Bow River Pipeline

Emergency Response Plan

24 Hour Emergency Control Centre number: REDACTED

Calgary Office: REDACTED

Manual #:____

Issued to (location):_____

Issued to (person):_____

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1.0 PIPELINE INFORMATION

REDACTED

1.1 Warning/Alarm/Shutdown Systems

Inter Pipeline manages the pipeline remotely using a system Control and Data Acquisition (SCADA) system for pipeline control at the IPL Sherwood Park Control Centre. Pipeline control uses remote sensors and transmitters installed at the valve sites to monitor pipeline properties such as the temperature, pressure and flow rates for the pipeline through the SCADA system. The SCADA system has a built-in alarm for these parameters to provide an alarm for Control Centre Operator response and possible emergency shutdown. Pipeline control monitors the performance of the pipeline 24 hours a day and has the ability to remotely close valves, if necessary, or to send a field technician on a call-out to troubleshoot pipeline concerns.

The Control Centre Operator shuts down the line, when an alarm is received. The leak detection system (LDS) also receives data from the SCADA system. The LDS provides continuous leak detection that will trigger alarms on the detection of a leak IPL monitors the Bow River Pipeline with a real time transient model, lateral volume balance and a statistical model to catch large leaks rapidly and still maintain sensitivity to smaller cumulative leaks over time.

1.2 Alberta Environment facility approval numbers

REDACTED

1.3 Valve sites – GPS & ATS Legal locations

REDACTED

1.4 Emergency Planning Zone

Alberta Energy Regulator Directive 071 requires modeling of the Emergency Planning Zone (EPZ) and Protective Action Zone (PAZ) for any line segments containing an H2S concentration of 0.1 mol/kmol or higher. The conventional heavy crude in the BRPL has the potential to contain maximum H2S concentration of 105 ppm (wt) or 0.924 mol/kmol. As such, the Emergency Planning Zone has been calculated as 10 meters, the Initial Isolation Zone (IIZ) as 10 meters, and the maximum Protective Action Zone (PAZ) as 10 meters for this pipeline.

Figure 1 - Emergency Planning and Response Zones

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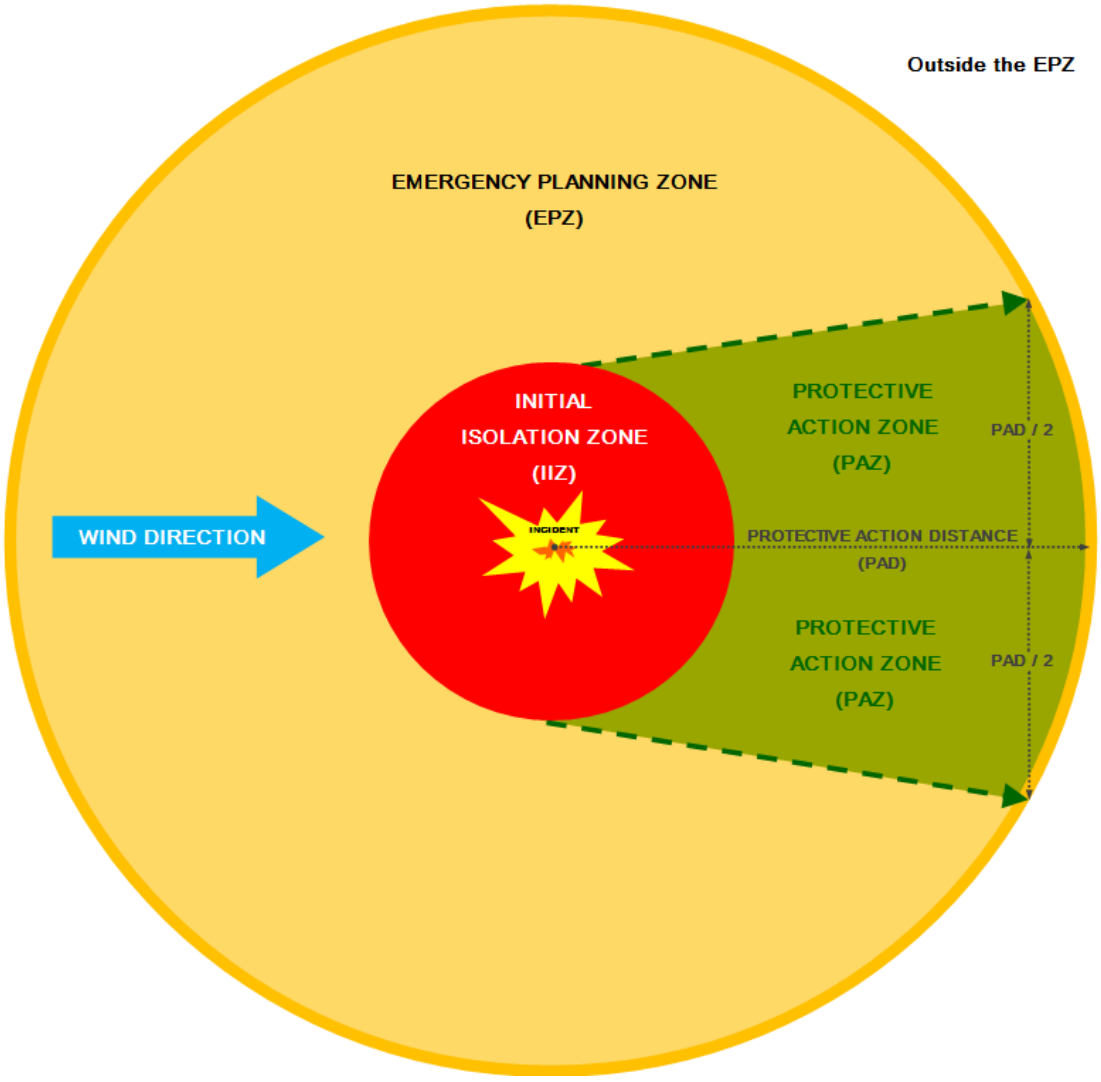
EMERGENCY PLANNING AND RESPONSE ZONES



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2.0 ADMINISTRATION

2.1 Purpose

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

2.2 Scope

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

The types of emergencies addressed by this Emergency Response Plan (ERP) include, but are not limited to:

- Injuries and medical emergencies
- Fires
- Natural Disasters (flooding and wildfires)
- Spills and releases
- Vehicle collisions
- Criminal or terrorist activity

2.3 Distribution of this Plan

Distribution record is located on **REDACTED**

2.4 Plan Administration

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

Proposed changes, revisions or modifications to the ERP should be submitted to the Business Continuity/Emergency Management Advisor or local Administrative Assistant, using the Revision Request Form in Section 11 (Form 11.18) of this plan.

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Changes to the content of the plan, other than phone numbers and editorial corrections, must undergo the Inter Pipeline Management of Change process.

The area's Administrative Assistant shall send revisions of the ERP to holders of numbered copies of the plans, as identified by a distribution list maintained for each plan. Any changes in plan holders or any lost or misplaced plans should be identified to the Administrative Assistant to allow the distribution list to be updated accordingly. The ERPs are distributed to Supervisors, selected corporate staff and other personnel as appropriate. Copies are also distributed to the Emergency Coordination Centre (ECC), and other locations as required.

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

The contents of the entire ERP shall be re-issued periodically, as determined by the Transportation Senior Emergency Response Advisor to ensure that all plans are complete and current.

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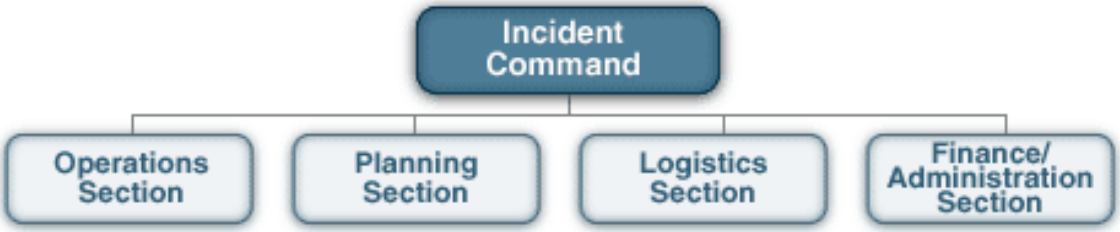
3.0 INCIDENT MANAGEMENT SYSTEM

3.1 Overview

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

Figure 1 ICS Structure



These functions apply whether you are handling a routine response, organizing for a major non-emergency event, or managing a response to a major incident or emergency. The five major management functions are Command (Incident Commander and Command Staff), Operations, Planning, Logistics and Finance/Administration:

- **Incident Command:** Sets the incident objectives, strategies, and priorities and has overall responsibility for the incident.
- **Operations**: Conducts operations to reach the incident objectives. Establishes the strategies and tactics and directs all operational resources.
- **Planning**: Supports the incident action planning process by tracking resources, collecting/analyzing information, and maintaining documentation.
- **Logistics**: Provides resources and needed services to support the achievement of the incident objectives.
- **Finance/Administration**: Monitors costs related to the incident and 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 site command.

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

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3.2 Span of Control

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

3.3 Structure Continuity

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

The Incident Command Post (ICP) is the focal point where decisions are made and communications are sent out, it must be easily identifiable.

3.4 Key Characteristics

The following are key characteristics of ICS:

- Adapts to any size event
- Provides for single-jurisdiction/single-agency as well as multi-jurisdictional/multi-agency operational interaction
- Expands in a logical manner from an initial response into a major incident with basic common elements in organization, terminology and procedures
- When implemented, has the least possible disruptions to existing systems

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4.0 ROLES AND RESPONSIBILITIES

4.1 Roles within the ICP

It is important to remember that the Incident Commander assumes all roles until they are delegated to others. The same person can hold multiple roles depending on their ability and the complexity of the event. Not all positions listed below need to be staffed, only those required by the Incident Commander.

Table 1 Assigned Roles

Emergency Level	Operations Chief	Incident Commander	Emergency Director
Alert	Handled entirely at the field or plant level.		
1	Operations Supervisor		Position not activated
2	Operations Supervisor		GM of Field Operations or Operations Manager
3	Operations Supervisor		

Note: Refer to Section 6.2 for more information on emergency levels.

Refer to Section 8 for Role Checklists

The Emergency Director listed in the above figure is the lead at the Corporate Emergency Coordination Centre.

