Offgas Facilities Emergency Response Plan

Boreal Control Centre number: **REDACTED**

Pioneer 1 Control Room: **REDACTED**

Pioneer 2 Control Room: **REDACTED**

Calgary Office: **REDACTED**

Toll Free: **REDACTED**

PIONEER 1 Facility Location: **REDACTED**

PIONEER 2 Facility Location: **REDACTED**

Manual #

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ADMINISTRATION OF PLAN

Element	Details
Distribution of this Plan	The distribution record for physical and external digital copies is located on myContent, and if available upon request from the Business Continuity/Emergency Management Advisor responsible for the plan.
Plan Administration	This Emergency Response Plan (ERP) shall be reviewed and updated annually at minimum, or as needed, to reflect changes in government regulations and/or company procedures. Proposed changes, revisions or modifications to this ERP should be submitted to the Centre Function HSSEMBC group and must undergo the IP-AMR-PRC-0002 Inter Pipeline Management of Change Process. Hard copy ERPs are printed and sent to holders of numbered copies, as identified by a distribution list. Plan holders are responsible to communicate changes in plan ownership, lost and misplaced copies identified to the BC/EM Advisor to allow the distribution list to be updated. This ERP is distributed to the Primary, Secondary and Tertiary ECC's, SPCC, the Emergency Control Centers, regulators and stakeholders as required. Revisions and reprinted sections will be distributed via the BC/EM Advisor. Holders of numbered copies of the ERPs are responsible inserting revisions upon their receipt.

1 FACILITIES INFORMATION

1.1 Pioneer 1 Plant

The Pioneer 1 plant at **REDACTED**

EPEA approval No. **REDACTED** and OSCA licence No. **REDACTED** include the following facilities that collectively are referred to as Pioneer 1:

- Offgas Compression and Dehydration Facility: compression and feed preparation of the upgrader Offgas. This facility is owned by Inter Pipeline Offgas Ltd. (IPOL) and operated by Suncor. This facility is located within **REDACTED**
- Liquid Extraction Plant (LEP): C2+ hydrocarbon liquids extraction from oil sands offgas. This facility is owned and operated by IPOL. This facility is located at **REDACTED**.

In support of these facilities, IPOL operates the following pipelines at the site:

- Interconnecting Piping:
    - Down-the-hill pipeline (shared right-of-way, Pipeline Licence No. **REDACTED**): which brings fuel rich feed gas from Compression and Dehydration Facility to the LEP
    - Up-the-Hill pipeline (shared right-of-way, Pipeline Licence No. **REDACTED**): which returns residual gas from the LEP process for use by Suncor
- Tube Storage (located within the LEP facility boundary):
    - Pipeline Licence No. **REDACTED** – seven pipelines (Tubes A-G) used for temporary underground storage of sweet hydrocarbon liquids and an interconnecting pipeline between the LEP and the tubes
    - Pipeline Licence No. **REDACTED** – one pipeline (Tube H) which is licenced for H2S content of up to 0.5 mol/kmol and transports the C2+ hydrocarbon liquids to the Boreal Pipeline.
- The C2+ hydrocarbon liquids stream is transported from the LEP through the Boreal Pipeline (Pipeline License No. **REDACTED**) to the ROF where it is fractionated into marketable products.

The process is initiated when Inter Pipeline receives coker offgas rich in NGLs at the Compression and Dehydration Facility (commonly referred to as Plant 9), located at **REDACTED** a. At Plant 9, the gas is compressed to approximately 800 ps9 (5500kPa) at the Pioneer 1 plant and cooled using turbo expander and brazed aluminium box exchanges. The compression and cooling condense the heavier hydrocarbons (C2+) NGLs extracted by Inter Pipeline at the Pioneer 1 plant are directed to a flow-through pipeline, approximately 1,219 mm (48 inches) in diameter and 600 m (1969 ft.)

long, located on the west side of the facility tube storage area. This flow-through pipeline delivers the extracted NGLs to the Boreal pump station, located at the south end of the property and can be gradually blended with the product stored in the existing pipelines adjacent to the flow-through pipeline. There are seven (7) additional underground pipelines (storage tubes) located immediately east of the flow-through pipeline. These pipelines are used periodically as a storage buffer between the Pioneer 1 plant and the Boreal pipeline. These additional pipelines measure approximately 1,219 mm (48 inches) in diameter, 600 m (1969 ft) long and have a maximum storage capacity of approximately 4,200 m3. The storage pipelines are interconnected through a series of above-ground and below-ground header pipes at either end of the tubes. There is also a 219 mm (8 inch) in diameter, 200 m long feed gas line, located at **REDACTED**, connecting the Pioneer 1 plant to the 7 storage tubes.

Three pipeline transfer pumps located on the main plant site **REDACTED**

1.2 Pioneer 2 Plant

This facility is owned and operated by IPOL. This facility is located within the CNRL Horizon Upgrader boundaries in the **REDACTED**.

EPEA approval No. **REDACTED** and OSCA licence No. **REDACTED** include the following facilities that collectively are referred to as Pioneer 2:

- LEP: C2+ hydrocarbon liquids extraction from oil sands Offgas through compression and dehydration of the feed gas to remove water and other free liquids, and a cryogenic process to recover the C2+ hydrocarbon liquids.
- Pipeline Licence **REDACTED** (Horizon pipeline) – transports the C2+ liquids to Boreal (Pipeline Licence No. **REDACTED**) that continues to the ROF where it is fractionated into marketable products for distribution and sales across North America via truck, rail, and pipeline.

Pioneer 2 plant monitors facility temperatures, pressures, flow rates and compositional data from a centralized control room using a distributed control system (DCS). The DCS functions to manipulate the process to within identified parameters. In the event of process upsets where established limits are reached, or safety devices located throughout the facility identify hazards such as fire or gas release, a safety instrumented system within the DCS will automatically shutdown the process and isolate specific areas of the facility. Additionally, pressure relief valves are located throughout the facility to protect pipeline and equipment from over pressure conditions, with all relief valves relieving to a flare system, where liquids or gasses can be addressed in a safe manner by flaring.

1.3 Warning/Alarm/Shutdown Systems

1.3.1 Pioneer 1

Pioneer 1 monitors facility temperatures, pressures, flow rates and compositional data from a centralized control room using a distributed control system (DCS). The DCS functions to manipulate the process to within identified parameters and will provide alarms to the control room operator when any process is outside of identified parameters. In the event of process upsets where established limits are reached, or safety devices located throughout the facility identify hazards such as fire or gas release, a safety instrumented system within the DCS will automatically shutdown the process and isolate specific areas of the facility. Additionally, pressure relief valves are located throughout the facility to protect pipeline and equipment form overpressure conditions, with all relief valves relieving to a hydrocarbon flare system, where liquids or gasses can be addressed in a safe manner.

Interconnecting gas pipelines between the Pioneer 1 plant and compression/dehydration facility located within Suncor Upgrading are monitored by the Pioneer 1 plant centralized control room, as well as Suncor Pipeline Operations. Temperatures, pressures, and flow rates within the interconnecting pipelines are monitored by both locations, with alarming and shutdown systems activated through safety instrumented systems. Isolation valves are present at either end of the pipeline, and close in the event of a shutdown condition.

1.3.2 Pioneer 2

Pioneer 2 plant monitors facility temperatures, pressures, flow rates and compositional data from a centralized control room using a distributed control system (DCS). The DCS functions to manipulate the process to within identified parameters and will provide alarms to the control room operator when any process is outside of identified parameters. In the event of process upsets where established limits are reached, or safety devices located throughout the facility identify hazards such as fire or gas and isolate specific areas of the facility. Additionally, pressure relief valves are located throughout the facility to protect piping and equipment from overpressure conditions, with all relief valves relieving to a hydrocarbon flare system, where liquids or gasses can be addressed in a safe manner.

Alarms within the Pioneer 2 plant will also sound at the CNRL's Fire Hall. CNRL's emergency services will be first responders to any emergency.

1.4 Pioneer 1 Pipeline Table

REDACTED

Based on the modelling performed using RMPComp V2.01
On-Site Storage

Worst-Case: The release of the largest quantity of a regulated substance from a vessel or process line failure and the release that results in the greatest distance to the end point for the regulated toxic or flammable substance.

Alternate Case for BLEVE: Are the releases that could occur, other than the worst-case, which may result in concentrations, overpressures, or radiant heat that reach endpoints offsite.

REDACTED

2 SCOPE

Element	Details
Purpose	The purpose of this plan is to provide legislative and industry best practices for safely managing emergency situations through effective identification, assessment, response, notification, and documentation of events. It will be used to promote worker and public safety, prevent, or minimize impact on the environment, reduce corporate loss, and provide notification to appropriate stakeholders.
Application	This plan applies to all IPL employees, contingent workers, IPL representatives and contractors, when conducting activities associated with this standard. This includes all IPL Business Units (BUs); Natural Gas Liquids (NGL), Transportation, Heartland Petroleum Complex (HPC) and Marketing assets within Canada.

3 EMERGENCY RESPONSE PLAN REQUIREMENTS

3.1 Legislative & Organizational Requirements

Requirement	Description
Directive 71 Requirements	• Is organized and prioritized to provide quick access to critical information; • Is used to coordinate activities among industry responders, emergency services, local authorities, health authorities, government departments and agencies, and others that have a role in providing an effective response; • Promotes communication with all persons involved in or potentially affected by the emergency; • Assists personnel in determining and performing remedial actions; • Clearly establishes roles and responsibilities of all responders; • Identifies response organizations and describes command and control structures; • Identifies and describes predetermined resources, required personnel, equipment, and services.

Requirement	Description
CSA Z264.2 requirements	• A statement of purpose, scope, and objectives • A description of assets and operational activities covered by the ERP • Mapping, with an appropriate level of detail to allow for effective planning and response • Roles and responsibilities for each internal and external position, in accordance with the incident management system • Emergency contact information for an individual, group, or organization that has a role in the management of an emergency • Emergency contact process for: • Notifying directly impacted public • Enabling the public to contact operator (e.g., 24-hour phone number) • Response procedures and guidelines to manage specific emergencies • Command and coordination centers and other facilities as appropriate • Procedures for communicating with operators within the operation • Procedures for communication with external stakeholders • Critical resources and a means of activation • References to copies of mutual aid agreements • Detailed hazardous product information • Internal and external reporting requirements • Documentation processes • Process criteria for • Determining the incident classification, including escalation and de-escalation • Activation of the ERP and • Deactivation • Processes for the preservation of evidence • Debrief procedures

Requirement	Description
Organizational Requirements	• Meet the requirements as outlined in: • CSA Z264.1 • CSA Z264.2 • CSA Z1600 • CSA Z662 • Directive 71 • Directive S-01 • E2 regulations • Onshore Pipeline Regulations • IPL Emergency Response Plan Documentation Procedure • Reviewed and updated annually • Contain an emergency response structure based on the Incident Command System as outlined by ICS Canada • Consider risks identified using the Inter Pipeline Business Continuity, Emergency Management & Security Risk Assessment Procedure • Include a description of the actions required by those with designated responsibilities within the ERP • Be posted electronically • Be integrated and linked with Business Continuity Plans (BCP) • Take into consideration risks or hazards that are posed or are overlapping with other industrial operators in the area of operation, when an ERP is in place • Be appropriately communicated by the Business Continuity/Emergency Management Advisors to internal and external stakeholders, when it has been updated • Be registered with the necessary regulator, if required • Be tested as outlined in the Business Continuity Management Exercise and Training Standard • Identify IPL personnel for primary, secondary, and tertiary roles within their Incident Management Teams • Set Emergency Planning Zones for the assets, when required to comply with the Procedure for setting an Emergency Planning Zone

3.2 Response Management Priorities

All assessments, decisions and actions will be aligned to the table below.

Requirement	Details

Emergency Response at Pioneer 1 & 2	• Site specific Emergency plans for Pioneer 1 & 2 are available in the reference library.
	• These guides provides Inter Pipeline workers instructions to effectively deal with immediate emergency situations such as:
	  ○ Mustering/Fire alarms
	  ○ Injury & downed persons
	  ○ Security Breach
	  ○ Fire
	  ○ Product release
	  ○ Lightning

Response Priorities	In an emergency, Inter Pipeline will prioritize: • Life safety (employees and public) • Incident stabilization • Protection of the environment • Limitation of damage to property and assets • Protection of the company reputation and continuity of operations
Strategy for Implementation	• Each site/location/asset will maintain an appropriate level of strategic and operational emergency readiness for applicable emergency situations • Staff and contractors will receive training to understand their roles within an emergency event • Each site/location/asset will conduct emergency response exercises to [audit, test, and improve response and maintain readiness • Competent staff must be available to manage an emergency response • Links to other emergency systems will be established and tested

3.3 Core Response Capabilities

These capabilities must be developed and executed across the whole operational spectrum to ensure strategic and tactical readiness.

The table below represents IPL's key capabilities for ensure the delivery of its comprehensive emergency management system.

Capabilities	Details
Emergency Response System Capabilities	• Pre-planning • Emergency operations • Internal and external information and incident warning
Readiness Capabilities	• Information sharing • Physical protective measures • Risk management for protection programs and activities • Supply chain integrity • Hazard identification
Response Capabilities	• Critical transportation • Environmental response/health and safety • Fatality management services • Fire management and suppression • Mass casualty care services • Mass casualty search and rescue operations • On-scene security • Operational communications • Situational assessment
Recovery Capabilities	• Business and operational recovery • Emergency response after action • Personnel accountability
Communications Capabilities	• Telephone Network System • Satellite Phones • Ultra-High Frequency (UHF) Radio System • Very High Frequency (VHF) Radio System • ALERT Notification System (Everbridge) • Emergency Alarm System (Ops critical process alarms) • Closed Circuit Television Cameras (CCTV) • SCADA/Leak Detection System • E-mail and Intranet System

3.4 Procedure for Determining Emergency Response Levels

Incidents are classified by the petroleum industry throughout Alberta in a consistent manner using the tables below. This assessment reflects the nature of the hazard and the potential to impact members of the public and the environment. The matrix considers the risk, control, containment, and impact on safety and the environment in arriving at a classification.

The initial level of emergency is determined by IPL staff in order to immediately communicate and activate internal response; however, regulators must be contacted after internal response has been activated to confirm the level of emergency and convey the specifics of the incident. Consult Regulators for any level changes.

Note: In cases where there is doubt as to what emergency level should be declared, select the higher level.

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

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.

Sum the rank from both columns to get the risk & emergency level

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.

4 INCIDENT MANAGEMENT SYSTEM

4.1 ICS Functions

IPL has adopted the Incident Command System (ICS) as its incident management system; therefore, this plan is based on the Incident Command System (ICS). The following positions will be established during an emergency event:

• Function	• Description
Incident Command	Sets the incident objectives, strategies, and priorities and has overall responsibility for the incident.
Operations	Conducts operations to meet 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 Incident Commander.

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 Incident Commander.

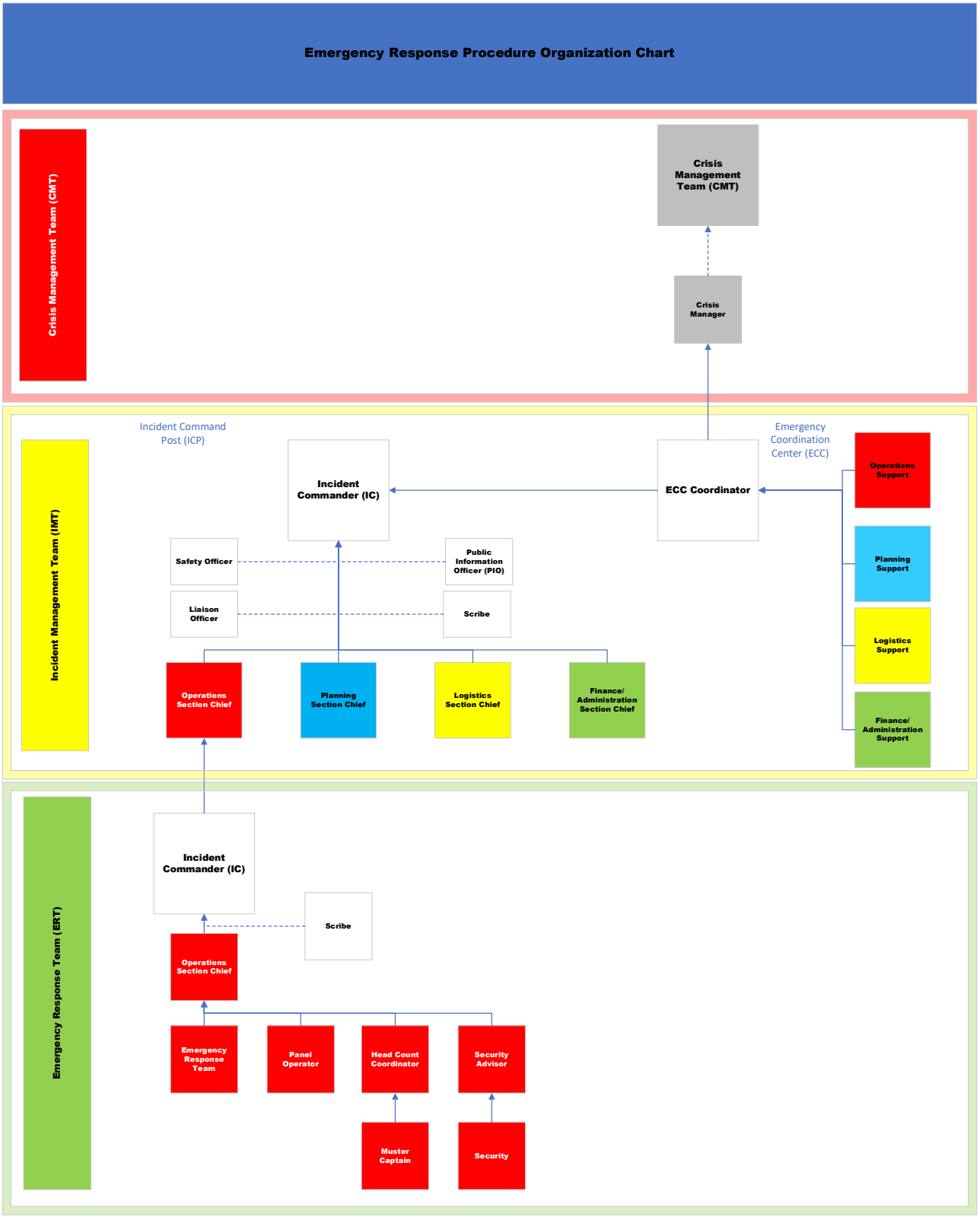


Figure 1: Emergency Response Organizational Chart

4.2 Structure continuity

The ICS structure shall be applied within the Incident Command Post (ICP) and Emergency Coordination Center (ECC). Overall site coordination and responsibility lies with the Incident Commander at the ICP where the supporting position at the ECC is called the ECC Coordinator.

The ICP is where decisions are made, and communications are sent out regarding the emergency event. The ICP and ECC it must be easily identifiable.

4.3 Role identification within the ICP & ECC

In accordance with the ICS, common colors are used to identify roles in the Incident Command Post (ICP) & Emergency Coordination Centre (ECC). key staff in the ICP and ECC will wear vests indicating their position:

Table 1: Identification in the ICP & ECC

Color	Function
White	ECC Coordinator and Command Staff
Red	Operations Staff
Blue	Planning Staff
Yellow	Logistics Staff
Green	Finance/Administration Staff

The Incident Commander assumes all roles in the ICP 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 ICS/responder positions need to be staffed, only those required by the Incident Commander.

The ECC Coordinator is the lead at the Corporate Emergency Coordination Center for organizing staff and agency participants and assisting the Incident Management Team (IMT).

