A geographical area surrounding a well, pipeline, or facility containing hazardous product that requires specific emergency response planning by the industrial operator.

6.1.2   Initial Isolation Zone (IIZ)

An area in close proximity to a continuous hazardous release where the public may be exposed to dangerous and life threatening outdoor pollutant concentrations and indoor sheltering may provide limited protection due to the proximity of the release. If safe to do so, the licensee must attempt to evacuate the residents from the IIZ.

6.1.3   Protective Action Zone (PAZ)

An area downwind of a hazardous release, where outdoor pollutant concentrations may result in life threatening or serious and possibly irreversible health effects on the public.

The estimated size of the Protection Action Zone (PAZ) is calculated using the Plume Dispersion Model ERCBH2S. Immediately following a release of H2S or HVP product, the approximate size and direction of the PAZ can be determined using actual conditions at the time. Once monitoring equipment arrives, the actual size of the PAZ can be determined based on the monitored conditions.

6.1.4   Area Outside EPZ

In the unlikely event that public protection measures are required beyond the EPZ, they will be conducted in accordance with IPL arrangements with the local authority. The Provincial or Federal emergency plan may also be activated by the government for Level 2 and 3 emergencies to provide support to the incident response. Notification mechanisms outlined in the Government's emergency plan response framework may be used by the local authority to notify residents if public protection measures are required outside the EPZ.

The notification mechanisms will be based on monitored air quality and other situations that might arise during the emergency. Evacuation of the area outside the EPZ is coordinated through IPL's ERP and the response framework in the Government's emergency plan. The Health Authorities also have a role in the evacuations.

Figure 7 - Emergency Planning and Response Zones
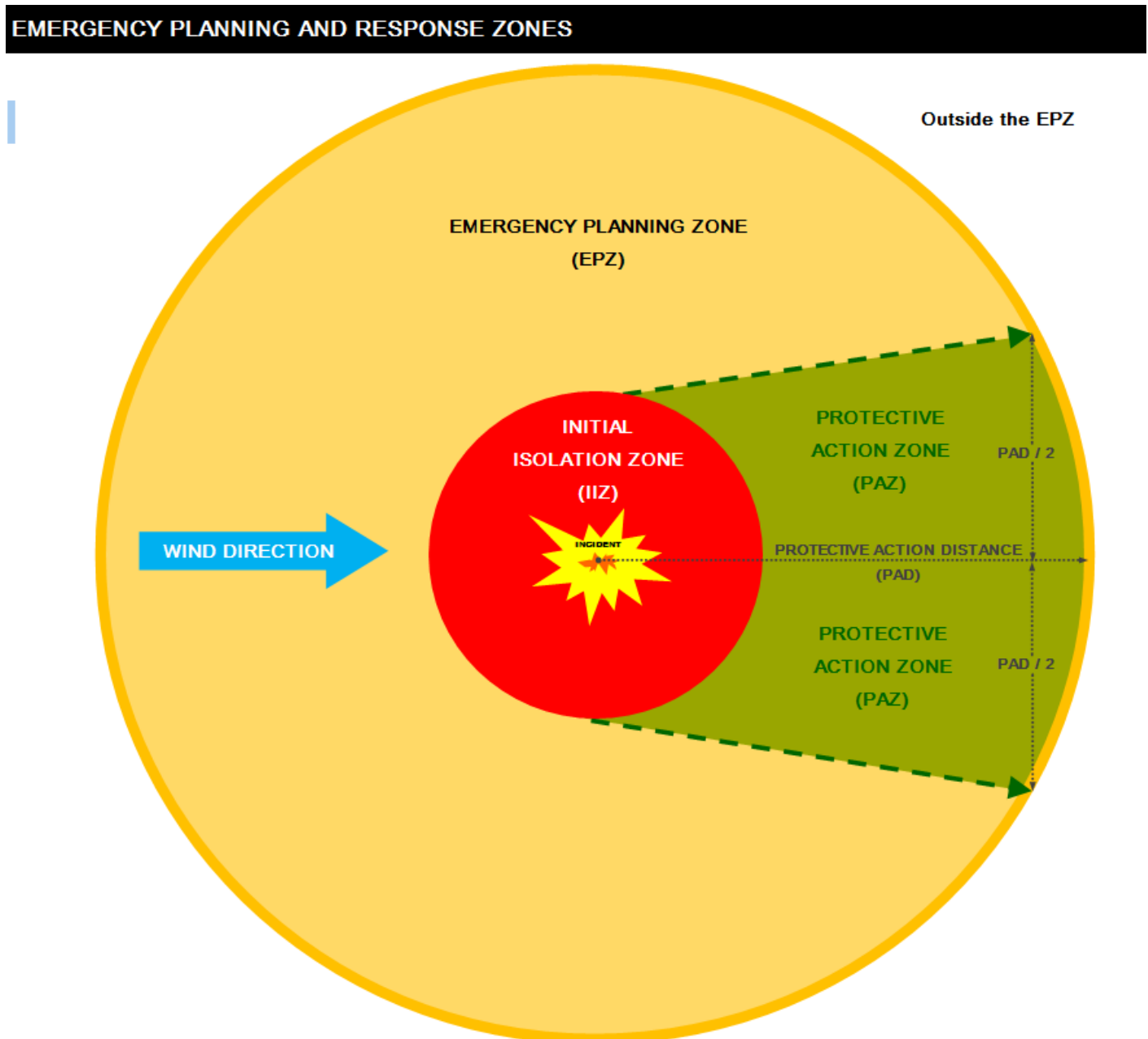
6.2 Defining the hazard area

6.2.1 Factors Impacting Response Zones

6.2.1.1 Sour Gas or HVP Product Release

☐ The calculated Emergency Planning Zone (EPZ) and the actual hazard area may be different. Once the area of hazard concentration is defined, an Initial Isolation Zone (IIZ) and Protective Action Zone (PAZ) are established. The IIZ and PAZ may differ from the shape of the EPZ due to the wind speed and direction, ambient temperature, topography and vegetation.

☐ The IIZs and PAZs depends upon:

- o Size of hole or rupture. Effects and danger vary widely from a small pinhole caused by corrosion to a large rupture caused by equipment damage or earth movement.

- o Product flow rate. Pipeline flowing conditions, at the time of the failure, have a great effect on the initial conditions at the leak location, (e.g. even after block valves have been closed, line pack can contribute greatly to the volume of product released).

- o Meteorological conditions. Ambient temperature, wind speed, cloud cover, day or night, humidity, etc., all influence the speed of the vapour plume.

- o Terrain. Flat or undulating countryside affects the potential for hazardous accumulations of vapours to exist and remain for some length of time.

6.2.1.2 Product Spill

☐ The type, volume, hazards of the product in addition to the potential or immediate impact to people, property and the environment are all characteristics to be assessed.

☐ Identification of the following site conditions must be made:

- o Areas where vapours are likely to accumulate and restrict access (i.e. downwind, low areas, confined spaces, etc.)

- o Hazards as they relate to shutting in the spill source and site-specific conditions such as accessibility, presence of power lines, pipelines, fire hazards, etc.

- o Site stability from both a manpower and equipment standpoint (i.e. steep slope, overhanging banks, unstable soil, thin ice, etc.).

- o Proximity to water bodies (i.e. streams, rivers, lakes, etc.)

☐ Monitor weather conditions on a continuous basis to ensure that changes do not affect the safety of the responders or the public and control operations.

☐ Hydrocarbon Liquids (Crude Oil)

- o Unless a release of hydrocarbons has occurred includes Benzene, Toluene, Ethylbenzene, Xylene (BTEX's), other harmful chemicals, or has entered into a watercourse, it is not considered a public safety hazard.

- o If a facility contains flammable light crude (condensates C5+) and an emergency situation occurs, public safety actions will be taken.

6.2.1.3   Danger Conditions

- ☐ Fire/Explosion

  - o The danger from fire/explosion exists when an escaping vapour mixes with air to within the upper explosive limit (UEL) and lower explosive limit (LEL).

- ☐ Ignition Source

  - o Common sources of ignition to the gas/air mixture are from vehicles/equipment, electrical switches, hot water heaters/house furnaces (pilot lights), stones or rocks being moved violently against other hard objects near the escaping gas, and static electricity.

- ☐ Low Temperature

  - o Extremely low temperatures exist when liquids expand to the gaseous state.

  - o These temperatures can cause severe freezing to persons in close proximity.

- ☐ Oxygen Deficiency

  - o A serious health hazard may exist due to the lack of oxygen in the area of the release.

- ☐ Toxicity

  - o Exposure to dangerous chemicals may cause death (e.g. H2S, Benzene, SO2, Chlorine gas, etc.)

- ☐ Meteorological Conditions

  - o Weather conditions must be monitored on a continuous basis to ensure that changes do not adversely affect the safety of the Incident Command Team and control operations.

6.3   Isolating the Hazard Area

6.3.1   Situation

6.3.1.1   Roadblocks

- ☐ The area will be isolated by Roadblocks to prevent entry of unauthorized persons

  - o If Shelter or evacuation is necessary, roadblocks will be utilized to secure the IIZ initially and then expanded to the PAZ, EPZ or outside the EPZ as required.

- ☐ Roadblocks will be established and manned by IPL or contracted personnel in conjunction with the police or transportation authority.

_____

☐ The Public Safety Coordinator in consultation with the Incident Commander will determine the number of roadblocks required to effectively isolate the area.

☐ Only personnel authorized by either the Incident Commander, Operations Section Chief, and Public Safety Coordinator may enter the area.

6.3.1.2   Closure order and notice to Airmen

☐ It may be necessary to obtain a fire hazard order (issued by the AER) or to declare a State of Local Emergency (SOLE) to restrict access to a designated area. A SOLE may be declared by the local authority if it decides that it is prudent to do so. If an emergency situation occurs that requires isolation of the hazard, immediately contact the AER to discuss issuance of a Fire Hazard Order.

☐ It may also be necessary for NAV Canada to issue a Notice to Airmen (NOTAM) to advise pilots of restrictions in the airspace above the EPZ or to close the airspace for a certain radius from the release (a no-fly zone). NOTAMs or closure of airspace may be requested by the AER at a Level 2 or 3 emergencies.

6.3.2   Quick Guide Checklist

6.3.2.1   Roadblock Equipment (Kits)

☐ Each roadblock location will be supplied with:

- o Personnel Protective Equipment, H2S and LEL monitors (hand held instruments)
- o Wind direction indicator
- o Radio communication. Illuminated traffic vest and stop/slow signs
- o Flashlight/traffic flashlight with spare batteries, reflectors/strobes
- o Road barriers, flagging/surveyor tape and stakes
- o ERP – maps and checklist (names, times, etc.) of people entering/leaving the hazard area.

6.3.2.2   General Procedures

☐ Use the "Buddy System", where possible

☐ Keep in contact with the Public Safety Coordinator or Roadblock Leader using two-way radio or cell phones

- o Report in as often as is appropriate for the type of incident being responded to.

☐ Have available pressure demand Self Contained Breathing Apparatus (SCBA)

☐ Continuously monitor the concentration of gases/toxins for the Lower Explosive Limit (LEL), toxicity (H2S/SO2) and oxygen deprivation.

☐ Restrict access into the area to authorized personnel only and maintain a record of persons entering or leaving the area using the Roadblock Record form

- o Establishing a Roadblock does not provide any special powers to stop traffic. It is an opportunity to warn residents, transients and others of an emergency situation and hopefully to persuade them to leave the hazard area.

☐ Residents leaving the area should be asked to proceed to, and register at, the designated Reception Centre that is established to attend to their needs and concerns.

☐ If someone chooses to proceed through the roadblock despite your warnings, report this to the Public Safety Coordinator immediately!

- o Do not attempt to stop them yourself
- o The police will be called in to handle these types of situations

6.3.2.3   Local Authority Assistance with Roadblocks

☐ An ongoing situation will require the call out of additional safety personnel. A Locate State of Emergency may be called by the local authority.

☐ When contacting the police, determine a mutually agreeable location to meet, then provide them with the following information:

- The nature, location and extent of the hazard area

- Suggestion of where to put up the roadblocks

- Wind speed and direction

- Number of people living within the affected area

6.4 Air/Plume Monitoring

6.4.1 Situation

6.4.1.1 General Monitoring Requirements

☐ Air quality monitoring/plume tracking will be conducted at the incident site and throughout the IIZ, PAZ, EPZ and expanded to outside the EPZ or beyond as required for:

- HVP Product Release (LEL)

- Sour gas release (H2S and SO2 if H2S ignition of the gas release has taken place)

☐ If notified of a release by an alarm or by a reported odour, the source of the release must be investigated, and air quality monitoring units deployed upon confirmation of the release location.

☐ Monitored results are to be regularly provided to the Alberta/Saskatchewan ministry of Environment, regulators, the health authority and local authorities (and on upon request to the public).

6.4.2 Quick Guide Checklist

6.4.2.1 Air Monitoring Equipment

☐ Personnel will maintain a record of the air monitoring results using the Air Monitoring Record form and will report any LEL/H2S/SO2/CO/CO2 and Benzene detection to the Public Safety Coordinator

☐ Three types of monitors will be used: personal, handheld and a mobile air monitoring unit (that will be deployed upon confirmation of the release location).

☐ IPL requires that all air monitoring equipment is tested and/or calibrated, and that test and calibration results are documented.

- For vendor provided mobile air monitoring, IPL requires the vendor meets industry standards for calibration.

6.4.2.2   General Procedures

☐ Monitoring may occur downwind or upwind depending on how the plume is tracking, with priority being to the nearest evacuated residence or areas where people may be present.

☐ In practice, access is not always possible to the ideal monitoring location. However, the unit should be placed as close as practical (in addition to the downwind locations, some monitoring should be done upwind and at the release to determine background concentration).

- o The winds at the level of the emission plume (actual or potential) must be observed to determine the best direction.

- o If the emissions are from a flare or an ignited uncontrolled release, the wind direction aloft, rather than near ground level must be considered (observation of the plume or elevated windsocks is useful in this regard).

- o For ground level emissions, including unignited, uncontrolled releases, the wind direction from the mobile monitor is a good indicator

- o Gases that are heavier than air (H2S) may hug the ground and tend to follow topographic features. Topographic maps should be consulted to determine the most likely trajectory for the emissions

- o In calm winds, trial/error should be used to determine where the concentration is the strongest

- o An elevated release may travel for some distance before touching down

6.5   Evacuation and Shelter-In-Place

EVACUATION AND SHELTER-IN-PLACE
PAGE 1 OF 1

QUICK GUIDE CHECKLIST

STEP 1 — Is there the potential for the sour gas or HVP product release to impact beyond the lease, facility or pipeline right-of-way?

- If **YES** Advise public in IIZ to shelter immediately upon notification or upon detection of a sour gas odour or HVP plume, or evacuate if safe to do so with assistance from responders. ⟳ GO TO STEP 2
- If **NO** Public protection measures not required.

STEP 2 — Check if H₂S or HVP Product has met ignition criteria?

H₂S Ignition Criteria
- ☐ Although required, evacuation of the response zones has not taken place.
- ☐ Monitoring results indicate H₂S concentrations in excess of 10 ppm over a 3 minute average in un-evacuated parts of the Emergency Planning Zone (EPZ). If monitored levels are declining, then the situation needs to be continuously assessed for ignition.
- ☐ Monitored H₂S concentrations exceed 1 ppm in urban density developments.
- ☐ Monitoring is not taking place due to weather or other unforeseen circumstances.
- ☐ The release cannot be brought under control in the short term (ignition decision will be made in consultation with the ERCB).

- If **YES** ⟳ GO TO Section 8.6.3 H₂S Ignition Criteria
- If **NO** ⟳ GO TO STEP 3

HVP Product Ignition Criteria
- ☐ Following an incident, the hazard associated with an HVP product release may be controlled or minimized by deliberately igniting the release.
- ☐ Ignition of an HVP product release should occur only after the position of the plume has been established, after careful deliberation, and when safe to do so. Until such time that a decision has been made to ignite a release, Williams should take steps to minimize any chance of unplanned ignition in the area.

- If **YES** ⟳ GO TO Section 8.6.6 HPV Ignition Criteria
- If **NO** ⟳ GO TO STEP 3

STEP 3 — Check if any evacuation criterion has been met (either within or beyond the EPZ in un-evacuated areas)?