4.2 Incident Commander

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

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

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

- Ensuring personnel and public safety
- All activities and functions until delegated and assigned to staff
- Initial determination of emergency level
- Assessing the need for additional staff
- Establishing incident objectives
- Directing staff to develop the Incident Action Plan

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- Review/prepare ICS form 201
- Assessing effectiveness of tactics

4.3 Command Staff

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

4.3.1 Information Officer

The Information Officer serves to facilitate exchange of information between the Corporate Communications staff and the media, public and internal staff. The Information Officer would, develop news releases, monitor media, provide information to internal and external stakeholders and coordinate/conduct media briefings if necessary. If an Information Officer is not on-site, media or others wishing information would be advised that all requests are to go through the Information Officer located in the Corporate ECC.

4.3.2 Safety Officer

The Safety Officer monitors safety conditions, assesses hazardous and unsafe situations and develops measures for the safety of all assigned personnel. The Safety Officer advises the Incident Commander on issues regarding incident safety, however may exercise emergency authority to directly stop unsafe acts if personnel are in imminent danger. The Safety Officer works closely with the Operations Section to ensure the safety of tactical and support personnel. Only one Safety Officer will be named to an incident. The Safety Officer may have assistants as necessary, and the assistants may represent other agencies or jurisdictions.

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4.3.3 Liaison Officer

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

4.3.4 Legal Officer

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

4.4 Operations Section Chief

The Operations Section Chief develops and manages the Operations Section to accomplish the incident objectives set by the Incident Commander, and often facilitated by the Planning Section. The Operations Chief executes the Incident Action Plan (IAP). The Operations Section Chief is the person with the greatest technical and tactical expertise in dealing with the problem at hand. The Operations Section Chief organizes, assigns and supervises the tactical field resources. This position reports to the Incident Commander.

4.4.1 Public Safety Group Supervisor

The Public Safety Group Supervisor reports to the Operations Section Chief and is charged with coordinating the shelter or evacuation of people in the Emergency Planning Zone (EPZ) in conjunction with local authorities.

4.4.1.1 Reception Centre Supervisor

If an EPZ evacuation is declared, the responsibilities of the Reception Centre Supervisor are to receive/record evacuated resident information as well as assist with the needs of the evacuated residents for food and shelter along with distributing and collecting compensation information. Refer to Section 11 (11.9 Reception Centre Registration Form and 11.10 Resident Compensation Form)

4.4.1.2 Telephone Leader

The duties of this position are to assist the Public Safety Supervisor when a notification message has been sent out to residents. Items of note are attempting to contact residents who have not verified receipt of initial notification call and continuously monitoring resident status. Refer to Section 11 (11.13 Evacuation Data Sheet).

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4.4.2 Staging Area Supervisor

This position reports to the Operations Chief. Duties of this position include:

- Designating a staging area, directing resources to staging area,
- Tracking who/what is at staging area
- Managing incoming resources;
- Assign staff to positions as directed by the Operations Section Chief or Incident Commander

4.4.3 Roadblock Leader

The Roadblock leader is tasked with securing the perimeter of the incident area through road warnings/barricades and monitoring, as well as controlling/recording activities as per instructions Refer to Section 11 (Form 11.8 Roadblock Record), Roadblock form to record who approaches/passes roadblock).

4.4.4 Rovers

The primary duties of Rovers are to assist with resident information dissemination and evacuation and report this information back to the Pubic Safety Group Supervisor. Refer to Section 11 (11.7 Resident Data Record).

4.4.5 Air Monitor Unit

The primary duties of the Air Monitor Unit Leader is to deploy air monitors to identified locations to test and record the quality of the air. They report information obtained from portable monitoring equipment back to the Public Safety Group Supervisor. Refer to Section 11 Forms (11.6 Monitoring record).

4.5 Planning Section Chief

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

The major activities of the Planning Section include:

- Collecting, evaluating, and displaying incident intelligence and information.
- Preparing and documenting Incident Action Plans.
- Conducting long-range and/or contingency planning.
- Developing plans for demobilization.
- Maintaining incident documentation.
- Tracking resources assigned to the incident.

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

4.5.1 Scribe

The role of the scribe is to capture notes reflecting what is being said/going on in the ICP and is a function of the Documentation Unit reporting to the Planning Section Chief. They will assist in maintaining the master event log and provide copies of reports to appropriate parties.

4.6 Logistics Section Chief

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

4.7 Finance/Administration Section Chief

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

- Contract negotiation and monitoring
- Timekeeping, both personnel and equipment
- Cost analysis
- Compensation for injury or damage to property

4.8 All Staff

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

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5.0 ACTIVATION OF CORPORATE EMERGENCY COORDINATION CENTRE

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

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

5.1 Activation

This ERP can be activated by any operational staff.

Once the Emergency Level has been determined (Section 6.2), refer to Table 7 Incident Notification for notifications required.

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

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

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

5.2 Incident Notification

Once the emergency Level has been determined, an Incident notification must be conducted to alert the Business Support Team. When the ALERT notification system is being used refer to Section 5 of the Corporate Emergency Response Plan for pre-determined notification templates.

The Business Support Team is activated for an incident of Emergency Level 2 or 3 (See 6.2 for level determination) or should the Incident Commander determine that the particular situation warrants activation.

Once the Emergency Level has been determined, the Incident Commander shall be one of the Pipeline Operations Supervisors or as shown in Section 4 – Table 1.

They will determine if the Corporate ECC needs to be activated, based on the incident (Refer to Figure 2 below).

5.2.1 Executive notification

Notification that the Corporate ECC has been activated, which would be done during Level 2 or 3 emergencies, should be done to the Chief Operating Officer and/or Chief Executive Officer, ideally within the first hour of an incident. This notification would be done by the Emergency Director, and if possible is done via the Senior Vice President of Operations. If the ECC has not yet been activated, then this notification shall be done by the Incident Commander.

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5.2.2 Internal

Internal notifications are completed by the operational Risk Management Team using the ALERT notification system (Everbridge). A notification will go to the appropriate IPL emergency response team depending on the nature of the incident. They have the capability of notifying the Business Support Team, Crisis Management Team, and the Field Initial Response and Support Team as well as all Inter Pipeline personnel.

5.2.3 External

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

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

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

Table 2 Information to Evacuees

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

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• contacts for additional information • actions being taken to respond to the situation	ensure that this information is provided in a timely manner. • Provide anticipated timeline for clean-up/return to normal

5.2.4 Contacting key stakeholders

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

5.2.5 Members of the public

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

Residents and businesses, located within the EPZ's, information has been pre-collected and resides in Inter Pipeline's Emergency Management GIS viewer as well in paper format within the Primary, Secondary and Tertiary ECC's as well as with the Pipeline Supervisor's.

5.2.6 Members of the media

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

5.2.7 Next of Kin Notifications

All next of kin notifications will be done by/coordinated with the Business Support Team, with lead roles assumed by HR and Legal.

5.2.8 Crisis Communications Plan

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

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Figure 2 Incident Assessment

REDACTED

5.3 Virtual Tools

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

- Initial Response
- IAP
- eIMH Enterprise
- Resource Request
- Resource Manager

The website to access via the web is: REDACTED

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

- Username REDACTED
- Client Code REDACTED

5.4 Incident Command Post Set-up

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

The Incident Command Post (ICP) shall be set-up in a temporary or semi-permanent location that will accommodate the Command and General staff.

5.5 Incident Action Planning

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

ICP Incident Action Plan(s) shall guide all response activities by providing a concise, coherent means of capturing and communicating the overall incident priorities, objectives, strategies and tactics and their associated resources.

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

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

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1. Understand the current situation
2. Establish priorities, objectives and strategies
3. Develop Incident Action Plan for the next Operational Period
4. Evaluate the plan
5. Anticipate what will happen following implementation of the plan and develop contingency plans

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

The Incident Action Planning cycle can be found in Figure 3 Planning P below.

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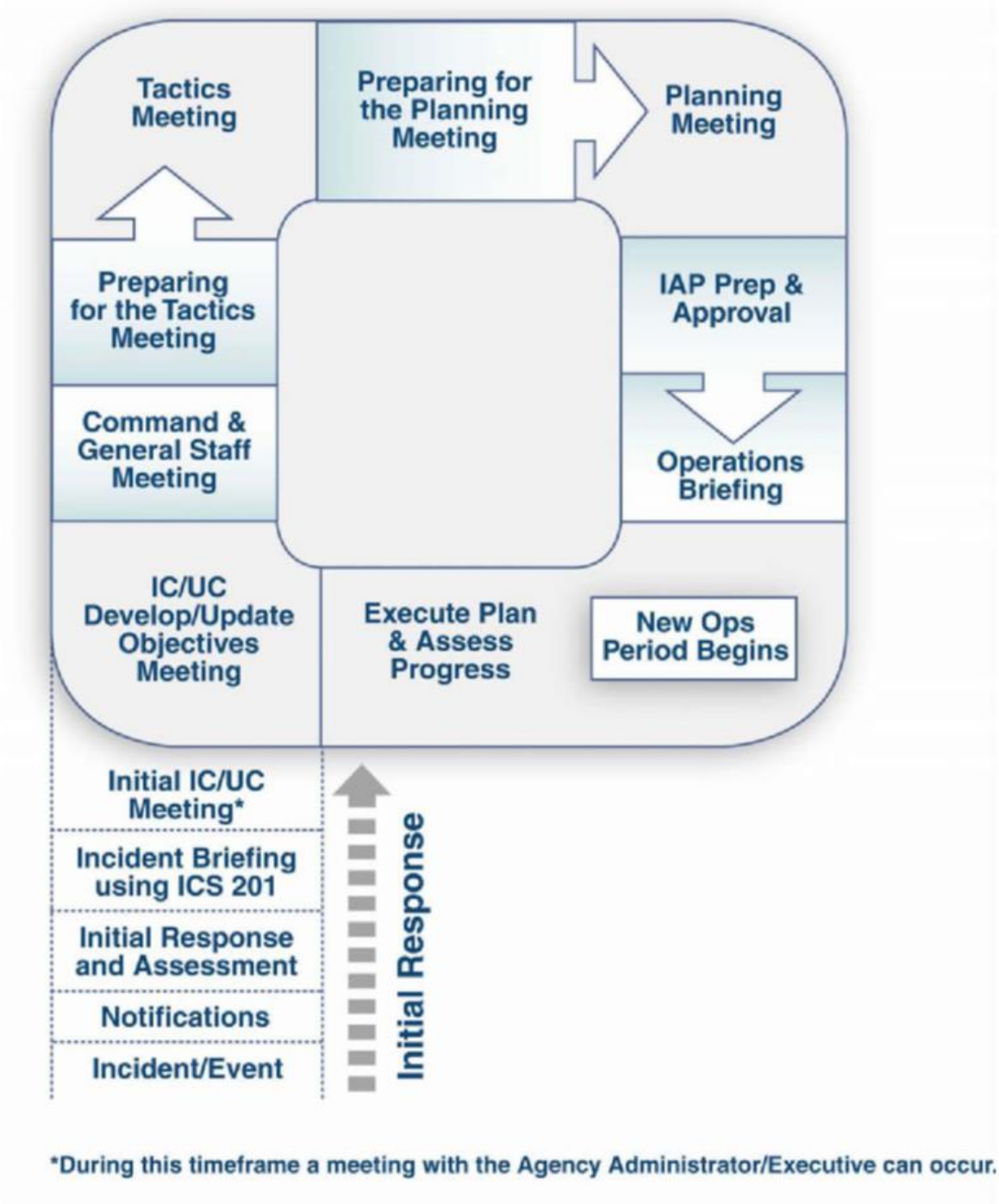
Figure 3 Planning P