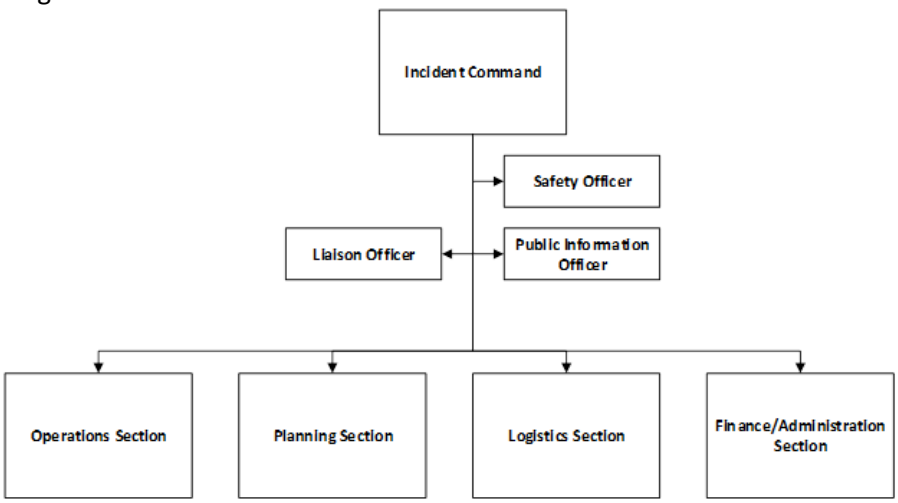
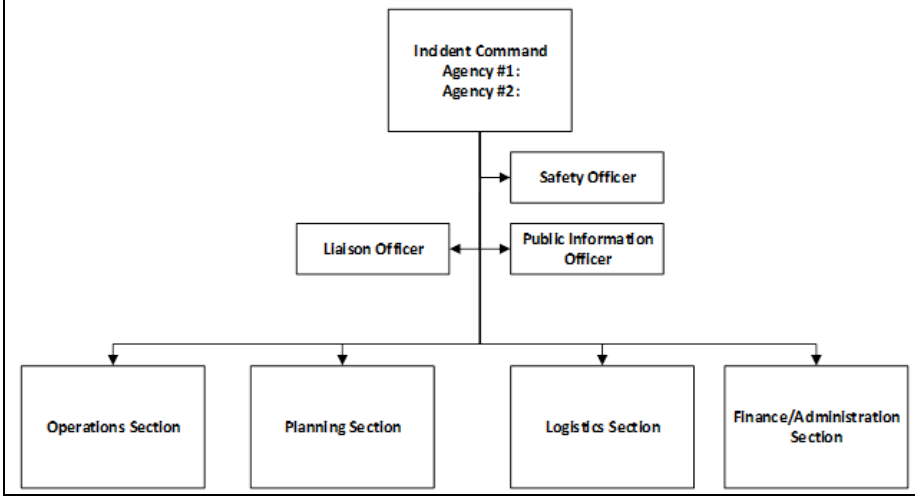
4.4 Allocation of Command

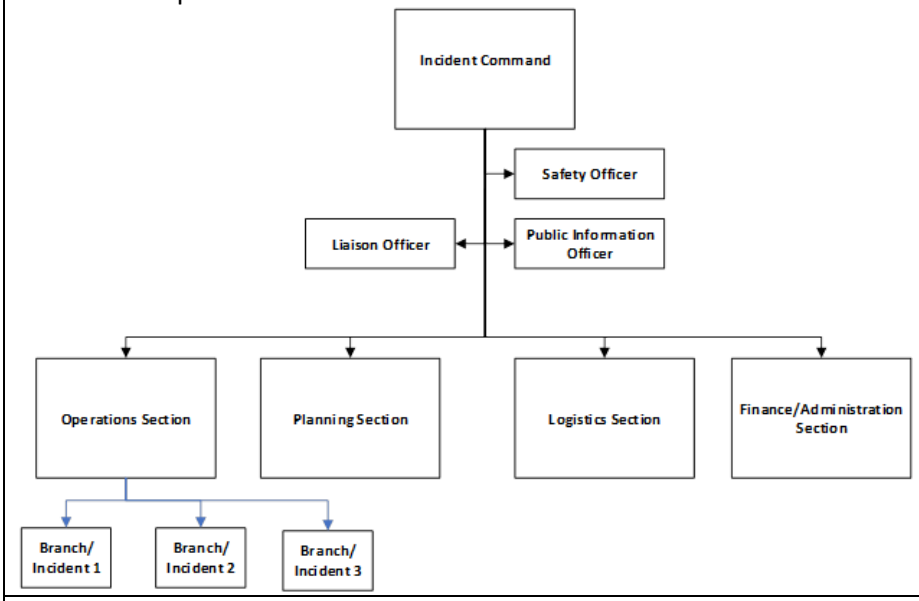
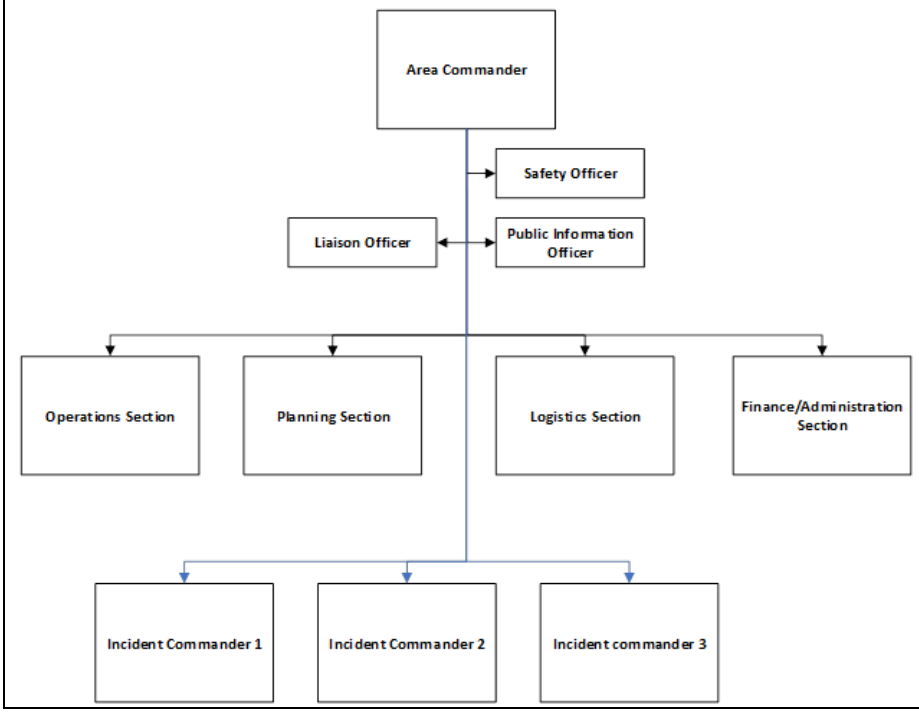
Command roles will be determined and assigned based on the available resources during the first incident teleconference. Throughout the incident, command will be assessed and reallocated by the incident commander and ECC coordinator.

The location, and nature of the emergency, determines who will be appointed to the Emergency Response Level 1 Incident Commander roles and the Emergency Response Level 2 ECC Coordinator role. This flexible system provides an effective initial response and tailors response resources to incident needs and geographic availability. It should be noted that the allocation of roles can be changed when the situation requires it.

This will be determined during the initial incident teleconference call.

4.4.1 Command Strategies

Command Structure	Description
Single Command 	• Incident occurs within a single district/business unit and there is no IMT overlap • It is suitable to use a single Incident Commander who has overall incident management responsibility
Unified Command 	• There is more than one responding agency with responsibility for the incident • Incidents involve multiple districts/business units

Incident Complex 	• Two or more individual incidents located in the same general area that are assigned to a single incident command or a unified command
Area Command 	• Oversee the management of multiple incidents that are each being managed by an ICS organization. • Oversee the management of large incidents that cross jurisdictional boundaries.

4.4.2 Mutual Aid Response and Specialized Service Contractor Response

Unless otherwise specified in an asset's site-specific plan, the site's emergency response team will be the first responder for handling any emergency and resources will be made available as per the mutual aid agreement. The initial mutual-aid responders shall be directed to the staging area to be signed into the incident and provided a status (out of service, available, or assigned). Depending on wind direction, leak location, changing conditions a secondary staging area may have to be designated by Incident Command. If the Incident Commander determines that their assistance is required, the following process will be followed:

- Incident Commander initiates Mutual Aid and advise them to rendezvous to the staging location provided
- Once a resource is in the staging area and marked with an available status, they can be deployed within the incident, as required

5 ROLES AND RESPONSIBILITIES

The roles and responsibilities listed below are required to perform the Centre Function Emergency Response Plan:

Role	Responsibilities
Emergency Response Team	• Will respond to emergency situations such as product leaks, fire, spill (when it is safe and reasonable to do so) • Will respond in accordance with the principles of the Incident Command System • Will remain until on-scene response is no longer required (e.g., leak is shut down/depressurized, fire is out, casualties have been transferred to medical care or where the situation is considered too hazardous for emergency operations). • Will react to changing conditions, and unexpected events. • Will develop the Incident Action Plan (IAP) a collaborative approach will be made to develop strategies to achieve objectives. • Conduct actions to preserve life, mitigate, control, secure, clean-up, and recovery. • Establish communications and gather key facts from first-on-scene. • Ensure all response personnel are always accounted for.
Incident Management Team	• Assess whether current resources can handle the response adequately • Support Emergency Response Level 1 on-scene response with mobilizing the required internal and external resources, supporting the development of the initial tactical action plan, and providing direct assistance to the issues related to the emergency. • Assess potential escalation scenarios and develop operational management principles: People, Environment, Property and Assets. • Coordinate assistance for all injured and/or evacuated personnel from the site with medical support, transport, reception facilities, accommodation, and eventual reconciliation with family ongoing support. • Develop and formalize a communication strategy for internal and external stakeholders. • Inform and brief the Business Unit General Manager/VPs and/or Crisis Management Team (CMT). • Mobilize any specialized teams to provide support to the emergency response. • Co-ordinate support to the Incident site by liaising with Mutual Aid partners, contractors, consultants, government agencies, regulatory authorities, regional and local authorities, and other outside agencies. • Maintain an auditable trail including log sheets and incident status summaries. • Assess need and invocate company Business Continuity Plan and activate Crisis

Role	Responsibilities
	Management Team if necessary • Ensure safety practice and procedures compliance is met by all response teams.
Emergency Coordination Center Team	• Support emergency requests from the Incident Management Team • Request funding support for the incident, if outside the Incident Commander's SAM level • Ensure all internal/external communications are approved in a timely manner and those communications that require Disclose Committee approval follow the approval process as set-out in the Crisis Communication Plan • Provide information that could impact continuity of operations to the Business Unit General Manager/VPs • Identify issues/challenges/impacts of the incident to the continuity of operations to the Business Unit General Manager/VPs • Consult with Business Unit General Manager/VPs on the potential impacts to customers, contracts, reputation, or economic/business impact to Inter Pipeline Ltd. • Provide updates to the Business Unit General Manager/VPs prior to Sit Reps • Manage the impact of the emergency on the wider Inter Pipeline business • Assist in operationalizing requests from the CMT
Crisis Management Team	• Identify a Crisis Manager at the time of an incident to manage continuity of operations • Delegate necessary roles and responsibilities to the ECC Coordinator • Delegate necessary authorities to the Incident Commander • Approve emergency funding for an incident • Provide timely updates to the Agency Administrator/CEO on the status of the incident • Work with the Business Unit General Manager/VPs to manage additional risk and stakeholder interest in response to an incident • Work with the ECC team to manage the impact to the company's reputation • Establish lines of communication between the CMT and IMT and • Monitor the progress of the incident • Receive reports from the ECC Coordinator or Business Unit General Manager/VP on the status of the response and/or recovery operations • Receive draft statements for media, investors, etc. from the Public Information Officer. Review them for accuracy and in compliance with Inter Pipeline's Disclosure Policy • Authorize the release of media statements as outlined in the Crisis Communications Plan.

6 EMERGENCY RESPONSE PROCEDURE

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 in a safe location at or near the incident site.

At the request of the incident commander (IC), the Corporate Emergency Coordination Center can be established to support the incident management team and completed tasks such as:

- Assist with resource management
- Handle media inquiries (See 6.2)
- Complete next-of-kin notifications (See 6.2)
- Ensure Inter Pipeline strategic planning is carried out.

Beyond this there are various levels of Municipal, Provincial, and potentially Federal organizations that may be notified to request support

Note: All ICP/ECC actions taken during emergencies shall be documented using the Master Event Log. Each response staff member is to document all decisions and activities on their own activity log (ICS 214)

Step	Role	Instructions
Incident Start		
1	**Incident Commander**	**Assess the Situation**  Note: Approach the emergency scene from upwind to assess what has happened.
2	**Incident Commander**	**Determine Emergency Level**
		• See section 3.4 Determine Emergency Response Levels • Follow appropriate / applicable notification instructions Consult regulator (IC may delegate notification tasks) • Activate the ICP and IMT
3	**See 6.3 Incident Notification**	**Notification(s) Sent**
		• Use notification matrix (6.3 Incident Notification) • Send Incident notification to alert the Business Unit General Manager/VP • When the ALERT notification system is being used, refer to section 11 Notification

Step	Role	Instructions
		Provider Call Out Messages for notification templates • Information to share during a call or teleconference: ○ Time and place the incident occurred ○ The nature and magnitude of the incident ○ Reports of injuries and/or casualties ○ Hazards to response personnel and/or employees ○ Evacuation orders and warnings issued ○ Efforts to secure and/or isolate the affected area ○ The location of the on-scene Incident Command Post and applicable Staging Area(s) ○ Entrance and exit routes for on-scene responders ○ Give the immediate priorities to support the incident; emergency personnel, equipment, engineering/maintenance/operations teams, as well as HR and Communications and other incident support teams • Activate necessary teams & facilities (see section 6.1 Activating Response Teams) Note: Activation of the ECC can be done by the manager or general manager of the function, facility, or asset, or any Business Unit General Manager/VP.
4	**All workers**	Stop Nearby work
5	**Safety officer**	If necessary, perform evacuations
6	**ERT/IMT**	**If Safe, Initiate response plan** (see 6.3 Incident Action Planning) If Unsafe, Stay Clear, Observe and report From a safe distance, assess the situation for the following: • Feasibility of responding to the emergency given your skills, knowledge, and available emergency equipment. • Hazards and your personal risk associated with responding to the emergency.
7	**ERT/IMT**	Assist emergency responders
During Incident		
8	**Incident Commander & Planning Chief**	Reevaluate emergency level & resource needs
		• Assess if the emergency level needs to be changed/ if IMT activation is required. • Assess: • The current scale and severity of the situation (e.g., number of actual or potential injuries) • The current capabilities and resources available to manage the situation • The potential for the situation to escalate beyond the current capabilities • The consequence of the incident beyond the scope of current teams (e.g.,

Step	Role	Instructions
		reputation issues, stakeholder communications, etc.)
Incident wind-down		
10	**Incident Commander & Planning Chief**	De-escalate incident:
	Incident Commander	• Notify the Liaison Officer immediately of the change in emergency level and reasoning
	Liaison Officer	• Consult with regulators on the need to change the emergency level
	Incident Commander	• Notify all emergency response personnel of the change in emergency level
	Incident Commander and all General Staff	• Review the incident organization chart to determine staffing & resource requirements
	Planning Section Chief	• Create demobilization plan & communicate it to staff
	Logistics Chief	• Arrange for the demobilization and return of resources
	Incident Commander	• If the emergency phase of the incident is concluded, and the objectives are achieved: • Call off/stand down the emergency • Arrange de-brief meeting with all key stakeholders to capture lesson learned
11	**Incident Commander**	Deactivate ICP/ECC (see 7 Activation and Deactivation Checklists)
12	**All workers**	Complete Incident Reporting:
		• Individual logs (ICS 214) • after-actions report • incident entry

6.1 Activating Response Teams

The notification and activation of the response management teams takes place through the respective chain of command:

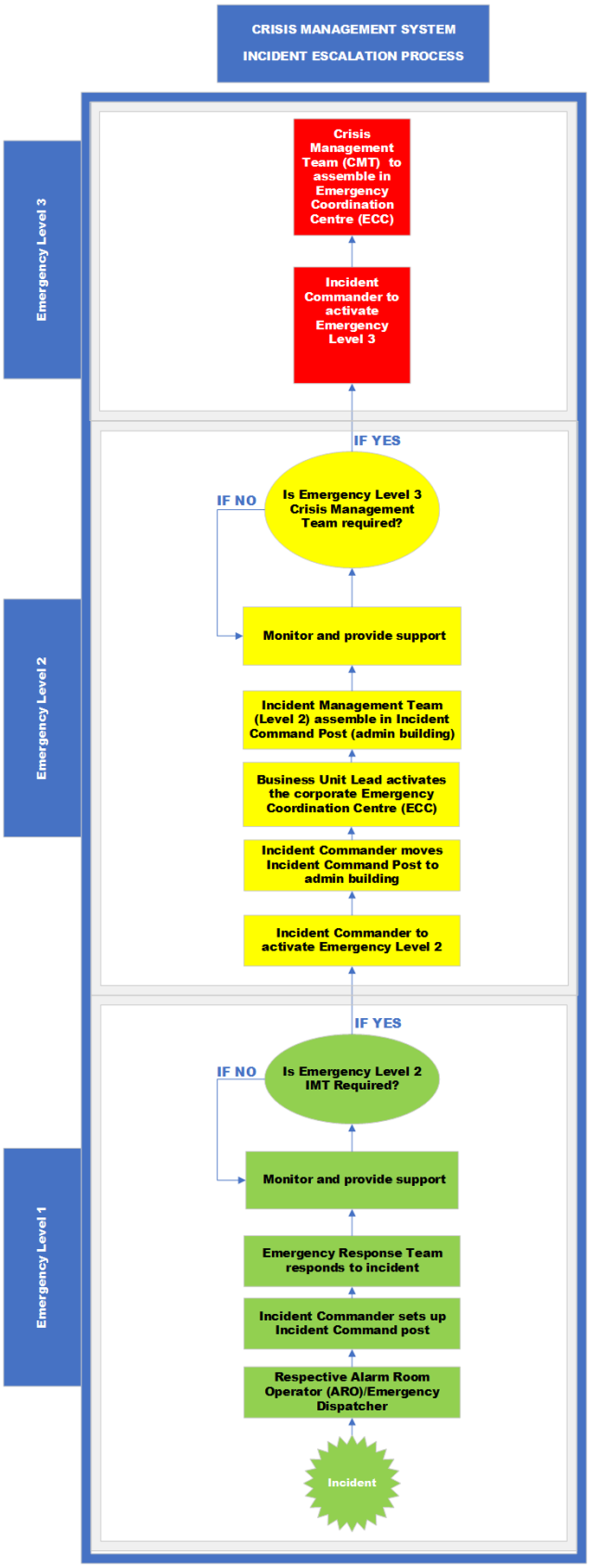
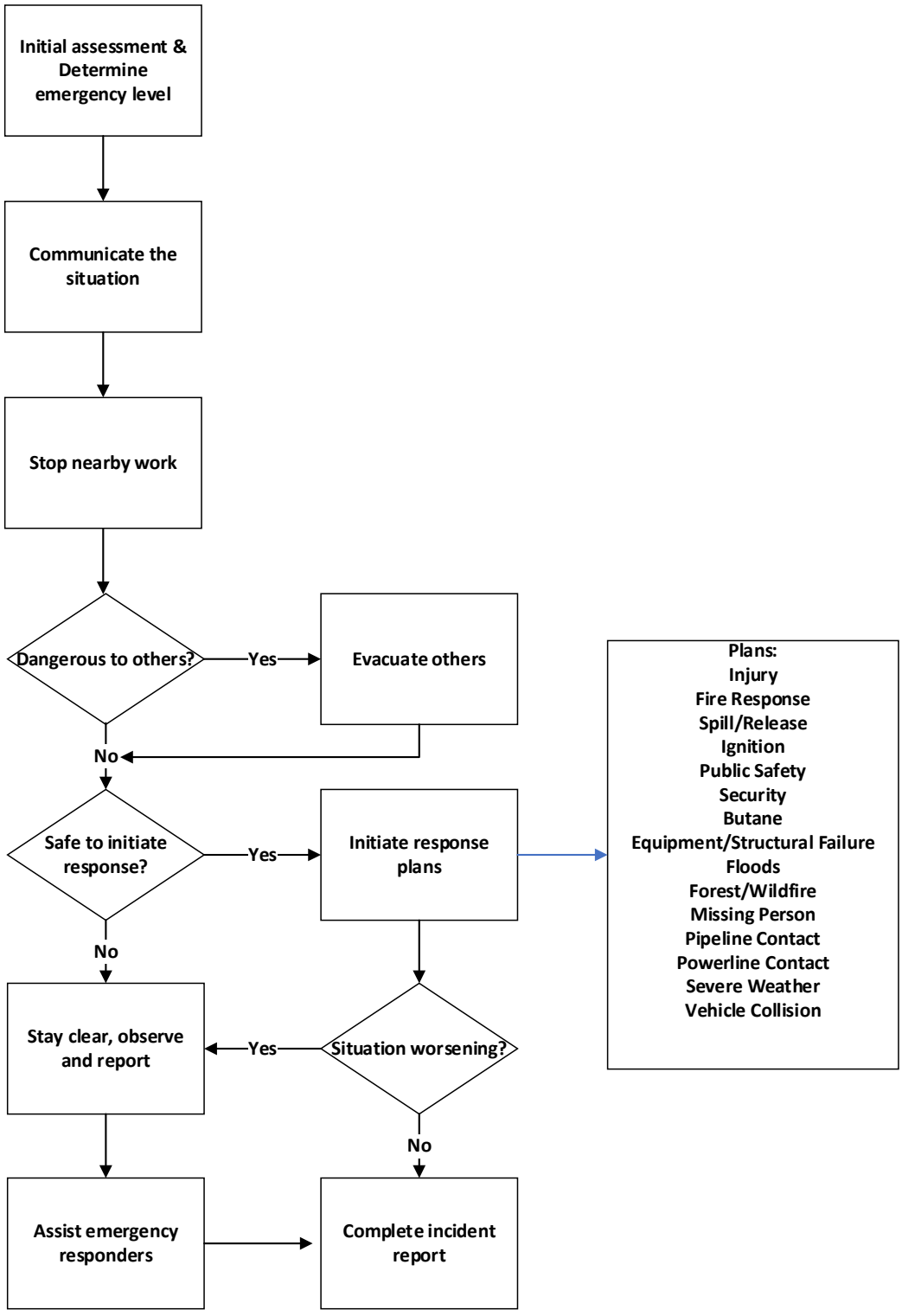