H₂S Evacuation Criteria
- 1 to 10 ppm (3 min avg*) Individuals who requested notification so they can voluntarily evacuate before exposure to H₂S must be notified.
- > 10 ppm (3 min avg*) Local conditions must be assessed and all persons must be advised to evacuate and/or shelter.

* If monitored levels over the 3-minute interval are declining (i.e., three readings show a decline from 15 ppm to 10 ppm to 8 ppm over 3 minutes), evacuation may not be necessary even though the average over the 3 minute interval would be 11 ppm (consultation with ERCB required).

- If **YES** ⟳ GO TO STEP 4
- If **NO** ⟳ GO TO STEP 1

SO₂ Evacuation Criteria
- 5 ppm (15-min avg) or
- 1 ppm (3-hour avg) or
- 0.3 ppm (24-hour avg): Immediate evacuation of the area must take place.

- If **YES** ⟳ GO TO STEP 4
- If **NO** ⟳ GO TO STEP 1

HVP Product Evacuation Criteria
For HVP product releases, the IIZ and PAZ define a region adjacent to a release where plume concentrations may fall within the upper explosive limit and LEL and where the public may be directly exposed to the flame if the plume ignited. For large failure events, this area reaches its maximum extent shortly after initiation of a failure and then declines. Inadvertent actions within this region may lead to ignition, thus sheltering is recommended until the position of the plume can be assessed and evacuation can take place safely. Evacuation is recommended for cases in which the plume is visible and egress can occur in any direction away from the plume. A decision to evacuate should be made by qualified individuals with access to LEL monitors.

- If **YES** ⟳ GO TO STEP 4
- If **NO** ⟳ GO TO STEP 1

STEP 4 — Advise public in the portion of the PAZ that is within the EPZ to shelter immediately upon detection a sour gas odour or HVP plume, and evacuate when instructed to do so by responders.
Notify public in EPZ who have requested early notification. Instruct where to evacuate. If evacuation assistance is required due to a special need then dispatch personnel or designated responders. ⟳ GO TO STEP 5

STEP 5 — Check if H₂S or HVP Product has met ignition criteria?

H₂S Ignition Criteria
- ☐ Although required, evacuation of the response zones has not taken place.
- ☐ Monitoring result indicate H₂S concentrations in excess of 10 ppm over a 3 minute average in un-evacuated parts of the Emergency Planning Zone (EPZ). If monitored levels are declining, then the situation needs to be continuously assessed for ignition.
- ☐ Monitored H₂S concentrations exceed 1 ppm in urban density developments.
- ☐ Monitoring is not taking place due to weather or other unforeseen circumstances.
- ☐ The release cannot be brought under control in the short term (ignition decision will be made in consultation with the ERCB).

- If **YES** ⟳ GO TO Section 8.6.3 H₂S Ignition Criteria
- If **NO** ⟳ GO TO STEP 6

HVP Product Ignition Criteria
- ☐ Following an incident, the hazard associated with an HVP product release may be controlled or minimized by deliberately igniting the release.
- ☐ Ignition of an HVP product release should occur only after the position of the plume has been established, after careful deliberation, and when safe to do so. Until such time that a decision has been made to ignite a release, Williams should take steps to minimize any chance of unplanned ignition in the area.

- If **YES** ⟳ GO TO Section 8.6.6 HPV Ignition Criteria
- If **NO** ⟳ GO TO STEP 6

STEP 6 — Advise the remaining public in the EPZ to shelter immediately upon detecting a sour gas odour or HVP plume, and evacuate when instructed to do so by responders. If there is an urban centre within EPZ notify the director of emergency management and Alberta Health Services. ⟳ GO TO STEP 7

STEP 7 — Check if H₂S or HVP Product has met ignition criteria?

H₂S Ignition Criteria
- ☐ Although required, evacuation of the response zones has not taken place.
- ☐ Monitoring result indicate H₂S concentrations in excess of 10 ppm over a 3 minute average in un-evacuated parts of the Emergency Planning Zone (EPZ). If monitored levels are declining, then the situation needs to be continuously assessed for ignition.
- ☐ Monitored H₂S concentrations exceed 1 ppm in urban density developments.
- ☐ Monitoring is not taking place due to weather or other unforeseen circumstances.
- ☐ The release cannot be brought under control in the short term (ignition decision will be made in consultation with the ERCB).

- If **YES** ⟳ GO TO Section 8.6.3 H₂S Ignition Criteria
- If **NO** ⟳ GO TO STEP 8

HVP Product Ignition Criteria
- ☐ Following an incident, the hazard associated with an HVP product release may be controlled or minimized by deliberately igniting the release.
- ☐ Ignition of an HVP product release should occur only after the position of the plume has been established, after careful deliberation, and when safe to do so. Until such time that a decision has been made to ignite a release, Williams should take steps to minimize any chance of unplanned ignition in the area.

- If **YES** ⟳ GO TO Section 8.6.6 HPV Ignition Criteria
- If **NO** ⟳ GO TO STEP 8

STEP 8 — Does the plume have the potential to impact beyond the EPZ?

- If **YES** Work with local authority and Alberta Health Services to notify public outside the EPZ to shelter immediately upon detecting a sour gas odour or HPV plume and evacuate when instructed to do so by responders. ⟳ GO TO STEP 2
- If **NO** Continue public protection measures in the EPZ.

6.6 **Ignition Checklist**

6.6.1   Authority

The decision to ignite the release (if it is not an urgent situation and time permits) will be made in conjunction with the ECC Director and Incident Commander, usually in consultation with the regulator.

If an immediate threat to human life exists and there is not sufficient time to evacuate the Initial Isolation Zone (IIZ), Protective Action Zone (PAZ) or Emergency Planning Zone (EPZ), trained on-site personnel from the Incident Command Team are authorized to ignite the release, and their decision to ignite will be fully supported by IPL.

6.6.2   Ignition Equipment

The following is a list of equipment that may be required for use by the Ignition Team for a proper and safe ignition:

☐ 2 Flare pistols/36 Flares

☐ Pairs flame-resistant coveralls

☐ Set ear protection

☐ Hard hat with face shield

☐ 4 flame-resistant hard hat liners

☐ LEL gas detector

☐ H2S gas detector

☐ 4 self-contained breathing apparatus with 30 min air supply

☐ Radio-equipped vehicle

6.6.3   Sour Gas Release (H2S) Ignition Criteria

☐ Although required, evacuation of the response zones has not taken place

☐ Monitoring result indicate H2S concentrations in excess of 10ppm over a 3-minute average in unevaluated parts of the Emergency Planning Zone (EPZ). If monitored levels are declining, then the situation needs to be continuously assessed for ignition.

☐ Monitored H2S concentrations exceed 1 ppm in urban density developments

☐ Monitoring is not taking place due to weather or other unforeseen circumstances

☐ The release cannot be brought under control in the short term (ignition decision will be made in consultation with the AER, CER or the Saskatchewan Ministry of Energy and Resources).

_____

6.6.3.1 Assess the Following Prior to Sour Gas Ignition

☐ Risk of exposure/injury to the public or response workers

☐ Proximity to residences, public facilities, towns or urban centres

☐ Status of evacuations

☐ Fire hazard after ignition in relation to adjacent forested or cropland area

☐ Safety of ignition team (hazard area identification, protective gear)

6.6.4 H2S Evacuation Criteria

☐ 1 to 10 ppm (3min average*)

  o Individuals who requested notification so they can voluntarily evacuate before exposure to H2S must be notified

☐ 10ppm (3 min average *)

Local conditions must be assessed, and all persons must be advised to evacuate and/or shelter

*If monitored levels over the 3-minute interval are declining (i.e. three readings show a decline from 15 ppm to 10 ppm to 8 ppm over 3 minutes), evacuation may not be necessary even though the average over the 3-minute interval would be 11 ppm (consultation with AER, CER or the Saskatchewan Ministry of Energy and Resources is required).

6.6.5 SO2 Evacuation Criteria

When anyone of the below three criteria are met an immediate evacuation of the area must take place:

☐ 5 ppm (15 min Average) or

☐ 1 ppm (3-hour Average) or

☐ 0.3 ppm (24-hour Average):

6.6.6 HVP Product Release Ignition Criteria

☐ Following an incident, the hazard associated with an HVP product release may be controlled or minimized by deliberately igniting the release

☐ Ignition of an HVP product release should occur after the position of the plume has been established, after careful deliberation, and when safe to do so

☐ Until such time that a decision has been made to ignite a release, IPL should take steps to minimize any chance of unplanned ignition in the area

6.6.6.1 Assess the Following Prior to HVP Product Ignition

☐ The increased risk(s) of delayed ignition

_____

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☐ Whether the perimeter of the hazard area has been established

☐ Whether the public has been evacuated from the area (will egress be affected)

☐ Whether ignition will worsen the situation by endangering the public or the environment or damaging the equipment used to control the product

☐ Whether wind direction has been established and is continually monitored

☐ Whether the possibility of an explosion has been assessed (i.e. obstructions or regions of congestion within the perimeter of the dispersing vapour cloud).

Note: If ignition criteria met for either Sour Gas or HVP Product, Ignition must take place within 15 minutes of the decision to ignite.

6.6.7   HVP Product Evacuation Criteria

☐ For HVP product releases, the IIZ and PAZ define a region adjacent to a release where plume concentrations may fall within the upper explosive limit and LEL and where the public may be directly exposed to the flame if the plume ignited. For large failure events, this area reaches its maximum extent shortly after initiation of a failure and then declines. Inadvertent actions within this region may lead to ignition, thus sheltering is recommended until the position of the plume can be assessed and evacuation can take place safely. Evacuation is recommended for cases in which the plume is visible and egress can occur in any direction away from the plume. A decision to evacuate should be made by qualified individuals with access to LEL monitors.

6.7 **Ignition Steps**

6.7.1 Pre-Ignition

☐ Prior to ignition, the Incident Commander shall:

o Determine post-ignition emergency service needs

o Isolate the IIZ or PAZ using manned roadblocks

o Ensure complete evacuation of non-essential personnel

o Assemble and brief the Ignition Team (min. 2 people)

o Ensure Ignition Team is protected with appropriate PPE

o Cover any exposed skin

o Erect windsock or other means to determine wind direction and strength (if time permits)

o Monitor the area for combustible gas

o Fully discuss ignition procedures

o Ensure radio communications are maintained

6.7.2 Approach

☐ Select position to attempt safe ignition which will:

o Allow for a safe retreat

o Be upwind of the release

▪ 200m minimum from the edge of the plume

▪ Approach to no closer than 100m on repeated ignition attempts

o Be in an area where no combustible gas is detected

6.7.3 Attempt Ignition

☐ Fire Flare gun to hit vapour cloud at the perimeter where air to fuel mixtures are correct for ignition

o Near outer edge and ground level

☐ Turn away from target

6.7.4 Repeat Ignition

☐ Continue approach and repeat until successful

o 100m minimum from edge of identified vapour plume

☐ Do not proceed until Ignition Team is determined to be in a safe area

6.7.5   Post Ignition

☐ Advise the Incident Commander or, if activated, the Operations Section Chief

☐ Maintain security around the immediate area

☐ Assist emergency service crews with any fire control measures needed

☐ Continue to monitor downwind for gas accumulations

     o SO2 for ignited H2S

☐ Advise residents to shelter-in-place upon detection of an SO2 odour, and evacuate when requested to do so by responders

6.8   Public Information Dissemination

The following information is required to be disseminated to the public at the onset of and during an incident.

6.8.1   Onset of an Incident – To the Affected Public

☐ Type and status of the incident

☐ Location and proximity of the incident to people in the vicinity

☐ Public protection measures to follow, evacuation instructions, and any other emergency response measures to consider

☐ Actions being taken to respond to the situation, including anticipated time period

☐ Contacts for additional information

6.8.2   During an Incident – To the Affected Public

☐ Description of the products involved and their short-term and long-term effects

☐ Effects the incident may have on people in the vicinity

☐ Areas impacted by the incident

☐ Actions the affected public should take if they experience adverse effects

6.8.3   During an Incident – To the General Public

☐ Type and status of the incident

☐ Location of the incident

☐ Areas impacted by the incident

☐ Description of the products involved

☐ Contacts for additional information

☐ Actions being taken to respond to the situation, including anticipated time period

6.9   Care of Personnel and Evacuated Public

6.9.1   Personnel

☐ Response members may experience a wide array of stresses which may include the death or serious injury of a co-worker, witnessing distressing sights, time pressures, responsibility overload, physical demands, mental demands, emotional demands, limited resources and high expectations from others, hazardous environments or extreme weather conditions.

☐ In high-stress assignments, responders should be routinely rotated. Where manpower is limited, responders should alternate from high-stress positions to lower-stress positions.

☐ Fifteen to thirty-minute rest periods should be scheduled every two hours during an emergency situation for all responders; and if possible, provided with:

   o Shelter from weather, dry clothes and a place to sit or lie down away from the scene

   o Warm food, high protein snacks and juices

   o An opportunity to share feelings with co-workers

6.9.2   Evacuated Public

☐ IPL representatives at the Reception Center must be sensitive, understanding and express reassurance to evacuated people. In addition, they must be organized to:

- o Receive evacuees and assess initial needs

- o Provide support to evacuees who may be emotionally upset

- o Ensure prompt, appropriate responses to people

- o Provide accurate, consistent and clear information on the status of the emergency, compensation policies and guidelines.

☐ The Reception Center team leader must maintain ongoing communication with the Public Safety Coordinator so that together they can quickly relay information from evacuees that may require field response actions and keep up-to-date about the emergency status.

☐ IPL representatives at the Reception Center must project an attitude of confidence and positive expectations, as evacuees will be looking to the company representative for assurance.

☐ People who are arriving at the Reception Center may be experiencing strong emotional reactions such as grief, fear, anxiety, helplessness, confusion and anger. These are all normal reactions under the circumstances. The Reception Center Team must:

- o Establish contact with the people in a calm manner

- o Attempt to reunite families as quickly as possible

- o Be prepared to listen to how people are feeling and what they have experienced

- o Protect people who are experiencing anguish or grief from becoming the subject of media attention

- o Document details of individuals who may have trouble coping with the incident so that prompt psychological follow-up can be directed to them.

- o Recognize that anger is a normal appropriate reaction and allow people to vent their emotions.

6.10 Notification of Next-of-Kin

IPL personnel should not notify relatives of IPL personnel or Contractor's death. The health care agency (e.g. hospital, coroner, etc.) which determines that death has occurred or the appropriate law enforcement agency are responsible for death notifications.

Do

☐ Death notification should be made only by personnel trained to communicate such news in an appropriate manner and who are able to provide medical or other necessary assistance to the recipient of the death notification

  o Senior level of management and the most senior IPL field representative; will assist the police as required.

  o Parties providing death notification need to be certain of the decedent's identity and that notification is being made to the appropriate person.

☐ If the incident involves contract personnel, the Incident Commander will inform the contractor's management who, in turn, will be responsible for assisting police in notifying the next-of-kin.

  o Some independent contractors may not have a head office. In such cases, the Incident Commander is responsible for assisting the police in next-of-kin notifications, as if the contract person were an employee

☐ If the incident involves a member of the public, the police will be contacted by the Incident Commander and asked to notify the next-of-kin

☐ An intermediary will be assigned by Human Resources to keep families informed of activities such as:

  o Identifying the contact person for benefits and insurance information

  o Return of personal belongings

  o Distribution of final paycheck

  o Return of IPL property (e.g. keys, laptop computers, cell phones, etc.)

  o Grieving relatives/friends may contact decedent's colleagues and/or supervisors for information. Refer all questions regarding the decedent's employment status (e.g. personal belongings, paycheck, benefits, etc.) to Human Resources. Refer questions about work-related cause of death to the Director, EH&S. For questions about any response to the event, left to the appropriate designate representative.

  o The decedent's supervisor shall box up all of the decedent's belongings and deliver them to the HR representative for distribution to the appropriate next of kin. This step will ensure that the correct next of kin receives the belongings.

Don't

☐ Do not allow the decedent's family members or friends direct access to the decedent's office, locker or other workplace storage areas.

☐ No telephone or radio discussion is to take place regarding the name(s) of the injured

☐ Under no circumstances are the names of casualties or missing persons to be released before the next-of-kin are notified

6.11 Post Incident

☐ Policies

- o The decision to return residents/users to the area and to resume normal operations will be made by the Incident Commander in conjunction with government agencies

- o Government clearance to resume normal activities may be required if there has been a fatality, serious injury or extensive damage.