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5.6 Understand Current Situation

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

- Evaluate the current situation and decide whether the current planning is adequate for the remainder of the operational period (i.e. until the next plan takes effect)
- Advise the Incident Commander and the Operations Section Chief of any suggested revisions to the current plan
- Establish a planning cycle for the incident (refer above to Planning P)
- Participate in the Objectives meeting to update the incident objectives and strategies
- Participate in the Tactics meeting to review the tactics developed by the Operations Section Chief
- Determine who needs to attend the Planning meetings, in consultation with the Incident Commander. Attendees can include:
    - Incident Commander
    - Command Staff
    - General Staff
    - Resources Unit Leader
    - Situation Unit Leader
    - Air Operations Branch Director (if established)
    - Communications Unit Leader
    - Technical Specialists (as required)
    - Agency Representatives (as required)
- Establish the location and time for the planning meeting
- Ensure that planning boards and forms are available
- Notify necessary support staff about the meeting and their assignments
- Ensure that a current situation an resource briefing will be available for the meeting
- Obtain an estimate of resource availability for use in planning for the next operational period
- Obtain necessary agency policy, legal, or fiscal constraints for use in the Planning meetings.

5.7 Conduct the Planning Meeting

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

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5.7.1 Give briefing on situation, resource status and incident potential

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

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

5.7.2 Set/Review established objectives

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

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

5.7.3 Establish Organizational Structure

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

5.7.4 Identify Tactics

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

5.7.5 Identify Resources

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

5.7.6 Identify Operations Facilities and Reporting Locations

The Operations Section Chief, in conjunction with the Planning and Logistics Section Chiefs, shall make available the facilities and reporting locations required to

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accomplish work assignments. The Operations Section Chief shall indicate the reporting time requirements for the resources and any special resource assignments.

5.7.7 Develop Resource Order

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

5.7.8 Consider Communications, Medical and Traffic Plan Requirements

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

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Table 3 IAP and Attachments

Component	Prepared by
Incident Objective (ICS form 202)	Incident Commander/Emergency Director
Organizational Assignment List (ICS form 203)	Resources Unit
Assignment List (ICS form 204)	Resources Unit
Radio Communication Plan (ICS form 205)	Communications Unit
Medical Plan (ICS form 206)	Medical Unit
Incident Maps	Situation Unit
Safety Message Plan (ICS form 208)	Safety Officer
Other potential Components of an IAP (incident dependent)	
Air Operations Summary (ICS form 220)	Air Operations
Traffic Plan	Ground Support Unit
Decontamination Plan	Technical Specialists
Waste Management or Disposal Plan	Technical Specialists)
Demobilization Plan (ICS form 221)	Demobilization Unit
Site Security Plan	Security Specialist
Evacuation Plan	As required
Sheltering/Mass care plan	As required
Remediation Plan	Environment Unit
Water Sampling Plan	Environment Unit
Wildlife Plan	Environment Unit

5.7.9 Finalize, Approve and Implement IAP

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

- Set the deadline for completing IAP attachments
- Obtain plan attachments and review them for completeness and approvals.
- Determine the number of IAPs 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.

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5.8 Operational Periods

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

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

5.9 Situation Reports (Sit Reps)

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

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

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

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

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

Sit Reps should be kept as brief as possible.

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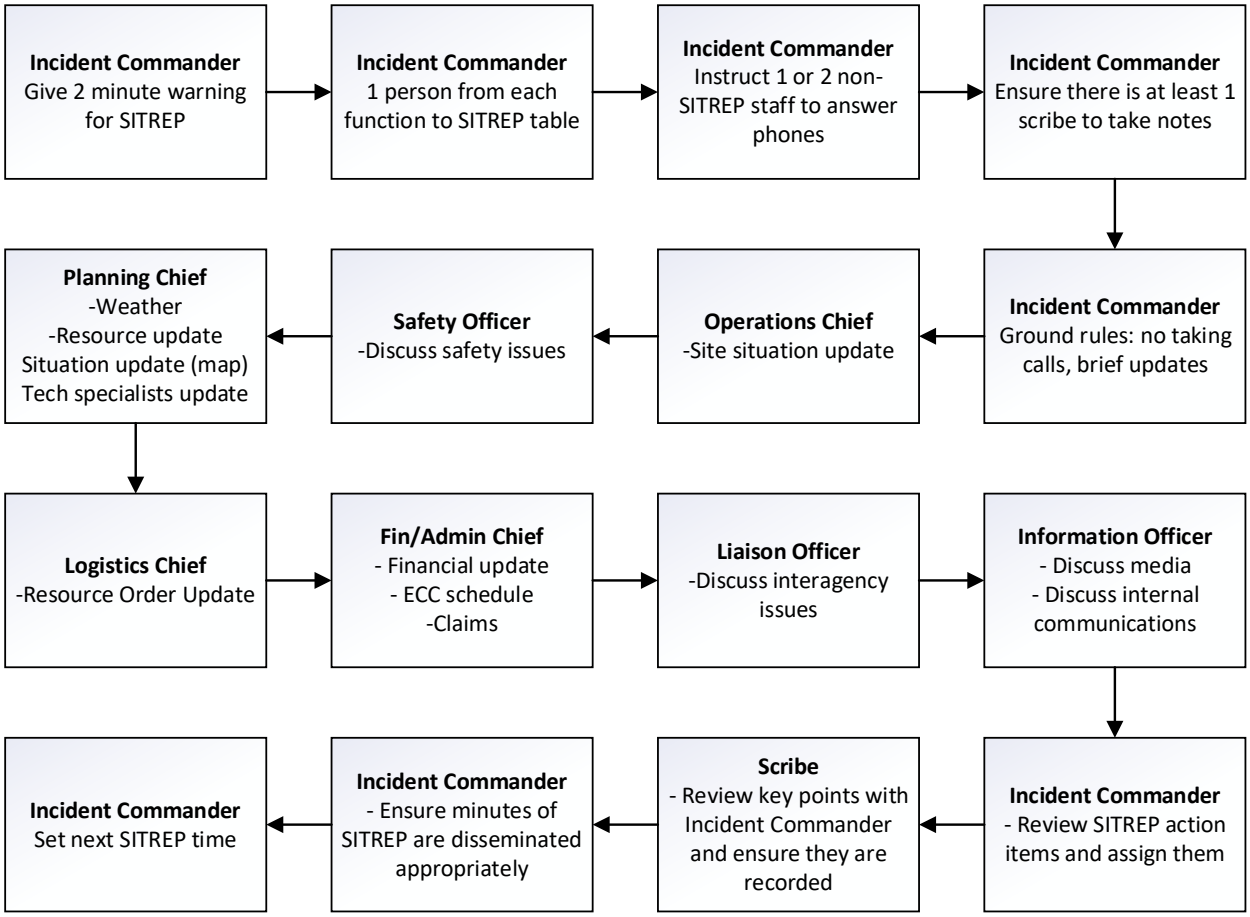
Figure 4 SITREP Flowchart



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5.10 Documentation

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

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

General considerations when completing incident paperwork should include:

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

5.11 Demobilization of Resources

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

5.12 Escalation/De-escalation of Incident

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

- Emergency Director/Incident shall notify the Liaison Officer immediately of the change in emergency level and the reason for the change
- Liaison Officer shall consult with regulators on the need to change the emergency level
- Notification of the change in emergency level must be communicated to all emergency response personnel that are participating in the incident
- A review of the incident org chart shall be conducted with the Emergency Director/Incident Commander and all General Staff to determine staffing requirements

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5.13 Deactivation

Once the emergency level reaches Level 1 or Alert level, the Business Support Team and associated Emergency Coordination Centre shall be stood down. Prior to standing down the ECC, the emergency level must be de-escalated.

The Incident Command Post may still be active for a period of time after the ECC has been stood down. Once the incident is in recovery mode, incident command is terminated, and the recovery shall be assigned to the appropriate department.

The decision to de-active or stand-down certain or all portions of a response will be a joint decision involving the Incident Commander, the AER and possibly the Inter Pipeline Corporate Emergency Director.

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6.0 EMERGENCY RESPONSE

When responding to any emergency, the Priorities are:

1. Life Safety
2. Incident Stabilization
3. Protection of the Environment
4. Protection of Property/Assets

Emergency response should follow the following basic steps:

1. Assess the situation.
2. Protect the responders and other personnel.
3. Isolate and control the situation.
4. Conduct required notifications.
5. Mitigate impacts.
6. Repair and recover operations.
7. Submit required reports.

Response timelines that Inter Pipeline will strive to meet, considering the numerous variables (weather, other events, availability of contractors, etc.) involved are as follows:

After an incident requiring response has been recognized, the response has been divided into four phases. While the phases appear in an order, it is expected that at the time of detection these phases may occur concurrently. Timing of each of these events begins from the time of recognition and not detection time.

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PHASE OF RESPONSE	EXPECTED PERIOD OF TIME
PHASE 1 Pipeline Shutdown	**Initiated immediately upon recognition of a pipeline emergency** The remote shutdown of the pipeline 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 - Natural Gas and Oil** 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.