Figure 2: Incident Escalation Process

6.2 Initial Response



6.3 Incident Notification

REDACTED

NOTE: table information is not exhaustive – please see the crisis communications plan and contacts in section 12

6.4 Incident Action Planning

Note: Incident Action Plan (IAP) are completed for each incident and updated for each operational period.

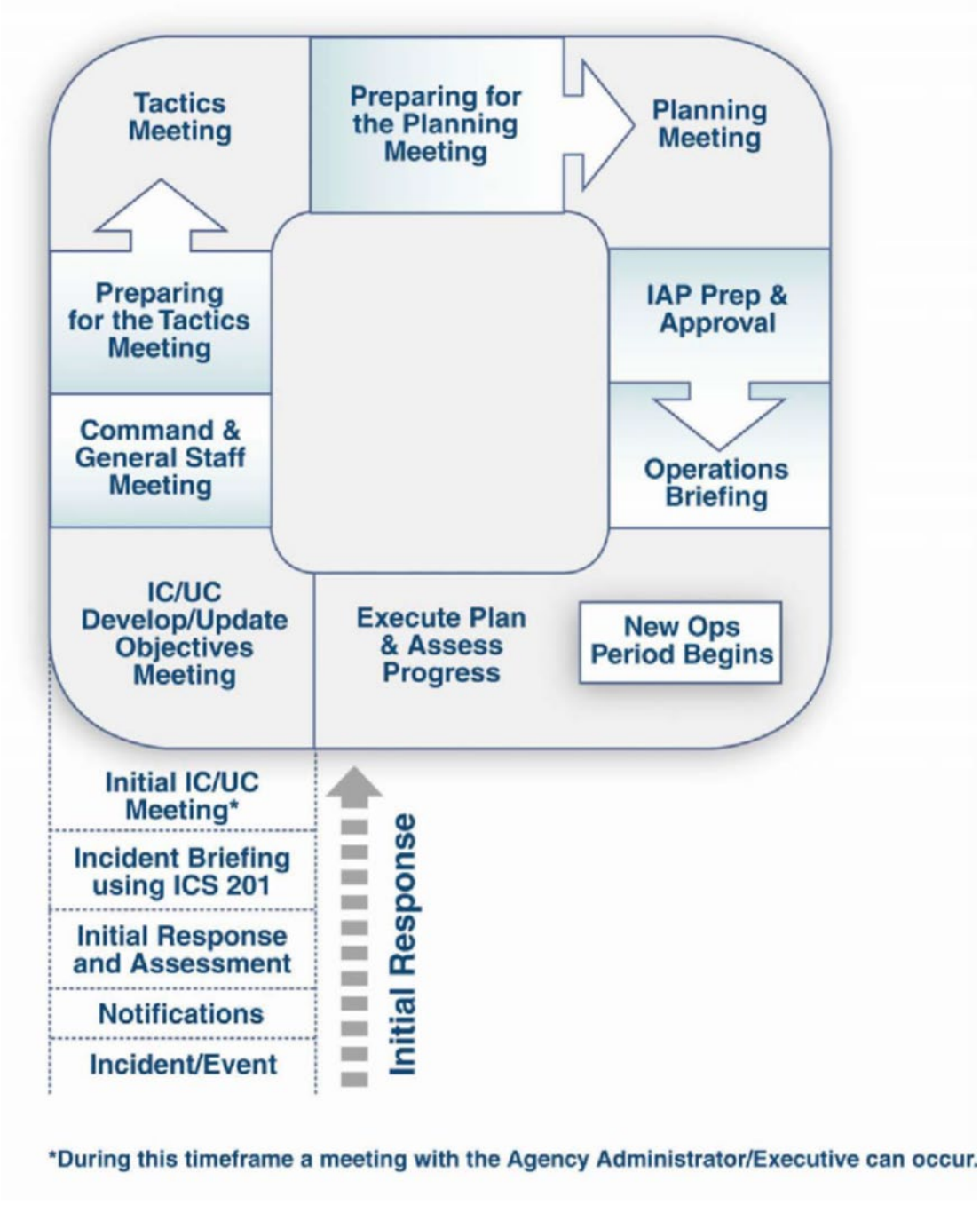


Figure 3: Incident Planning Cycle "Planning P"

IAP PROCEDURE		
Step	**Role**	**Action**
Before Planning Meeting		
1	Planning Chief	**Evaluate the current plan and assess if the situation requires change(s) to the plan for the operational period (i.e., until the next plan takes effect)** • Advise the Incident Commander and the Operations Section Chief of any suggested revisions to the current plan  Note: if this is the initial meeting, establish a planning cycle for the incident (see Figure 4: Planning P)
2	Planning Chief	Participate in preparatory meetings : • Objectives meeting to update the incident objectives and strategies • Tactics meeting to review the tactics developed by the Operations Section Chief
3	Planning Chief	Determine who needs to attend the Planning meetings, in consultation with the Incident commander. 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)
4	Planning Chief	• Establish the location and time for the planning meeting • Perform meeting setup (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 are 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.

IAP PROCEDURE		
Step	**Role**	**Action**
During Planning Meeting		
5	Planning Section Chief and/or Resources and Situation Unit Leader	Give Briefing on situation, resource status, and incident potential Information for this briefing may come from any or all the following sources: • ECC Director • Incident Briefing (ICS 201) • Field Observations • Operational reports • Regional resources and situation reports
6	Incident commander	• Set/review incident objectives. • Collect, analyze, and disseminate information considering both site and corporate strategies
7	Operations Section Chief & Planning Section Chief	Establish the organizational structure: • determining divisions and branches for geographical divisions • determine need for functional group assignments for the next operational period
8	Operations Section Chief	Identify Tactics Establish the specific work assignment to be performed for the next operational period to meet the identified objectives and strategies.
9	Operations Section Chief & Planning Section Chief	Determine the resource needs to accomplish the work assignments.
10	Operations Section Chief, Planning & Logistics Section Chiefs,	Identify & Establish facilities and reporting locations required to accomplish work assignments.
11	Operations Section Chief	Indicate the reporting time requirements for the resources and any special resource assignments.
12	Planning Section Chief	Develop Resource Order: • Assess the resource needs • work with the Resource Unit to determine availability.
13	Incident Commander	Approve resource Order
14	Logistics chief	Dispatch the ordered resources.

IAP PROCEDURE		
Step	**Role**	**Action**
15	Planning Section Chief	Assess need for additional information & attach to IAP (Communication, Medical and Traffic Plan)
16	Incident Commander	Determine operational period/length of time needed 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. • Should be between 8-24 hours
After Planning Meeting: Prepare the IAP		
17	Incident Commander/ECC Director	Incident Objective (ICS form 202)
18	Resources Unit	Organizational Assignment List (ICS form 203) Assignment List (ICS form 204)
19	Communications Unit	Radio Communication Plan (ICS form 205)
20	Safety Officer	Medical Plan (ICS form 206) Site Safety Plan If required prepare: Evacuation Plan Sheltering/Mass care plan
21	Situation Unit	Incident Maps
22	Logistics (Ground Support Unit)	If required prepare: Traffic Plan
23	Technical Specialists	If required prepare: Decontamination Plan Waste Management or Disposal Plan
24	Demobilization Unit	If required prepare: Demobilization Plan (ICS form 221)
25	Security Specialist	If required prepare: Site Security Plan

IAP PROCEDURE		
Step	**Role**	**Action**
26	Environment Unit	If required, prepare: • Remediation Plan • Water Sampling Plan • Wildlife Plan
27	Planning Section Chief	• 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
28	Incident Commander	Approve the IAP Ensure IAP is completed, reviewed, and distributed.
29	All sections	Implement respective portion of the plan
After IAP Implementation		
30	All sections	Monitor & evaluate the plan for effectiveness prior to next operational period
31		Anticipate what will happen following implementation of the plan and develop contingency plans

6.5 Situation Report (Sit Rep) Steps

Step	Role	Actions/Info to be provided
Before Sit Rep		
1	Incident Commander & ECC Coordinator	• Give 2 minute warning to staff in ICP & ECC prior to commencing Sit Rep • Ensure 1 person from each affected function is present • Instruct 1 or 2 non-attending staff to answer phones and monitor communications during meeting • Ensure a scribe is available to take notes

Step	Role	Actions/Info to be provided
2	All ICP & ECC Staff	• Prepared information on: • Current situation (relevant to their function / role) • Unmet needs • Future activities • Public information needs • Items that may impact other areas
During Sit Rep		
3	Incident Commander	Set ground rules of meeting, orientation to facilities (if necessary), ECC & ICP updates
4	Operations Chief	Update on situation and objectives
5	Safety Officer	Update on response safety and identified issues/consideration
6	Planning Chief	Updates on weather, resource statuses, map updates, and updates from technical specialists
7	Logistics Chief	Resource updates
8	Fin/Admin Chief	Financial update, ICP & ECC schedule, claims submitted
9	Liaison Officer	Inter-agency updates and challenges
10	Information Officer	Update on internal, external and media communications
11	Scribe	Record sit rep minutes
After Sit Rep		
11	Incident Commander	Review actions and assign them
12	Scribe	Review key points and ensure they are recorded
13	Incident Commander	• Determine and communicate time of next Sit Rep (should be held at intervals of no greater than 2 hours) • Approve minutes • Distribute minutes to relevant team members and stakeholders • Ensure information & actions from Sit Rep are disseminated appropriately

6.6 Documentation

All ICP/ECC actions taken during emergencies are documented using the Master Event Log. The Master Event Log is completed in the TRG IAP app, or in hard-copy format, and includes documented record of all policy and decisions.

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

6.7 Response Times

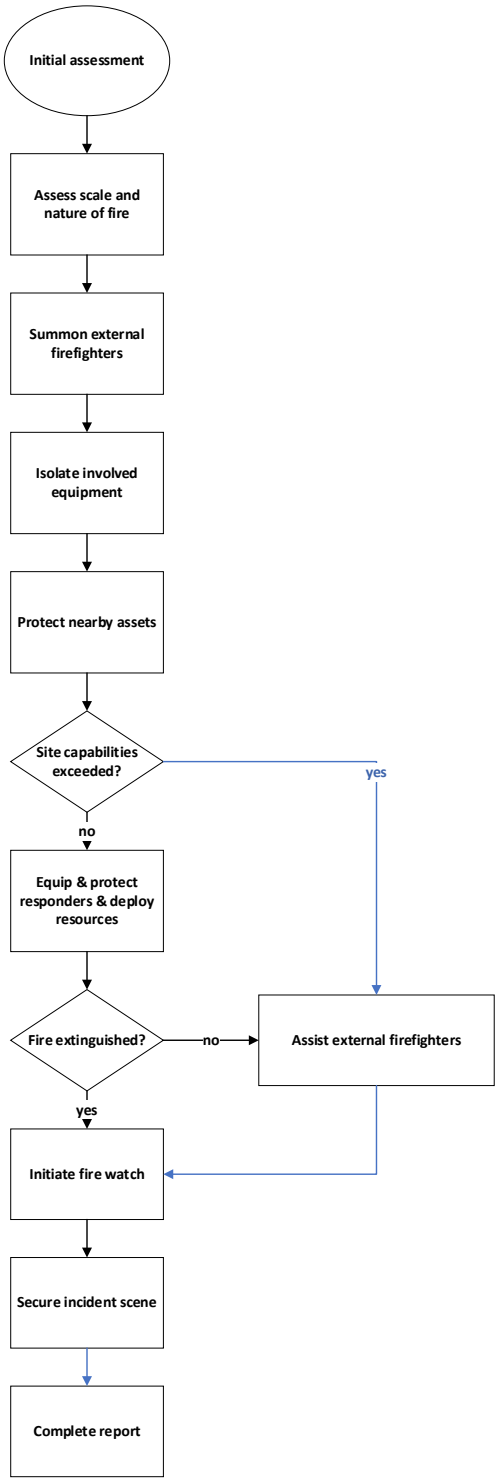
PHASE OF RESPONSE	EXPECTED PERIOD OF TIME
PHASE 1 Pipeline/Facility Shutdown	**Initiated immediately** The remote shutdown through a control center should be undertaken immediately upon identification of a confirmed leak.
PHASE 2 Emergency Response Activities May include establish command, develop emergency response structure / set-up ICP/ notify Emergency Operation Center / initial response activities – on route to site	**2 Hours** The structuring of an emergency response management system should be undertaken immediately upon recognition. The establishment of the Incident Command System should occur in no more than two hours.
PHASE 3 Staff on-site Continue to develop emergency response structure / set-up ICP/ set-up Emergency Operation Center (if required). Begin Incident action planning (setting Objectives, Strategies and Tactics).	**3 Hours** Company First Responder on scene within 3 hours
PHASE 4 Initial Emergency Response Equipment on site Establish a staging area and assign a Staging Area Manager. Ensure planning and logistics are receiving and assigning resource statuses to all emergency responders/equipment.	**6 Hours** As the incident may be located on land or water, certain factors played heavily into the following. It is felt that initial response equipment should be on site no more than 6 hours from recognition, with additional supporting requirements in the case of oil taking no more than 72 hours. This can be achieved with either in-house or mutual aid/spill cooperatives.

6.8 Injury Response

Injury Response Procedure		
Step	**Action**	**Description**
1	Survey for hazards	Before proceeding into an area to rescue or tend to an injured worker, conduct an Informal Hazard Assessment to identify any hazards that could endanger the Emergency Responders. Observe carefully and implement the required controls before proceeding. Possible hazards include: • Hydrogen sulphide gas (H2S). • Lower Explosive Limit (alarm on personal monitor). • Oxygen deficient environment (personal monitor). • Exposed electrical wires. • Electrified and/or rotating equipment. • Gas, condensate, or oil leaks. • Spilled chemicals. • Unstable structures, scaffolds, ladders, or walkways. • Wet, icy, or oily flooring. • Work at height. • Confined spaces. • Animals.
2	Take initial precautions	If the area can be entered safely through the use of Personal Protective Equipment (PPE), obtain and don it. Examples include: • Personal atmospheric monitor. • Respiratory protection such as a Self-Contained Breathing Apparatus (SCBA). • Fall Arrest System. • Chemical protective suits and gloves. • Goggle or safety glasses. • FR rated clothing.
3	Isolate hazards	• If hazards can be minimized by shutting valves, de-energizing electrical circuits, shutting down equipment or by other means, proceed to do so to reduce the risk to any victim(s) and the Emergency Responders. • Assess if these actions are adequate to eliminate or reduce the hazards to an acceptable level.
4	Remove victim(s) from hazards	Note: A victim should not be moved unless area hazards threaten to harm the victim further. • If the hazards cannot be reduced to an acceptable level, consider moving the victim to a safer area. • Assess whether moving the victim will cause them more harm than tending to

Injury Response Procedure		
Step	**Action**	**Description**
		them in place. • Extreme caution is required if neck or spinal injuries are suspected. • If the victim can be moved safely, move them from the scene to an area that is safe for both the victim and the Emergency Responders. • Leave a suspected fatality in place for the purpose of investigation.
5	Assess victim's condition	• Using primary and secondary first aid survey techniques assess the victim's condition and the nature and extent of the victim's injuries. • Always assume the person is alive and treat them accordingly.  Note: Only a medical doctor is legally authorized to declare a person deceased. • Ask witnesses to describe what happened.
6	Summon medical aid	• If the victim requires immediate medical aid, requires transport to a hospital, or if the victim's condition is uncertain, summon medical aid immediately (call 9-1-1 or call supervisor/Incident Commander) • Provide information to emergency services and the Incident Commander on the victim's condition so that the ambulance can arrive prepared. • If the victim was exposed to chemicals, obtain the Safety Data Sheets (SDS) and provide a copy to the ambulance crew. • After victim receives appropriate care, consider activation of the Business Support Team (**REDACTED**). • Some information is confidential and should only be shared by Designated IPL staff (See 9.2 Incident Notification). • Request that any witnesses to the incident provide a written statement describing what they saw.
7	Initiate first aid	• Following standard first aid procedures, initiate first aid on the victim. • Continue to tend the victim until instructed to stand aside by the paramedics, police, or fire department. • Once treatment is complete, continue to monitor the victim for any changes in condition.
8	Secure the incident scene	• Provincial Health and Safety authorities may choose to investigate injuries. • Surround the scene with warning ribbon, and post signs to avoid having the area disturbed. • Do not disturb any equipment, tools, spilled materials, ladders, etc. Leave them exactly where they lay. • If a camera is available, photograph the area from multiple angles.