- o Relevant agencies that may be involved are the police, Workers' Compensation Board, Public Health, Environment, Forestry, Fish and Wildlife and Regulatory Authorities.

- o Once a decision to return to normal status is approved, IPL will notify all affected parties.

☐ When the all clear is given, ensure that:

- o Transportation is available for returning evacuees to their homes

- o Residences/businesses are ventilated and checked for gas pockets before allowing the occupants to enter

- o All residents are contact within 24 hours of resettlement to check their situation and the follow-up meetings are conducted with the evacuees to resolve any concerns.

- o All safety equipment, machinery and tools are cleaned, repaired and returned to their normal locations

- o All work areas are cleaned and restored

- o Members of the response teams and other key participants in the emergency are debriefed as soon as possible

6.12 Rail Response

Dangerous Goods and Hazardous Materials describe the same items, but the specific term is different based on country.

Membership and participation in the organizations described in this section meet the expectations required within Transportation of Dangerous Goods Regulations Part 7, the U.S. Department of Transportation regulation 49 CFR § 172.604, and the Mexican Secretariat for Communications and Transport (SCT) Nom-005-SCT/2000. Inter Pipeline's current responsibilities regarding rail response will not require activation of our response or incident management teams. However, Inter Pipeline is required to list emergency contacts in certain contexts, as described in the following.

6.12.1   Dangerous Goods Shipments moving in or through Canada

_____
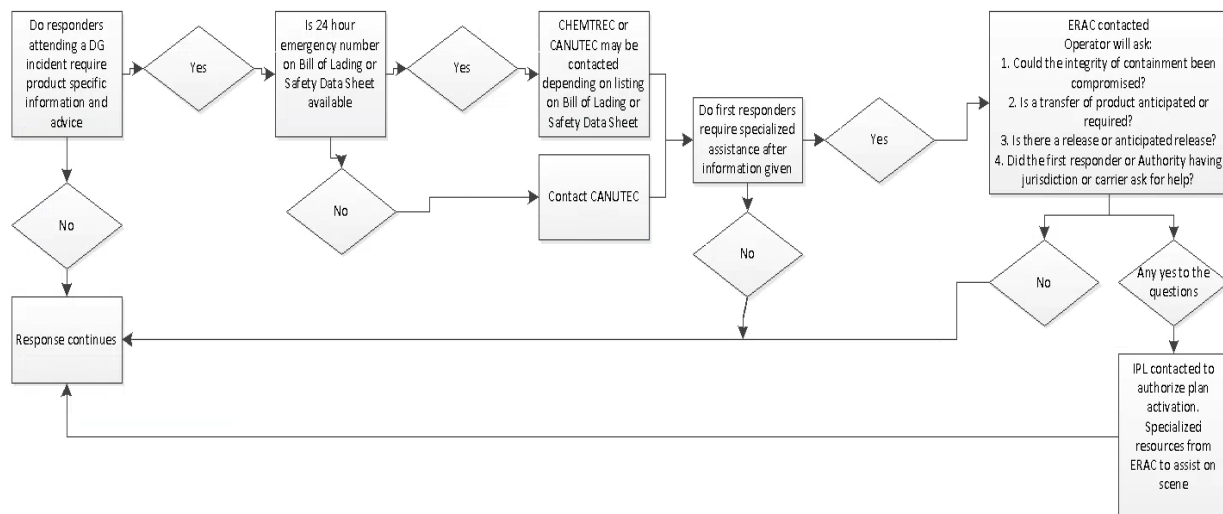
CANUTEC

CANUTEC 24 Hour Emergency Number is **REDACTED**

CANUTEC is the Canada Transport Emergency Centre and is available 24 hours 7 days a week to provide vital information to emergency personnel responding to transportation accidents involving Dangerous Goods. Staff includes bilingual scientists in chemistry or a related field and trained in emergency response.

Inter Pipeline's Emergency Response Assistance Plan (ERAP) is on file with Transport Canada and we may use the CANUTEC number on our SDS sheets. Inter Pipeline; as a manufacturer of products, publishes its Safety Data Sheets on its external website so that if necessary, this information can be relayed to first responders. Actual submission of the SDS's to Canutec is no longer required. :

Emergency Response Assistance Plan (ERAP)

ERAC 24 Hour Emergency Number is **REDACTED**

Inter Pipeline Plan Number: REDACTED

In Canada, Inter Pipeline is a producer/manufacturer of Liquid Petroleum Gases which are regarded as a dangerous good and is involved in the offer for transport from our Redwater Olefins Fractionation facility. As such we must have our own Transport Canada approved Emergency Response Assistance Plan and post the plan number and how this may be activated on the shipments bill of lading.

Inter Pipeline meets this expectation through our membership in the Canadian Propane Association's, Emergency Response Assistance Canada (ERAC) program. Should an incident involving Inter Pipeline product occur in Canada our plan could be activated so first responders can access specialized equipment and expertise supplied by ERAC.

When the call comes into ERAC the operator will conduct an initial assessment with the caller and will ask the following 4 questions:

1. Could the integrity of the means of containment have been compromised?
2. Is a transfer of product anticipated or required?
3. Is there a release or anticipated release?
4. Did the First Responder or AHJ or Carrier ask for help?

If "yes" is answered to one or more of the questions, the plan participant will be contacted and highly encouraged to active the plan, as activation of assistance can only be done with authorization of the plan owner. ERAC will contact, one of the following IPL representatives, for authorization; in the order listed below:

1. Senior Business Continuity and Emergency Management Advisor
2. Business Continuity and Emergency Management Advisor
3. Director Environmental Health, Safety and Risk Management

If contacted to activate it is understood that IPL will **always activate**. Inter Pipeline may not have responsibility; financial or otherwise for the incident, but will not delay or impede any response if the call for assistance is made. All reports and communications during and after the response will be directed through the individual who authorized activation. The activation will be based on a 2 Tier approach:

Tier 1 Implementation - ERAC is responding by remotely monitoring the response to the release or anticipated release, yet is still actively engaged in the conversations and decisions that involve the Dangerous Good and/or the means of containment.

Tier 2 Implementation – ERAC is responding to the site of the incident by remotely or onsite monitoring and bringing emergency response resources to the location of the release or anticipated release.

If the situation warrants response resources to be deployed to site immediately Tier 1 may be skipped and direct implementation to Tier 2 engaged.

The Inter Pipeline individual authorizing plan activation will report the event via a rail incident email DL list shall be used to distribute this information. See section 6.12.3

6.12.2   Hazardous Materials/Dangerous Goods Shipments through the United States and Mexico

CHEMTREC

CHEMTREC's 24 Hour Emergency Number is USA: **REDACTED** /Mexico: **REDACTED** Inter Pipeline Customer Number: **REDACTED**

The regulations for the US and Mexico state that a 24-Hour emergency number must be provided so that first responders can contact someone for information and response actions specific to our products. To meet this expectation, we are registered with CHEMTREC who supplies a 24-Hour number and the experts to assist first responders. Inter Pipeline Safety Data Sheets are accessed byCHEMTREC via our SDS listings on our external website, and a representative from Inter Pipeline Regulatory is listed as the primary contact for all notifications, reporting, and billing and submission requirements.

Shipments in Mexico and the United States do not require an ERAP.

6.12.3   Reporting Incidents

At no time does Inter Pipeline have the charge, management or control of the means of containment that we load our products onto. As such Inter Pipeline has no incident reporting responsibilities to any regulatory body at this time. However, at a minimum it is required that Inter Pipeline's Regulatory Department is given details should regulators inquire. The Inter Pipeline individual authorizing plan activation or receiving the information regarding an incident involving rail, will report the event via a rail incident email DL list which shall be used to distribute this information.

An incident report containing the details of the incident should also be completed as a record.

7.0   EMERGENCY RESOURCES

7.1   Inter Pipeline

Inter Pipeline has equipment stationed at various locations and this equipment can be moved between pipelines should need dictate, as per the Emergency Response Equipment Sharing Policy.

7.2   Saskatchewan Area 2 Environmental Response Unit

Inter Pipeline is also a member in good standing of the Saskatchewan Spill Coop which is an oil and gas production industry affiliated organization whose mandate is to provide communication, training and contingency planning to minimize risks and environmental damage in the event of a major oil spill.

Web site link: **REDACTED**

7.3   Western Canadian Spill Services (WCSS)

Inter Pipeline is a member in good standing with the Western Canadian Spill Services (WCSS), which is a spill cooperative between oil and gas companies.

The mandate of the WCSS is to ensure the provision of cost-effective, integrated, emergency response capabilities and to continually improve and communicate to members, stakeholders and regulators. This includes planning, preparedness / response, and research and development for the petroleum industry.

WCSS maintains an assortment of equipment, stationed throughout the province, which is accessible to members upon request.

To request WCSS equipment call the 24hr emergency line **REDACTED** and complete the equipment lease agreement found in Section 10 of the WCSS spill response plan.

Web site link: **REDACTED**

7.4   Other Personnel / Equipment

First step would be using the ERP of the impacted pipeline, then other pipelines if the impacted pipeline resources are unavailable or already used. If additional people or resources are required refer to Section 10 – Mutual Aid

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8.0　　CHECKLISTS AND POSITION AIDS

8.1　　Emergency Director

Responsibilities:

1. Exercise overall management responsibility for the coordination between IPL areas, as well as any external agency representatives, in the ECC.

2. Provide support to local authorities and provincial agencies and ensure that all actions are accomplished within the priorities established.

3. Establish the appropriate staffing level for the ECC and continuously monitor organizational effectiveness to ensure that appropriate modifications occur as required.

4. In conjunction with Incident Commander, ECC General Staff and Management Staff, set objectives for response efforts in the affected area that align with the predetermined priorities (Life Safety, Incident Stabilization and the Protection of Environment/Property)

5. Direct, in consultation with the Public Information Officer, appropriate emergency public information actions using the best methods of dissemination. Approve the issuance of press releases, and other public information materials as required.

6. Liaise with IPL Executive / Board of Directors.

7. Ensure risk management principles and procedures are applied for all ECC activities.

Checklist:

☐ Open resource closet and get Emergency Director binder and put on Emergency Director vest.

☐ Start recording activities/decisions on Activity log – ICS 214 (Section 12.1)

☐ Ensure phone is plugged in and working properly (it may take a minute to get on the network) and set up your work station.

☐ Ensure you sign in to the ECC (Sign in sheet)

☐ If during business hours, call main reception (**REDACTED**) and ensure they know the ECC is active, so they can transfer calls appropriately.

☐ Assess situation

☐ Obtain updates from incident site via ECC Operations Chief

☐ Obtain status update of unaffected operations

☐ Determine / Confirm Emergency Level and ensure regulator has been consulted (refer to Section 4)

☐ Ensure that the Operations Section Chief has established the operational period

☐ Start ICS by putting up posters and filling in roles, also use form 201 (Section 12.2)

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- ☐ Establish / set-up the Emergency Coordination Center (can be assigned to Logistics Chief)
  - o Set up binder is in resource closet
  - o Sign-in / out binder is in resource closet
  - o Phones/equipment are in resource closet
- ☐ Establish organization by filling Command and General Staff positions (ICS 201).
  - o Ensure Business Support Team call out has been done via notification provider
  - o Confirm Emergency Management Team member receipt of call out by checking report from notification provider (by logging into Everbridge system online) Confirm dispatch and arrival times of activated resources.
  - o Confirm work assignments.
- ☐ Brief staff:
  - o Identify incident objectives and any policy directives for the management of the incident.
  - o Provide a summary of current organization.
  - o Provide a review of current incident activities.
  - o Determine the time and location of first Planning Meeting.
- ☐ Coordinate with key stakeholders via:
  - o Liaison officer – First Nations, Government agencies, Municipalities
  - o Public Information Officer – Media, Internal staff
  - o Land – Land owners
  - o Other staff
- ☐ Keep IPL Executive and Board members informed
- ☐ Deal with Media requests:
  - o Media requests are to be handled by media spokesperson (VP Projects & Operations Services, General Manager of Pipeline Operations, or Director of Asset and Risk Management) or Information Officer.
  - o Sign off on any Media / Press Releases
- ☐ Provide applicable support to local authorities and Provincial agencies
- ☐ Establish level of planning to be accomplished:
  - o Written Incident Action Plan (IAP) – ICS Form 201.
  - o Contingency planning
  - o Formal Planning Meeting
  - o Ensure plans also monitor unaffected operations
- ☐ Ensure Planning Meetings are conducted as indicated below:

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Sample Planning Meeting Agenda		
	Agenda Item	**Responsible Party**
1	Briefing on situation/resource status.	Planning/Operations Section Chiefs
2	Discuss safety issues.	Safety Officer
3	Set/confirm incident objectives.	Emergency Director
4	Plot control lines & Division boundaries.	Operations Section Chief
5	Specify tactics for each Division/Group.	Operations Section Chief
6	Specify resources needed for each Division/Group.	Operations/Planning Section Chiefs
7	Specify facilities and reporting locations.	Operations/Planning/Logistics Section Chiefs
8	Develop resource order.	Logistics Section Chief
9	Consider communications/medical/ transportation plans.	Logistics/Planning Section Chiefs
10	Provide financial update.	Finance/Administration Section Chief
11	Discuss interagency liaison issues.	Liaison Officer
12	Discuss information issues.	Public Information Officer
13	Finalize/approve/implement plan.	Emergency Director/All

☐ After Operational Period, ensure ICS 209 (Incident Status) is completed and send to appropriate stakeholders (Appropriate Management, regulator, etc.)(refer to Section 12.3).

8.2   Safety Officer

Responsibilities:

The Safety Officer in the ECC is responsible for overall safety of those in the room, which may include particulars with the room (ex: tripping hazards), reporting on issues of safety sent to them by the field safety advisors, as well as in assisting safety personnel at an incident site in preparing the Site Safety Plan (refer to Section 12.12). The Safety Officer will assist in the compiling of the Incident Action Plan, contributing the safety related portions.

Checklist:

☐ Obtain Safety Officer binder from resource room and don Safety Officer vest.

☐ Start Activity Log – ICS 214 (Section 12.1) and sign-in to ECC

☐ Obtain briefing from Emergency Director and/or from initial on-scene   Safety Officer.

☐ Commence Safety Plan (Section 12.12).

☐ Staff and organize function, as appropriate:

- o   In multi-discipline incidents, consider the use of an Assistant Safety Officer from each discipline.

- o   Multiple high-risk operations may require an Assistant Safety Officer at each site.

- o   Request additional staff through incident chain of command.

☐ Identify potentially unsafe acts.

☐ Identify corrective actions and ensure implementation. Coordinate corrective action with Command and Operations.

☐ Ensure adequate sanitation and safety in food preparation.

☐ Debrief Assistant Safety Officers prior to Planning Meetings.

☐ Participate in Planning and Tactics Meetings:

- o   Listen to tactical options being considered. If potentially unsafe, assist in identifying options, protective actions, or alternate tactics.

- o   Discuss accidents/injuries to date. Recommend preventative or corrective actions.

☐ Participate in the development of Incident Action Plan (IAP):

☐ Investigate accidents that have occurred within incident areas:

- o   Ensure accident scene is preserved for investigation.

- o   Ensure accident is properly documented.

- o   Coordinate with incident Compensation and Claims Unit Leader, (Fin/Admin section), and Occupational Health and Safety

- o   Prepare accident report as per agency policy, procedures, and direction.

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8-4

- o Recommend corrective actions to Emergency Director.
- ☐ Coordinate critical incident stress, hazardous materials, and other debriefings, as necessary.

8.3 Liaison Officer

Responsibilities:

1. The Liaison Officer functions as a point of contact for, and interaction with representatives from other agencies arriving at the ECC.

2. Coordinate external agency representatives attending Inter Pipeline's ECC or IPL staff being present in other agency ECC's or EOCs.

3. Assist the Emergency Director in ensuring proper procedures are in place for directing agency representatives, communicating with elected officials, and conducting VIP / visitor tours of the ECC facility, if deemed appropriate.

4. Liaise with local authorities other ECCs, Provincial and Federal organizations, Municipalities and First Nations.

Checklist

☐ Obtain Liaison Officer binder from resource room and don Liaison Officer vest.