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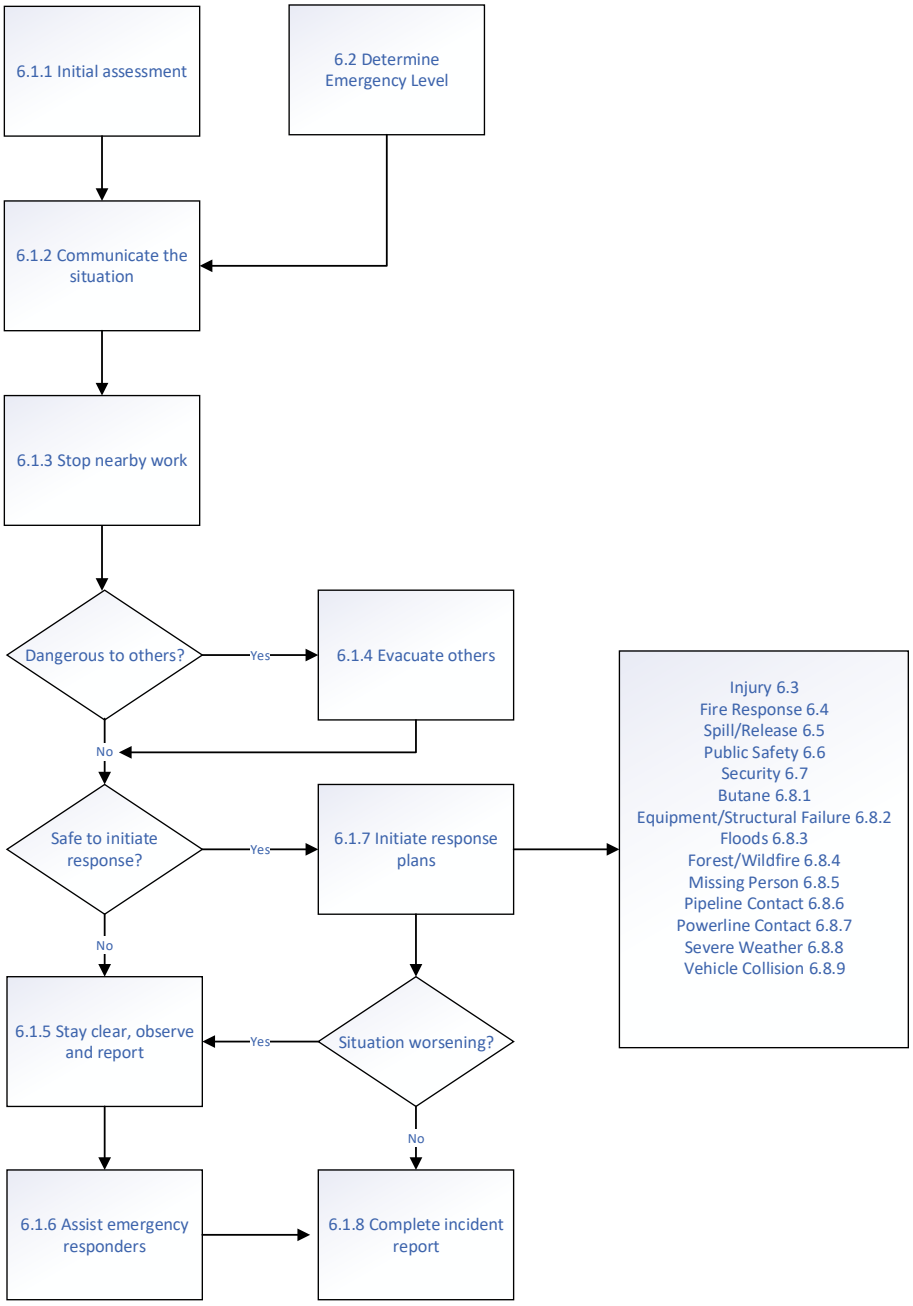
6.1 Initial Response

Also refer to Incident Commander Checklist in Section 8 for steps

Figure 5 Initial Response



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6.1.1 Initial Assessment

Upon discovery of an emergency or upon request by the SPCC or other persons, approach the emergency scene from upwind to assess what has happened.

Before getting near to the scene, conduct a Hazard Assessment to determine if it is safe to approach. Do not approach the scene if you determine it to be potentially unsafe.

Determine the following:

- What is the nature of the emergency? (line break, injury, fire, bomb threat, etc.)
- Has the primary emergency event concluded (e.g. injury) or is it continuing (e.g. fire)?
- If a product is being released, what is it?
- Where is the emergency?
- What facilities and equipment are involved? How far does it extend?
- What other personnel are on site?
- Might other personnel or the public be affected? If so, who?
- What on-site and off-site impacts may occur?

6.1.2 Communicate the situation

If continued operation of the site may cause the situation to worsen, contact the SPCC and have them shut down the site if they are able to do so.

If the situation requires the participation of local emergency services such as police, fire or ambulance, call 9-1-1 to summon them.

Contact your area Supervisor and communicate the information you have gathered to them. If the Supervisor is not available, call the contacts listed below in the order shown until someone answers:

- Operations Manager
- General Manager, Pipeline Field Operations
- Vice President, Pipeline Operations
- Sr. Vice President, Transportation

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6.1.3 Stop nearby work

If IPL personnel or contractors are conducting any work on the site, instruct them that all work permits are cancelled, tools are to be put down, their work site is to be made safe and they are to clear the area. No work is to resume until the emergency is over.

6.1.4 Evacuate others

If you determine that there is a danger to others on the site, order them to evacuate to a mustering point located a safe distance away. Ensure that all personnel are accounted for.

Instruct them to stay clear of the site until they receive explicit permission to re-enter.

Flag the area of the emergency and access routes with warning ribbon and post signs to warn people to stay away. If necessary, assign someone to monitor the area and prevent people from entering.

6.1.5 Stay clear, observe & report

From a safe distance, assess the emergency 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.

If you determine that addressing the emergency yourself is neither safe nor achievable, then do not attempt to respond and maintain your distance. Continue to observe the situation and report the status of the situation to your Supervisor, who will formally take the role of Incident Commander or Operations Chief. Document any significant changes in status and record the time.

If safe to do so and you have the permission of your Supervisor, you may attempt to protect adjacent IPL assets or the environment from the effects of the emergency.

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6.1.6 Assist Emergency Responders.

Do not take further action until instructed by the Incident Commander.

Be prepared to assist the Emergency Responders when they arrive. You may be assigned one or more of the following activities:

- Implement emergency response procedures as an Emergency Responder
- Set up road blocks (if possible)
- Flag Hot, Warm and Cold zones
- Notify area residents
- Obtain provisions for Emergency Responders
- Guide external resources to the site
- Man the Reception Centre in case of resident evacuation
- Assume an ICS role
- Provide information on the site/product to responders

6.1.7 Initiate response actions

Whenever responding to an emergency by yourself, the situation must be treated as a **high-risk, working alone situation**. Prior to undertaking any response activity, you must contact either the SPCC or your Supervisor and provide the following information:

- Where you are
- Your contact telephone and/or cellular number
- What activity you are about to undertake
- How long you expect it to take
- When you will call in again
- When assistance should be summoned if you miss calling in

Before implementing any response procedure, ensure that you fully understand the hazards and have equipped yourself with appropriate personal protective equipment. If you are not comfortable or confident responding to the emergency, then secure the scene and wait for assistance.

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Refer to this manual for emergency response procedures. Select and implement the appropriate one. Keep in mind that the priorities in any emergency are:

1. Life Safety
2. Incident Stabilization
3. Protection of the Environment
4. Protection of Property/Assets

6.1.8 Complete incident report

Once the situation is under control and you have stepped down from your response role, complete an incident report together with your Supervisor. If the cause of the emergency is known, be sure to describe it clearly on the form. Be prepared to assist government and/or IPL investigators if they should ask for a statement.

6.2 Determining the Emergency Level

Determine the Rank for Consequence and Likelihood of incident escalation in Tables 4 and 5. Sum the ranks and use that number to determine the risk level and associated Emergency Level in Table 6.

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

6.2.1 Step 1 – Rate the Consequence of the Incident

Table 4 Consequence of the Incident

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

Note: After choosing the correct consequence rating for the incident, enter the ranking (1 – 4) in the 1st box of Section 6.2.3.

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6.2.2 Step 2 – Rate the Likelihood of the Incident Escalating

Table 5 Likelihood of the Incident Escalating

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

Note: After choosing the correct likelihood rating for the incident, enter the ranking (1 – 4) in the 2nd box of Section 6.2.3.

6.2.3 Step 3 – Calculating Risk Level

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

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

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Table 6 Incident Classification Table

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

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Table 7 Incident Notifications

REDACTED

6.3 Injury Response

Figure 6 Injury Response

REDACTED

6.3.1 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

6.3.2 Take Initial Precautions

If your assessment indicates that the area can be entered safely through the use of Personal Protective Equipment (PPE), obtain the equipment and don it properly. Examples of such equipment 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

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- FR rated clothing

6.3.3 Isolate Hazards

If your assessment indicates that the 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.

6.3.4 Remove Victim(s) from Hazards

A victim should not be moved unless area hazards threaten to harm the victim further. It is particularly important to leave a suspected fatality in place for the purpose of investigation.

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 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.

6.3.5 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. Only a medical doctor is legally authorized to declare a person deceased.

Ask witnesses to describe what happened.

6.3.6 Summon Medical Aid

If your survey indicates that the victim requires immediate medical aid, requires transport to a hospital or if the victim's condition is uncertain, summon medical aid immediately. This can be done directly by telephoning 9-1-1 or forwarding your request to your Supervisor and ultimately 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 SDS and provide a copy to the ambulance crew.

Should the victim have serious injuries or require hospitalization contact your supervisor or the Incident Commander as soon as possible; after victim receives appropriate care and ask for activation of the Business Support Team **REDACTED** As per Section 5.2.7 all Next of Kin Notifications must be done or coordinated with the Business Support Team, with lead roles assumed by Human Resources and Legal.

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Request that any witnesses to the incident provide a written statement describing what they saw.

6.3.7 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.

6.3.8 Secure the Incident Scene

Serious industrial injuries usually result in an investigation conducted by provincial occupational health and safety authorities. The incident scene must remain undisturbed until the investigators have finished their work.

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. Ensure that nobody else disturbs the area.

If a camera is available, photograph the area from multiple angles.

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6.4 Fire Response

See 6.8.4 for more on Forest or WIldfire

Figure 7 Fire Response

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6.4.1 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.

6.4.2 Summon fire fighters

Contact the Incident Commander and have him 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 Incident Command System when they arrive.

6.4.3 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.

6.4.4 Protect nearby assets

Identify protective measures for nearby structures and equipment and put them in place. Examples of such measures include:

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- 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

6.4.5 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 personal protective equipment (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 safety glasses in addition to normally required site PPE. If there is a possibility that toxic vapours or excessive smoke will be encountered, a Self-Contained Breathing Apparatus (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.

6.4.6 Extinguish the fire

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.

THE FOUR STEPS IN EXTINGUISHING A PRESSURE FIRE

Proper protective clothing must be worn.

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1. Cooling and Quenching:
    - Check Safety Data Sheets 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.
    - AFFF foam used for Heat Medium Oil and Compressor Oil, will have very little effect on N.G.L. as the high pressure vapour will come through the foam.
    - Continue to cool and quench until all equipment is cool.