6.9 Fire Response



Fire Response Procedure

Step	Action	Description
1	Assess scale and nature of fire	Upon arrival at the scene, assess the following: • How widespread is the fire – what areas are involved? • What equipment, tanks and structures are involved? • What are the primary and secondary fuel sources? • What is / was the likely source of ignition? • What equipment, tanks, structures, and areas are likely to be affected if the fire spreads? • What additional hazards might be created by the fire, such as explosion, toxic gases, environmental release, etc.? • Where are the extinguishers, hoses, hydrants, standpipes, and other firefighting equipment? Report this information to the Incident Commander
2	Summon fire fighters	• Contact the Incident Commander and have them summon firefighting assistance. This may come from off duty staff, local municipal fire departments, commercial firefighting services or adjacent industries through mutual aid agreements. • Prepare to work arriving units into the ICS when they arrive.
3	Isolate involved equipment	Shut down any equipment involved in or threatened by the fire. Close valves that allow product to flow to affected equipment. Turn off power at the breaker. Shut off fuel gas supplies. Shut down chemical pumps and close valves. If a large proportion of the facility is threatened, activate the Emergency Shutdown (ESD). At this point, assess the chances of success of fighting the fire with the personnel and equipment available at the site.

4	Protect nearby assets	• Identify protective measures for nearby structures and equipment and put them in place.
		• Examples include:
		  ○ Relocating moveable equipment and materials.
		  ○ Setting up water sprays to cool nearby equipment and structures.
		  ○ Covering sensitive apparatus with tarps (ex: computers or other electronics).
		  ○ Shutting down equipment.
		  ○ Closing openings that allow smoke into unaffected parts of a structure.

5	Equip and protect responders	• If fighting the fire is within the response capability of the facility and it is safe to fight the fire, obtain the required PPE and fire extinguishing equipment. Staff should assemble at the Staging area for potential assignment based on incident needs. • Ensure that required PPE is worn by all Emergency Responders. PPE must include fire retardant clothing and a face shield in addition to normally required site PPE. If there is a possibility that toxic vapors or excessive smoke will be encountered, a SCBA must be worn. • Obtain fire extinguishers and other required firefighting equipment. Verify that they are operational and in the case of extinguishers, fully charged. Ensure that the appropriate class of extinguisher has been selected. • Ensure that at least one Emergency Responder stays back to assist in case of trouble.
6	Extinguish the fire	 Note: Approach the fire from the upwind side, ensuring that a clear escape path is available behind you. • Operate the extinguisher(s) as directed and attempt to extinguish the fire (see 6.8.1 Fire Extinguisher Procedure)
7	Assist external fire fighters	Assist external firefighters by providing them information, equipment and manpower.  Note: If the fire fighters come from the local municipal fire department, they may take command of the situation, in which case control should be handed over and assistance provided.
8	Initiate fire watch	• Assign an individual to maintain a watch on the area involved in the fire to ensure that the fire does not start up again. • Equip the individual with a two-way radio or cell phone. • If a fire does start, report it to the Incident Commander before taking action to extinguish it. • Maintain the watch for at least four (4) hours – longer for larger, more involved fires, as determined by the Incident Commander.
9	Secure incident scene	• Provincial fire and health and safety authorities and Inter Pipeline's insurance company may choose to investigate fires • Surround the scene with warning ribbon, and post signs to avoid having the area disturbed. • Do not disturb any equipment, spilled materials, debris, etc. Leave them exactly where they lay. • If a camera is available, photograph the area from multiple angles.

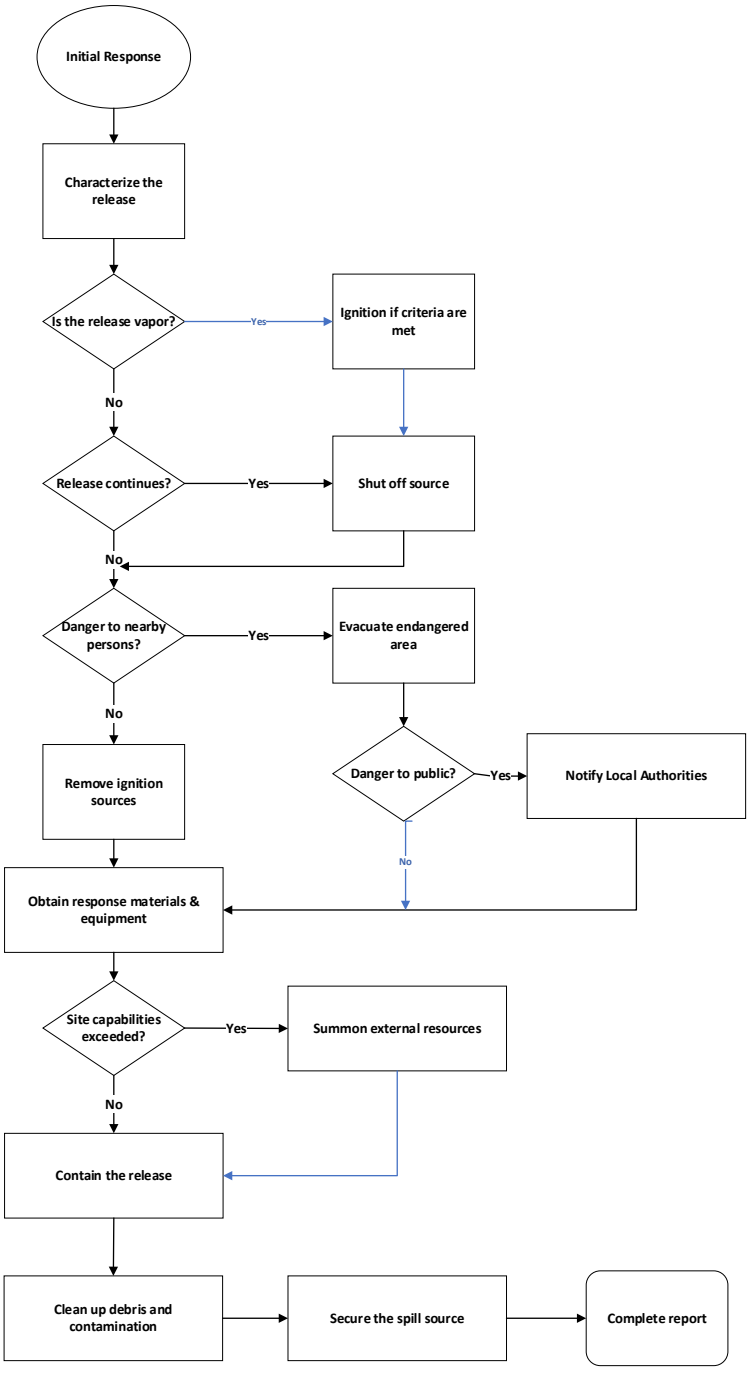
6.9.1 Fire Extinguisher Procedure

1. Cooling and Quenching:
• Check Safety Data Sheets (SDS) for firefighting procedure.

• Protect surrounding equipment and piping. • Be aware of other hidden hazards, e.g., electrical conduit, high pressure in surrounding piping, possible toxic fumes. • Monitor fire pumps, river pumps, and portable monitors.
2. Isolation:
• Contain and reduce the amount of feed to the fire. • Block in primary block valves if possible. • Block in secondary block valves if primary valves are inaccessible. • Block in and depressurize surrounding piping if hazard exists.
3. Drain and Depressurize:
• Continue to reduce the amount of feed.
4. Extinguish
• After the fuel feed has been reduced to the point that the danger of re-ignition, explosion or flash fire is minimal, extinguish using fire extinguisher. • Aqueous Film Forming Foam (AFFF) foam used for Heat Medium Oil and Compressor Oil, will have very little effect on N.G.L. as the high pressure vapor will come through the foam. • Continue to cool and quench until all equipment is cool. • Once the fire is out, inspect for smoldering areas, sparks and secondary fires. Extinguish them as well.

6.10 Spill/Release Response

Please refer to the WCSS OIL SPILL CONTINGENCY MANUAL for specific techniques (spill assessment, containment, recovery, and wildlife recovery). Hard copy manuals are available for each spill co-op area upon request.



Spill/Release Response Procedure		
Step	**Action**	**Description**
1	Characterize the release	Upon arrival at the scene, assess the following: • What is the source of the spill or release? • What product is or has been released? • Is it gas, liquid or solid? • What is the wind direction and what areas are down-wind? • How much has been released? • Is the release continuing or has it stopped? • What area has been affected by the release? • What areas, including waterways, are threatened by the release? Report this information to the Incident Commander. Proceed to consult the SDS sheet to identify: • Whether the product is toxic, corrosive, flammable, or an oxidizer. • If the product is volatile. • What is the required PPE for spill cleanup? • In case of fire, what types of extinguisher can be used and what hazardous combustion products may be released.
2	Shut off source	• If the release of material continues and it is safe to do so, locate and shut off the source. • If the source is the pipeline or facility piping, have the Control Centre shut down the facility and any upstream operations. Alternatively, activate the ESD. • Close valves both up and downstream of the release to limit the amount of product that can be released. • If the source is a tank, shut off any feed to the tank and attempt to transfer the remaining contents into another tank or the pipeline. • If the source is a drum or container, attempt to reposition the container so that the breach is above the liquid level or attempt to transfer the contents to another container.  Note: Use proper lifting techniques to avoid back injuries.

Spill/Release Response Procedure		
Step	**Action**	**Description**
3	Evacuate endangered area	• Determine if the release presents a hazard to site personnel or the public. • If the release presents a hazard to personnel on site, evacuate the endangered area. • If the release presents an immediate hazard to nearby residents, proceed to notify them that evacuation is required. Conduct notifications within a radius determined by the Incident Commander. The notification may be coordinated by the Incident Commander if it will significantly detract from the time required for response activities. Refer to Table 12: Public Notification and Evacuation Requirements • Inform the Incident Commander of your actions.
4	Notify local authorities	• If an evacuation of the public may be required, ensure that local authorities are notified by telephoning the police at 9-1-1 • Inform the Incident Commander, who will conduct additional notifications for you.
5	Remove ignition sources	• Keep vehicles away from the spill. Do not drive or park down-wind from the spill. Prohibit smoking. • Shut down any operating equipment near to the release. If controls are inaccessible, request that the Control Center shut the equipment down remotely or activate the ESD. • Use non-sparking tools when working near the spill.
6	Obtain response materials & equipment	• Secure the spill scene to ensure that nobody inadvertently enters the area prior to or during the clean-up. • Refer to SDS sheets to determine what spill response equipment and materials are recommended for the job. • Obtain the recommended materials or a suitable alternative.
7	Summon external resources	• If site capabilities are insufficient to contain the release, contact the Incident Commander to summon external assistance. This may come from contracted services, spill cooperatives (WCSS) or adjacent industries through mutual aid agreements (See Section 20.1) • Prepare to assist the external resources with information, equipment, and manpower when they arrive.

Spill/Release Response Procedure		
Step	**Action**	**Description**
8	Contain the release	• Ensure that required PPE is worn by all Emergency Responders. PPE must include clothing resistant to the product and impermeable gloves (usually nitrile) in addition to normally required site PPE. If there is a possibility that toxic vapors, including hydrogen sulphide (H2S) will be encountered, a SCBA must be worn. • Approach the spill from the upwind side, ensuring that a clear escape path is available behind you. Ensure that at least one Emergency Responder stays back to assist in case of trouble. • Refer to the WCSS manual for the Oil Spill Co-Op area where the spill is located. These manuals contain information regarding equipment, contact lists, control points and information on cleanup and recovery procedures. The manuals are located in each ECC, and the main conference room at the Cochrane Extraction Plant administration building. A generic Spill Contingency Manual and equipment locations can be found at: http://www.wcss.ab.ca/ • Specialized spill containment and recovery procedures and techniques should be implemented only under the direction of the Operations Chief. • Particular attention must be paid to preventing spills from reaching water bodies.
9	Clean up debris & contamination	• Once the release is contained, take steps to recover as much free product as possible. • Contact the Incident Commander to determine how contaminated soil will be handled. Normally, contaminated soil will be dug up for disposal. Larger volumes may be treated in-situ or in an on-site bio-cell. • Contaminated equipment should be cleaned. Dirty rags, absorbents, etc. must be placed in an appropriate container or bin for proper disposal by a waste contactor following provincial regulatory requirements.
10	Secure the spill source	• An investigation may be conducted by provincial environmental and/or industry authorities, as well as by Inter Pipeline's insurance company and internal investigation team. • Unless permission is given by the Incident Commander to restore the entire site, surround the source with warning ribbon or temporary fencing, and post signs to avoid having the area disturbed. • Do not disturb any equipment or operate any valves. Leave them exactly as they are. Ensure that nobody else disturbs the area. • If a camera is available, photograph the area from multiple angles.

6.10.1 Release Reporting

Most releases from energy production must be reported to a regulatory body via the liaison officer or environmental advisor. See section 12.14 Alberta Government Contacts for phone numbers. Please see the Alberta Environmental Protection and Enhancement Act Guide to Release Reporting.

6.11 Isolating the Hazard Area

Hazard Isolation Procedure		
Step	**Action**	**Description**
1	Set roadblocks	• The area will be isolated by Roadblocks to prevent entry of unauthorized persons • 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
2	Isolate area	• Use the “Buddy System” where possible • Keep in contact with the Public Safety Coordinator or Roadblock Leader using two-way radio or cell phones. 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  Note: 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 and hopefully to persuade them to leave the hazard area. • Instruct residents leaving the area 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 warnings, report this to the Public Safety Coordinator immediately • Do not attempt to stop them yourself • The police will be called in to handle these types of situations

Hazard Isolation Procedure		
Step	**Action**	**Description**
3	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 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
4	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

6.11.1 Roadblock Equipment Checklist (Kits)

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

6.12 Air/Plume Monitoring

6.12.1 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 odor, 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).

6.12.2 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.
    - All vendor provided air monitoring equipment must meet industry standards for calibration.

6.12.3 Monitoring Considerations

- 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).
- The winds at the level of the emission plume (actual or potential) must be observed to determine the best direction.
- 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).
- For ground level emissions, including unignited, uncontrolled releases, the wind direction from the mobile monitor is a good indicator
- 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
- In calm winds, trial/error should be used to determine where the concentration is the strongest
- An elevated release may travel for some distance before touching down

6.12.4 Evacuation and Shelter-In-Place

Step & Name	Product	Checklist – criteria met	Next Step
1. Initial assessment	H_2S, SO_2 & HVP product	☐ 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 odor 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
2. Check if product has met ignition criteria	H_2S	☐ Although required, evacuation of the response zones has not taken place ☐ Monitoring results indicate H_2S concentrations in excess of 10 ppm over a 3 min average in un-evacuated parts of the EPZ. If monitored levels are declining, then the situation needs to be continuously assessed for ignition ☐ Monitored H_2S concentrations exceed 1 ppm in urban density developments ☐ Monitoring is not taking place due to weather or other unforeseen circumstances ☐ The release cannot be under control in the short term (ignition decision will be made in consultation with the AER/Sask Energy & Resources)	**If Yes**: Go to H_2S ignition section of ERP **If No**: Go to step 3
	HVP product	☐ 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 a plume has been established, after careful deliberation, and when safe to do so. Until such a time that a decision has been made to ignite a release, IPL should take steps to minimize any chance on unplanned ignition in the area.	**If Yes**: Go to HVP ignition section of ERP **If No**: Go to step 3
3.Check if any evacuation criterion has been met (either within or beyond EPZ in un-evacuated areas)	H_2S	☐ 1-10 ppm (3 min avg*): Individuals who requested notification so they can voluntarily evacuate before exposure to H_2S must be notified. ☐ >10 ppm: 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 (consolation with AER/ Sask Energy & Resources required)	**If Yes**: Go to step 4 **If No**: Go to step 1
	SO_2	☐ 5 ppm (15-min avg.), 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	☐ 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 there the public may be directly exposed to the flame id 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 us 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
4.Notification	H_2S, SO_2 & HVP product	☐ Advise the public in the portion of the PAZ that is within the EPZ to shelter immediately upon detection of a sour gas odor or HVP plume and evacuate when instructed to do so by responders	Go to Step 5
5.Check if product has met ignition criteria	H_2S	☐ Although required, evacuation of the response zones has not taken place ☐ Monitoring results indicate H_2S concentrations in excess of 10 ppm over a 3 min average in un-evacuated parts of the EPZ. If monitored levels are declining, then the situation needs to be continuously assessed for ignition ☐ Monitored H_2S concentrations exceed 1 ppm in urban density developments ☐ Monitoring is not taking place due to weather or other unforeseen circumstances ☐ The release cannot be under control in the short term (ignition decision will be made in consultation with the AER/Sask Energy & Resources)	**If Yes**: Go to H_2S ignition section of ERP **If No**: Go to step 6
	HVP product	☐ 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 a plume has been established, after careful deliberation, and when safe to do so. Until such a time that a decision has been made to ignite a release, IPL should take steps to minimize any chance on unplanned ignition in the area.	**If Yes**: Go to HVP ignition section of ERP **If No**: Go to step 6
6.Notification		☐ Advise the remaining public in the EPZ to shelter immediately upon detecting a sour gas odor or HVP plume and evacuate when instructed to do so by responders. If there is an urban center within EPZ notify the local authorities (municipal government and health authority)	Go to Step 7
7. Check if product has met ignition criteria	H_2S	☐ Although required, evacuation of the response zones has not taken place ☐ Monitoring results indicate H_2S concentrations in excess of 10 ppm over a 3 min average in un-evacuated parts of the EPZ. If monitored levels are declining, then the situation needs to be continuously assessed for ignition ☐ Monitored H_2S concentrations exceed 1 ppm in urban density developments ☐ Monitoring is not taking place due to weather or other unforeseen circumstances ☐ The release cannot be under control in the short term (ignition decision will be made in consultation with the AER/Sask Energy & Resources)	**If Yes**: Go to H_2S ignition section of ERP **If No**: Go to step 8
	HVP product	☐ 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 a plume has been established, after careful deliberation, and when safe to do so. Until such a time that a decision has been made to ignite a release, IPL should take steps to minimize any chance on unplanned ignition in the area.	**If Yes**: Go to HVP ignition section of ERP **If No**: Go to step 8
8. Reassess	H_2S, SO_2 & HVP product	☐ Does the plume have potential to impact beyond the EPZ?	**If Yes**: Work with the local authorities to notify public outside the EPZ to shelter immediately upon detecting a sour gas odor or HVP plume and evacuate when instructed to do so by responders. Go to step 2 **If No**: Continue public protection measures in EPZ

6.13 Ignition

6.13.1 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.

6.13.2 Ignition Equipment Checklist

✓	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

6.13.3 Sour Gas Release (H2S) & HVP Ignition

Product	Assess the following prior to ignition
Sour Gas (H2S)	• Risk of exposure/injury to the public or response workers • Proximity to residences, public facilities, towns, or urban centers • Status of evacuations • Fire hazard after ignition in relation to adjacent forested or cropland area • Safety of ignition team (hazard area identification, protective gear)
HVP	• The increased risk(s) of delayed ignition • 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 vapor 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.