☐ Start Activity Log – ICS 214 (Section 12.1), and sign-in to ECC

☐ Obtain briefing from Emergency Director:

    ○ Obtain summary of incident organization (refer to Section 12.2 ICS Forms 201)

    ○ Determine companies/agencies/non-governmental organizations already involved in the incident, and whether they are assisting (have tactical equipment and/or personnel assigned to the organization), or cooperating (operating in a support mode "outside" the organization).

☐ Obtain cooperating and assisting agency information, including:

    ○ Contact person(s).

    ○ Radio frequencies.

    ○ Phone numbers.

    ○ Cooperative agreements.

    ○ Resource type.

    ○ Number of personnel.

    ○ Condition of personnel and equipment.

    ○ Agency constraints/limitations.

☐ Establish workspace for Liaison function and notify agency representatives of location.

☐ Contact and brief assisting/cooperating agency representatives and mutual aid co-operators.

☐ Interview agency representatives concerning resources and capabilities, and restrictions on use-provide this information at planning meetings.

_____

☐ Work with Public Information Officer and Emergency Director to coordinate media releases associated with inter-governmental cooperation issues.

☐ Coordinate and lead all communication with Regulator, government agencies, municipalities and First Nations.

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8.4 Public Information Officer

Responsibilities:

1. Serve as the coordination point for all public information, media relations and internal information sources for the ECC.

2. Coordinate and supervise all staff assigned as Assistant Information Officers and their activities.

Public Information:

1. Ensure that the public within the affected area receives complete, accurate, and consistent information about life safety procedures, public health advisories, relief and assistance programs and other vital information.

2. Consider establishing a Toll-Free Public Information Service (hotline or call centre) for the public to access helpful information and advice.

3. Provide the call takers with timely and accurate messaging sheets so that they offer only confirmed and approved information.

Media Relations:

1. Serve as the coordination point for all media releases for the ECC.

2. Coordinate media releases with officials representing other affected emergency response agencies.

3. Develop the format for press conferences and briefings in conjunction with the Inter Pipeline Designated Spokesperson.

4. Maintain a positive relationship with the media representatives, monitoring all broadcasts and written articles for accuracy.

Internal Information:

1. In consultation with the Emergency Director and Liaison Officer, coordinate VIP and visitor tours of the ECC facility.

2. Develop helpful messaging sheets and / or FAQ sheets (frequently asked questions and answers) to ensure consistent and accurate information sharing amongst ECC staff.

3. Maintain a web site established for ECC information, as appropriate.

4. Provide regular updates to employees, where appropriate, via Inter Pipeline's intranet.

5. Liaise with the Information Officers at site(s) other ECCs, and other external agencies.

Checklist

☐ Obtain Information Officer binder from resource room and don Public Information Officer vest.

☐ Start Activity Log – ICS 214 (Section 12.1), and sign-in to the ECC

☐ Obtain briefing from Emergency Director:

- o Determine current status of Incident (ICS Form 209 or equivalent).

- o Identify current organization (ICS Form 201).

- o Determine point of contact for media (scene or Command Post).

- o Determine current media presence.

☐ All media requests received during business hours are sent to Corporate Communications (**REDACTED**) and will be put through to the Media intake phone. Ensure after hours calls are forwarded to Media intake phone (talk to Emergency Management Supervisor to do this).

☐ Ensure appropriate location for site media to gather (tent with signage).

☐ Assess need for special alert and warning efforts, including the hearing impaired, non-English speaking populations, and industries especially at risk for a specific hazard, or which may need advance notice in order to shut down processes.

☐ Coordinate the development of door-to-door protective action statements with Operations.

☐ Prepare initial information summary as soon as possible after activation.

☐ Coordinate and lead all communications with media and internal stakeholders.

☐ Ensure Emergency Director approves all media releases.

☐ Monitor all Social Media activity for IPL

8.5   Legal Counsel

Responsibilities:

Legal counsel is in the ECC to advise the Emergency Director and other ECC staff as is necessary on legal matters.

☐ Obtain Legal Counsel binder from resource room and don Legal Counsel vest.

☐ Ensure you have signed in to the ECC Start Activity Log – ICS 214 (Section 12.1)

☐ Report to the Emergency Director (ED)

☐ Obtain briefing from ED

☐ Review documents and releases from a legal perspective

☐ Advise ECC staff on legal matters

8.6   **Operations Section Chief**

Responsibilities

1. Ensure the coordination of operational functions assigned to the ECC.

2. Ensure that operational objectives and assignments identified in the ECC Action Plan are carried out effectively.

3. Establish the appropriate level of organization within the Operations Section, continuously monitoring the effectiveness and modifying accordingly.

4. Coordinate any activated Satellite ECCs in the operational area.

5. Maintain a communications link between Incident Commander(s) at site(s), Satellite ECCs and the Corporate ECC for the purpose of coordinating the overall response, resource requests and event status information.

6. Ensure that the Planning Section is provided with Status Reports and

7. Major Incident Reports.

8. Conduct periodic Operations briefings for the Emergency Director and Management team as required or requested.

9. Supervise the Operations Section.

Checklist

☐ Obtain Operations Chief binder from resource room and don Operation Chief vest.

☐ Start Activity Log – ICS 214 (Section 12.1), ensure you are signed in

☐ Set up your work station and ensure phone is working

☐ Obtain briefing from Emergency Director

☐ Contact and obtain update from Incident Commander at site:

  o Determine incident objectives and recommended strategies.

  o Determine status of current tactical assignments.

  o Identify current organization, location of resources, and assignments.

  o Confirm resource ordering process.

  o Determine location of current Staging Areas and resources assigned there.

☐ Record site ICS structure on Site ICS Poster (get poster from resource closet if it is not up)

☐ Establish operational period, which is the timeframe to accomplish your objectives, normally 12-24-hour period. There may be many operational periods for a response.

☐ Pass mapping information to Planning Chief for inclusion on map (site, boundaries, staging area, etc.).

☐ Attend ECC Situation Reports (Sit Reps) and provide update from site(s)

☐ Pass information from ECC Sit Reps back to site Incident Commander(s)

☐ Assist site Incident Commander(s) with strategy and resources as applicable

☐ Participate in Planning Meeting (refer to Section 4.5)

- o Give briefing on situation, resource status and incident potential (refer to Section 4.8)

- o Set/Review established objectives (refer to Section 4.8.1)

- o Establish Organizational Structure (refer to Section 4.8.2)

- o Identify Tactics (refer to Section 4.8.3)

- o Identify Resources (refer to Section 4.8.4)

- o Identify Operations Facilities and Reporting Locations (refer to Section 4.8.5)

- o Develop Resource Order (refer to Section 4.8.6)

- o Consider Communications, Medical and Traffic Plan Requirements (refer to Section 4.8.7)

8.7 **Planning Section Chief**

Responsibilities:

1. Ensures that the following responsibilities of the Planning Section are addressed as required:

   o Collect, analyze, and display situation information, including weather and map updates

   o Prepare periodic Situation Reports

   o Prepare and distribute ECC Incident Action Plan and facilitate Action Planning process

   o Track Resources

   o Conduct Advance Planning activities and report

   o Document and maintain files on all ECC activities

   o Provide technical specialist services to the various ECC sections and branches.

2. Establishes the appropriate level of organization for the Planning Section.

   o Situation Unit

   o Resource Unit

   o Documentation Unit

   o Demobilization Unit

   o Technical Specialists

3. Exercises overall responsibility for the coordination of branch / unit activities within the section.

4. Keeps the ECC Emergency Director informed of significant issues affecting the Planning Section.

5. In coordination with the other Section Chiefs, ensures that Status Reports are completed and utilized as a basis for ECC Situation Reports, and ECC Action Plans.

   ## **Checklist**

   ☐ Obtain Planning Chief binder from resource room and don Planning Chief vest.

   ☐ Start Activity Log – ICS 214 (Section 12.1), and ensure you sign in

   ☐ Set up your work station and ensure phone is working

   ☐ Obtain briefing from Emergency Director:

   o Determine current resource status (ICS Form 201)

   o Determine current situation status/intelligence (ICS Form 201) (refer to Section 4.5)

   o Determine current incident objectives and strategy (refer to Section 4.8.1)

_____

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- o Determine whether Emergency Director requires a written Incident Action Plan (IAP), or Incident Commander needs assistance preparing an IAP
  - o Determine time and location of first Planning Meeting
  - o Determine desired plans
- Source control
- Containment
- Recovery
- Security
- Wildlife
- Decontamination
- ☐ Activate Planning Section positions, as necessary
  - o Situation Unit
  - o Resource Unit
  - o Documentation Unit
  - o Demobilization Unit
  - o Technical Specialists
- ☐ Conduct the Planning Meeting (refer to Section 4.5)
  - o Give briefing on situation, resource status and incident potential (refer to Section 4.8)
  - o Set/Review established objectives (refer to Section 4.8.1)
  - o Establish Organizational Structure (refer to Section 4.8.2)
  - o Identify Tactics (refer to Section 4.8.3)
  - o Identify Resources (refer to Section 4.8.4)
  - o Identify Operations Facilities and Reporting Locations (refer to Section 4.8.5)
  - o Develop Resource Order (refer to Section 4.8.6)
  - o Consider Communications, Medical and Traffic Plan Requirements (refer to Section 4.8.7)
  - o Finalize, Approve and Implement IAP (refer to Section 4.8.8)
- ☐ Establish and maintain resource / personnel tracking system. Liaise with Operations Chief for site information.
- ☐ Complete ICS Form 201(refer to Section 12.1), if not previously completed, and provide copies to Emergency Director, Command Staff, and General Staff.
- ☐ Advise Emergency Director of any significant changes in incident status.
- ☐ Compile and display incident status summary information. Document on ICS Form 209 (refer to Section 12.3), Incident Status Summary (or other approved agency forms):

☐ Obtain/develop incident maps.

- o Ensure central map is established and information updated regularly.

- o Ensure incident location is projected on to main screen

- o Log into Environment Canada and get weather updates **REDACTED**

8.7.1 Situation Unit

Responsibilities:

1. Oversee the collection, organization, and analysis of disaster situation information, including damage assessments.

2. Ensure that information collected from all sources is validated. (See Information Validation Figure on next page)

3. Ensure that Situation Reports are developed for dissemination to ECC staff and to others as determined to be appropriate.

4. Ensure that an ECC Incident Action Plan is developed for each operational period based on objectives developed by each Section Chief. (ICS 201 refer to Section 12.2)

5. Ensure that an ongoing link is established with the Operations Section for the purpose of collecting accurate situation information in a timely manner.

6. Ensure that all maps, status boards and other displays contain current and accurate information.

7. Ensure weather information is obtained at least every hour and posted visibly.

8. Supervise the Situation Assessment Unit.

Checklist:

- Start Activity Log – ICS 214 (refer to Section 12.1), and ensure you sign-in to the ECC

Situation Unit Coordinator Information
Collection Analysis and Distribution


```
Send Info to Logistics
Section

Site Information → ECC Operations Section → Situation Unit Observer Collects Info → Contain Resource Requests?
                                                                                      Yes → Send Info to Logistics Section
                                                                                      No → Situation Unit

Planning Section Briefings
Weather Reports
Resources Unit
ECC Sections Objectives
ECC Sections Status Report
Public Information Materials and Media Briefings and Releases
ECC Director Management Team
Other ECC's SITREPs

Situation Unit → Collate/Evaluate → Synthesize → Develop ECC Situation Report → Sign off by ECC Director

Collate/Evaluate → Action Planning Meeting
Synthesize → Display Main Event Board
Sign off by ECC Director → Sent to ICPs and ECCs → Copy to Information Officer → Disseminated to all ECC Sections
```

8.7.2   Resource Unit Coordinator

Responsibilities:

1. Coordinate with the branches and units in the Operations and Logistics Sections to capture and centralize resource status information (Assigned, Available or Out of Service).

    Note: This position tracks resources; it does not obtain, direct or supply them.

2. Develop and maintain resource status boards, and / or other tracking and display systems.

3. Supervise the Resource Unit.

<u>**Checklist:**</u>

   o Start Activity Log (<u>ICS 214</u> – see Section 12.1) and ensure you sign into the ECC

8.7.3   Demobilization Unit Coordinator

Responsibilities:

1. Develop a Demobilization Plan for the ECC based on a review of all pertinent Planning Section documents, and Situation Reports, and status of ECC priorities and objectives.

2. Supervise personnel assigned to the Demobilization Unit.

Checklist

- o   Monitor current ECC Incident Action Plans, Situation Reports, and resource assignment lists.

- o   Consult with Section Chiefs, Branch Coordinators, Liaison Officer and ECC Director for demobilization policies and procedures.

- o   Draft Demobilization Plan and circulate to the Planning Section Chief ECC Director and ECC Management Team for review.

- o   Finalize the Demobilization Plan for approval by the ECC Director.

- o   Demobilization Planning must occur at least once during the operational period for as long as ECC Sections are formally staffed.

- o   Advise all Section Chiefs to ensure that demobilized staff complete and forward to Documentation Unit all reports, time sheets, and exit surveys prior to leaving the ECC.

Checklist:

☐ Start Activity Log – ICS 214 (refer to Section 12.1) and ensure you sign into ECC

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8.7.4   Documentation Unit Coordinator

Responsibilities:

1. Collect, organize and file all completed event or disaster related forms, including: all ECC activity logs, Situation Reports, ECC Incident Action Plans and any other related information, just prior to the end of each operational period.

2. Provide document reproduction services to ECC staff.

3. Distribute the ECC Situation Reports, ECC Incident Action Plan, and other documents, as requested.

4. Maintain a permanent archive of all Situation Reports and ECC Incident Action Plans associated with the event or disaster.

5. Supervise the Documentation Unit.

<u>Checklist:</u>

☐   Start Activity Log - ICS 214 (Section 12.1), and ensure you sign into the ECC

8.7.4.1   Scribe

Responsibilities:

The scribe position is responsible for capturing the main points of activities being conducted in the ECC. Maintaining the master event log, as well as taking notes at SITREPS and generally assisting the Emergency Director with tasks in the ECC. This position reports into the Documentation Unit within Planning.

☐ Obtain Scribe binder from ECC resource room

☐ Start Activity Log – ICS 214 (Section 12.1)

☐ Report to the Planning Section Chief

☐ Obtain briefing from ED

☐ Set out the Sign-In book and ensure you sign in

☐ Start and maintain IPL Master Event Log

  o Excel spreadsheet located at: **REDACTED**

☐ Record activities on appropriate forms

☐ Situation review

  o What happened?

  o When?

  o Injuries?

  o Where?

  o What's being done?

  o Chance of situation escalating?

☐ Attend briefings and planning meetings

☐ Assist personnel in the ECC

☐ Distribute minutes/reports accordingly

I.   After Situation Reports (Sit Reps), minutes need to be typed up, saved, printed and posted, and emailed to required stakeholders (consult with Emergency Director).

8.7.5   Technical Specialists (Land, Tech Services, Environmental)

Under the heading of Technical Specialist, reporting to the Planning Section Chief, IPL has, in addition to others who may be called in, initially put Land, Technical Services and Environment representatives.

8.7.5.1   Land

- ☐ Obtain Land binder from resource room
- ☐ Start Activity Log – ICS 214 (refer to Section 12.1)
- ☐ Ensure you sign in to ECC
- ☐ Report to the Planning Chief
- ☐ Obtain briefing from Planning Chief
- ☐ Coordinate and lead communications with affected landowners and residents.

8.7.5.2   Technical Services

- ☐ Obtain Technical Services binder from resource room
- ☐ Start Activity Log – ICS 214 (refer to Section 12.1),
- ☐ Ensure you sign in to ECC
- ☐ Report to the Planning Chief
- ☐ Obtain briefing from Planning Chief

8.7.5.3   GIS

- ☐ Start Activity Log – ICS 214 (refer to Section 12.1),
- ☐ Ensure you sign in to ECC
- ☐ Report to the Planning Chief
- ☐ Obtain briefing from Planning Chief
- ☐ Update situation map, as required
- ☐ Provide GIS services, as required

8.7.5.4   Environmental Advisor

Responsibilities:

1. Provide environmental response advice to spills / release containment, recovery, waste disposal and remediation.

2. Assist with development of various plans such as wildlife protection, waste recovery and disposal.

Checklist:

☐ Obtain Environmental binder from resource room

☐ Start Activity Log – ICS 214 (refer to Section 12.1)

☐ Ensure you sign in to ECC

☐ Report to the Planning Chief

☐ Obtain briefing from Planning Chief

☐ Assist site with development of Wildlife Plan

☐ Assist site with development of Waste Management Plan

☐ Determine if there are environmentally sensitive areas at or near the incident site and develop appropriate plans to protect them

8.8   Logistics Section Chief

Responsibilities:

1. Ensure the Logistics function is carried out in support of the ECC. This function includes providing telecommunication services and information technology, locating or acquiring equipment, supplies, personnel, facilities, and transportation as well as arranging for food, lodging, and other support services as required both for the ECC and site requirements.