Once the fire is out, inspect for smouldering areas, sparks and secondary fires. Extinguish them as well.

If the fire is satisfactorily extinguished, skip to Step 6.4.8.

6.4.7 Assist External fire fighters

When the external fire fighters arrive, be prepared to assist them with information, equipment and manpower.

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.

6.4.8 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.

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6.4.9 Secure Incident Scene

Large fires usually result in an investigation conducted by provincial fire and occupational health and safety authorities, as well as by Inter Pipeline's insurance company. The incident scene must remain undisturbed until the investigators have finished their work.

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. Ensure that nobody else disturbs the area.

If a camera is available, photograph the area from multiple angles.

Once leaving site of a firefighting event, if possible, change clothing prior to entering your vehicle. Remove outside clothing and store inside truck box or secured area until it can be laundered.

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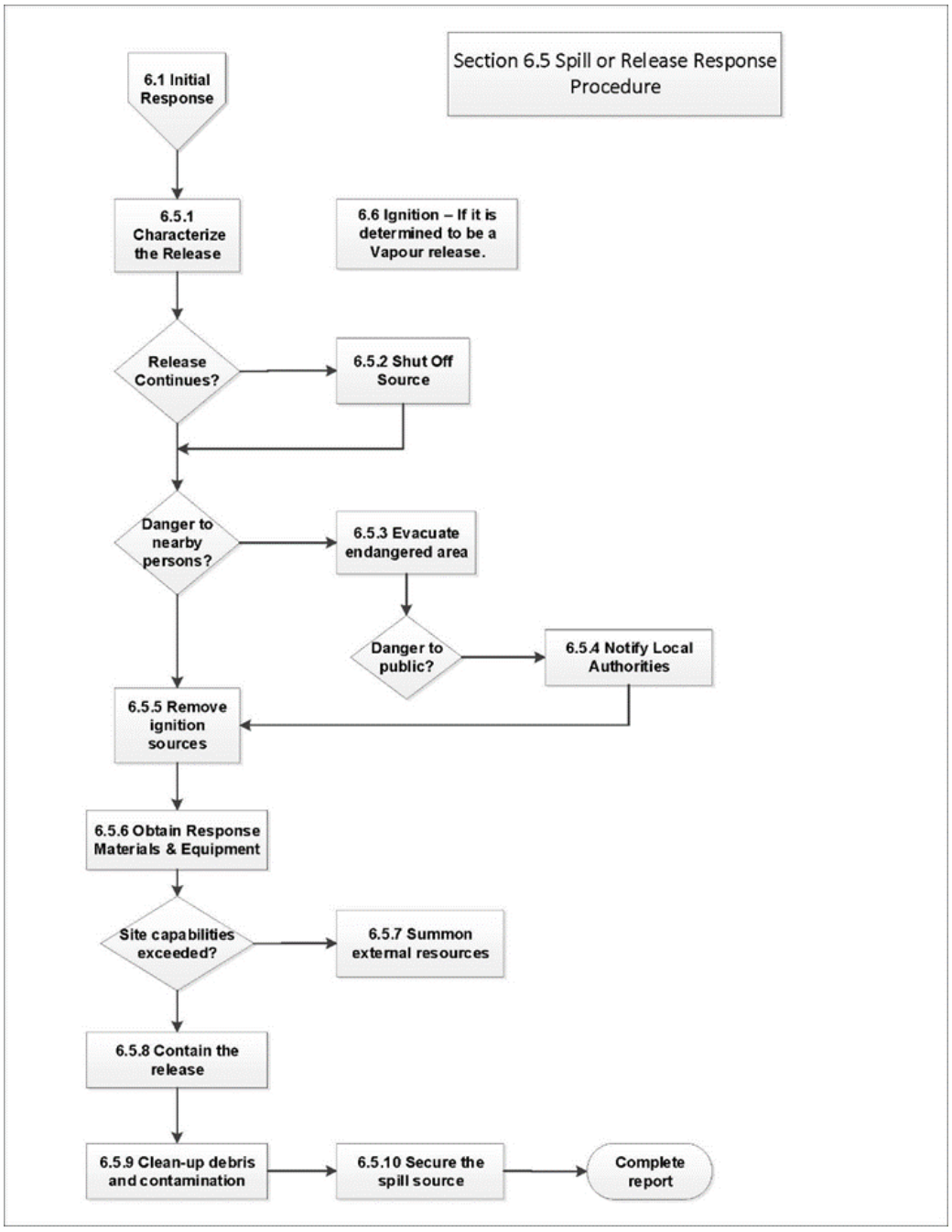
6.5 Spill/Release Response

REFER TO WCSS OIL SPILL CONTINGENCY MANUAL FOR YOUR AREA FOR SPECIFIC TECHNIQUES, SPILL ASSESSMENT, CONTAINMENT & RECOVERY AND WILDLIFE RECOVERY

Figure 8 Spill or Release Response



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6.5.1 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 and product information 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

6.5.2 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 Sherwood Park 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. Use proper lifting techniques to avoid injuring your back.

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6.5.3 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.

Inform the Incident Commander of your actions.

6.5.4 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 and informing the Incident Commander, who will conduct additional notifications for you.

6.5.5 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 SPCC shut the equipment down remotely or activate the Emergency Shut Down (ESD).

Use non-sparking tools when working near the spill.

6.5.6 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 and the product information to determine what spill response equipment and materials are recommended for the job. Obtain the recommended materials or a suitable alternative.

If the product is flammable ensure that only non-sparking tools are used.

6.5.7 Summon external resources

If site capabilities are insufficient to contain the release, contact the Incident Commander and have him summon external assistance. This may come from contracted services, spill cooperatives (WCSS) or adjacent industries through mutual aid agreements (See Section 10)

Prepare to assist the external resources with information, equipment and manpower when they arrive.

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6.5.8 Contain the release

****Refer to the WCSS Spill Contingency Manual for your area for specific procedures/techniques****

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 vapours, including hydrogen sulphide (H2S) will be encountered, a Self-Contained Breathing Apparatus (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 district office. A generic Spill Contingency Manual and equipment locations can be found at: **REDACTED**

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.

6.5.9 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.

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6.5.10 Secure the spill source

Large spills or releases usually result in an investigation conducted by provincial environmental and/or industry authorities, as well as by Inter Pipeline's insurance company and internal investigation team. In these cases, the source of the release must remain undisturbed until the investigators have finished their work.

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.

6.6 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 very quickly at an event, this could initially be done with the personal monitors that all operations staff carries with them.

6.6.1 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 travellers 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.

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.

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Hot, Warm and Cold zones

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.

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 roadblock. Roadblock kits may be available at the nearest District Field offices, a request can be made via the Operations or Logistics Chief or Incident Commander.

If H_2S or SO_2 releases are possible follow the guidance in Table 8 (below) as it applies to areas outside the isolation perimeter that remain occupied.

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Table 8 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.

6.6.2 Shelter-In-Place and Evacuation

Shelter-In-Place

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.

Immediately gather everyone indoors and remain there.

Close all windows and outside doors. If feasible, tape or otherwise seal the gaps around the frames.

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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. Turn off appliances or equipment that exchanges air from inside to outside such as:

Blows out or uses inside air

- Bathroom and kitchen exhaust fans
- Built-in vacuum systems
- Clothes dryer
- Gas stoves or fireplaces

Sucks in outside air

- Heating ventilation and air conditioning (HVAC) systems
- Fans for heat recovery

Turn down furnace thermostats to lowest setting and turn of air conditioners. Avoid using the telephone except for emergencies. Stay tuned to local radio and television stations for information updates. Do not leave unless instructed by local authorities to do so.

Evacuation

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 otherwise have the opportunity to shelter-in-place, and
- During prolonged incidents.

Mandatory evacuations can only be ordered by the local authority through the declaration of a State of Local Emergency. Evacuation of the public from anywhere within the emergency planning zone (EPZ). This may be done by means of:

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

6.6.3 Reception Centre

Should a reception centre 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.

6.6.4 Ignition of Hazardous substances

The AER has the authority to direct the duty holder to ignite a release.

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6.7 Security responses

6.7.1 Security Procedures – See Section 12

6.8 Other responses

6.8.1 Butane

Please see E2 Plans for Throne and Milk River appropriate actions

6.8.1.1 Releases

Leaks can be either liquid or vapor. Liquid leaks will rapidly flash off into vapour. Butane vapors are heavier than air and spread along the ground and/or accumulate in low areas.

Vapours form explosive mixtures with air over a wide range of concentrations. Vapours are easily ignited by heat, sparks or flames. Vapors may travel to source of ignition and flash back.

Consider immediate initial downwind evacuation for at least 100 meters (330 feet). For large spills, consider initial downwind evacuation for at least 800 meters (1/2 mile).

Stay upwind. Do not touch or walk through spilled material.

Vapors may cause dizziness or asphyxiation without warning.

6.8.1.2 Fires

Butane has a low flash point, use of water spray when fighting fire may be inefficient.

SMALL FIRE: Use DRY chemicals or CO2.

LARGE FIRE: Summon external firefighting assistance. Use water spray, fog or foam. **DO NOT** use water jet.

DO NOT extinguish a leaking gas flame unless leak can be stopped. Shut off fuel to fire if it is possible to do so without hazard. If this is impossible, withdraw from area and let fire burn out under controlled conditions.

Fight fires from maximum distance or use unmanned hose holders or monitor nozzles.

Under fire conditions, tanks or tank trucks may violently rupture. If a tank or tank truck is involved in a fire, consider initial evacuation for 1600 meters (1 mile) in all directions.

Cool containing vessels with water spray in order to prevent pressure build-up, auto ignition or explosion, until well after fire is out.

DO NOT direct water at source of leak or safety devices; icing may occur.

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Withdraw immediately in case of rising sound from venting safety device or any discoloration of tank due to fire.

Self-Contained Breathing Apparatus (SCBA) will be required if approaching the fire from downwind, or to enter enclosed areas or buildings.

6.8.2 Equipment or Structural Failure

This procedure applies to actual or impending failures of equipment or structures that have the potential to impact the environment, worker health and safety and/or the integrity of other equipment or structures.

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 response procedures in Section 6 of this manual.

6.8.3 Floods

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

Once warning of an impending flood is received, carry out the following steps:

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.

   During the flood, continue to monitor the water crossings.

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.

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.

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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).

When flood waters have receded, inspect the water crossing and flooded block valve sites for damage or deterioration.