6.13.4 Ignition Steps

Step	Action	Description
1	Pre-Ignition	Prior to ignition, the Incident Commander shall: • Determine post-ignition emergency service needs • Isolate the IIZ or PAZ using manned roadblocks • Ensure complete evacuation of non-essential personnel • Assemble and brief the Ignition Team (min. 2 people) • Ensure Ignition Team is protected with appropriate PPE • Cover any exposed skin • Erect windsock or other means to determine wind direction and strength (if time permits) • Monitor the area for combustible gas • Fully discuss ignition procedures • Ensure radio communications are maintained
2	Approach	Select position to attempt safe ignition which will: • Allow for a safe retreat • Be upwind of the release • 200m minimum from the edge of the plume • Approach to no closer than 100m on repeated ignition attempts • Be in an area where no combustible gas is detected
3	Attempt Ignition	Fire Flare gun to hit vapor cloud at the perimeter where air to fuel mixtures are correct for ignition • Near outer edge and ground level • Turn away from target
4	Repeat Ignition	Continue approach and repeat until successful • 100m minimum from edge of identified vapor plume • Do not proceed until Ignition Team is determined to be in a safe area
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 ○ SO2 for ignited H2S • Advise residents to shelter-in-place upon detection of an SO2 odor, and evacuate when requested to do so by responders

6.13.5 Public Information Dissemination

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

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

6.14 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.

6.14.1 Dangerous Goods Shipments moving in or through Canada

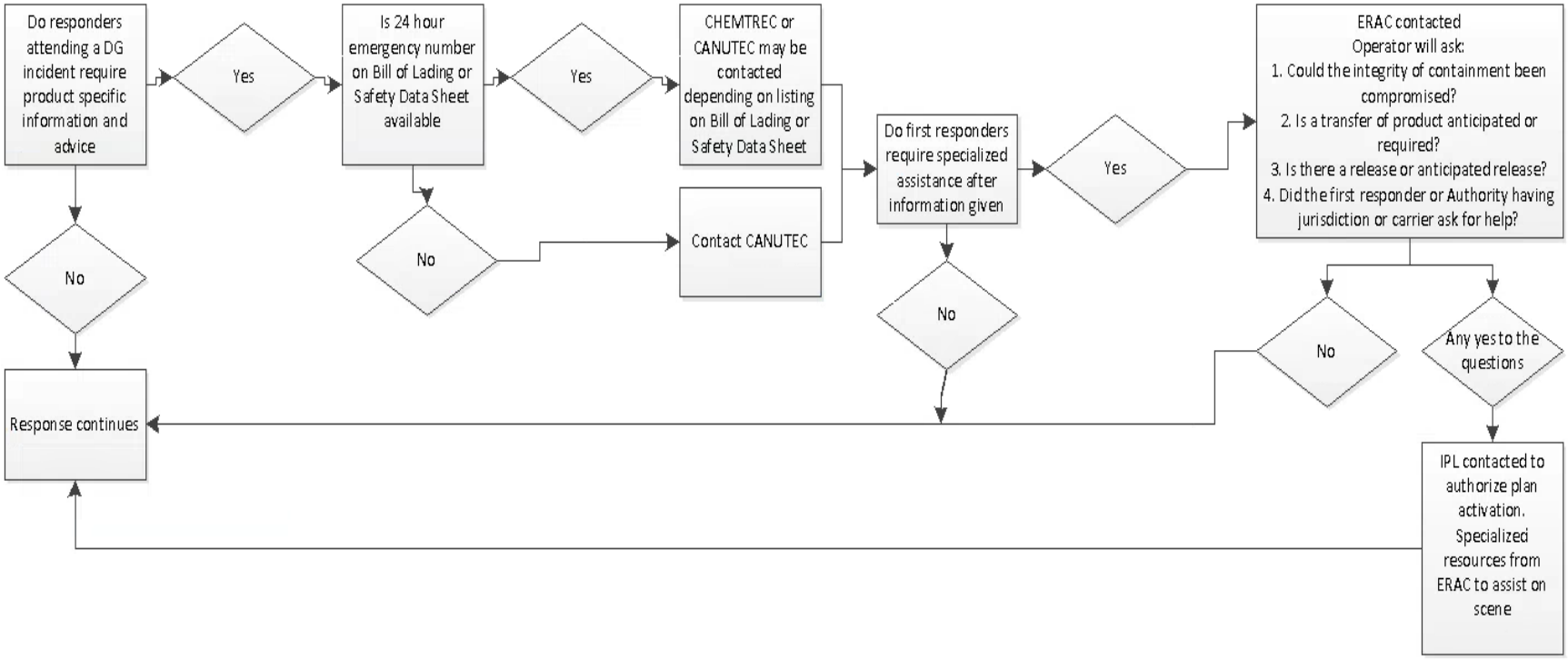


Figure 4: Rail Response

6.14.1.1 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.

6.14.1.2 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.

Procedure for Notifying ERAC

Procedure for Notifying ERAC	
Step	**Procedure**
1. Assessment	When the call comes into ERAC the operator will conduct an initial assessment with the caller and will ask: 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?
2. Activation	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. Business Continuity and Emergency Management Advisor 2. Environmental Advisor 3. Supervisor, Health, Safety, Security & Emergency Management
3. 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.
4. 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. Note: If the situation warrants response resources to be deployed to site immediately Tier 1 may be skipped and direct implementation to Tier 2 engaged.
5. Communication/Reporting	The Inter Pipeline individual authorizing plan activation will report and communicate the event via a rail incident email distribution list.

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.

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

6.14.2.1 CHEMTREC

CHEMTREC's 24 Hour Emergency Number is **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 by CHEMTREC 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.

6.14.2.2 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 currently. 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 be completed as a record.

6.14.3 Public Safety Responses

Many of the items listed below will require Air monitoring, both initial and throughout the event, to determine their location. It is recommended that air monitoring be arranged quickly at an event, this could initially be done with the personal monitors that all operations staff carries with them.

6.15 Defining the Hazard Area

6.15.1 Response Zone Descriptions

Zone	Description
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.
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.
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.
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.

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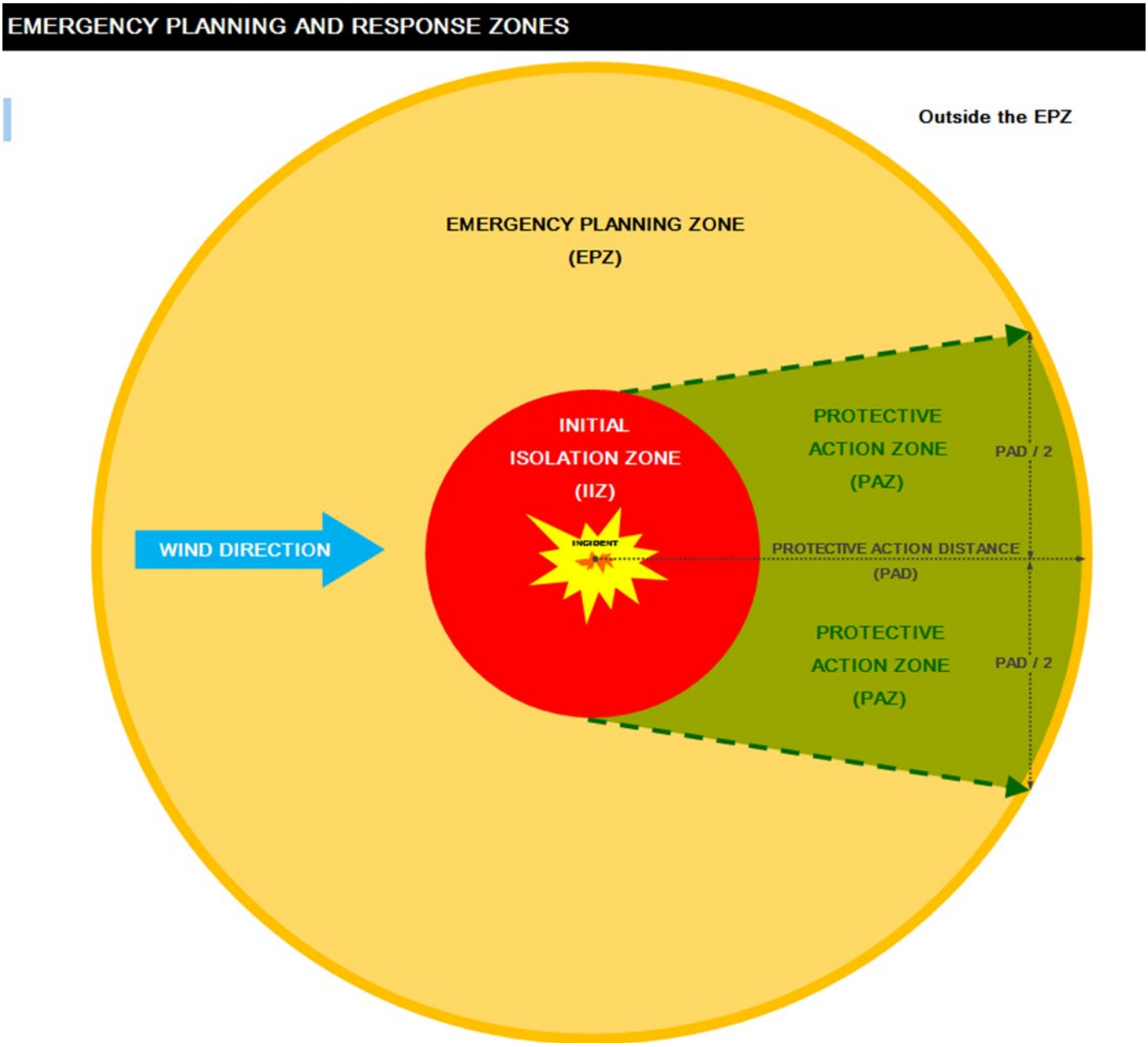

Figure 5:Emergency Planning and Response Zones

6.15.2 Factors Impacting Response Zones

6.15.2.1 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:

- 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.
- 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).
- Meteorological conditions. Ambient temperature, wind speed, cloud cover, day or night, humidity, etc., all influence the speed of the vapor plume.
- Terrain. Flat or undulating countryside affects the potential for hazardous accumulations of vapors to exist and remain for some length of time.

6.15.2.2 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:

- Areas where vapors are likely to accumulate and restrict access (i.e., downwind, low areas, confined spaces, etc.)
- 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.
- Site stability from both a manpower and equipment standpoint (i.e., steep slope, overhanging banks, unstable soil, thin ice, etc.).
- 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.

6.15.2.3 Hydrocarbon Liquids (Crude Oil)

- Unless a release of hydrocarbons has occurred includes Benzene, Toluene, Ethylbenzene, Xylene (BTEX's), other harmful chemicals, or has entered a watercourse, it is not considered a public safety hazard.
- If a facility contains flammable light crude (condensates C5+) and an emergency occurs, public safety actions will be taken.

6.15.2.4 Danger Conditions

Condition	Details
Fire/Explosion	• The danger from fire/explosion exists when an escaping vapor mixes with air to within the upper explosive limit (UEL) and lower explosive limit (LEL).
Ignition Source	• 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	• Extremely low temperatures exist when liquids expand to the gaseous state. • These temperatures can cause severe freezing to persons in close proximity.
Oxygen Deficiency	• A serious health hazard may exist due to the lack of oxygen in the area of the release.
Toxicity	• Exposure to dangerous chemicals may cause death (e.g., H2S, Benzene, SO2, Chlorine gas, etc.)
Meteorological Conditions	• 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.

6.15.3 Isolation Perimeter and Response Area

Work to establish a perimeter and response area will be done in conjunction with the local authority and regulatory bodies on site. Every attempt must be made to ensure safety of responders and the public. Should the isolation area impact a roadway, railway, waterway, or areas with large number of people or transient populations present, it is vital to work closely and quickly with the local authority. If the isolation perimeter crosses a public road, establish road blocks to warn travelers not to pass through the potentially affected area and not to interfere with vehicles responding to the emergency. Capture information on Roadblock logs of those encountered at roadblocks.

6.15.3.1 Public re-entry

Approval must be obtained from the AER and Alberta Health Services before the public re-enters surface developments that have been exposed to hazardous substances.

6.15.4 Hot, Warm and Cold zones

Zone	Description
Hot Zone	The Hot Zone, or exclusion zone, is the area with actual or potential contamination and the highest potential for exposure to hazardous substances. Access to this zone is only for those directly dealing with the product.
Warm Zone	The Warm zone, or contamination reduction zone, is the transition area between the hot and cold zones. This area is where responders enter and exit the hot zone and where decontamination activities take place.
Cold Zone	The Cold zone, or support zone, is the area of the site that is free from contamination and that may be safely used as a planning and staging area.

6.15.4.1 Roadblocks

Roads cannot be blocked, nor people prevented from passing a roadblock. Warning signs/barricade tape may be used and information, including a recommendation not to proceed can be given. A local authority will be best coordinated with to conduct a road block. Road Block kits may be available at the nearest District Field offices and at the Cochrane Extraction Plant Administration Building Entrance. This request can be made via the Operations or Logistics Chief or Incident Commander.

Table 3: Public Notification and Evacuation Requirements

H2S Concentrations in Occupied Areas	Requirement
1 ppm H2S (1 hour average)	Notification of affected individuals must begin. Hyper-susceptible individuals should be advised to leave the area.
Below 10 ppm H2S (1 hour average)	Hyper-susceptible individuals must be informed of the concentrations and advised to leave the area if health symptoms persist or increase. All other individuals should consider leaving the area and seek medical advice if health symptoms develop.
Exceeds 10 ppm H2S (3-minute average) for 8 hours or more	Local conditions must be assessed, and all persons may be advised to evacuate.
Approaching 20 ppm H2S (3-minute average)	Immediate evacuation of the area must take place, or the release must be ignited.
SO2 Concentrations in Occupied Areas	**Requirement**
0.3ppm SO2 (24 hour average) 1ppm SO2 (3 hour average) 5ppm SO2 (15 minute average)	Immediate evacuation of the area must take place.

6.15.5 Shelter-In-Place and Evacuation

6.15.5.1 Considerations for Selecting Evacuation of Shelter in Place

Shelter In-Place	Evacuation
Shelter-in-place is generally considered the default public safety response, particularly during the initial assessment and response period. It is the recommended public safety response when: • There is not enough time or warning to safely evacuate members of the public who may be at risk. • Residents are waiting for evacuation assistance. • During a gas release of limited duration (i.e., pipeline rupture). • The location of the release has not been identified; or • The public would be at higher risk if evacuated.	Evacuation is the public safety response when shelter-in-place is not appropriate. People are typically evacuated: • When they are close to a prolonged release that is creating a public safety hazard, and when conditions are known to allow for a safe evacuation • When they are transients or they do not have the opportunity to shelter-in-place, and • During prolonged incidents.

6.15.5.2 Shelter-In-Place Procedure

Step	Action
1	Immediately gather everyone indoors and remain there.
2	Close all windows and outside doors. If feasible, tape or otherwise seal the gaps around the frames.
3	Extinguish indoor fires and turn off pilot lights to furnace and water heater. Do not smoke or have open flames. If possible close chimney flue dampers.
4	Turn off appliances or equipment that exchanges air from inside to outside such as: Blows out or uses inside air • Built-in vacuum systems • Gas stoves or fireplaces • Bathroom and kitchen exhaust fans • Clothes dryer Sucks in outside air • Fans for heat recovery • Heating ventilation and air conditioning (HVAC) systems
5	Turn down furnace thermostats to lowest setting

Step	Action
6	Avoid using the telephone except for emergencies.
7	Stay tuned to local radio and television stations for information updates.
8	Do not leave unless instructed by local authorities to do so.

6.15.5.3 Evacuation

Mandatory evacuations can only be ordered by the local authority through the declaration of a State of Local Emergency. Evacuation of the public may occur anywhere within the EPZ or be all inclusive. This may be done by means of:

- Local authorities (police).
- Site personnel through telephone or direct contact.

6.15.6 Reception Centre

Should a reception center need to be established to receive evacuees, this will be done via or in conjunction with the local authority, as there has likely been one designated for the area.

6.16 Care of Personnel and Evacuated Public

6.16.1 Personnel

Responders may experience a wide array of stresses which may include coping with 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.

Workers should be provided:

• Fifteen to thirty-minute rest periods every two hours	• A place to sit or lie down away from the scene
• Shelter from weather	• Warm food, high protein snacks and juices
• Dry/clean clothes	• Opportunities to express feelings/concerns feelings with co-workers
• Access to mental health resources	

Staff affected by emergencies can access the following resources:

Resource	Description	Contact
$10,000 Psychological Benefit	Covers employees and their dependents for visits to registered psychologists and social workers. Submit expenses on the Sun Life website.	**REDACTED**
LifeWorks EFAP	Employee Family Assistance Program. Provides free, short-term, confidential counselling. Call to book an appointment.	**REDACTED**
Short Term Disability (and other leaves)	The Short Term Disability (STD) policy supports employees who require a medical leave of absence – this includes mental and physical illnesses and injuries.	**REDACTED**
Wellbeing Webinars	Webinar series hosted by Claudia Canales, workplace mental health expert, provides information and practical tools to support your mental health at work and at home.	**REDACTED**

Figure 6: IPL Resources for Employees

6.16.2 Evacuated Public

Evacuation Procedure	
Step	**Action**
1	Receive evacuees and assess initial needs
2	Provide support to evacuees who may be emotionally upset  Note: IPL representatives at the Reception Center must be sensitive, understanding, and express reassurance to evacuated people. People who are arriving at the Reception Center may be experiencing strong emotional reactions such as grief, fear, anxiety, helplessness, confusion, and anger.
3	Provide accurate, consistent, and clear information on the status of the emergency, compensation policies and guidelines
4	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.  Note: 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.
5	Attempt to reunite families as quickly as possible
6	Protect people who are experiencing anguish or grief from becoming the subject of media attention
7	Document details of individuals who may have trouble coping with the incident so that prompt psychological follow-up can be directed to them.

6.17 Other Responses

6.17.1 Equipment or Structural Failure

Step	Action
1	Shut down and isolate affected equipment.
2	Flag the area with warning ribbon and signs.
3	Report the problem to your supervisor or Manager.
4	Assess what other equipment or structures may be affected.
5	Shut down threatened equipment and flag threatened areas with warning ribbon and signs.
6	If the failure has resulted in a fire, spills, or releases, proceed to address the situation using the procedure in 9.8 Fire Response or 9.9 Spill/Release Response

6.17.2 Floods

Flood conditions are a threat to pipeline integrity. It is fortunate that some warning is usually provided before the flood conditions arise.

Step	Action
Before the flood/ After warning received	
1	Inspect water crossings that will be affected by the flood and identify any conditions that may make the crossing more susceptible to damage.
2	Inspect block valves located on either side of affected water crossings and verify that they are operational.
3	Contact producers and notify them that they may have to be shut-in if flood conditions require shut down of the line.
4	If a severe flood is predicted, the line is trenched in instead of directionally drilled and the stream bed or banks have deteriorated, shut down and purge the line.
5	Conduct Risk assessment of any other infrastructure that may be affected and take mitigation actions to prevent property or environmental damage
During the flood	
6	Continue to monitor the water crossings.
7	If manual block valve sites are threatened with flooding, consult with operations management to determine whether to shut down the line while the block valves are still accessible.
8	If a line becomes exposed during the flood, immediately shut down the line. Inform operations management of the situation and arrange to have spill response equipment standing by.
9	If oil is observed on the water, mobilize spill response equipment and emergency responders, and address the spill following the spill response procedure (Section 6.5)
After the flood	
10	When flood waters have receded, inspect the water crossing and flooded block valve sites for damage or deterioration.

6.17.3 Forest or Wild fire

Step	Action
Before an external fire affects the site	
1	Proceed to an area of safety.
2	Report the fire immediately to the Control Room, your supervisor, and the appropriate provincial agencies (Alberta wildfire **REDACTED**)
3	Stop all work on the site and cancel all work orders. Instruct contractors to pack up their equipment and vacate the site.
4	Determine the rate of movement and direction of the fire through visual observation, media reports or contacting local or provincial authorities.
5	Estimate the amount of time until the fire reaches the site. Report this estimate to your supervisor.
6	Do not attempt to take any protective measures or salvage activities on a site unless directed by your supervisor and the fire is less than one hour away. Evacuate the site instead.
7	Shut down the facility only if directed by your Supervisor, the Control Room, or the fire authorities. The decision to shut down must be based on a number of considerations, including the cooling capacity of a flowing system vs. the risk of release from a pressurized system and subsequent more severe fire.
8	Prepare to assist Emergency Responders. Provide guidance to them on moving heavy equipment across pipelines.