2. Establish the appropriate level of branch and / or unit staffing within the Logistics Section, continuously monitoring the effectiveness of the organization and modifying as required.

3. Ensure section objectives as stated in the ECC Incident Action Plan are accomplished within the operational period or within the estimated time frame.

4. Coordinate closely with the Operations Section Chief to establish priorities for resource allocation within the operational area.

5. Coordinate closely with Planning Section, Resource Unit on status of ordered equipment.

6. Keep the Emergency Director informed of all significant issues relating to the Logistics Section.

7. Ensure critical resources are allocated according to ECC Incident Action Plan, priorities and direction.

8. Coordinate with Site Logistics person on the provision of food and lodging for ECC and Site Personnel.

9. Supervise the Logistics Section.

Checklist:

☐ Obtain Logistics Chief binder from resource room and don Logistics Chief vest.

☐ Start Activity Log – ICS 214 (refer to Section 12.1), ensure you sign in

☐ Set up work station and ensure phone is working

☐ Obtain briefing from Emergency Director:

  o Review situation and resource status for number of personnel assigned to incident.

  o Review current organization.

  o Determine which incident facilities have been/should be activated.

  o Ensure Incident Command Post and other incident facilities are physically activated, and resourced as appropriate.

☐ Confirm resource ordering process: Meet with Emergency Director and Finance/Admin Chief to determine level of spending authority for the Logistics Section

☐ Establish communications with Logistics Section at Site(s)

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- ☐ Meet with Emergency Director and ECC staff to determine immediate resource needs

- ☐ Adopt a proactive attitude, thinking ahead and anticipating situation and problems, still confirming orders with Emergency Director and Operations Chief specifically before placing them.

- ☐ Start Resource log (refer to Section 12.4)

- ☐ Assess adequacy of current Incident Communications Plan (within ICS Form 201 Section 12.2) Radios, cell phones, laptops, etc. Does a communication company need to be brought in?

- ☐ Organize and staff Logistics Section, as appropriate: Service Branch – Communications, Food, Medic; Support Branch – Facilities, Supply, Ground Support

- ☐ Assemble, brief, and assign work locations and preliminary work tasks to Section personnel:

  - o Provide summary of emergency situation.

  - o Provide summary of the kind and extent of Logistics support the Section may be asked to provide.

- ☐ Notify Resources Unit of other Units activated, including names and location of assigned personnel.

- ☐ Participate in Planning Meeting (refer to Section 4.5)

  - o Give briefing on resource requirements, challenges, etc.(refer to Section 4.8)

  - o Review established objectives (refer to Section 4.8.1)

  - o Provide input in Organizational Structure (refer to Section 4.8.2)

  - o Source resources required to complete Tactics (refer to Section 4.8.3 and 4.8.4)

  - o Develop Resource Order (refer to Section 4.8.6)

_____

8-25

8.8.1   Communication Unit (Information Technology)

Responsibilities:

The Communications unit within the Logistics section will be the responsibility of IPL Information Technology (IT) staff.

1. Ensure radio, telephone, mobile and technology resources and services are provided to ECC staff as required.

2. Oversee the installation of communications resources within the ECC. Ensure that a communications link is established with Incident Commander(s), other ECCs if established.

3. Determine specific technology requirements for all ECC positions and Sites

4. Implement and support available computer systems for internal information management and include message and e-mail systems, as available.

5. Ensure that the ECC Communications Centre is established to include sufficient Frequency's to facilitate operations, and that adequate communications operators are available for 24-hour coverage.

6. Develop and distribute a Communications Plan which identifies all systems in use and lists specific frequencies allotted for the event or disaster.

    a. Supervise the Communications Branch.

Checklist

☐ Obtain Information Technology binder from resource room

☐ Start Activity Log – ICS 214 (refer to Section 12.1)

☐ Ensure you sign in to ECC.

☐ Report to the Logistics Chief

☐ Obtain briefing from Logistics Chief

☐ Keep Logistics Chief informed of status of communications systems

☐ Continually monitor the effectiveness of the ECC's communication equipment and provide additional equipment as required

☐ Provide necessary communications equipment to site(s)

☐ Provide and support necessary computer systems and technologies to ECC positions and Sites

☐ Assist Information Officer in establishing a Toll-Free Public Information Line or Call Centre if requested

☐ Ensure technical personnel are available for communications equipment installation, maintenance and repair

☐ Assist ECC and Site staff with IT requests

_____

8.8.2 Supply Unit

Responsibilities:

1. Oversee the acquisition and allocation of supplies and materials not normally provided through mutual aid or normal agency channels.

2. Coordinate actions with the Finance / Administration Section.

3. Coordinate delivery of supplies and materials as required.

4. Allocate critical resources as required and directed.

Checklist

☐ Establish and maintain an Activity Log - ICS 214 (refer to Section 12.1), and ensure you sign into the ECC

☐ Determine spending limits with the Purchasing Unit in Finance / Administration.

☐ Obtain a list of pre-designated emergency purchase orders as required.

☐ Discuss with the requesting party to clarify types and amount of supplies and materials, and also verify that the request has not been previously filled through another source.

☐ In conjunction with the Resource Unit, maintain a status board or other reference depicting supply actions in progress and their current status.

☐ Determine unit costs of supplies and materials from suppliers and vendors and if they will accept purchase orders as payment, prior to completing the order.

☐ Orders exceeding the purchase order limit must be approved by the Emergency Director Finance /Administration Section before the order can be completed.

☐ If vendor contracts are required for specific resources or services, refer the request to the Finance / Administration Section for development of necessary agreements.

☐ Determine if the vendor or provider will deliver the ordered items. If delivery services are not available, coordinate pick-up and delivery through other means.

☐ Keep the Logistics Section Chief informed of significant issues affecting the Supply Unit.

8.8.3 Office Coordinator

Responsibilities:

☐ The Office Coordinator role, as it is responsible for buildings at the corporate level, will fall within the Logistics section. This role will be responsible for all logistical aspects of the ECC, as well as possibly arranging for alternative workspace, rerouting of mail and phone calls if Calgary City Centre is not available for use.

☐ Obtain Office Coordinator binder from resource room

☐ Start Activity Log – ICS 214 (refer to Section 12.1)

☐ Ensure you sign in to ECC

☐ Report to the Logistics Chief

☐ Obtain briefing from Logistics Chief

☐ Ensure HVAC system is turned on when ECC is activated on weekends or afterhours, as necessary

☐ Ensure additional cleaning personnel are scheduled when the ECC is activated on weekends or after hours, as necessary

☐ Notify Cadillac Fairview when ECC is activated

8.9 Finance/Administration Section Chief

Responsibilities:

1. Ensure that all financial records are maintained throughout the event or disaster.

2. Ensure that all on-duty time is recorded and collected for all personnel.

3. Ensure there is a continuum of the payroll process for all employees responding to the event or disaster.

4. In consultation with Emergency Director determine spending limits, if any, for Logistics, Operations, and Management Staff.

5. Ensure that workers' compensation claims, resulting from the response are processed within a reasonable time, given the nature of the situation.

6. Ensure that all travel and expense claims are processed within a reasonable time, given the nature of the situation.

7. Activate units within the Finance / Administration Section as required; monitor section activities continuously and modify the organization as needed.

8. Ensure that all recovery documentation and reimbursement is submitted should mutual aid have been provided

9. Be prepared to develop a shift schedule for the ECC staff.

10. Supervise the Finance / Administration Section.

Checklist:

☐ Obtain Fin/Admin Chief binder from resource room and don Fin/Admin vest.

☐ Start Activity Log – ICS 214 (refer to Section 12.1), ensure you sign in

☐ Set up work station and ensure phone is working

☐ Obtain briefing from Emergency Director:

  o Incident objectives.

  o Participating/coordinating agencies.

  o Anticipated duration/complexity of incident.

  o Determine any political considerations.

  o Possibility of cost sharing.

  o Work with Emergency Director and Operations Section Chief to ensure work / rest guidelines are being met, as applicable.

☐ Obtain briefing from Emergency Director:

  o Determine level of fiscal process required.

  o Determine spending limits / authorization for Logistics, site Incident Commander, Operations Chief and other staff.

  o Identify applicable financial guidelines and policies, constraints and limitations.

_____

☐ Organize and staff Fin/Admin section as appropriate

- o Time Unit
- o Claims Unit
- o Cost Unit
- o Procurement Unit
- o Human Resources

☐ Develop Shift schedule for ECC staff if activation is to be longer than 10 hours

☐ Set-up AFE for the incident and report it to the Emergency Director

☐ Participate in Planning Meeting (refer to Section 4.5)

- o Give briefing daily incident costs (refer to Section 4.8)
- o Establish Organizational Structure (refer to Section 4.8.2)

8.9.1   Human Resources

Responsibilities:

Human Resources, for the purposes of ICS, shall report into the Finance / Administration Section Chief. Human Resources will be responsible for assisting with the support of the employees involved in the incident and liaising with any external resources to ensure the best possible outcome for all involved. What this actually entails will vary depending on the incident and the parties involved. HR assists with Next-Of-Kin notification procedures, as well as advising on all matters commonly in the realm of HR.

Checklist:

☐ Obtain Human Resources binder from resource room

☐ Start Activity Log – ICS 214 (refer to Section 12.1)

☐ Ensure you sign in to ECC

☐ Report to the Finance/Administration Chief

☐ Obtain briefing from Finance/Administration Chief

☐ Liaise with IPL personnel that have been evacuated or impacted by an incident

8.10   **Activation Checklist**

☐ Assess the incident

☐ Determine emergency level (refer to Section 4)

☐ Call appropriate personnel (ex: supervisor)

☐ Activate the ERP if required

☐ GM of Field Ops will activate the Business Support Team if required (**REDACTED** ask for Notification Template #17 to be sent)

8.11   **Deactivation Checklist**

☐ Any change in Emergency Level must be done in consultation with Regulators.

☐ Deactivate your assigned position and close out logs when authorized by the ECC Director.

☐ Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Documentation Unit in the Planning/Intelligence Section, as appropriate, prior to your departure.

☐ Be prepared to provide input to the after-action report.

☐ If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.

☐ Clean up your work area before you leave.

☐ Leave a forwarding phone number where you can be reached

☐ Sign-out before leaving ECC

9.0   **CONTACTS**

9.1   **Business Support Team**

REDACTED

9.2   Crisis Management Team

REDACTED

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9.3 **Critical Business Process Owners**

REDACTED

9.4 **Business Continuity/Emergency Management Specialists**

REDACTED

9.5 **Environment Specialists**

REDACTED

9.6 **Health & Safety Specialists**

REDACTED

9.7 **Regulatory**

REDACTED

9.8 **Inter Pipeline Corporate Emergency Coordination Center (when active)**

REDACTED

9.9   District Offices

REDACTED

9.10   Federal Government Contacts

REDACTED

9.11   Alberta Government Contacts

Alberta Boilers Safety Authority (ABSA) (Pressure Vessels)

REDACTED

9.12   Saskatchewan Government Contacts

Saskatchewan Environment – Spill Line: **REDACTED**. See Mid-Saskatchewan Pipeline Emergency Response Plan

Ministry of Economy, Natural Gas Emergency Support Line **REDACTED**.

Technical Safety Authority of Sask (TSASK) (Pressure Vessels): Toll free **REDACTED**

Saskatoon: **REDACTED**

Regina: **REDACTED**

9.13   Municipal Contacts

The best avenue to contact Municipalities is to call the Alberta Emergency Management Agency (AEMA), inform them of the incident, and request that they contact the affected Municipality and have the Municipality contact Inter Pipeline for further information, if unable to reach the Municipal contact. **AEMA's duty officer can be reached at:** **REDACTED**.

9.14   Key Numbers

REDACTED

9.15   Contributing Members, Facility Owners, Other Interested Parties

REDACTED

9.16   Other Contact Information

For area specific contact information on:

- o   Key Contractors and Consultants
- o   Oil Spill Equipment

- o Manpower and general equipment
- o Public Utilities
- o Shipper/Producer contacts
- o External Pipeline company contacts

Refer to Pipeline or Extraction Plant ERPs for area specific numbers.

10.0   MUTUAL AID

10.1   Canadian Energy Pipeline Association (CEPA)

The members of CEPA has in place a Mutual Emergency Assistance Agreement, by which resource requests (equipment or personnel) can be made of other member companies.

10.1.1   Receiving or Making a request for Mutual aid from CEPA

The Canadian Energy Pipeline Association (CEPA) has in effect a Mutual Emergency Assistance Agreement between member companies **REDACTED**

10.1.1.1   Receiving a request for Mutual Aid

If the request is from CEPA members, the designated representatives for Inter Pipeline who are authorized to release resources are as follows:

REDACTED

Upon receiving a request for mutual aid, one of the three above noted representatives will initiate the activation of the Business Support Team(BST). Once the BST is assembled, either in person or via teleconference, a decision can be made around the level of assistance, if any, that IPL is prepared to offer. A verbal response should be sent to the requesting company as soon as possible, with a written response (form located Section 15 in schedule B) within 24 hours of receipt of the request. Refer to Figure 9 and Figure 10 (below).

Figure 8 Receiving a Mutual Aid Request from CEPA
REDACTED

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10.1.1.2   From Canadian Energy Pipeline Association (CEPA) member

1. IPL Designated Representative (refer to Section 10.1.1.1) receives mutual aid request from CEPA member. This may be initially in the form of a phone call or email; however, it will be followed within 24 hours by Schedule "B" from the MEAA (refer to Section 15)

2. IPL Designated Representative needs to determine what resources are required and whether they are available. This shall be done by:

   a.   Initiating a teleconference call with the Business Support Team (BST) by either:

   b.   Calling Everbridge at **REDACTED** and requesting that Message #25 be sent

   c.   Logging on to Everbridge at **REDACTED** and then sending message #25 for a teleconference

   d.   Calling the Business Support Team to the ECC by sending message #26 via Everbridge

3. The BST will discuss the requested resource(s) (both personnel and equipment) needs of IPL, and determine what, if any, of the request can be met.

4. Written response is required, via the Schedule B received, to the party requesting assistance within 24 hours of receipt of the request.

5. IPL will then need to dispatch any resources that are to be sent (if any).

10.1.1.3   Making a CEPA Mutual Aid Request

To request Emergency Assistance, the Requesting Party or its Affiliate shall contact the Designated Representative of the Responding Party. A formal written request from the Requesting Party's Designated Representative shall follow in the form set out in Schedule "B" (Refer to Section 15) within twenty-four (24) hours.

1. At the time of the request for Emergency Assistance, the Requesting Party will inform the Responding Party of the nature of the Emergency and any precautions to be taken, including an assessment, to the best of the Requesting Party's ability and knowledge, of the Emergency and any other pertinent information. The Requesting Party shall communicate to the Responding Party any statutory and/or regulatory requirements that apply in the jurisdiction where the Requesting Party is seeking the Emergency Assistance, as well as communicate any applicable company policies that the Responding Party is expected to observe.

2. If the Responding Party agrees to provide the requested Emergency Assistance, it will confirm the response. A written confirmation from the Responding Party's Designated Representative shall follow in the form set out in Schedule "B" within twenty-four (24) hours.

Figure 9 Making a Request for CEPA Mutual Aid

REDACTED

10.2   From non-CEPA member

Requests for Mutual Aid from non-CEPA members will need to be evaluated on a case-by-case basis. The Business Support Team can discuss resource availability and Legal will need to be involved to assist with an agreement to ensure Inter Pipeline is appropriately protected.