6.8.4 Forest or Wildfire

6.8.4.1 This following applies to a fire external to a site that threatens that site.

If you observe a wildfire:

1. Proceed to an area of safety.
2. Report the fire immediately to the SPCC, your Supervisor and the appropriate provincial agencies listed below:
3. Alberta **REDACTED**
4. Saskatchewan **REDACTED**

After reporting the fire or when you learn of a fire in your area:

1. Stop all work on the site and cancel all work orders. Instruct contractors to pack up their equipment and vacate the site.
2. Determine the rate of movement and direction of the fire through visual observation, media reports or contacting local or provincial authorities.
3. Estimate the amount of time until the fire reaches the site. Report this estimate to your Supervisor.
4. 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.
5. Shut down a pipeline only if directed by your Supervisor, the SPCC or the fire authorities. The decision to shut down must be based on a number of considerations, including the cooling capacity of a flowing pipeline vs. the risk of release from a pressurized system and subsequent more severe fire.
6. Prepare to assist Emergency Responders. Provide guidance to them on moving heavy equipment across pipelines.

6.8.4.2 The following applies if you discover and are able to safely fight the wildfire:

1. Upon encountering a wildfire, assess the following:

   - How widespread is the fire?
   - What kind of fuel is burning? (Fine or heavy)
   - What is the topography of the area visible or known to you?
   - What are the weather conditions, moisture, and wind direction/speed?
   - Is anyone in danger?
   - What tools and equipment will be required to fight the fire?

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2. Summon fire fighters

   Call your supervisor. If an Incident Commander has been assigned request them to call for outside assistance. Notify 911 if near a community or dwellings. Also contact 310 fire if Alberta or 1-800-667-9660 if in Saskatchewan in forested areas.

   Assistance 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 Incident Command System when they arrive or until fire services takes command.

   Continue to assess fire activity and weather conditions.

3. Isolate involved equipment

   If required and only related to Inter Pipeline infrastructure. 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 a breaker. Shut off fuel gas supplies. Shut down chemical pumps and close valves. If a large proportion of our facility is threatened, activate the emergency Shutdown (ESD).

4. Protect nearby assets

   When parking vehicles and equipment to attend to the fire, try to find an area free of fuels that could burn. Turn on strobe lights and 4-way flashers. Roll up windows and close air vents.

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 personal protective equipment (PPE) and fire extinguishing equipment. Staff should assemble at the staging area for potential assignment based on incident needs.

   Buddy check Emergency Responders to ensure that all required PPE is worn. PPE must include fire retardant clothing in addition to normally required site PPE. If there is a possibility that toxic vapours or excessive smoke will be encountered, select the appropriate respiratory protection equipment (RPE).

6. Determine fuel sources

   Fine fuels would include grass, pinecones, leaves and ground duff. Fine fuels will burn faster creating an unpredictable fire, and fire will spread faster, igniting heavy fuels.

   Heavy fuels would be described as stumps, logs, slash, and will burn at a higher rate of intensity.

   Subsurface fuels include roots, peat, and other decomposed organic matter.

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Ariel fuels are standing and supported live and dead combustibles not in direct contact with the ground and consisting mainly of foliage, twigs, branches, and stems.

7. Weather

   Wind direction and speed will determine the rate of how fast the fire will grow and must be monitored.

8. Moisture

   Relative humidity is a major factor in the fire behaviour. Changes in the relative humidity will affect fine fuels, (grass, leaves) as moisture in the air is easily absorbed by the plants, making them less likely to ignite.

9. Topography

   Heat from the wildfire will rise, and changes in the elevation of the land curvature will impact where the fire is travelling at a faster rate.

10. Extinguish the fire

    Obtain the required personal protective equipment (PPE)

    Obtain equipment: axe, backpack with pump, shovel, Pulaski.

    Approach the fire from upwind ensuring that a clear escape route is available behind you.

    Direct Attack the fire – stand in the black, or already burned area and extinguish fire edges, make your way around the perimeter of the fire edge.

11. Equipment description

    Axe used for aerial fuels (tree limbs and branches) or large fuels, (logs).

    - Do not swing axe above your head, as it can become lodged in debris and be difficult to remove.
    - Off set/angle your body away from the work surface.
    - Take short sideways strokes when cutting.

    Backpack with pump and 5 litres of water to cool the fire.

    - Put on backpack and secure straps.
    - Test equipment prior to entering fire zone.
    - Sweep nozzle along burning area to cool the fire.

    Shovel to be used to smother the fire and remove fuel.

    Pulaski axe is equipped with a cutting side and a grubbing side and is used to dig out grass, roots, and trench.

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12. Assist external fire fighters

When the external fire fighters arrive, be prepared to assist them with information, equipment and manpower.

When fire fighters arrive they will take command of the situation, in which case control should be handed over and assistance provided.

13. 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.

14. Secure incident scene

Large fires usually result in an investigation conducted by provincial fire and occupational health and safety authorities, as well as by Inter Pipeline's insurance company. The incident scene must remain undisturbed until the investigators have finished their work.

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. Ensure that nobody else disturbs the area.

If a camera is available, photograph the area from multiple angles.

Once leaving site of a firefighting event, if possible, change clothing prior to entering your vehicle. Remove outside clothing and store inside truck box or secured area until it can be laundered.

6.8.5 Missing Persons

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.

Once an employee or employees are identified as missing:

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.

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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 6.3 Injury Response in the Emergency Response Plan

6.8.6 Pipeline contact

This procedure applies in the case of mechanical equipment making contact with an operating pipeline. Refer to the Inter Pipeline Ground Disturbance Standard for additional information.

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. 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 SPCC 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 vapours (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 Section 6.5 of this manual.
9. Arrange with the Inter Pipeline Engineering and Pipeline Integrity Groups to examine the pipeline and affect any required repairs.

6.8.7 Power Line contact

This procedure applies in the case of mobile equipment making contact with an above- or below-ground power line. Refer to the Inter Pipeline Guideline for Working Near Overhead Power Lines for additional information.

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.

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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.
7. Once the power company confirms that the line is de-energized, it will be safe to let the operator leave the vehicle, fight any resulting fires and address any other damage.
8. If the incident occurs in Alberta, report the incident to the Inter Pipeline Electrical Quality Management Plan Coordinator, who will, in turn, report the incident to the Alberta government.

6.8.8 Severe Weather

If you get caught or stranded in severe weather, the following are some guidelines to help protect you:

- 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).
- Try to stay calm, warm and dry.
- In lightning storms and tornadoes, stay away from windows and doors, and do not handle electrical equipment or telephones (i.e. use only battery powered appliances).
- 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.

6.8.9 Vehicle Collision

MOTOR VEHICLE Collision (SELF)

- If safe to do so, remain in the vehicle.
- Contact local emergency services (i.e. fire, ambulance, police) as required.
- Notify the Supervisor or a Field Operations Manager.
- Request to have deployed additional resources to the scene as required.
- Complete an Emergency Information Form and attach an Internal Vehicle Accident Report Form – F230.102.

MOTOR VEHICLE Collision (OTHER VEHICLES)

- Determine if there are injuries.

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- Contact local emergency services (i.e. fire, ambulance, police) as required.
- If victims are at risk by remaining in vehicle, remove them to a safe area away from the vehicle.
- If safe to do so, carry out first aid treatment on victims.
- Notify the Supervisor or a Field Operations Manager.
- Remain on the scene until dismissed by the Police.

6.9 Emergency Facilities

6.9.1 Emergency Coordination Centres

6.9.1.1 Corporate Emergency Coordination Centre (ECC)

The Corporate ECC is staffed by the Business Support Team. The Business Support Team is made up of the Emergency Director and leadership of IPL's departments that provide support during a response to ensure continuity of operations. This team will be activated during a Level 2 or Level 3 incident to provide overall strategic coordination and support, such as additional personnel, specialized analysis, technology, etc.

The Corporate ECC is located at **REDACTED**

6.9.1.2 Secondary Corporate ECC

Should the Primary ECC not be accessible or functional, the secondary location is at **REDACTED**

6.9.1.3 Tertiary Corporate ECC

A tertiary ECC is located **REDACTED**

6.9.2 Satellite ECC

The nearest District Office may be used as a Satellite ECC where members of the site Incident Response Team can seek additional information and support from the company, such as additional personnel, specialized analysis, technology, etc.

6.9.3 Incident Command Posts

An Incident Command Post (ICP) shall be set up for each emergency. The size, equipment, and personnel needs for each ICP shall be determined by the nature of the emergency. There will be only one ICP at the site.

The ICP is the focal point for where decisions are made and communications are sent out, it must be easily identifiable. The basic organizational structure of an ICP will be as shown below:

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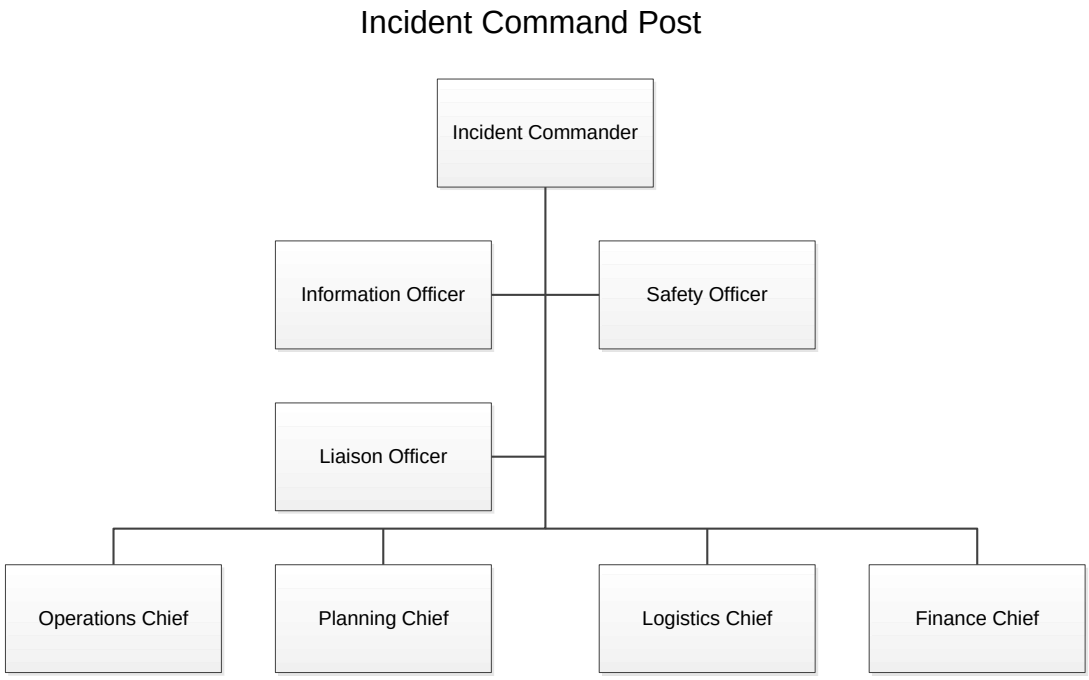
Figure 9 Incident Org Chart



There can be only ONE Incident Command Post for the incident. The ICP will be established in the Cold Zone. Establish appropriate signage.