6.17.4 Missing Persons (Employee[s] Identified as Missing)

A person will be deemed missing based on the criteria set out within the Inter Pipeline working Alone Policy and procedures set out with use of working alone devices and/or other means.

Step	Action
1	Determine the person's likely location(s) and the likely route(s) to and from the location, if this information is not otherwise available via a working alone device, and/or other means.
2	Assign individuals to check each identified area and if necessary to travel possible routes of travel to them. Ensure they have the ability to communicate their status via radio, cell phone, or otherwise. Record routes and locations they will be checking.
3	If a period of over 4 hours has passed and employee has not been found, contact local police service(s). Record which departments and individuals spoken too.
4	Those assigned to this task should check in at intervals of no more than 30 minutes. Should a second employee go missing during the search inform others involved of the situation and have them muster at a known safe location so a re-evaluation of the situation can take place. Contact local police service(s) and update them of the escalation.

5	If employee is found, responding employee is to perform a hazard assessment before approaching. (Stop Look Analyze and Manage). Once situational awareness is established, respond as necessary
6	If employee is found to be injured; see 5.3 Injury Response in the Emergency Response Plan

6.17.5 Pipeline contact

Refer to the Inter Pipeline Ground Disturbance Standard for additional information.

Step	Action
1	Order all personnel in the immediate area to evacuate to an area of safety
2	Stop all work on the site and cancel work permits.
3	Remove all sources of ignition in proximity to the location.
4	Report the incident to your supervisor, who will report the incident to government authorities
5	Observe the pipeline to determine the extent of the damage.  Note: Do this from the side of the excavation. Do not enter the excavation
6	If the contact has or may result in a breach of the pipe and release of product, immediately contact the Cochrane Extraction Plant Control Room to shut down the line and proceed to close manual block valves upstream and downstream of the breach.
7	Check the air in proximity to the equipment for flammable vapors Lower Explosive Limit (LEL) using your gas detector. If none are detected, have the equipment operator back the offending piece of equipment away from the excavation.
8	If there was a release of product, implement the procedures in 9.9 Spill/Release Response
9	Arrange with the Inter Pipeline Engineering and Pipeline Integrity Groups to examine the pipeline and affect any required repairs.

6.17.6 Power Line contact

Refer to the Inter Pipeline Guideline for Working Near Overhead Power Lines for additional information.

Step	Action
Mechanical equipment has contacted an above or below-ground powerline	
1	Order all personnel in the immediate area to evacuate to an area of safety at least 10 meters away. Do not allow anyone to come near the vehicle.
2	Order the equipment operator to stay in the vehicle unless it is unsafe to do so due to fire. Warning: DO NOT attempt to fight the fire if the power line is still energized.
3	If the operator must leave the vehicle because it is unsafe to stay, instruct him to jump from the vehicle using both feet, landing as far away as possible.
4	Stop all work on the site and cancel work permits.
5	Contact the power company to have them de-energize the line. Wait for confirmation that this has been done.
6	Report the incident to your supervisor.

After power line has been de-energized	
7	Fight any resulting fires and address any other damage.
8	Report the incident to the Inter Pipeline Electrical Quality Management Plan Coordinator, who will, in turn, report the incident to the Alberta government.

6.17.7 Severe Weather

Step	Action
Employee is caught/stranded in severe weather	
1	Stop work, and suspend all work permits
2	Take shelter if possible. If not, Stay where you are until the situation changes (if stranded in your vehicle, stay with the vehicle, and have the hood up to signal distress).
3	Try to stay calm, warm, and dry.
4	During lightning or tornadoes, stay away from windows and doors, and do not handle electrical equipment or telephones (i.e., use only battery powered appliances).
5	During a tornado, if caught outdoors and away from a shelter, lie flat in a ditch or ravine and preferably holding onto the base of a small tree or bush

6.17.8 Vehicle Collision

Step	Action
Motor Vehicle Collision (Self)	
1	If safe to do so, remain in the vehicle.
2	Contact local emergency services (i.e., fire, ambulance, police) as required.
3	Notify the Supervisor or a Field Operations Manager.
4	Request to have deployed additional resources to the scene as required.
5	Complete an Internal Vehicle Accident Report Form
Motor Vehicle Collision (Other vehicles)	
1	Determine if there are injuries.
2	Contact local emergency services (i.e., fire, ambulance, police) as required.
3	If victims are at risk by remaining in vehicle, remove them to a safe area away from the vehicle.
4	If safe to do so, carry out first aid treatment on victims.
5	Notify the Supervisor or a Field Operations Manager.
6	Remain on the scene until dismissed by the Police

6.18 Emergency Facilities

6.18.1 Incident Command Post

Considerations for Placement	Resources requirements
• The size, equipment, and personnel needs for each ICP shall be determined by the nature of the emergency. • There will be only one ICP for the incident • Requires network access/connectivity (The ICP is the focal point for where decisions are made, and communications are sent out) • Must be easily identifiable. . • The ICP will be established in the Cold Zone.	• Communications – phones, repeaters for cell phones, satellite phones, radios • Computer – laptop, tablet • Printer • Table for maps • Whiteboards Signage: • Directional signs indicating ICP location. • ICP sign. • Signage for each section

6.18.2 Staging Areas

The staging area is a location where equipment and personnel can be received and prepared for deployment to the spill site. The staging area also receives demobilized equipment returning from the field and prepares it for either remobilization or demobilization. The staging area is more than a physical location; it is a system to manage the resources that will be coming to the site. The staging area would ideally be located less than 5 minutes from the site.

Considerations for Placement	Resources requirements
• Proximity to site. • Good access for anticipated equipment (helicopter, roads). • Enough area for maneuvering equipment (more space is better.) • Space for maintenance, repair/refurbishment of equipment. • Space for storage of parts and fuel for equipment. • Decontamination area to ensure equipment going on site is clean. • Power (electricity or generators).	• Washrooms. • Tent/office for sign-in/out, etc. • Forklift. • Truck. • Communications with ICP. • Mechanic/maintenance shop. • Fuel depot. • Heli-pad. • Lighting for night operations. • Decontamination area

6.18.3 Decontamination Area

Step	Action
1	Ensure area is in a safe, convenient location.
2	Select an area with easy access for removal of contaminated water/material.
3	Identify area with appropriate perimeter tape and signage.
4	Cover area ground with plastic sheet or tarps.
5	Procure further decontamination resources: o Kiddies' pool for responders to stand in during decontamination. o Warm water supply and detergents. o Washing supplies including soap, brushes, and portable showers. o Small tables and various sized containers. o Lined bins for waste material. o Tent for protection from elements/changing

6.18.4 Role in Other Agency's Facilities

Facility	Role
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/EOC. It is important that a liaison role be established should this occur; with either a company representative going to the municipal ECC/EOC, vice versa, or both sending liaison officer to each other's ECC/EOC.
Provincial ECC/EOC	Either at the request of the company, municipality or of their own accord, the province may activate it's ECC/EOC for the incident. The issue of ensuring liaisons are used (discussed under the Municipal ECC/EOC) holds true for this level as well.
Federal ECC/EOC	At the request of the Province the Federal Government may activate it's ECC/EOC. Liaison to this level would likely be done via the Provincial ECC/EOC.

6.19 Notification of Next-of-Kin

Role	Responsibilities
Incident Commander	• Inform police & health care authority of injuries or deaths
Health Care Agency (e.g., hospital, coroner, etc.), Law enforcement	• Determine that death has occurred • Confirm deceased's identity • May perform death notification

Trained IPL HR staff	• Communicate death details in an appropriate manner to next-of-kin
	• Provide medical or other necessary assistance to the recipient of the death notification
	• Coordinate with families for:
	  ○ Identifying the contact person for benefits and insurance information
	  ○ Return of personal belongings
	  ○ Distribution of final paycheck
	  ○ Return of IPL property (e.g., keys, laptop computers, cell phones, etc.)

Employee's Supervisor or Manager	• Assist police as necessary • If the employee is a contractor, may assist the police with contacting contract company if requested • Box up all 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.)

IPL Personnel	• May not perform death notification
	• If grieving relatives reach out:
	  ○ 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.

Note: Inter Pipeline will not:
- Allow the decedent's family members or friends direct access to the decedent's office, locker, or other workplace storage areas.
- Discuss the name(s) of the injured during radio and telephone discussions
- Release the names of casualties or missing persons to be released before the next-of-kin are notified

6.20 Post Incident

- 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
- Government clearance to resume normal activities may be required if there has been a fatality, serious injury or extensive damage.
- Relevant agencies that may be involved are the police, Workers' Compensation Board, Public Health, Environment, Forestry, Fish and Wildlife and Regulatory Authorities.

Step	Action
Decision is made to resume normal activities and stand-down emergency/ "all clear" given	
1	Notify all affected parties
2	Provide transportation for returning evacuees
3	Check residences and businesses for gas pockets, ensure they are ventilated
4	Contact all residents within 24 hours of resettlement to check their situation provide them details about follow-up
5	Clean, repair, replenish, and return equipment
6	Clean and restore impacted work areas
7	Perform post-incident debrief

7 ACTIVATION AND DEACTIVATION CHECKLISTS

Table 4: Activation Checklist

✓	Action
	Assess the incident
	Determine emergency level (refer to 7.1 Determining/Confirming the Emergency Level)
	Call appropriate personnel (ex: supervisor)
	Activate the ERP if required
	Manager, GM, VP or Sr. VP will activate the Emergency Coordination Center
	Upon activation, the ECC will be set up as per the diagram in the associated ECC set-up binder (in the ECC resource room)

Table 5: Deactivation Checklist

✓	Action
	Any change in Emergency Level must be done in consultation with Regulators.
	Deactivate your assigned position and close out logs when authorized by the Incident Commander.
	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/ICP
	Return ECC/ICP to pre-incident conditions (restocked supplies)

8 ROLE-SPECIFIC PROCEDURES

Further position-specific checklists are available in the TRG IAP software/app.

8.1 Emergency Response Team

8.1.1 ERT Incident Commander

Step	Action
1.	Direct operational response and emergency services to the staging area
2.	Conduct initial briefing on incident status with ERT.
3.	Consider appropriate shutdown and isolation of asset, as appropriate
4.	Document all decisions on ICS form 214
5.	Implement appropriate procedures to address specific incident requirements
6.	Develop, authorize, and implement the Incident Action Plan (Objective, Strategies, Tactics)
7.	Evaluate the need for a safety officer within the ERT and initiate a call-out
8.	Advise the Safety Officer to respond to the Incident Command Post (ICP)
9.	If incident becomes protracted, develop site safety plan (May be delegated to the Safety Officer)
10.	Consider and request additional operational and emergency response resources, as necessary
11.	Ensure necessary notifications to potentially impacted neighboring facilities, businesses, and residents
12.	Assign personnel for all the support roles (Scribe, Planning Section Chief, etc.)
13.	If the impact on production is severe and shutdown may be required, then inform management on-call to discuss escalating to Level 2
14.	Initiate Search & Rescue operations if someone is not accounted for
15.	In some cases, the response can be assisted/reinforced by supporting agencies (i.e., mutual aid). Consider requesting mutual aid, if required, and discuss with on-call management the need to escalate to Level 2.
16.	Collect incident data & information on resources mobilized at earliest possible opportunity
17.	Assess potential escalation of incident, predict probable scenarios, and prioritize relevant mitigation measures with regards to production curtailment scenarios.
18.	Detail manpower requirements (for prolonged incidents) and put together a rotation schedule and logistics plan for incoming and outgoing replacements including transportation, housing, and security.

- Note: The Incident Commander is authorized to abandon an incident scene and evacuate all emergency team(s), as necessary

8.1.2 Muster Captain

Step	Action
1.	Respond to all emergencies as required
2.	Collect the operating personnel and non-operating list from badge system/sign-in, as soon as possible
3.	Compare the operating personnel head count from the badge system/sign-in, and identify if anyone is missing
4.	Collect the non-operating personnel head count e-Mustering system and/or from all muster captains and indicate on the mustering board at the Incident Command Post
5.	Obtain the list of non-operating personnel and compare against the information provided by muster captains.
6.	Update Incident Commander about the status of mustering or if anyone is missing.
7.	Maintain “Casualty Tracking” board in the Incident Command Post
8.	Ensure all other field operators, outside the affected area remain in their area, as this is considered a safe zone. If evacuation of additional areas is required, direction shall be given by the Incident Commander
9.	Document all decisions on ICS form 214
10.	Check the safety of all the muster points based on leak source, wind direction & magnitude of emergency. Advise IC if any of the Muster Point(s) are compromised, identify alternative Muster Point(s) & ensure this is announced throughout the site

8.1.3 Security Advisor

Step	Action
1.	Ensure IPL security procedures are implemented as necessary to respond to the incident.
2.	Liaise with the Incident Command to identify the tasks required and provide regular security status reports.
3.	Arrange for security guards to cordon off the area if required.
4.	Ensure main gate is controlled
5.	Ensure traffic control in and around the incident site is set-up
6.	Ensure staging area is set-up and managed
7.	Document all decisions on ICS form 214

8.1.4 Mobile Security Guard

Step	Action
1.	Implement IPL security procedures as necessary to respond to the incident.
2.	Liaise with the Security Shift Supervisor to provide updates on tasks status and provide regular security status reports.
3.	Cordon off the incident site as instructed by the Security Shift Supervisor
4.	Set-up and manage staging area
5.	Set-up and maintain traffic control in and around the incident site.
6.	Ensure only authorized vehicles and personnel enter the plant/Incident zone in case of an emergency.
7.	Document all decisions on ICS form 214

8.1.5 Scribe

Step	Action
1.	Document all on-scene response team decisions and communications on ICS 214
2.	Document ICS 201 is posted
3.	All information may need to be passed from ERT to Incident Commander
4.	Record and maintain event boards with regular updates
5.	Document all on scene response team actions and communications
6.	Maintain a log of actions and activities and ensure that completed log sheets are passed to the Incident Commander
7.	Information that is written on Incident Management Boards should stay on the boards and not erased unless it is kept safe/recorded in some secure database for future reference.

Note: It is unlikely that a Scribe is required in the 1st operational period but if the incident will go into multiple operational periods a Scribe should be appointed.

8.1.6 Safety Officer

Step	Action
1.	The Assigned Safety Officer will report to the Incident Command Post or as directed by the Incident Commander
2.	Provide Safety advice in relation to the safety plan and risks assessment process.
3.	Advise Incident Commander of safe access and egress to the incident site.
4.	Ensure adequate control measures are in place to assure on-scene personnel safety.
5.	Advise Incident Commander to stop or suspend unsafe operations if such conditions exist.
6.	Carry out worst-case scenario assessment and continue to monitor and identify hazardous or potentially hazardous situations as they occur.
7.	Review Incident Action Plans with team to evaluate the potential safety impact.
8.	Evaluate PPE requirements for appropriateness.
9.	Develop Site Safety Plan as directed by Incident Commander
10.	Document all decisions on ICS form 214

8.1.7 Panel/Control Room Operator

Step	Action
1.	The Panel/CCO Operator is responsible for reporting, communication, and monitoring of alarms.
2.	Ascertain the type of alarm (HC, toxic gas, or fire) and the alarm area (zone) by referring to the panel.
3.	Identify the detector, its location and check for alarm value (%LEL of HC or ppm of H2S gas, fire, or a fault condition) by referring to the visual display unit
4.	Advise the respective area Operator about the activation of Alarm and continue monitoring incident details and provide updates to the Incident Commander
5.	Communicate actual wind direction and speed as indicated by anemometer, if available
6.	Initiate notification within a minute of the alarm, confirming the type of alarm, location, unit, equipment number and wind direction, if applicable
7.	Make announcement on the usage of respiratory protection based on confirmed emergency scenarios for plant and admin zones as authorized by Incident Commander, if applicable
8.	For scheduled maintenance/operational activity on detection system (if the prior information is given to the Panel Operator in writing), then confirm with the respective area panel before activating emergency. For scheduled maintenance on detection systems this must follow the safety system bypass management procedure.
9.	Initiate the sounding of the alarm if it has not been sounded and initiate isolation procedures to ensure the operational processes are safe, if applicable.

Step	Action
10.	Monitor the CCTV surveillance, wind direction and report the situation to the affected area operators and Incident Commander, if applicable.
11.	Advise other/ separate area panel operators of alarm status, if applicable.
12.	Monitor the Fire water system, if applicable.
13.	Perform appropriate Emergency Shutdown and/or Blowdown protocols upon confirmed incident, if applicable.
14.	Monitor process conditions and provide updates to Incident Commander.

8.1.8 ERT Captain

Step	Action
1.	In the event of a fire or rescue the ERT Captain is responsible to lead all aspects of the ERT.
2.	Proceed with the fire crews and mobile equipment to the agreed Muster Point with OSC-Process. Establish staging area and command post.
3.	Liaise with the Incident Commander and Safety Officer plus assist in the preparation of the incident tactical plan
4.	Establish exclusion zones and barricade area to limit access
5.	Perform a Hazard Assessment in conjunction with the Incident Commander to identify the hazards, risks, and any subsequent control measures before deciding on the tactical plan.
6.	Carry out search and rescue operations, as required
7.	Perform tactical assignments specific to the ERT
8.	Provide Incident Commander with updates of fire control, suppression, and extinguishing activities
9.	Provide security for field, facility, staging area and ICP
10.	Document all decisions on ICS form 214

8.1.9 General ERT Member

Step	Action
1.	ERT will be trained for and respond to on site emergencies involving fires, medical, hazmat, and rescue.
2.	Once notified The ERT Roster members will immediately adopt their emergency role and follow all ERT standard operating procedures. Once notified, the ERT roster member will transfer their operational role and adopt their emergency role.
3.	Follow instructions from the ERT captain.

8.2 Incident Management Team

8.2.1 IMT Incident Commander

Step	Action
1.	When notified of an emergency via the callout system, proceed to the designated incident command post.
2.	Contact the impacted Emergency Response Team/1st on-scene to receive further details of the incident.
3.	Notify the relevant Asset Manager/Business Unit General Manager/VP of the incident, as appropriate.
4.	On arrival, ensure the ICP is appropriately staffed; assign IMT duties as required.
5.	Discuss the implications and agree on the response strategy including possibility of activating the Crisis Management Team (CMT).
6.	Brief the team of the latest situation and provide guidance on the initial response, including priorities, actions & objectives and ensure that an accurate events log is started and maintained by the Scribe.
7.	Ensure communication to the Emergency Response team is maintained via the Operations Section Lead and establish a schedule for updates.
8.	Develop a communication plan and schedule key update meetings.
9.	Ensure that appropriate notifications are being carried out to relevant responding government agencies/authorities. (These may have been initiated by the Emergency Response Teams – confirm).  Note: Agency notifications can be delegated to the Liaison Officer.
10.	Determine a safety officer position and establish a safety plan.
11.	Continually assess the structure of the IMT organization to ensure it has the appropriate level of personnel and expertise for current and potential issues.
12.	Assess the potential timeframe of the response and consider relief IMT members to be made ready and available to handover at a prescribed time. Shift pattern to be developed as appropriate.
13.	Ensure that regular team briefs/time outs are conducted regularly and are appropriate for the scale and severity of the incident.
14.	Establish a communication schedule with the ECC for regular situational updates, including the issuance of the Situation Status reports (sit rep).
15.	Ensure any strategic objectives of the CMT are implemented (if required)
16.	Regularly reassess the Incident Potential and worst-case scenario as the situation evolves and ensure objectives and action plans are adjusted as required.
17.	Coordinate with the PIO the requirement for internal and external communication.