1. IPL Designated Representative (refer to Section 10.1.1.1) receives mutual aid request from non - CEPA member. This may be initially in the form of a phone call or email; however, it will be formalized using the generic mutual aid agreement (Appendix 1) followed within 24 hours by Schedule "B" from the MEAA (refer to Section 15)

2. IPL Designated Representative needs to determine what resources are required and whether they are available. This shall be done by:

   a. Initiating a teleconference call with the Business SupportTeam (BST) by either:

      i. Calling Everbridge at **REDACTED** and requesting that Message #27 be sent

      ii. Logging on to Everbridge at **REDACTED** and then sending message #27 for a teleconference

      iii. Calling the Business Support Team to the ECC by sending message #28 via Everbridge

3. The BST will discuss the requested resource(s) (both personnel and equipment) needs of IPL, and determine what, if any, of the request can be met.

4. Written response is required, via the Schedule B received, to the party requesting assistance within 24 hours of receipt of the signed mutual aid agreement.

5. IPL will then need to dispatch any resources that are to be sent (if any).

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11.0 SECURITY PROCEDURE

See Pipeline or Facility ERPs for specifics as well as the Physical Security Standard

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12.0 FORMS

12.1 ICS 214 - Activity Log

1.Incident Name:	2.Operational Period:	Date from: Time to:	Date to: Time to:
3.Name:	4.ICS Position:		5.Home Agency/location:

6.Resources Assigned:		
Name	ICS Position	Home Agency/location

7.Activity Log:	
Date/Time	Notable activities (list action, who call is to or from, contact number)

6.Prepared by:	Name:	Position:	Signature:
ICS 214,		Date/Time:	
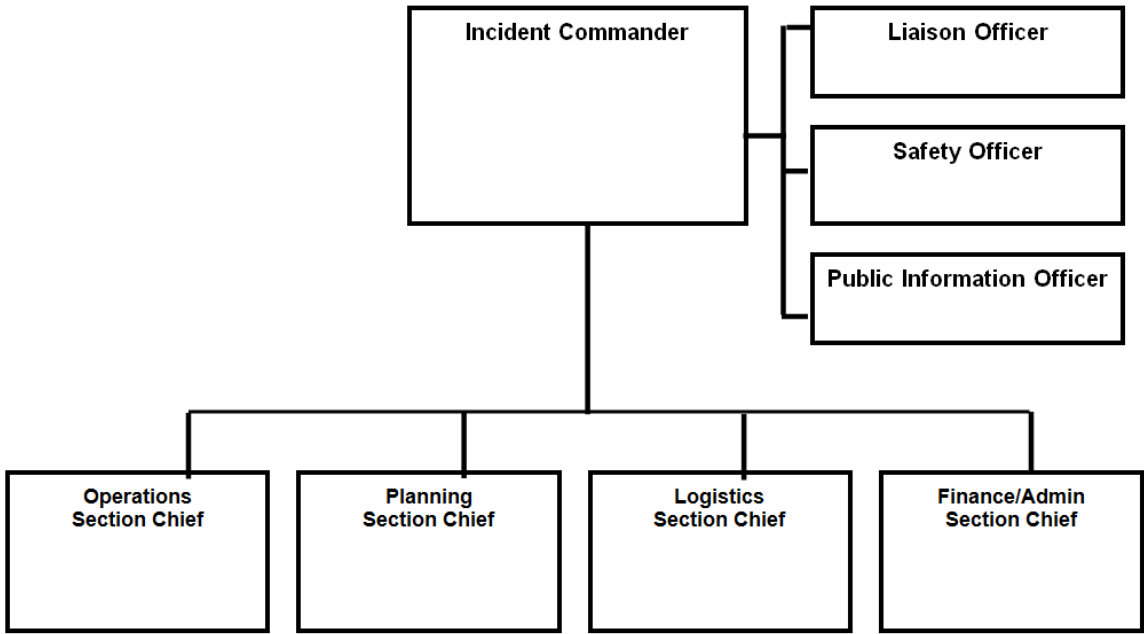
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_____

12.2   ICS 201 – Incident briefing

Incident Briefing (ICS 201)		
1.Incident Name:	2.Incident location:	3.Date/Time Initiated: Date: Time:
4.Map/Sketch (include facilities, zones, area of impact and resource locations)		
5. Situation Summary and Safety Briefing (for briefings or transfer of command): Recognize potential incident Safety hazards (high level). Refer to Safety Plan for specifics:		

6.Prepared by:	Name:	Position:	Signature:
ICS 201, Page 1 of 4		Date/Time:	

Incident Briefing (ICS 201)		
1.Incident Name:	2.Incident location:	3.Date/Time Initiated: Date: Time:

7.Current and Planned Objectives:

8.Current and Planned Actions, Strategies, and Tactics:

Time:	Actions:

6.Prepared by:	Name:	Position:	Signature:
ICS 201, Page 2 of 4		Date/Time:	

inter pipeline

Incident Briefing (ICS 201)		

1.Incident Name:	2.Incident location:	3.Date/Time Initiated:
		  Date:
		  Time:

9.Current Organization (fill in additional organization as appropriate):

```
                        ┌─────────────────────┐        ┌─────────────────────┐
                        │ Incident Commander  │────────│   Liaison Officer   │
                        │                     │        └─────────────────────┘
                        │                     │        ┌─────────────────────┐
                        │                     │────────│   Safety Officer    │
                        │                     │        └─────────────────────┘
                        │                     │        ┌─────────────────────┐
                        └─────────────────────┘────────│ Public Information  │
                                  │                     │      Officer        │
                                  │                     └─────────────────────┘
        ┌─────────────┬───────────┴──────────┬─────────────────┐
┌───────────────┐ ┌───────────────┐ ┌───────────────┐ ┌───────────────┐
│  Operations   │ │   Planning    │ │   Logistics   │ │ Finance/Admin │
│ Section Chief │ │ Section Chief │ │ Section Chief │ │ Section Chief │
└───────────────┘ └───────────────┘ └───────────────┘ └───────────────┘
```

6.Prepared by:	Name:	Position:	Signature:
ICS 201, Page 3 of 4		Date/Time:	

Incident Briefing (ICS 201)

1.Incident Name:	2.Incident location:	3.Date/Time Initiated: Date: Time:

10.Resource Summary

Resource	Resource Identifier	Date/Time ordered	ETA	Arrived	Notes (location/assignment/status)
				☐	
				☐	
				☐	
				☐	
				☐	
				☐	
				☐	
				☐	
				☐	
				☐	
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				☐	
				☐	
				☐	
				☐	
				☐	
				☐	
				☐	
				☐	

6.Prepared by:	Name:	Position:	Signature:
ICS 201, Page 4 of 4		Date/Time:	

12.3 ICS 209 – Incident Status Summary

Incident Status Summary (ICS 209)			
1.Incident name:		2.Incident location:	
3.Report Version (check) ☐ Initial Rpt # ☐ Update (if used): ☐ Final	4. Incident Commander and agency.	5.Incident Start Date: Time:	6.Current incident size or area involved:
7.Incident Contained or Escalating	8. Multiple operational sites?	9.Unified or Single command	10.Time period: From: To:
11.Prepared by:	Name:	ICS position:	Time:
12.Approved by:	Name:	ICS position:	Time:
13.Distribution	To:		Time:
Incident location information			
14.Province:	15.Jurisdiction:	16.Nearest City/Town:	17.Short description: (ex: 2 km North of Town A)
18.Location Ownership:	19. Longitude: Latitude:	20.LSD:	21.GPS:
22.Area description:			
Incident Summary			
23. Significant events for time period reported (progress made, evacuations, incident growth or reduction, etc.)			
24. Primary Materials or Hazards involved			

25. Damage Assessment Information (summarize damage and/or restriction of use or availability to residential or commercial property, natural resources, critical infrastructure, etc.)	A. Structural Summary	B. # threatened (72 hours)	C. # damaged	D. # destroyed
	E. Single residences			
	F. Non-residential property			
	Other minor structures			
	Other			

Additional incident decision support information					
26. Public Status Summary	# This period	Total # to date	27. Responder Status Summary	# This period	Total # to date
Fatalities			Fatalities		
With injuries/illness			With injuries/illness		
Trapped/in need of rescue			Trapped/in need of rescue		
Missing			Missing		
Evacuated					
Sheltering in place					
In temporary shelters					
Total civilians affected:			Total responders affected:		
Prepared by:	Name:		Position:	Signature:	
ICS 209, Page 1 of 3			Date/Time:		

_____

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Incident Status Summary (ICS 209)			
1.Incident name:		2.Incident location:	
28. Life, Safety, and Health Status/Threats Remarks:		29. Life, Safety, and Health Threat Management	Check if Active
		No Likely Threat	●
		Potential threat	●
		Mass notifications in progress	●
		Mass notifications done	●
		No evacuations imminent	●
30. Weather concerns (current and predicted weather and factors that may cause concern).		Planning for evacuations	●
		Shelter in place in progress	●
		Reception centre established	●
		Area restriction in effect	●
			●
			●
			●

31. Projected incident activity, potential, movement, escalation, or spread and influencing factors during the next operational period and in 12-, 24-, 48-, and 72-hour timeframes:

12 hours:

24 hours:

48 hours:

72 hours:

Anticipated after 72 hours:

32. Strategic Objectives (define planned end-state for incident):

6.Prepared by:	Name:	Position:	Signature:
ICS 209, Page 2 of 3		Date/Time:	

Incident Status Summary (ICS 209)	
1.Incident name:	2.Incident location:

33. Values at Risk: include communities, critical infrastructure, natural, and cultural resources in 12, 24, 48, and 72 hour time frames:

12 hours:

24 hours:

48 hours:

72 hours:

34. Critical Resource Needs (amount, type, kind, and number of operational periods in priority order in 12, 24, 48 and 72 hour time frames): ex. 3 CRW1 (4); 1 HEL1 (5);

12 hours:

24 hours:

48 hours:

72 hours:

6.Prepared by:	Name:	Position:	Signature:
ICS 209, Page 3 of 3		Date/Time:	

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12.4   ICS 211 – Incident Check-In List

1. Incident Name:	2. Incident Number:	3. Check-In Location (complete all that apply):					4. Start Date/Time: Date: Time:
		☐ Base	☐ Staging Area	☐ ICP	☐ Helibase	☐ Other	

Check-In Information (use reverse of form for remarks or comments)

5. List single resource personnel (overhead) by agency and name, OR list resources by the following format:							6. Order Request #	7. Date/Time Check-In	8. Leader's Name	9. Total Number of Personnel	10. Incident Contact Information	11. Home Unit or Agency	12. Departure Point, Date and Time	13. Method of Travel	14. Incident Assignment	15. Other Qualifications	16. Data Provided to Resources Unit
Province	Agency	Category	Kind	Type	Resource Name or Identifier	ST or TF											

ICS 211

17. Prepared by:
Name: _____   Position/Title: _____   Signature: _____   Date/Time: _____

_____

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12.5 Initial Response Form

Obtain information from whoever took the initial call (ex: Control room)

Date:	Time:	am/pm

INITIAL REPORT

Caller's name:

Affiliation: ___ Inter Pipeline Employee ___ Public ___ Contractor

Caller's Phone: ( ) Alternate Phone: ( )

Caller's present location:

Time incident first observed: am/pm By whom?

Call received by: *Location:*

LOCATION OF THE EMERGENCY

Facility Name:

LSD: SubSec: ___ Sec: ___ Twp: ___ Rge: ___ W ___ M

GPS:

Area is: __ Remote __ Lightly Populated __ Heavily Populated

Distance to nearest residents: km In what direction:

Terrain is: __ Flat __ Sloped __ Rolling __ Wet __ Dry

Ground Cover: __ Crop __ Grassland __ Forest __ Bush __ Watercourse

Soil Type:

Access is: __ Easy __ Difficult Best Access: __ Road __ ATV __ Air __ Boat

TYPE OF EMERGENCY

Spill / Leak	Fire	Injury	Threat	Vehicle/Aircraft	Other:

Describe people / equipment / property involved:

Situation is: __ Stable __ Unstable (could get worse)	**Emergency Level:**

WEATHER CONDITIONS

Weather conditions:	Clear	Cloudy	Raining	Snowing	Fog
Wind speed:	Calm	Light	Medium	Strong	
Wind direction from:	N NW W SW S SE E NE				
Temperature:					
Weather Forecast:					

IF A LIQUID (OIL) SPILL:
Type of product spilled:
Size of spill area:
Spill to: ___ Land Only ___ Land & Water ___ Water Only
Size of area covered by spill (estimated)
Spill is migrating to: Farmland Dwellings River/Creek Highways/Roadways Muskeg
Will spill enter water body? No Yes Estimated Time (hours)
Name / description of involved / threatened water body:
Near Village/Town/City? Y / N Describe:
Is spill still occurring? If so, at what rate?
Other:

OTHER CONTACTS INITIAL CALLER HAS MADE AND/OR COMMENTS
Contacts:
Comments:

ACTUAL AND POTENTIAL IMPACT ASSESSMENT		
__ Public __ Injury	__ Actual	__ Potential
__ Displacement	__ Actual	__ Potential
__ Property / Crop Damage	__ Actual	__ Potential
__ Public Relations	__ Actual	__ Potential
__ Employees __ Injuries	__ Actual	__ Potential
__ Contractors __ Injuries	__ Actual	__ Potential
__ Equipment Damage	__ Actual	__ Potential
__ Environment __ Water Well Contamination	__ Actual	__ Potential
__ Water Body Contamination	__ Actual	__ Potential
__ Soil Contamination	__ Actual	__ Potential
__ Vegetation Damage	__ Actual	__ Potential
__ Visible Emissions / Smoke	__ Actual	__ Potential
__ Odours / H2S	__ Actual	__ Potential
__ Inter Pipeline Assets __ Buildings	__ Actual	__ Potential
__ Pipeline	__ Actual	__ Potential
__ Equipment	__ Actual	__ Potential
__ Vehicles	__ Actual	__ Potential
__ Production	__ Actual	__ Potential
__ Other: Describe		

INSTRUCTIONS TO BE GIVEN TO EXTERNAL CALLER(S) REPORTING A SPILL

Advise the caller to take the following precautions, depending on the nature of the emergency:

- Leave the leak area immediately in a cross-wind or upwind direction to avoid possible hazards of vapours and hydrogen sulfide.

- Keep a safe distance from the spill area.

- In a suspected vapour area, avoid creating any potential sources of ignition, sparks, or sources of heat which could cause liquids or vapours arising from them to ignite and burn. This includes such activities as striking matches, using lighters, activating switches, using cellular phones or attempting to operate any electrical or mechanical equipment.

- Do not attempt to move any equipment at the spill site.

- Warn others away from the spill area until Inter Pipeline personnel or local authorities arrive at the spill site.