- Directional signs indicating ICP location
- Signage at ICP (examples, not all are required)
  - Command Centre or ICP sign
  - ICS flag for ICP
  - Green light

Ensure appropriate resources and related facilities established

Resources

- Communications – phones, repeaters for cell phones, satellite phones, radios
- Computer – laptop, tablet
- Printer
- Table for maps
- Whiteboards
  - ICS structure – Site and Corporate ECC
  - Deployment strategy
  - Resource tracking

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6.9.4 Staging Areas

- The primary objective of the Staging Area is to provide 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 locating the staging area include:

- Proximity to site
- Good access to staging area for anticipated equipment (helicopter, roads)
- Enough area for manoeuvring 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)

Resources / facilities

- 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 (for incoming equipment)

6.9.5 Decontamination Area

- Ensure area is in a safe, convenient location
- Select an area with easy access for removal of contaminated water/material
- Identify area with appropriate perimeter tape and signage
- Cover area ground with plastic sheet or tarps
- Consider having the following available
    - Kiddy pool for responders to stand in during decontamination

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- Warm water supply and detergents
- Washing supplies including soap, brushes, portable showers
- Small tables and various sized containers
- Lined bins for waste material
- Tent for protection from elements/changing

6.9.6 Other agencies

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.

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7.0 EMERGENCY RESOURCES

7.1 Inter Pipeline

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

7.1.1 Business Support Team

The Business Support Team is a team of individuals that will be immediately activated during a Level 2 or 3 incident to man the Corporate Emergency Coordination Centre in support of the incident.

7.1.2 Crisis Management Team

The Crisis Management Team consists of Inter Pipeline Ltd. Executives (Sr. VP's and VP's that will manage continuity of operation issues that could affect the larger portion of the organization when an incident has occurred (i.e. reputational impact). They work in conjunction with the Business Support Team when it is activated.

7.1.3 Incident Management Teams

The Pipeline Incident Management Team will be immediately activated during a level 2 or 3 incident at the facility or site of the incident. The incident commander of the IMT will communicate with the corporate ECC when activated.

7.1.4 Field Initial Response and Support Team

The Field Initial Response and Support Team (FIRST) is a team of individuals that will be immediately deployed to an incident to begin setting up the Incident Command Post and stabilizing the incident. This team is activated once Section 4 – Figure 2 Incident Assessment has been completed and an initial Emergency Level has been determined. This team, is available, can be deployed to any incident but is highly skilled in pipeline emergency response. The FIRST reports into the site-level Operations Section Chief when deployed to site.

7.2 Saskatchewan Area 2 Environmental Response Unit

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

Web site link: **REDACTED**

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7.3 Western Canadian Spill Services (WCSS)

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

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

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

To request WCSS equipment call the 24hr emergency line 1-866-541-8888 and complete the equipment lease agreement found in Section 10 of the WCSS Spill Contingency Manual.

Web site link: **REDACTED**

7.4 Other Personnel/Equipment

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

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8.0 CHECKLISTS AND POSITION AIDS

8.1 Incident Commander

The following checklist should be considered as the minimum requirements for this position. Note that some of the tasks are one-time actions; others are ongoing or repetitive for the duration of the incident.

☐ Ensure welfare and safety of incident personnel

☐ Start recording activities/decisions on Activity log – ICS 214

☐ Assess situation

☐ Determine/confirm Emergency Level and ensure AER has been consulted (See 6.2)

- If Emergency Level is 2 or 3, ask your Manager to activate the Business Support Team.

☐ Start ICS form 201

☐ Establish an Incident Command Post

☐ Establish organization by filling Command and General Staff positions (ICS 201).

- Confirm dispatch and arrival times of activated resources.
- Confirm work assignments.
- Ensure you sign into the ICP (ICS 211)

☐ Brief staff:

- Identify incident objectives and any policy directives for the management of the incident.
- Provide a summary of current organization.
- Provide a review of current incident activities.
- Determine the time and location of first Planning Meeting.

☐ Coordinate with key stakeholders via:

- Liaison officer – First Nations, Government agencies and municipalities
- Corporate ECC
- Public Information Officer – Media, Internal Staff
- Land – Land owners
- In-person

☐ Deal with Media requests:

- Media requests are to be sent to Corporate Communications.

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- Ensure Calgary Main Reception (**REDACTED**) and Corporate Communications are aware of the situation so calls can be handled appropriately

☐ Establish level of planning to be accomplished:

- Written Incident Action Plan (IAP) – ICS Form 201
- Contingency planning.
- Formal Planning Meeting (Planning P).

☐ Ensure Planning Meetings are conducted as indicated:

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

☐ After Operational Period, ensure ICS 209 (Incident Status) is completed and sent to the appropriate Stakeholders (Corporate ECC, AER, etc.)

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8.2 Safety Officer

☐ Start Activity Log – ICS 214

☐ Sign in to ICP on ICS 211 Form

☐ Obtain briefing from Incident Commander and/or from initial on-scene Safety Officer.

☐ Complete Safety Plan

☐ Staff and organize function, as appropriate:

- In multi-discipline incidents, consider the use of an Assistant Safety Officer from each discipline.
- Multiple high-risk operations may require an Assistant Safety Officer at each site.
- Request additional staff through incident chain of command.

☐ Identify potentially unsafe acts.

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

☐ Ensure adequate sanitation and safety in food preparation.

☐ Debrief Assistant Safety Officers prior to Planning Meetings.

☐ Participate in Planning and Tactics Meetings:

- Listen to tactical options being considered. If potentially unsafe, assist in identifying options, protective actions, or alternate tactics.
- Discuss accidents/injuries to date. Recommend preventative or corrective actions.

☐ Participate in the development of Incident Action Plan (IAP):
  - Complete ICS 215a Form

- Investigate accidents that have occurred within incident areas:
  - Ensure accident scene is preserved for investigation.
  - Ensure accident is properly documented.
  - Coordinate with incident Compensation and Claims Unit Leader, agency Risk Manager, and jurisdictional Occupational Health and Safety.
  - Prepare accident report as per agency policy, procedures, and direction.
  - Recommend corrective actions to Incident Commander.

☐ Coordinate critical incident stress, hazardous materials, and other debriefings, as necessary.

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8.3 Liaison Officer

- ☐ Start Activity Log – ICS 214 (Section 11.1)

- ☐ Obtain briefing from Incident Commander:
  - Obtain summary of incident organization (ICS Forms 201)
  - Determine companies/agencies/non-governmental organizations already involved in the incident, and whether they are assisting (have tactical equipment and/or personnel assigned to the organization) or cooperating (operating in a support mode "outside" the organization).

- ☐ Obtain cooperating and assisting agency information, including:
  - Contact person(s).
  - Radio frequencies.
  - Phone numbers.
  - Cooperative agreements.
  - Resource type.
  - Number of personnel.
  - Condition of personnel and equipment.
  - Agency constraints/limitations.

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

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

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

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

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8.4 Public Information Officer

- ☐ Start Activity Log – ICS 214

- ☐ Obtain briefing from Incident Commander:
  - Determine current status of Incident (ICS Form 209 or equivalent).
  - Identify current organization (ICS Form 201).
  - Determine point of contact for media (scene or Command Post).
  - Determine current media presence.

- ☐ All media requests are sent to Corporate Communications **(REDACTED)**:

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

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

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

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

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8.5 Operations Section Chief

☐ Start Activity Log – ICS 214

☐ Obtain briefing from Incident Commander:
- Determine incident objectives and recommended strategies.
- Determine status of current tactical assignments.
- Identify current organization, location of resources, and assignments.
- Confirm resource ordering process.
- Determine location of current Staging Areas and resources assigned there.

☐ Organize Operations Section to ensure operational efficiency, personnel safety and adequate span of control.

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

☐ Establish and demobilize Staging Areas – Determine need for Staging area Manager.

☐ Attend Operations Briefing and assign Operations personnel in accordance with Incident Action Plan (IAP):
- Brief Staging Area Manager on types and numbers of resources to be maintained in Staging.
- Brief tactical elements (Branches, Divisions/Groups, Task Force/Strike-Team Leaders) on assignments, ordering process, protective equipment, and tactical assignments.

☐ Develop and manage tactical operations to meet incident objectives.

☐ Assign tasks
- Staging area Manager
- Public Safety Coordinator
- Air monitoring
- Roadblock supervisor
- Rovers

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8.6 Planning Section Chief

☐ Start Activity Log – ICS 214

☐ Obtain briefing from Incident Commander:
- Determine current resource status (ICS Form 201).
- Determine current situation status/intelligence (ICS Form 201).
- Determine current incident objectives and strategy.
- Determine whether Incident Commander requires a written Incident Action Plan (IAP).
- Determine time and location of first Planning Meeting.
- Determine desired plans.
  - Source control
  - Containment
  - Recovery
  - Security
  - Wildlife
  - Decontamination

☐ Activate Planning Section positions, as necessary, and notify Resources Unit of positions activated.

☐ Establish and maintain resource tracking system.

☐ Complete ICS Form 201, if not previously completed, and provide copies to Command, Command Staff, and General Staff.

☐ Advise Incident Command Post (ICP) staff of any significant changes in incident status.

☐ Compile and display incident status summary information. Document on ICS Form 209, Incident Status Summary (or other approved agency forms):
- Forward incident status summaries to Agency Administrator and/or other designated staff once per operational period, or as required.
- Provide copy to Public Information Officer.

☐ Obtain/develop incident maps.
- Ensure central map is established and information updated regularly.

☐ Establish information requirements and reporting schedules for ICP and field staff.

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8.6.1 Scribe

- ☐ Start Activity Log – ICS 214
- ☐ Report to the Planning Section Chief
- ☐ Obtain briefing from Planning Section Chief
- ☐ Set out the Sign-In book
- ☐ Start and maintain Master Event Log
- ☐ Record activities on appropriate forms
- ☐ Situation review
  - What happened?
  - When?
  - Injuries?
  - Where?
  - What's being done?
  - Chance of situation escalating?
- ☐ Attend briefings and planning meetings
- ☐ Assist in completing after action assignments
- ☐ Distribute minutes/reports accordingly

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8.7 Logistics Section Chief

☐ Start Activity Log – ICS 214

☐ Obtain briefing from Incident Commander:
- Review situation and resource status for number of personnel assigned to incident.
- Review current organization.
- Determine which incident facilities have been/should be activated.
- Ensure Incident Command Post and other incident facilities are physically activated, as appropriate.