Step	Action
18.	Coordinate with HR the personnel response and requirement to mobilize additional support teams to support the incident.
19.	Determine when it is appropriate to stand down/reduce the IMT and make the appropriate notifications when agreed.

8.3 Emergency Coordination Center

8.3.1 ECC Coordinator

Step	Action
1.	Discuss the implications with IC and agree on the response strategy including possibility of activating the Crisis Management Team.
2.	Assess staffing needs of the ECC then notify and fill ECC positions.
3.	Request funding support for the incident, if outside the IC's SAM Level
4.	Establish communication methods and schedule with the IC and CMT (when activated)
5.	Ensure that Department Leads are providing information to support continuity of operations throughout the incident
6.	Ensure all internal/external communication are approved in a timely manner and those communications that require Disclosure Committee approval follow the approval process as set-out in the Crisis Management Plan (see Table 2: Notification by Emergency Levels)
7.	Support emergency requests from the Incident Management Team
8.	Help manage the impact of the emergency on the wider business

8.3.2 Business Unit General Manager/VPs

Step	Action
1.	Attend the ECC to provide support to the incident or attend virtual ECC, as directed
2.	Provide the ECC Coordinator with any information that impact/affect the continuity of operations
3.	Provide input into strategies and support to the IMT during the response, as required
4.	Consult with ECC Coordinator on the potential impacts to customers, contracts, reputation, or economic/business impact to Inter Pipeline Ltd.

8.4 Crisis Management Team

8.4.1 Crisis Manager

Step	Action
1.	Approve emergency funding for the incident.
2.	Provide timely updates to the CEO on the status of the incident.
3.	Provide oversight to the emergency response ensuring continuity of operations.
4.	Receive reports from the ECC Coordinator on the status of the response and/or recovery operations.
5.	Receive draft statements for media, investors, etc. from the Public Information Office. Review them for accuracy and in compliance with the Disclosure Policy.

9 IMT MEMBER RESPONSIBILITIES

Note: further positions may be activated depending on the needs of the incident. The incident commander or section chief will perform manage all responsibilities of their function until those roles are filled.

Role	Responsibilities
Business Continuity/Emergency Management Advisor	• SME in incident management • Facilitate the Incident Management (IMT) response processes on behalf of the Incident Commander • Ensure processes are used effectively and efficiently during the conduct of the incident response. • Ensure that the Incident Commander maintains a proper span of control (< 7 people)
Incident Commander (1st on-scene)	• Responsible for overall incident management • Ensure personnel and public safety • All activities and functions until delegated and assigned to staff • Initial determination of emergency level • Assess the need for additional staff • Establish incident objectives • Directing staff to develop the Incident Action Plan • Review/prepare Incident Briefing (ICS form 201) • Assess effectiveness of tactics  Note: The Incident Commander may transfer command to a more suitable or experienced person based on the incident needs
Deputy Incident Commander	• Coordinate the operations, technical and support functions of the IMT • Will assume the roles and responsibilities for the Incident Commander, if absent or if the span of control is exceeded.
Area Commander	• Oversee the management of multiple incidents handled individually by separate ICS organizations, or • To oversee the management of a very large or evolving incident engaging multiple IMT's  Note: Area command is only activated if necessary, depending on the complexity of the incident and incident management span-of-control considerations
Legal Officer	• Provide advice on legal issues associated with incident response operations • Handle all legal filing • Provide input in contractual and public communication issues

Role	Responsibilities
Liaison Officer	• Serve as point of contact for representatives of other governmental departments, agencies, and private sector to provide input on their organization's policies, resource availability, and other incident-related matters • Oversee external organization's assistants and personnel involved in incident management activities • Coordinate with regulatory agencies and other stakeholders • Agency Representative: • Has the authority to speak for their organizations on all matters, following appropriate consultations with their agency leadership. • Communicate agency needs/concerns, • Account for agency personnel and resources assigned to the incident
Public Information Officer	• Interface with the public and media and with other agencies with incident-related information requirements. • Assemble accurate, accessible, and complete information on the incident's cause, size, and current situation; the resources committed; and other matters of general interest for both internal and external audiences. • May perform a key public information-monitoring (e.g., for rumor control)  Note: Only one Information Officer is assigned per incident. Assistants may be assigned from other involved departments/agencies.
Safety Officer	• Monitor incident operations and advises Incident Command on all matters relating to operational safety, including the health and safety of emergency response personnel. • Ensure safe conduct of incident management operations • Develop the Incident Safety Plan • Stop and/or prevent unsafe acts during incident operations  Note: Only one Safety Officer are to be assigned to an incident. Assistant safety officers may be assigned from departments or agencies, as required.
Operations Section Chief	• All tactical activities to: • Reduce the immediate hazard • Save lives • Reduce damage to property, assets, and environment • Establish situational control • Restore normal operations

Role	Responsibilities
Logistics Section Chief	• Initiate, monitor, track, and expedite the movement of personnel, resources, and equipment in support of the emergency response effort • Maintain essential personnel and supplies • Provide communication planning • Set up incident facilities • Provide transportation • Provide food and medical services to responders. • Resource Unit Leader: • Manage assigned personnel and resources that have been checked in at the incident. • Ensure a system is in place and maintained for keeping track of the current location and status of all assigned resources • Maintain a master list of all resources committed to incident operations. • Facilities Unit Leader: • Set up, maintains, and demobilizes all facilities used in support of incident operations. • Provide facility maintenance and security services required to support incident operations • Supply Unit Leader: • Manage and supervise all supply aspects of the incident response operations, including: • Identification of resourced and equipment • Management of contracts and cost control. • Communications Unit: • IT & Telecom representative provides support and guidance on IT related issues. • Advise on QA/QC issues related to IT & Telecom following the incident

Role	Responsibilities
Planning Section Chief	• Collect, evaluate, and disseminate incident situation information and intelligence to the Incident Commander and incident management personnel • Manage the preparation of status reports • Display situation information • Maintain and tracks the status of resources • Prepare and documents the IAP, based on Operations section input and guidance from the Incident Commander • Prepare long-term contingency planning • Develop the demobilization plan **Documentation Unit Leader** • Compile documentation, • Establish & maintains incident files, • Provide print and distribution services to the IMT. • Scribe: • Responsible for ensuring information is being accurately recorded (electronic hard copies) throughout the response through the Master Event Log • Take notes in Command and General Staff meetings **Situation Unit Leader** • Assist the IMT in the gathering, filling, and displaying information on the nature and status of the incident on the various status boards and electronic displays
Finance/Admin Section Chief	• Track personnel and equipment hours • Negotiate contracts • Provide daily burn rates and daily incident costs. • Provide updates on these costs daily or as required by the Incident Commander • Provide compensation for damage **Human Resources** • Address human resource issues that arise because of the incident: • Track personnel • Ensure responder welfare • Organize reception facilities • Provide support/assistance to the families of individuals injured or killed by the incident • Arrange grief counselling for response personnel adversely impacted by the incident

Role	Responsibilities
Business Continuity/Emergency Management Advisor	• SME in incident management • Facilitate the Incident Management (IMT) response processes on behalf of the Incident Commander • Ensure processes are used effectively and efficiently during the conduct of the incident response. • Ensure that the Incident Commander maintains a proper span of control (< 7 people)
Incident Commander (1st on-scene)	• Responsible for overall incident management • Ensure personnel and public safety • All activities and functions until delegated and assigned to staff • Initial determination of emergency level • Assess the need for additional staff • Establish incident objectives • Directing staff to develop the Incident Action Plan • Review/prepare Incident Briefing (ICS form 201) • Assess effectiveness of tactics Note: The Incident Commander may transfer command to a more suitable or experienced person based on the incident needs.
Deputy Incident Commander	• Coordinate the operations, technical and support functions of the IMT • Will assume the roles and responsibilities for the Incident Commander, if absent or if the span of control is exceeded.
Area Commander	• Oversee the management of multiple incidents handled individually by separate ICS organizations or to oversee the management of a very large or evolving incident engaging multiple IMT's. Note: Area command is only activated if necessary, depending on the complexity of the incident and incident management span-of-control considerations.The Incident Commander may transfer command to a more suitable or experienced person based on the incident needs.
Legal Officer	• Provide advice on legal issues associated with incident response operations. • Handle all legal filing • Provide input in contractual and public communication issues

Role	Responsibilities
Liaison Officer	• Serve as point of contact for representatives of other governmental departments, agencies, and private sector to provide input on their organization's policies, resource availability, and other incident-related matters • Oversee external organization's assistants and personnel involved in incident management activities • Coordinate with regulatory agencies and other stakeholders. Agency Representative: • Has the authority to speak for their organizations on all matters, following appropriate consultations with their agency leadership. • Communicate agency needs/concerns, • Account for agency personnel and resources assigned to the incident
Public Information Officer	• Interface with the public and media and with other agencies with incident-related information requirements. • Assemble accurate, accessible, and complete information on the incident's cause, size, and current situation; the resources committed; and other matters of general interest for both internal and external audiences. • May perform a key public information-monitoring (e.g., for rumor control)  Note: Only one Information Officer is assigned per incident. Assistants may be assigned from other involved departments/agencies.
Safety Officer	• Monitor incident operations and advises Incident Command on all matters relating to operational safety, including the health and safety of emergency response personnel. • Ensure safe conduct of incident management operations • Develop the Incident Safety Plan • Stop and/or prevent unsafe acts during incident operations.  Note: Only one Safety Officer are to be assigned to an incident. Assistant safety officers may be assigned from departments or agencies, as required.
Operations Section Chief	All tactical activities to: • Reduce the immediate hazard • Save lives • Reduce damage to property, assets, and environment • Establish situational control • Restore normal operations

Role	Responsibilities

Logistics Section Chief	• Initiate, monitor, track, and expedite the movement of personnel, resources, and equipment in support of the emergency response effort
	• Maintain essential personnel and supplies
	• Provide communication planning
	• Set up incident facilities
	• Provide transportation
	• Provide food and medical services to responders.
	Resource Unit Leader:
	• Manage assigned personnel and resources that have been checked in at the incident.
	• Ensure a system is in place and maintained for keeping track of the current location and status of all assigned resources
	• Maintain a master list of all resources committed to incident operations.
	Facilities Unit Leader:
	• Set up, maintains, and demobilizes all facilities used in support of incident operations.
	• Provide facility maintenance and security services required to support incident operations
	Supply Unit Leader:
	• Manage and supervise all supply aspects of the incident response operations, including:
	  ○ Identification of resourced and equipment
	  ○ Management of contracts and cost control.
	Communications Unit:
	• IT & Telecom representative provides support and guidance on IT related issues.
	• Advise on QA/QC issues related to IT & Telecom following the incident.

Role	Responsibilities
Planning Section Chief	• Collect, evaluate, and disseminate incident situation information and intelligence to the Incident Commander and incident management personnel • Manage the preparation of status reports • Display situation information • Maintain and tracks the status of resources • Prepare and documents the IAP, based on Operations section input and guidance from the Incident Commander • Prepare long-term contingency planning • Develop the demobilization plan **Documentation Unit Leader:** • Compile documentation, • Establish & maintains incident files, • Provide print and distribution services to the IMT. **Scribe:** • Responsible for ensuring information is being accurately recorded (electronic hard copies) throughout the response through the Master Event Log • Take notes in Command and General Staff meetings **Situation Unit Leader** • Assist the IMT in the gathering, filling, and displaying information on the nature and status of the incident on the various status boards and electronic displays
Finance/Admin Section Chief	• Track personnel and equipment hours • Negotiate contracts • Provide daily burn rates and daily incident costs. • Provide updates on these costs daily or as required by the Incident Commander • Provide compensation for damage **Human Resources**: • Address human resource issues that arise because of the incident: • Track personnel • Ensure responder welfare • Organize reception facilities • Provide support/assistance to the families of individuals injured or killed by the incident • Arrange grief counselling for response personnel adversely impacted by the incident

10 NOTIFICATION PROVIDER CALL OUT MESSAGES

10.1 Notification Templates (Ready to Send)

A set of predetermined notification templates have been developed in the Everbridge platform to assist in the quick delivery of notifications. If the below templates are not appropriate for an incident, authorized user have the ability to create a new messages. Templates may be sent by contacting Everbridge and telling them which template to send **REDACTED**.

10.1.1 Corporate

REDACTED

10.1.2 Crisis Management Team

REDACTED

10.1.3 Mutual Aid

REDACTED

11 EMERGENCY RESOURCES

11.1 Inter Pipeline

Inter Pipeline has equipment stationed at various locations (see BU ERPs) and this equipment can be moved between pipelines, facilities, and Business Units, as per the Emergency Response Equipment Sharing Policy.

Table 6: Anticipated Resource and Actions Needed at Each Emergency Level

	ALERT	**LEVEL 1 EMERGENCY**	LEVEL 2 EMERGENCY	LEVEL 3 EMERGENCY
	Actions			
Internal Incident Management Activities	On site procedures	ICP activated. Initial response undertaken in accordance with the site-specific or Business Unit ERP	Pre-determined public safety actions are under way.	Full implementation of the Incident Management System.
External Assistance	On-site, as required by licensee	On site, as required by licensee	Potential for Multi-agency response	Immediate Multi-agency response
	Emergency Resources			
Internal Resources	Immediate and Local. No additional resources needed	Establish what resources would be required, may need to request additional resources from other districts/facilities	Limited supplemental resources or personnel required.	Significant incremental resources required
External Assistance	None	Begin to establish resources that may be required	Possible assistance from government agencies and external support services, as required.	Assistance from government agencies and external support services, as required.

11.2 Other Personnel / Equipment

If resource and equipment needs are not met through internal resources available at the incident location, requests can be made from other Inter Pipeline facilities, districts, or Business Units. If additional resources are needed, mutual aid will be requested. Refer to 17 Mutual Aid

11.3 Communications

11.3.1 Pioneer 1

The primary method of communications with on-site responders for the Pioneer 1 plant will be via intrinsically safe radios. The control rooms, plant offices, operations and maintenance personnel communicate via landline and 2-ways radios on the following 4 channels:

REDACTED

11.3.2 Pioneer 2

Safety response equipment will be provided on-site by Inter Pipeline, capable of contacting CNRL emergency control room.

The primary method of communications with on-site responders for the Pioneer 1 plant will be via intrinsically safe radios. The control rooms, plant offices, operations and maintenance personnel communicate via landline and 2-ways radios on the following channels:

REDACTED

11.4 Safety Equipment

11.4.1 Pioneer 1

ITEM	TYPE/SIZE	QUANTITY	LOCATION
10 lb. Fire extinguisher	Class 10 -BC	9	Throughout the facility
20 lb. Fire extinguisher	DS-20-A	5	Throughout the facility
30 lb. Dry Chemical Fire Extinguisher	ABC-30-G	41	Throughout the facility
Fire Alarms	Pull stations	3	Control Room Bldg.
Fire Blanket		4	Main MCC Building Maintenance Building Deluge Building DCS Building
Eye wash station	Squeeze Bottle	11	Throughout the facility
Scott Air Paks (SCBS)	4.5 4.5 mounted	2 2	Control Room DCS Building (West Door)
Scott SCBA Spare Bottles	4.5	4	Control Room
Scott SKA Paks		2	Control Room

ITEM	TYPE/SIZE	QUANTITY	LOCATION
Scott SKA Spare Bottles		2	Control Room
Flare Gun Kit	4 caliber flare gun with 12 gauge flare insert	1	Control Room
Road Block Kit		2	Control Room
Fire Monitor	FM-01 FM-02 FM-03 FM-04 FM-05 FM-06	6	Utility Building Area Walkway South of 9C-11 Surge Drum South of 9E-11 Product Cooler North of Main Structure by Expander North of F-1 by 9C-16 West of Admin/Control Bldg.
First Aid Kit		1	Control Room
Emergency Burn Kit		1	Control Room
Infection Control Kit		1	Control Room
Overhead Deluge Pull Stations	Pull Stations	3	Refrigeration Building

Spill response equipment comprised of Personal protective equipment, including SCBA apparatus", two-way radios, fire extinguishers and personal gas monitors, as well as tools, absorbents, and waste disposal bins, are available at the Pioneer 1 Plant.

11.4.2 Pioneer 2

ITEM	TYPE/SIZE	QUANTITY	LOCATION
Fire Extinguisher	CO2-30-G	11	Refer to Site Reference Plan
Dry Chemical Fire Extinguisher	ABC-30-G	70	
Fire Blanket		4	
Eye wash station		6	
First aid kit		1	
Roadblock kits		To be supplied by CNRL security	

Automated External Defibrillator		1	
Spill Kit		1	
SCBA		8	

11.5 Western Canadian Spill Services

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 contingency manual.

Web site link: **REDACTED**

11.6 Other Personnel / Equipment

If resource and equipment needs are not met through internal resources available at the incident location, requests can be made from other Inter Pipeline facilities, districts, or Business Units. If additional resources are needed, mutual aid will be requested. Refer to 17 Mutual Aid.

12 CONTACTS

12.1 CMT/IMT/FIRST

A list of 24-hour contacts for members of the Inter Pipeline Crisis Management Team (executives), Pipeline Incident Management Team, Cochrane Incident Management Team, Heartland Petrochemical Complex Incident Management Team, Pioneer 1 and 2 Incident Management Team, and Field Initial Response and Support Team will be kept in a Contact List binder in the Primary, Secondary, Tertiary ECC's as well as in the Everbridge system. Notification should go out via Everbridge as the primary means of notification, but if the system is down manual phone calls can be made.

12.2 Pioneer 1 & 2 IMT (Primary to Tertiary Roles)

REDACTED

12.3 Crisis Management Team

REDACTED

12.4 Critical Business Process Owners

REDACTED

12.5 Health, Safety, Security & Business Continuity/Emergency Management

REDACTED

12.6 Regulatory, Environment

REDACTED

12.7 Indigenous Relations

REDACTED

12.8 Fort McMurray (Boreal) – Staff and Office Phone List

REDACTED

12.9 Sherwood Park (Boreal and Olefins) – Staff and Office Phone Numbers

REDACTED

12.10 Pipeline/Facility Management – Staff and Office Phone Numbers

REDACTED

12.11 Pioneer 1 – Staff and Office Phone Numbers

REDACTED

12.12 Pioneer 2 – Staff and Office Phone Numbers

REDACTED

12.13 District Offices & Emergency Coordination Centers

REDACTED

*All district offices may be used as an ICP or a Satellite ECC to support the various response teams during an emergency. Some events may require multiple emergency facilities be activated or require representative participation in another company's ECC/EOC, or one managed by the municipal, provincial, or federal government.

12.14 Federal Government Contacts

REDACTED

12.15 Alberta Government Contacts

Alberta Boilers Safety Authority (ABSA) (Pressure Vessels)

REDACTED

Note: Must notify Jamie Farwell, Senior Integrity Technician – facilities prior to notifying any government pressure vessel agencies listed above.

Work: REDACTED

12.16 NGO & Utilities

REDACTED

12.17 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

REDACTED

12.18 First Nations Contacts

REDACTED

12.19 Registered Traplines

12.19.1 Pioneer 1

REDACTED

12.19.2 Pioneer 2

REDACTED

12.20 School Divisions

REDACTED

12.21 Key Contractors & Consultants

REDACTED

12.1 Shipper/Producer contacts

12.1.1 Pioneer 1

REDACTED

12.1.2 Pioneer 2

REDACTED

12.2 Key Stakeholders

REDACTED

12.3 Spill Equipment Contacts

REDACTED

13 MUTUAL AID

Requests for Mutual Aid (non IPL resources) will be evaluated on a case-by-case basis by the IMT. The Regulatory Advisor will assist with procuring an agreement to ensure the correct insurance is in place and no legal conflicts exist.