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12.6 Monitoring Record

PREPARED BY:

DATE:
(YY/MM/DD)

TIME	Benzene READING (ppm)	Lower Explosive Limit (LEL) READING (ppm)	Hydrogen Sulphide (H2S) READING (ppm)	Carbon Monoxide (CO) READING (ppm)	Oxygen (O2) READING (ppm)	WIND CONDITIONS		DESCRIPTION OF LOCATION OF READING
						FROM WHICH DIRECTION	SPEED (km/hr)	

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12.7   Resident Data Record

**PREPARE
D BY:**   **DATE: (YY/MM/DD)**

_____   _____

RESIDENT NAME	RESIDENCE NUMBER	NUMBER OF OCCUPANTS	TIME CALLED	SHELTER OR EVACUATIONMESSAGE (Specify)	ROVER CONTACT REQUIRED	ALTERNATE DESTINATION PHONE #	COMMENTS

_____

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12.8   Roadblock Record

PREPARED BY: **DATE: (YY/MM/DD)**

TIME / DATE	NAME OF DRIVER	NUMBER OF PEOPLE	LICENSE PLATE NUMBER	PROVINCE	ENTERING PLANNING ZONE	LEAVING PLANNING ZONE	RESIDENT OF EPZ/EAZ (*YES / NO*)

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interpipeline

12.9   Reception Centre Registration Form

PREPARED BY: **DATE: (YY/MM/DD)**

_____   _____

RESIDENT NAME	RESIDENCE NUMBER	NUMBER OF OCCUPANTS	NUMBER ARRIVED	ARRIVAL TIME	DEPARTURE TIME	DESTINATION PHONE #	COMMENTS

_____

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12.10   Resident Compensation Form

Date:									
Resident's Name:		Home Address:			Home Tel. #:			Location of Land (LSD):	
					Business Tel. #:				
Number of Residents Evacuated:		Address Evacuated To:			Telephone # While Evacuated:				

No.	Date		Location	Transp.	Accom.	Meals	Phone	Sundry	TOTAL	Details of Expenses
	MM	DD								
TOTAL REPORTED EXPENSES										

_____

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12.11   Threatening Telephone Call Log

REDACTED

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12.12 Site Safety Plan

INCIDENT PARTICULARS				
Incident Name:			Date/ Time:	
Command Post Location:			Site Phone Number:	
Product:		Estimated Volume:		SDS Available: ☐ Yes ☐ No
ICS 201 Form Initiated:	☐ Yes ☐ No		Person Responsible:	
Internal/ External Notifications Made:	☐ Yes ☐ No		Person Responsible:	

SITE CHARACTERIZATION

☐ Land	☐ Water	☐ Other (please specify)

IMPACTED ASSETS

☐ Pipeline	☐ Storage Facility	☐ MVA	☐ Other (please specify)

WEATHER			WIND
☐ Clear	☐ Cloudy	☐ Fog	☐ Calm (0.5 km/ hr; 0.3 mi./ hr)
☐ Rain	☐ Freezing Rain	☐ Hail	☐ Light (5-15 km/ hr; 3-10 mi./ hr)
☐ Snow	☐ Lightning		☐ Moderate (15-30 km/ hr; 10-20 mi./ hr)
			☐ Strong (30+ km/ hr; 20+ mi./ hr)

SITE SECURITY & ACCESS POINTS

Description:

SITE HAZARDS

☐ Fire/ Explosion	☐ Equipment Operations	☐ Trenching/ Excavation	☐ Fatigue	☐ Slips, Trips, and Falls
☐ Chemicals	☐ Motor Vehicles	☐ Confined Spaces	☐ Heat Stress	☐ Restricted Work Area
☐ Electrical	☐ Boat Operations	☐ UV Radiation	☐ Cold Stress	☐ Heavy Lifting
☐ Steam/ Hot Water	☐ Helicopter Operations	☐ Overhead/ Buried Utilities	☐ Weather	☐ Drum Handling
☐ Noise	☐ Shore Line Operations	☐ Pumps and Hoses	☐ Visibility	☐ Plants/ Wildlife
				☐ Other:

ATMOSPHERIC MONITORING – INITIAL READING

O$_2$	%	LEL	%	Other (specify):
H$_2$S	ppm	Benzene	ppm	

NOTE: Additional results to be recorded in 'Event/ Safety Watch Log'

CONTROL MEASURES	SITE SETUP		
☐ Source of Release Secured	Communications Established	☐ Yes	☐ No
☐ Site Secured	Work Zones Established	☐ Yes	☐ No
☐ Valve(s) Closed	Fire Extinguisher Accessible	☐ Yes	☐ No
☐ Energy Sources Locked/ Tagged Out	Decontamination Stations Established	☐ Yes	☐ No
☐ Facility Shut Down	First Aid Stations Established	☐ Yes	☐ No
☐ Other	Illumination Equipment Provided	☐ Yes	☐ No
	Medical Surveillance Provided	☐ Yes	☐ No
	Sanitation Facilities Provided	☐ Yes	☐ No

GENERAL SITE REQUIREMENTS

1) Personnel entering the site must **Sign-in** at the Field Command Post or designated area, and must **Sign-out** before leaving the site.

2) Personnel entering the site for the first time must attend a **Pre-Entry Briefing** at the Field Command Post before they will be permitted site entry. The briefing will cover the Site Health and Safety Plan and the site specific hazards present.

3) The spill site has a "No Smoking" policy – Security at the Field Command Post will give directions to the designated "Smoking Area".

4) Cameras and other electronic devices are not permitted on the Site unless approval has been given by the Health and Safety Department

5) All Injuries or Unsafe Activities/ Conditions shall be immediately reported to the Work Leader or the Safety Watch.

6) Site Emergency – 3 blasts of air horn or megaphone (unless otherwise advised) – all personnel must immediately leave the area and report to the Field Command Post.

7) The site will be divided into work zones with access control points. As a minimum, personnel will always work in pairs. Personnel must follow decontamination procedures when exiting the work zones.

THE BUDDY SYSTEM IS MANDATORY FOR EVERYONE ON SITE

HEALTH & SAFETY BRIEFINGS/ MEETINGS

1. All personnel, employees, contractors, and subcontractors shall be provided with an initial site safety briefing to communicate the nature, level and degree of hazards expected on site.

2. Personnel will also receive regular briefings before and after each shift, before making a hot zone level entry, or when significant changes are made in the work procedures or safety plans. These site safety meetings/ briefings shall be held by the on-scene commander or safety watch. At a minimum these meeting will describe the work to be accomplished, discuss safety procedure changes, and note any items which need to be passed to other crews. General safety training topics should also be covered based on points raised in previous meetings and the site health and safety plan attachments.
   - The Tailgate Meeting Form should be utilized for this purpose.

LOCAL SOURCES OF ASSISTANCE

General: When calling emergency responders provide the following information to the responding agency:
(see Emergency Numbers for Ambulance, Fire and Police)

Type of Emergency:

Incident Location and (directions to incident):

Ambulance	Name:		Telephone:	
Fire Dept.	Name:		Telephone:	

Police Dept.	Name:		Telephone:	
Hospital	Name:		Telephone:	

Directions To Hospital:

Travel Time:

PRODUCT INFORMATION

Hazardous Material (Known or Suspected): The following are the products that could be expected to be in the vicinity of the incident. (Obtain copies of SDS)

Material :		SDS Number:		Quantity:	
Material :		SDS Number:		Quantity:	

Toxicological Hazards:
- ☐ Inhalation
- ☐ Ingestion
- ☐ Skin

Substance:		PEL/ TLV:		IDLH:	
Substance:		PEL/ TLV:		IDLH:	
Substance:		PEL/ TLV:		IDLH:	

Future weather conditions that may affect Incident Site:

PERSONNEL PROTECTION REQUIREMENTS

Job Assignment/ Task	Cold Zone	Warm Zone	Hot Zone
General Labour on Land			
General Labour on Water			
Equipment Operator			
Vac-Truck Operator/ Crew			
Site Assessment/ Investigation			
Boom Deployment/ Maintenance			
Welder			
Corrosion/ Coating			
Wildlife Hazing			
Decontamination Workers			
Land/ Water Surveillance			
Supervisory Personnel			

Select the appropriate level of PPE for each of the applicable Job Assignment/ Tasks from the following list, as well as, any additional PPE that is required. (eg. Level C, 7 and 11).

_____

PPE REQUIREMENTS						
Level A	Level B	Level C	Level D	Additional PPE		
	SCBA (or Air Line with escape back)	Full/ Half face air purifying respirator	Flame Resistant or normal work clothing	1. Hard hat	10.High Vis vests	19.SABA/ air lines w/Esc
				2.FR Clothing	11. PFD's	20.SCBA to be worn
				3. Steel toes	12.Safety Harness	22.SCBA to be avail. #_
	Flame Resistant or Coated Tyvex	Flame Resistant or Coated Tyvex	Eye & face protection	4.Safety Glasses	13.FR rain gear	23.Air Purifying (full mask)
				5.Face Shield	14.Leather Gloves	
	Chemical resistant steel toe boots	Chemical resistant steel toe boots	Protective footwear	6.Tinted Lens	15.Nitrile gloves	24. Air Purifying (half mask)
				7.Splash Goggles	16.Rubber Gloves	
	Chemical resistant gloves	Chemical resistant or leather gloves	Gloves	8.Chemical resistant clothing	17.Hearing Protection	25.Cartridge Type __OV
		Eye protection		9.Rubber boots	18. FR Tyvek	26.Cartridge Type __ P(M) – 100
		Hard hat				27.Cartridge Type __ P(M)-100/ OV

_____

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WORK ZONES

Control boundaries have been established in the site safety map below according to the following guidelines:

- The **HOT ZONE**, or **EXCLUSION ZONE**, is the area where contamination or product hazards are expected.

- The **WARM ZONE**, or **CONTAMINATION REDUCTION ZONE**, is a transition area between the **HOT ZONE** and the **COLD ZONE**. It is the area where **DECONTAMINATION** is conducted for personnel and equipment leaving the **HOT ZONE**.

- The **COLD ZONE**, or **SUPPORT ZONE**, is an area adjacent to the **WARM ZONE** that is intended to remain safe and as free of contamination as possible.

12.12.1.1.1.1 SITE DIAGRAM

12.12.1.1.1.2 ☐ ***See Site diagram or Site Map from ICS form 201.***

GENERAL DIAGRAM INSTRUCTIONS

1. Site Diagram should include the following:
   a. Sketch with major feature locations (buildings, drainage paths, roads, etc.)
   b. Hazardous substance location
   c. Work zones (exclusion, contamination reduction, support)
   d. Command center and decontamination area
   e. Access and access restrictions
   f. Routes of entry
   g. Wind direction
   h. Emergency evacuation routes
   i. Assembly points
   j. First aid locations
   k. Communication system

CONTINGENCY PLANS

In the event of an emergency (at this incident site) the person first noticing the emergency is to notify other workers in the immediate area. Evacuation must commence at once if the emergency poses any threat to the safety of the workers. Upon receiving notification of an emergency, the individual in charge of the work area is to take appropriate measures to protect human life, the environment (including wildlife) and property.

Escape Routes:

Evacuation Procedures:

Alerting Methods:

Muster Point:

MEDICAL SURVEILLANCE

Special medical monitoring required:

Urinary/ Phenol: ☐	**Blood Test:** ☐	**Chest X-ray:** ☐	**Other:** ☐

Procedure:

Facility to perform medical testing/ monitoring: (name & location)

INCLUDED ATTACHMENTS:

Amendment form

Tailgate meeting form

☐ Bites, stings & poisonous plant;

☐ Boat operation;

☐ Thermal Stress (Cold & Hypothermia);

☐ Confined Space Entry;

_____

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☐	Cranes & mechanical lifting equipment;
☐	Manual lifting;
☐	Organic solvents;
☐	Hydrogen sulfide;
☐	Helicopter safety;
☐	PPE;
☐	Sanitation requirement;
☐	Traffic safety guidelines;
☐	Action levels;
☐	SDS
☐	Medical Monitoring Form

Note: Air Monitoring Results, and Hot Zone Personnel Tracking is to be documented in the Emergency Response/ Safety Watch Log

PLAN PREPARATION

Prepared by:		Date:		Time:	
Signature:					
Prepared by:		Date:		Time:	
Signature:					

ALL RESPONSE PERSONNEL ARE TO REVIEW THE SITE HEALTH & SAFETY PLAN

AMENDMENTS TO SITE SPECIFIC HEALTH & SAFETY PLAN

This Site Health and Safety Plan is based on information available at the time of preparation. Unexpected conditions may arise which necessitate changes to this plan. It is important that personal protective measures be thoroughly assessed prior to and during the planned activities. Unplanned activities and/ or changes in the hazard status should initiate a review of major changes in this plan.

Changes in the hazard status or unplanned activities are to be submitted on "Amendments to Site Health and Safety Plan" which is included as Page ____ of this plan.

Amendments must be approved by the Safety Officer prior to implementation of amendment.

All notes, documentation and records must NOT be discarded after their use. Documents are to be submitted to Documentation (Planning Section) for records retention.

AMENDMENTS TO SITE HEALTH & SAFETY PLAN

Changes in field activities or hazards:

inter pipeline

Proposed Amendment:			
Proposed By:		**Date:**	
Approved By:		**Date:**	
Amendment Number			
Amendment Effective Date		**Time:**	

TAILGATE MEETING MINUTES

Location:		Date	MM DD YYYY	Time	HH MM

Description of work to be performed:

HAZARD IDENTIFICATION AND SAFETY DISCUSSION *(Check and discuss all relevant hazards)*		
☐ Flammables/ Combustibles/ Explosives	☐ Overhead Work/ Suspended Loads/ Chains/ Slings	☐ High Noise Levels
☐ Trapped or Stored Pressure/ Energy	☐ Falling from Heights	☐ Walking/ working surfaces
☐ Hazardous/ Toxic Substances	☐ Slips/ trips and falls	☐ Insect bites/ bird droppings
☐ Pinch Points/ Moving/ Rotating Equipment	☐ Radiation	☐ Sharp Edges
☐ Electrical Current	☐ Extreme Heat/ Cold	☐ Animals
☐ Traffic	☐ Exertion/ Heavy Lifting	☐ Other
☐ Working in awkward positions	☐ Weather (ice, snow, rain)	☐ Other

REQUIRED HAZARD CONTROLS *(Check applicable)*		
☐ Gas Detection (Available & Calibrated)	☐ Signage and/ or Barricades Provided	☐ Emergency Retrieval Equipment
☐ Mechanical & Electrical Lockout Complete	☐ Traffic Control	☐ Full Body Harness w/ "D" Ring
☐ Safety Watch	☐ Grounding and/ or bonding in place	☐ Life Lines & Lanyards
☐ Proper Ventilation	☐ SDS Available & Reviewed	☐ 2 Way Radios
☐ Piping/ Vessel Isolated	☐ Fire Extinguishers	☐ Other
☐ Trained/ Cert. Personnel Available	☐ Lighting (Class 1, Div. 1- Explosion Proof)	☐ Other

REQUIRED PERSONAL PROTECTIVE EQUIPMENT *(Check applicable)*

_____

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General	Other				Respiratory	
☐ Hard Hat	☐ Face Shield	☐ Rubber boots	☐ Leather gloves		☐ SABA/ Air Line w/ Esc	
☐ FR Clothing	☐ Tinted Lens	☐ High Vis. Vests	☐ Nitrile gloves		☐ SCBA to be worn	☐ Cartridge Type____OV
☐ Steel toes	☐ Impact Goggles	☐ PFD's	☐ Rubber gloves		☐ SCBA to be avail. #__	☐ Cartridge Type____ P-100
☐ Safety Glasses	☐ Chemical Res. Clothing	☐ Safety Harness	☐ Ear Protection		☐ Air Purifying (full mask)	☐ Cartridge Type____ P-100/ OV
					☐ Air Purifying (half mask)	

ADDITIONAL TOPICS/ HAZARDS & HAZARD CONTROLS – identified and discussed

EMERGENCY PREPARATION				
☐ ERP	☐ Muster Areas	☐ Communication Equipment	☐ Means of Egress	☐ Emergency Equipment
☐ Designated First Aid Attendant:			☐ First Aid equipment available	☐ Other

JOB INTERRUPTION
Were additional hazards identified during the work? ☐ Yes ☐ No
If yes, list them here:
Additional Comments:
Meeting Facilitator:

inter pipeline

TAILGATE MEETING MINUTES

Name	Company
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	
9.	
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12.	
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20.	
21.	

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12.13 Evacuation Data sheet

Location		Date			Signature	
Resident Name	**Resident Telephone**	**No. of Occupants**	**Time Called**	**Given Advisory (A) or Evacuation (E) Message?**	**Depart for Evacuation Centre**	**Comments**
			:			
			:			
			:			
			:			
			:			
			:			
			:			
			:			
			:			
			:			
			:			
			:			
			:			
			:			

_____

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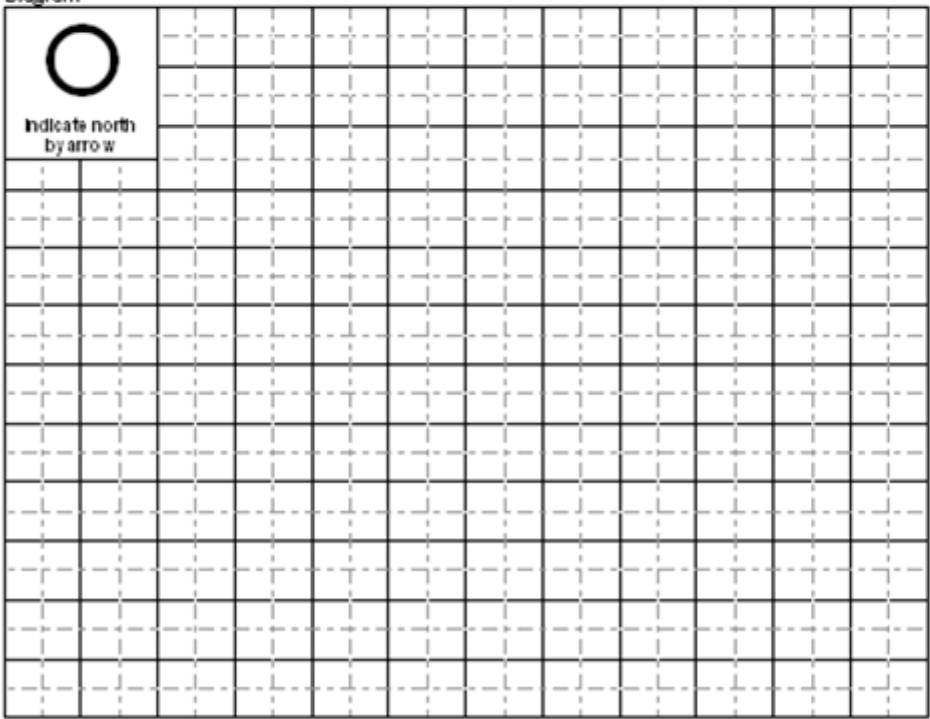
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12.14 Personnel and Equipment Log

Incident Name			Date
Personnel / Equipment	**Time Deployed**	**Time Stood Down**	**Location/ Assignment**

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12.15 Internal Vehicle Accident Report

inter pipeline — Motor Vehicle Incident Report Form

F 230.102

Instructions: Document as much information at the scene as possible on this form and submit it within 24 hours.