Role	Actions
IPL Designated Representative (Liaison Officer)	• Receives mutual aid request • This may be initially in the form of a phone call or email; however, it will be formalized using the generic mutual aid agreement followed within 24 hours by Schedule "B" from the Mutual Emergency Assistance Agreement MEAA (see 18.2) • Determines what resources are required and whether they are available (initiates a teleconference call with the Incident Management Team Logistics Section) • Will follow-up for further information/signatures
IMT	• Discuss the requested resource(s) (both personnel and equipment) needs of IPL, and determine what, if any, of the request can be met.
Logistics Chief	• Request and dispatch any resources that have been determined as needed to support the emergency response.
Finance/Admin Chief	• Manages invoices related to mutual aid requests

Incoming requests for aid from external agencies will be triaged through the appropriate asset owner

13.1 Alberta Support and Emergency Response Team (ASERT)

ASERT has 6 initial response spill trailers that are located throughout Alberta, they are available for use should an incident occur which requires them

Trailer locations are as follows (as of October 2021):

- 2 in Edmonton for training
- 1 leased to Taber fire dept
- 1 leased to Sundry fire dept
- 1 leased to High Prairie Fire Dept
- 1 leased to Ponoka County

13.2 CNRL Bridging Document

A bridging document is in place between Canadian Natural Resources Limited and Inter Pipeline Ltd. to clarify and agree upon a coordinated level of response for an emergency incident involving the Inter Pipeline area wells, pipeline, and facility operations.

Inter Pipeline Ltd. (as contract operator) will assume initial response activities and control during an Alert or Level 1 emergency.

During an “Alert” Inter Pipeline personnel will conduct initial response measures to investigate, confirm and assess the impact of the potential emergency. Inter Pipeline will notify CNRL, and together an assessment will be made to ascertain the extent of the incident and discuss how emergency management will be implemented at that time.

At the declaration of a Level 1 Emergency, Inter Pipeline will inform CNRL with a situation report. Inter Pipeline will assume all initial public safety measures and emergency management as described in the bridging document. Please refer to the bridging document for further details on the emergency response between the two parties.

For more information refer to full Bridging Document between Inter Pipeline and CNRL.

REDACTED

14 GOVERNMENT & AGENCY REPRESENTATION

Agencies with Jurisdictional responsibility leading a response may request that IPL participate through selection and assignment of company representatives. When responsibility for an incident is shared between Inter Pipeline and another organization, a Unified Command Structure may be employed to manage incidents. Otherwise, government representatives may participate in Inter Pipeline’s IMT as agency representatives, reporting to the Liaison officer, or delegated liaison staff in the ECC.

14.1 Indigenous Relations

Inter Pipeline acknowledges the traditional territories and unique legal rights that Indigenous People hold in Canada. We are committed to meaningful, ethical, and mutually beneficial relationships with Indigenous communities to ensure that safety, environmental, economic, or social impacts resulting from our business activities are addressed in a timely and effective manner. Indigenous governments and communities are a part of our emergency response plans in that representatives will be invited to participate in exercises, and key contacts will be notified in the case of an emergency event.

15 DRIVING DIRECTIONS / FACILITY ACCESS DESCRIPTIONS

15.1 Primary Emergency Coordination Centre (ECC)

REDACTED

15.2 Secondary ECC (Cochrane Extraction Plant)

REDACTED

15.3 Tertiary ECC (Cochrane Fire Department)

REDACTED

16 SECURITY PROCEDURES

REDACTED

17 REFERENCES

17.1 Regulatory References

The following regulatory and reference materials apply specifically to this plan.

Regulator/Reference	Description
Canada	• Onshore Pipeline Regulations: Section 46 • CSA Z246.1 Security Management for Petroleum and Natural Gas Industry Systems • CSA Z246.2 Emergency preparedness and response for petroleum and natural gas industry systems • CSA Z1600 Emergency and continuity management program • CSA Z662 Oil and gas pipeline systems
Alberta	Directive 071 Emergency Preparedness and Response Requirements for the Petroleum Industry
Saskatchewan	Directive S-01 Saskatchewan Upstream Petroleum Industry Storage Standard

17.2 Internal References

The forms, lists, and other documents below apply specifically to this plan.

Document Number	Document Title
Policies and Standards	
IP-RM-POL-0004	Business Continuity Management Policy
IP-OPS-POL-0003	Emergency Response Equipment Sharing Policy
IP-LEG-POL-0008	Records Retention and Destruction Policy
IP-RMO-STD-0001	Business Continuity and Emergency Management Planning and Response Standard
IP-RMO-STD-0002	Business Continuity Management Exercise and Training Standard
IP-RMO-STD-0003	Physical Security Standard

Document Number	Document Title
Procedures and Plans	
IP-REG-PRC-0003	Applications Process and Procedure
N/A	Business Continuity Plans (Non-library documents owned by assets/departments)
N/A	Crisis Communications Plan (non-library)
IP-RM-PRC-0002	Emergency Response Plan Documentation Procedure
N/A	Emergency Response Plans – Pipelines & Facilities
IP-OPS-PRC-0005	Exercise Execution and Facilitation Procedure
IP-AMR-PRC-0002	Management of Change Procedure

18 APPENDICES

18.1 Mutual Emergency Assistance Agreement Instructions

- The Requesting Party's Designated Representative must authorize with signature this form within 24 hours of initial request (whether the initial request is verbal or by email) for Emergency Assistance;
- The form is made up of 3 parts, to be completed as follows:
  - **Part A – Request:** Completed by the Requesting Party's Designated Representative and sent to the Responding Party's Designated Representative;
  - **Part B – Response:** Completed by the Responding Party's Designated Representative and returned to the Requesting Party's Designated Representative;
  - **Part C – Termination:** Completed by both the Requesting and Responding Parties.

PART A – Request for Emergency Assistance
DATE:
NAME OF REQUESTING PARTY:
Designated Representative Requesting Assistance: • Name: • Title: • Telephone Number: • Alternate Telephone Number: • Email:
1 – Emergency Details
Description of Emergency (what / where):
Expected Operational Hazards:

Special Regulatory Requirements, if applicable:
2 – Request for Personnel
Personnel Requested: ☐ YES ☐ NO
Description of personnel required (what job /function / tasks the personnel will be performing):
Number of personnel required:
Any Specific Qualifications Required: ☐ YES ☐ NO If yes, please provide details:
PPE / Safety Requirements:
Location of Check-in (Address / Coordinates / Directions):
On-Scene Contact for Personnel (Name / Telephone Number):
Start of Emergency Assistance Period for Personnel (DD/MM/YY):
Estimated Emergency Assistance Period / Duration:
Additional Information:
Lodging and Food to be provided by Requesting Party? ☐ YES

☐ NO
3. Request for Equipment
Equipment Requested: ☐ YES ☐ NO
Description of Equipment Required (what do you need, quantities):
Transportation / Delivery Arrangements (who will pick up, deliver, locations, etc.):
Location of Check-In (Address / Coordinates / Directions):
On-Scene Contact for Equipment Delivery (Name / Telephone Number):
Start Date for Emergency Assistance Period for Equipment (DD/MM/YY):
Estimated Emergency Assistance Period / Duration:
Additional Information / Notes:
It is expected that equipment will be returned in like condition or replaced. The decontamination of equipment, to the reasonable satisfaction of the Responding Party, is the responsibility of the Requesting Party.
4 – Signature
Signature of Requesting Party Signed by: _____ Title: _____ Date: _____
PART B – Response / Approvals to Request
DATE:
NAME OF RESPONDING PARTY:
Designated Representative of Responding Party:

- Name:
- Title:
- Telephone Number:
- Alternate Telephone Number:
- Email:

1 - Response re. Request for Personnel:

Approval to Provide Personnel:

The above request is: ☐ Approved

☐ Varied (if varied, please provide details below)

Variation of Assistance (if the Responding Party can provide alternate or partial assistance, please provide details here):

2 – Response re. Request for Equipment

Approval to Provide Equipment:

The above request is: ☐ Approved in full as requested

☐ Varied (if varied, please provide details below)

Variation of Assistance (if the Responding Party can provide alternate or partial assistance, please provide details here):

It is expected that equipment will be returned in like condition or replaced. The decontamination of equipment, to the reasonable satisfaction of the Responding Party, is the responsibility of the Requesting Party.

3 – Signature of Responding Party

Signed by: _____

Title: _____

Date: _____

4 – Signature of Acceptance of Emergency Assistance (As Described) by Requesting Party

Signed by: _____

Title: _____

Date: _____

PART C: TERMINATION OF ASSISTANCE

The Requesting Party and the Responding Party hereby confirm that the Emergency Assistance Period has ended:

Requesting Party:	Responding Party:
Signed by: _____	Signed by: _____
Title: _____	Title: _____
Date: _____	Date: _____

18.2 Emergency Assistance Agreement

EMERGENCY ASSISTANCE AGREEMENT

This Emergency Assistance Agreement (the "**EAA**"**)** dated as of [Date] (the "**Effective Date**")

BETWEEN:

[COUNTERPARTY], a corporation
existing under the laws of _____ ("**Counterparty**")

- and -

[Company], a corporation
existing under the laws of **[Alberta]** ("**Company**)

(Individually, a "**Party**" and collectively the "**Parties**")

WHEREAS:

A. COUNTERPARTY is a party to a Mutual Emergency Assistance Agreement dated [Date], a copy of which is attached to this EAA as Schedule A (the "**MEAA**"); and

B. [Insert Company Name] is not a party to the MEAA but wishes to request Emergency Assistance (as that term is defined in the MEAA) from COUNTERPARTY as though [Insert company name] were a party to the MEAA.

NOW THEREFORE and in consideration of the covenants, representations and agreements contained herein and other good and valuable considerations (the receipt and sufficiency of which is hereby acknowledged), the Parties agree as follows:

1. **Definitions:** Terms used but not defined in this EAA shall have the meanings given to those terms in the MEAA

2. **Schedules:** Attached to and forming an integral part of this EAA are the following Schedules:

   Schedule A: MEAA
   Schedule B: Completed Request/Confirmation Form for Emergency Assistance

3. **Application of MEAA:**

(a) The Parties hereby agree, as between themselves, that they shall be mutually bound by the terms as the MEAA as though they were both parties thereto, as modified by this EAA.

(b) The requested and agreed Emergency Assistance shall be as set forth in the completed Request/Confirmation Form for Emergency Assistance attached to this EAA. The Parties agree that the persons executing the forms on behalf of each Party shall be such Party's Designated Representative, and each Party represents and warrants to the other Party that such Designated Representative has due authorization to execute such form. Unless otherwise agreed by the Parties in writing, this EAA shall only apply in respect of such Emergency.

4. **Term and Termination:** This EAA shall commence as of the Effective Date and shall terminate as of the end of the Emergency Assistance Period, provided that, to the extent the MEAA has continuing obligations in respect of an Emergency following the Emergency Assistance Period, such obligations shall survive termination of this EAA.

5. **Notices:** Any notice, consent or approval required or permitted to be given in connection with this MOU (a "**Notice**") shall be in writing and shall be sufficiently given if delivered (whether in person, by courier service or other personal method of delivery), or if transmitted by facsimile:

If to COUNTERPARTY: If to (Company Name):

Attn:
Email:

Any Notice delivered or transmitted to a Party as provided above shall be deemed to have been given and received on the day it is delivered or transmitted, provided that it is delivered or transmitted on a day on which commercial deposit taking banks are generally open for business in Calgary, Alberta, other than a Saturday, or a Sunday or a day observed as a holiday in such location (a "**Business Day**") prior to 5:00 p.m. local time in the place of delivery or receipt. However, if the Notice is delivered or transmitted after 5:00 p.m. local time or if such day is not a Business Day, then the Notice shall be deemed to have been given and received on the next Business Day. Any Party may, from time to time, change its address by giving Notice to the other Party in accordance with the provisions of this section 5.

6. **Confidentiality:** Each Party agrees that it shall treat as confidential this EAA and all documents, materials and other information relating to this EAA, and actions

taken hereunder. Such confidentiality obligations shall not apply to any information that:

(a) was already lawfully in its possession and not subject to confidentiality obligations prior to disclosure by the other Party;

(b) is known to the public and did not become so known though any violation of a legal obligation or through any fault of such Party;

(c) is required to be disclosed in any government filling or by virtue of any applicable law; or

(d) is disclosed to a Party's officers, employees, management committee, contract operators, legal counsel, insurance companies, insurance brokers, financial institutions, and financial advisors on a need-to-know basis, provided the Party disclosing such information advises each recipient to treat the information confidentially.

7. **Entire Agreement:** This EAA (incorporating the terms of the MEAA) shall constitute the entire agreement between the Parties with respect to the subject matter hereof and shall supersede all previous representations, oral or written, that may have been made by or on behalf of the Parties prior to the Effective Date.

8. **Assignment:** No Party shall assign any of its rights and obligations under this EAA, in whole or in part, without the prior written consent of the other Party (which consent may be withheld in such Party's sole absolute and unfettered discretion). Any purported assignment not made in accordance with the terms of this section 8 shall be void.

9. **Execution:** This EAA may be executed in counterpart and all such counterparts shall be deemed to constitute a single agreement and the execution by any Party shall have the same force and effect as if all the Parties had signed the same document.

IN WITNESS OF WHICH the Parties have duly executed this EAA as of the Effective Date.

[COUNTERPARTY] **[Company Name]**

By: _____ By: _____

19 GIS & MAPS

REDACTED

19.1 Facility Reference Plans

The following facility emergency reference plans are provided to assist the planning for and response to emergencies. Included are plans for the following facilities:

19.1.1 Pioneer 1

REDACTED

19.1.2 Pioneer 2

REDACTED

19.2 Route Map

REDACTED

19.3 EPZ Maps

REDACTED

19.4 Western Canadian Spill Services (WCSS) Area Maps

REDACTED

20 DRIVING DIRECTIONS/FACILITY ACCESS DESCRIPTIONS

20.1 Pioneer 1

REDACTED

20.2 Pioneer 2

REDACTED

21 LOCAL GOVERNMENT RESPONSE

21.1 Regional Municipality of Wood Buffalo

Resources would be provided in support of an upstream emergency on an "as available" basis and in accordance with the Policies of the Municipality of Wood Buffalo. Representatives from the aforementioned authorities will :

21.1.1 Before the Event

- Maintain 24-hour emergency contact numbers.

21.1.2 Upon the Notification of and During an Event

- Initiate and manage the local disaster services response in accordance with Town policy
- Dispatch representative(s) to the Company's Regional Emergency Coordination Centre, if available
- Ensure all local emergency and public information services are available in accordance with local policy. (Public Information releases will be coordinated with the Company's Public Information Officer to ensure consistency of key messages)
- Activate the Municipal Emergency Plan and establish a Municipal Emergency Coordination Centre to coordinate activities (the municipal mobile Incident Command Post is available to the Company for use, subject to limitations as may be imposed by the Municipality of Wood Buffalo due to operational requirements at the time of an incident)
- Upon Request, may assist with set-up and administration of Reception Centre
- May assist with Fire Protection in accordance with Town policy
- If necessary, declare a State of Local Emergency to provide local authorities with special powers if it impacts the Municipality of Wood Buffalo; otherwise, the Municipality of Wood Buffalo would declare a SOLE
- Support the Company in dealing with the emergency in accordance with Town policy

21.1.3 After the Event

- Complete a "lessons learned" process based on the scope of involvement and the outcome of

the incident

- Participate in multi-agency debriefing

21.1.4 Emergency Services (as managed /operated by the Local Authority)

Emergency Services will also, as a general rule, provide resources in support of a petroleum incident, on an "as available" basis.

21.1.4.1 Before the Event

- Maintain readiness status for emergency notification
- Participate in industrial operators' exercises where possible

21.1.4.2 During the Event

- Respond to and assess emergency incident to the scope of their abilities.
- Establish a unified On-Site Command Post/Incident Command Post
- Communicate to the Municipal ICP and provide sit reps as required
- Assist with fire protection outside of Company property, off-site and/or outside the Emergency Planning Zone (EPZ), where trained personnel are available
- Provide basic emergency medical assistance, as required (contact ambulance)
- Coordinate news releases with the licensee, if required

21.1.4.3 After the Event

- Complete a "lessons learned" process and provide any feedback to the licensee
- Participate in multi-agency debriefings

21.2 Government Consultation & Resources Summary

REDACTED

21.2.1 AHS Oil and Gas Roles and Responsibilities

REDACTED

22 ENVIRONMENTAL EMERGENCIES PLANS

For more specific information on products regulated under Environment Canada's Environmental Emergencies Regulated Products, please see the stand-alone Pioneer 1 and Pioneer 2 Environmental Emergency Plans. A hardcopy must be kept at the registered site and will be found within the main conference room at the Administration Building. The most up-to-date copy of the ERP is found electronically on myContent in the reference library.

Regulated products contained in the plan are:

- Propane
- NGL
- Ethane

23 FORMS

Please note all ICS forms are available through ICS Canada and the TRG IAP software and app

23.1 Monitoring Record

PREPARED BY:						DATE: (YY/MM/DD)		
TIME	Benzene READING (ppm)	Lower Explosive Limit (LEL) READING (ppm)	Hydrogen Sulphide (H_2S) READING (ppm)	Carbon Monoxide (CO) READING (ppm)	Oxygen (O_2) READING (ppm)	Wind Conditions		DESCRIPTION OF LOCATION OF READING
						FROM WHICH DIRECTION	SPEED (km/hr.)	

23.2 Resident Data Record

PREPARED 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**

23.3 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*)

23.4 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**

23.5 Resident Compensation Form

Date:	Prepared by:	Resident Name:
Home address:	Location of Land (LSD):	Telephone #s (Home & cell/business):
Number of residents Evacuated:	Address Evacuated to:	Telephone # while evacuated:

No.	Date (MM/DD)	Location	Transportation	Accommodation	Meals	Phone	Other	Total	Details of Expenses
TOTAL REPORTED EXPENSES:									

24 VIRTUAL ACTIVATION

24.1 Tools

The TRG Software will be used to manage the incident and provide a common operating picture for the incident. The following apps should be downloaded via the IPL app store:

Requirement	Details
Link to store	• The website to access via the web is: Log in **REDACTED**
Credentials	• Username: **REDACTED** • Client code: **REDACTED**
Download Apps	• Initial Response • IAP • eIMH Enterprise • Resource Request • Resource Manager

24.2 Virtual IMT Activation

Inter Pipeline must always be ready to ensure the delivery of crisis management functions. The Level 2 team may function remotely during an incident and without the need to enter an Incident Command Post using virtual tools.

Table 7: Sequence of Events for Virtual IMT Activation

Step	Action
1	Incident Commander notifies the asset/operations manager (or designate) via telephone (see section 9.2 Incident Notification).
2	Operations/asset manager decides if IMT activation required.
3	Incident Commander requests the BC/EM Advisor or Everbridge Administrator to initiate Emergency Response Level 2 IMT activation. Note: The Asset Manager and Asset Supervisor are also able to send out the Emergency Response Level 2 IMT activation notification
4	Those who receive a notification follow the instructions outlined in the message.
5	Share critical information about the incident (see section 7.6 Conduct the Planning Meeting)
6	Incident Commander confirms the immediate objectives, to support the command, control, and stabilization of the incident.
7	After the call, Incident Commander sets regular Operational Briefings.
8	The system continues until the incident de-escalated /IMT stood down.