First Steps	Do Not Say	While Still At the Scene
• Get to a safe place	• It's my entire fault, (even if it is).	• Get as much information as possible on this report.
• Check for injuries	• My insurance will pay for everything.	• Take Pictures
• Administer First Aid	• It's OK, I have full coverage.	• When the police come, cooperate and tell them what
• Call police/EMT.		you know.

Operators name:	District	Unit#:	Date and Time of Accident

INJURIES ☐ Yes ☐ No

THE INCIDENT — What happened? Investigate scene of accident or conditions. Describe what, where, when, who, how accident occurred. Sequence events in chronological order, leading up to and including the collision and any damage sustained. Post-collision events may also be included based upon value.

Police report taken: ☐ Yes ☐ No   Badge #:   Police dept: Report number:

Diagram

Indicate north by arrow

Draw a diagram of the accident scene including roads and intersections, vehicles, direction of travel, any fixed objects (bollard, light poles, etc.) and pedestrians involved.

Mark IPF Vehicle with an "A" and all others with "B,C" etc.

Legend

Direction →
Vehicles ⊠
Fixed Objects ●
Pedestrians ♇

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EVENT AND CAUSE CHECKLIST

Vehicle:
- ☐ Struck other vehicle
- ☐ Struck by other vehicle
- ☐ Struck fixed object
- ☐ Struck by object
- ☐ Wildlife
- ☐ Other:
- ☐ Unknown

Weather Conditions:
- ☐ Sunny
- ☐ Cloudy
- ☐ Raining
- ☐ Snowing
- ☐ Foggy

Time of Day:
- ☐ Daylight
- ☐ Dusk
- ☐ Dawn
- ☐ Dark
- ☐ Artificial Illumination

Road Conditions:

Surface
- ☐ Dry
- ☐ Wet
- ☐ Muddy
- ☐ Snowy
- ☐ Icy

Type
- ☐ Concrete
- ☐ Asphalt
- ☐ Brick
- ☐ Gravel
- ☐ Dirt

Defects
- ☐ Defective Shoulders
- ☐ Holes, ruts, bumps
- ☐ Loose material on surface
- ☐ Under construction
- ☐ No Defects
- ☐ Other:

Vehicle Movement:
- ☐ Backing
- ☐ Forward
- ☐ Turning
- ☐ Stopped
- ☐ Parked

Vehicle Headlights:
- ☐ On
- ☐ Off

PRIMARY FACTORS

Inappropriate Behaviors	IPF	Other
Cellular telephone use while driving	☐	☐
Driver under influence of alcohol or drugs	☐	☐
Unsafe speed	☐	☐
Following too closely	☐	☐
Wrong side of road	☐	☐
Improper passing	☐	☐
Automobile right-of-way	☐	☐
Pedestrian right-of-way	☐	☐
Traffic signals and signs	☐	☐
Unsafe starting or backing	☐	☐
Fell asleep	☐	☐
Other equipment	☐	☐
Other	☐	☐

Witnesses #1
- Name:
- Address:
- Home Phone #:
- Cell Phone #:

Witnesses #2
- Name:
- Address:
- Home Phone #:
- Cell Phone #:

Other Vehicle Information

- Owners Name:
- Owners Address:
- Owners Phone:
- Drivers Name:
- Drivers Address:
- Drivers Phone:
- Vehicle Make/ Model:
- Vehicle Year/ Color:
- License Plate #:
- Insurance Company
- Policy #:

Other Vehicle Information

- Owners Name:
- Owners Address:
- Owners Phone:
- Drivers Name:
- Drivers Address:
- Drivers Phone:
- Vehicle Make/ Model:
- Vehicle Year/ Color:
- License Plate #:
- Insurance Company
- Policy #:

Operators signature: _____ Date _____

Supervisors signature _____ Date _____

12.16 Revision Request

Inter Pipeline Emergency Response Plan Revision Request Form	
Name of Requester	Date
Reason for Revision	
Section #	Page #
Existing Wording	
Requested Wording	
For use by Administrator Only	
Revision Request is:	___ Approved ___ Denied	Date
Comments:	
Name of Approver	Signature

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EVACUATION NOTICE

Inter Pipeline has an emergency at its nearby location.

As a safety precaution, please leave the area in a (north/east/south/west) direction and proceed to the Reception Centre located at:

_____.

Inter Pipeline representatives will be available at the Reception Centre to address your questions or concerns.

For assistance, call Inter Pipeline at _____.

Thank you for your cooperation.

_____

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12.18   Evacuation Phone Message

Before calling, determine a safe evacuation route for the residents to travel, away from the emergency hazard area, upwind if possible, towards the reception centre.

Hello, this is ____*(your name)* _____ of _____*(company name)* _____. Is this the _____*(name)*_____ resident at _____*(telephone number)*_____? _____*(company name)*_____ is responding to a (potential) emergency at ____*(location)*_____in your area. For your safety, it is extremely important that you and your family leave your residence immediately and travel in a (circle one) **north, east, south, west** direction to our reception centre located at:_____ _____
To help us understand your immediate needs, we need to know:

How many people are at your location now?
        Adults   _____
        Children   _____
Is there anyone in your household that you cannot contact to inform them of the situation and advise them to evacuate away from the area?
        ☐   *Yes*   ☐ *No*
IF YES   *Whom?* _____
        Location of the person(s) _____
        We will send someone to find them as soon as possible.

Do you have children in school at this time?
        ☐   *Yes*   ☐ *No*
IF YES   What school? _____
        Children's name(s)_____
        We will contact the school to ensure the safety of your children. Buses will be directed to leave the area immediately. If school is in session, your children will be redirected to the reception centre by their regular bus driver when the school day is over.

Do you require evacuation/transportation assistance?
        ☐   *Yes*   ☐ *No*
IF YES   We are sending someone to assist you. Please stay indoors and close all oors and windows until a Rover or the local police arrive to evacuate you.
IF NO   *Provide the resident with:*
        ☐   *Directions to safely travel to the reception centre*
        ☐   *A list of items to bring with them to the reception centre (medications, cell phone, ID, etc.)*
        ☐   *An idea of how long they may be expected to stay at the reception centre*
        ☐   *The option to bring their house pets to the reception centre (advise them to bring its crate)*

Please contact __*(company name)*_____ if you are unable to make it to the reception centre for any reason Please keep your phone line free so that we can contact you if necessary.
Is there an alternate number we can contact you at? _____
A company representative at the reception centre will address any questions you may have and will make arrangements for your temporary accomodations. Do you understand everything I have told you? Are you leaving immediately?
If you have any urgent questions, please contact __*(company name)*_____ at ___*(telephone number)*___. Thank you for your cooperation.

(Pass on all information regarding this call to the Public Safety Group Supervisor immediately)

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12.19   Early Notification/Voluntary Evacuation Message

Before calling, determine a safe evacuation route for the residents to travel, away from the emergency hazard area, upwind if possible, towards the reception centre.
Hello, this is ____*(your name)* _____ of _____*(company name)* _____.   Is this the _____(name of residence/business)_____ resident at _____(telephone number)_____?   _____(company name)_____ is responding to a (*potential*) emergency at ____(location)_____in your area.   You are in no danger at this time. All efforts are being made to resolve the problem and this phone call is only to inform you and provide you with an early notification.
To help us understand your immediate needs, we need to know:

How many people are at your location now?
     Adults   _____
     Children   _____

Do you wish to leave your residence at this time?
      ☐   *Yes*   ☐ *No*
 IF YES   Please travel in a (*circle one*) **north, east, south, west** direction to our reception centre located at:
      _____
 IF NO   Please standby for further contact. Please do not use your telephone for outgoing calls as this may
     prevent us from contacting you with updated information or when the problem has been eliminated.

If you have any urgent questions or change your mind, please contact __(company name)_____   **at** _____(telephone number)_____.   **Thank you for your cooperation.**

(Pass on all information regarding this call to the Public Safety Group Supervisor immediately)

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12.20   Shelter in-place phone message

Hello, this is ____ *(your name)* _____ of _____*(company name)* _____.
Is this the _____ *(name)*_____ resident at _____*(telephone number)*_____?
_____*(company name)*_____ is responding to a (potential) emergency at ____*(location)*_____in your area.
For your safety, it is extremely important that you, and those with you, stay indoors until the potential hazard
no longer exists, or you are advised to evacuate.

To help us understand your immediate needs, we need to know:

How many people are at your location now?

        Adults   _____

        Children   _____

Is there anyone in your household that you cannot contact to inform them of the situation and advise them to
evacuate away from the area?

        ☐ *Yes*   ☐ *No*

IF YES   *Whom?* _____

        Location of the person(s) _____

        We will send someone to find them as soon as possible.

Do you have children in school at this time?

        ☐ *Yes*   ☐ *No*

IF YES   *What school?* _____

        *Children's name(s)*_____

        We will contact the school to ensure the safety of your children. Buses will be directed to leave the area
        immediately. If school is in session, your children will be redirected to the reception centre by their
        regular bus driver when the school day is over.

Do you require evacuation/transportation assistance?

        ☐ *Yes*   ☐ *No*

IF YES   We are sending someone to assist you. Please stay indoors and close all oors and windows until a Rover
        or the local police arrive to evacuate you.

IF NO   *Provide the resident with:*

        ☐ *Directions to safely travel to the reception centre*

        ☐ *A list of items to bring with them to the reception centre (medications, cell phone, ID, etc.)*

        ☐ *An idea of how long they may be expected to stay at the reception centre*

        ☐ *The option to bring their house pets to the reception centre (advise them to bring its crate)*

Do you have the "Shelter-in-place" instructions previously provided to you by ___*(company name)*_____?

        ☐ *Yes*   ☐ *No*

IF YES   *Please follow the Shelter-in-place instructions located inside the resident information brochure*

IF NO   *Verbally walk the resident through the Shelter-in-place instructions on the next page.*

Please keep your phone line free so that we can contact you if necessary.

Do you understand what I have told you?   ☐ *Yes*   ☐ *No*

Is there an alternate number we can contact you at?_____

If you have any urgent questions, please contact __*(company name)*_____ **at** ___*(telephone number)*___.

Thank you for your cooperation.

(Pass on all information regarding this call to the Public Safety Group Supervisor immediately)

Shelter-in-place Instructions:

Shelter-in-place is the use of a structure and its indoor atmosphere to temporarily separate individuals from a hazardous outdoor atmosphere. If asked to shelter-in-place:

- Immediately gather everyone indoors and stay there

- If convenient, tape or block the gaps around the exterior door frames but leaving open all inside doors

- Extinguish indoor wood burning fires and if possible, close flue dampers

- Turn off appliances or equipment that either:

  o Blows out or uses indoor air, such as

- Bathroom and kitchen exhaust fans

- Built-in vacuum systems

- Clothes dryers

- Gas fireplaces and gas stoves

  o Sucks in outside air, such as:

- Heating, ventilation and air conditioner (HVAC) systems for apartments, commercial or public facilities

- Fans for heat recovery ventilators or energy recovery ventilators (HVR/ERV)

- Turn down furnace thermostats to the minimum setting and turn off air conditioners

- Avoid using the telephone, except for emergencies, so that you can be contacted by company emergency response personnel

Call Inter Pipeline's emergency number **REDACTED**

- if:

  o You are experiencing symptoms or smelling sulphur odours (so we can address your concerns and adjust our response priorities)

  o You have contacted fire, police or ambulance (so that we can coordinate our response)

- Stay tuned to local radio and television for information updates

- Even if you see people outside, do not leave until told it is safe to do so

- After the hazardous substance has passed through the area you will receive an "all-clear" message from the company emergency response personnel. You may also receive, if required, instructions to:

  o Ventilate your building by opening all windows and doors; turning on fans and turning up thermostats. During this time the air outside may be fresher, and you may choose to leave your building while ventilating.

_____

- o Once the building is completely ventilated return all equipment to normal settings and operation When it is safe, you will receive and "all-clear" message from Inter Pipeline's emergency notification system

If you are unable to follow these instructions, please notify company emergency response personnel.

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13.0   PIPELINE INFORMATION

13.1   Pipeline licence and segment numbers

See respective Pipeline ERP

13.2   Stations & Valve sites – GPS & ATS Legal locations

See respective Facility or Pipeline ERP

13.3   Maps

See respective Facility or Pipeline ERP or the Master Document Library in MyContent for specific maps

13.4 GIS

13.4.1   EM GIS Viewer

REDACTED

13.4.2   Land GIS Viewer

REDACTED

13.4.3   Inter Pipeline GIS Viewer

REDACTED

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14.0 EMERGENCY FACILITIES

14.1 Emergency Coordination Centres

14.1.1 Corporate Emergency Coordination Center (ECC)

The Corporate ECC is normally activated at the request of the site Incident Commander to provide overall strategic coordination and resource support. The Corporate ECC is located at **REDACTED**.

The Business Support Team would meet in the ECC to address and resolve issues that arise, both on site and throughout the organization, which can only be addressed at the political/management level.

14.1.2 Secondary Corporate ECC

Should the Primary ECC not be accessible or functional, the secondary location is at **REDACTED**.

14.1.3 Tertiary Corporate ECC

A tertiary ECC is located on the second floor of the Town of Cochrane Fire and Protective Services Headquarters, located at **REDACTED**.

14.1.4 Satellite ECC

The nearest District Office may be used as a Satellite ECC where members of the site Incident Response Team can seek additional information and support from the company, such as additional personnel, specialized analysis, technology, etc. Refer to Section 9.10 for locations of District Offices.

14.1.5 Incident Command Posts

An Incident Command Post (ICP) shall be set up for each emergency and managed by the Incident Commander.   The size, equipment, and personnel needs for each ICP shall be determined by the nature of the emergency. There will be only one ICP at the site and the Planning Section Chief will be responsible for providing a map of the location.

14.1.6   Other agencies

Refer to Figure 4 in Section 4.0

14.1.6.1   Company ECC/EOCs

During some events, there may be multiple ECC's or EOCs activated depending on the impact the event has to a particular company. Consideration should be given to either sending or requesting a liaison from companies we will be working closely with to have representation in respective ECC's or EOCs.

14.1.6.2   Municipal ECC/EOCs

Depending on the nature of the emergency, either independently or in conjunction with the activation of Inter Pipeline's incident management structure, a local authority may activate its own ECC. It is important that a liaison role be established should this occur; with either a company representative going to the municipal ECC, vice versa, or both sending liaison officer to each other's ECC.

14.1.6.3   Provincial ECC/EOC

Either at the request of the company, municipality or of their own accord, the Province may activate it's ECC for the incident. The issue of ensuring liaisons are used (discussed under the Municipal ECC) holds true for this level as well.

14.1.6.4   Federal ECC/EOC

At the request of the Province the Federal Government may activate it's ECC. Liaison to this level would likely be done via the Provincial ECC.

14.2   Driving Directions / Facility Access Descriptions

14.2.1   Primary Emergency Coordination Centre (ECC)

REDACTED.

_____

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14.2.2   Secondary ECC (**REDACTED**)

REDACTED.

14.2.3   Tertiary ECC (**REDACTED**)

REDACTED.

15.0   APPENDICIES

15.1   Mutual Emergency Assistance Agreement Instructions

REDACTED.

15.2 Emergency Assistance Agreement

REDACTED.

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