☐ Confirm resource ordering process.

☐ Assess adequacy of current Incident Communications Plan (within ICS Form 201).

☐ Organize and staff Logistics Section, as appropriate, and consider the need for facility security, and Communication and Supply Units.

☐ Assemble, brief, and assign work locations and preliminary work tasks to Section personnel:
- Provide summary of emergency situation.
- Provide summary of the kind and extent of Logistics support the Section may be asked to provide.

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

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8.8 Finance/Administration Section Chief

☐ Start Activity Log – ICS 214

☐ Obtain briefing from Incident Commander:
- Incident objectives.
- Participating/coordinating agencies.
- Anticipated duration/complexity of incident.
- Determine any political considerations.
- Obtain the names of any agency contacts the Incident Commander knows about.
- Possibility of cost sharing.
- Work with Incident Commander and Operations Section Chief to ensure work/rest guidelines are being met, as applicable.

☐ Obtain briefing from agency administrator:
- Determine level of fiscal process required.
- Delegation of authority to Incident Commander, as well as for financial processes, particularly procurement.
- Assess potential for legal claims arising out of incident activities.
- Identify applicable financial guidelines and policies, constraints and limitations.

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8.9 Staging Area Manager

☐ Start Activity Log – ICS 214

☐ Obtain a briefing from Incident Commander or Operations Section Chief:
- Determine types and numbers of resources to be maintained in Staging.
- Receive and record information from Muster Station leaders
- Confirm process for requesting additional resources for Staging Area
- Confirm process for reporting status changes

☐ Proceed to Staging Area; establish Staging Area layout (apparatus and vehicles in Staging should face outward to ensure quick response, general principle of "first in, first out" should be maintained).

☐ Ensure efficient check-in and coordinate process with Planning Section Resources Unit Leader.

☐ Identify and track resources assigned to staging, report resource status changes to Operations or Command and Resources Unit.

☐ Determine any support needs for equipment, feeding, sanitation and security, request through Logistics.

☐ Post areas for identification and traffic control.

☐ Respond to requests for resources:
- Organize Task Forces or Strike Teams, as necessary.

☐ Request additional tactical resources for Staging through Logistics, according to established staffing levels.

☐ Obtain and issue receipts for radio equipment and other supplies distributed and received at the Staging Area.

☐ Maintain Staging Area in orderly condition.

☐ Demobilize Staging Area in accordance with instructions.

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8.10 Public Safety Group Supervisor

- ☐ Confirm the communication links with the Incident Commander and Operations Section Chief
- ☐ In conjunction with the Incident Commander, determine the size of the Emergency Planning Zone (EPZ)
  - Identify the residents, businesses, industrial operators, and/or transients in the area and determine the initial public protection measures to be taken
- ☐ In conjunction with the Incident Commander, Planning Section Chief, and Operations Section Chief, develop and implement an Incident Action Plan (IAP)
- ☐ Review resident lists, area user lists, reception centres, and telephone numbers within the ERP
- ☐ Assign personnel to assume the following positions as require, Air monitors, Reception Centre Representatives, Roadblocks, Rovers and Telephoners
  - The Telephoners must have sufficient personnel to accommodate the following ratios when contacting residents: 1 Telephoner to every 7 residents; and 1 Telephone Supervisor for every 10 Telephoners
- ☐ Dispatch Air Monitors at a Level 1 emergency (handheld and mobile)
  - Dispatch trained personnel with the appropriate hand-held gas monitors to record concentrations at the nearest un-evacuated residences downwind of the incident site
  - Mobilize third party mobile air monitoring units
  - Maintain communications with Liaison Officer to ensure that the applicable government regulator and environment agency is updated based on air monitoring needs and activities.
- ☐ Consult with the Operations Section Chief to determine the need for evacuation/sheltering. This is based on air monitoring readings at the nearest downwind residence.
- ☐ Consult with the Operations Section Chief on the need to ignite the plume, as required
  - If the decision to Ignite the plume is made assign an Ignition Group Supervisor that is qualified with Vapour Plume Ignition
- ☐ Prioritize residents and area users in the EPZ to establish the order of evacuation. Coordinate evacuation or shelter of residents, area users, and transients (via Telephoners and Rovers).
  - Determine who needs to be notified and what script will be used (Refer to Section 11): Early Notification, Voluntary Evacuation Message, Shelter-in-place phone message, Evacuation Phone Message
  - At a Level 1 Emergency it is required to notify any sensitive residents and give them the option to evacuate
  - If residences are evacuated, a reception centre must be established
  - Determine and notify landowner/occupants(s) as soon as possible.
  - Ensure the schools/school buses are contacted to make arrangements for school age children

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- ☐ Send Rovers (if required) to identify human activity in the area which is not already identified within the ERP (drilling, pipeline construction, logging, hunting, farming, camping, fishing, etc.)
  - Prepare Evacuation Notices and provide copies to Rovers
  - Rovers can be used to assist with notifications, assist with evacuating special needs residents, assist with air monitoring, etc.
- ☐ Determine the need for helicopters to identify human activity in the area
- ☐ Determine the need for a location for Roadblocks to isolate and secure the areas. (keep in mind you are only able to block roads on IPL property) if a municipal or federal road way requires blocking contact the local police
  - Ensure all Roadblock personnel are properly trained and have appropriate roadblock kits
  - Ensure all Roadblock personnel have the legal authority to restrict access to the area.
- ☐ Assess public impact outside of the EPZ (refer to Section 9 – Contacts External Agencies to determine what assistance local authorities can provide for public protection outside the EPZ.
- ☐ Regularly update the Incident Commander
- ☐ Confirm communication links with the Air Monitors, Reception Centre, Roadblocks, Rovers, and Telephoners. Personnel should check in at scheduled intervals.
- ☐ Review and confirm evacuation of residents, area industrial users, transients, etc. from the area
- ☐ Request that a Notice to Airmen (NOTAM) be issued to restrict the airspace above the EPZ
- ☐ Once the emergency is over, the area residents, transients, industrial users, involved government agencies, and any individual notified will need to be informed of the “all clear” by the Public Safety Group Supervisor.

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8.11 Reception Centre Supervisor

- ☐ Obtain incident briefing
- ☐ Chronologically document all actions, decisions, contacts and requests on their ICS 214
- ☐ Confirm reception centre is available for use
  - Choosing a reception centre
    - Reception Centres are usually located in schools, hotels/motels, or community halls
    - It may be useful to coordinate the location of the Reception Centre with the local authority (city, town, county, M.D. etc.)
    - See predefined Reception Centres in your area
- ☐ Confirm communications link with Public Safety Group Supervisor
- ☐ Establish reception centre
  - Ensure you have enough staff to handle the needs of all the evacuees
  - Allow evacuees to vent their emotions
  - Do not make any promises that cannot be kept
  - Attempt to reunite families as quickly as possible
  - Document the details of anyone who may have trouble coping with the incident so that they can be given proper psychological support
  - Monitor whether residents that have been contacted by the Telephoners, Rovers, and Roadblock personnel have checked in at the Reception Centre.
- ☐ Receive evacuees and maintain a Reception Centre Registration Log
- ☐ Arrange for food and accommodations for the evacuees
- ☐ Record and follow-up on all evacuees who choose to make their own accommodations arrangements
- ☐ Arrange for temporary care of livestock (if possible) and the security of evacuated property
- ☐ Establish and oversee compensation administration activities at the reception centre
- ☐ Reimburse evacuees for their immediate out-of-pocket expenses and log details on a Resident Compensation Log
- ☐ Where possible, provide evacuees with information regarding their property, livestock, and the incident
- ☐ Forward all media and incident inquiries to the Information Officer
- ☐ Report all names of evacuees who have registered at the reception centre to the Public Safety Group Supervisor
- ☐ Address resident concerns and forward them to the Pubic Safety Group Supervisor
- ☐ After the incident is over, participate in the incident debrief

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8.11.1 Reception Centre

- ☐ Have a conference room of some type where a large number of people can gather
- ☐ Have conferencing services including fax machine, internet access, and phone access
- ☐ Be large enough to house all of the evacuees
- ☐ Be outside of the hazard area
- ☐ Allow Residents to evacuate to the Reception Centre without travelling through the hazard zone
- ☐ Allow pets

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8.12 Telephoners

- ☐ Obtain incident briefing
- ☐ Chronologically document all actions, decisions, contacts and requests on their ICS 214
- ☐ Establish telephone area
- ☐ Confirm communications link with the Reception Centre Supervisor
- ☐ Confirm resident contact lists are available
- ☐ In conjunction with the Public Safety Group Supervisor, determine who needs to be notified (residents, businesses, areas users, etc.)
- ☐ Review with the Public Safety Group Supervisor the telephoners script to be used: Early Notification/Voluntary Evacuation Message, Shelter-in-place phone message, Evacuation Phone Message
- ☐ Contact sensitive residents at a Level 1 Emergency and provide them with the option to evacuate
- ☐ Call area residents located within the EPZ to advise them of the shelter in place or evacuation and record their information
- ☐ Contact the schools/school buses to make arrangements for school age children (if applicable)
  - Advise that buses in the affected area leave immediately and that buses should not enter the area
  - Request a school administrator for the reception centre to assist in managing children and releasing them to their guardians
- ☐ Receive calls from evacuated residents and record their information
- ☐ Record and follow-up on all evacuees who choose to make their own accommodations arrangements
- ☐ Where possible, provide evacuees with information regarding their property, livestock, and the incident
- ☐ Document all resident interactions using the Resident Contact Log and report this information to the Public Safety Group Supervisor. Immediately advise them about unsuccessful contacts and any residents requiring assistance
- ☐ Forward all media and incident inquiries to the Information Officer
- ☐ Address resident concerns and forward them to the Reception Centre Supervisor
- ☐ After the incident is over, participate in the incident debrief

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8.13 Roadblock Unit Leader

- ☐ Obtain incident briefing
- ☐ Chronologically document all actions, decisions, contacts and requests on their ICS 214
- ☐ Follow the scripts and procedures
- ☐ In conjunction with the Public Safety Group Supervisor determine the need for and location of roadblocks
- ☐ Pickup and check roadblock kits
- ☐ Proceed to roadblock locations
- ☐ Confirm communications links with Public Safety Group Supervisor
- ☐ Determine location(s) that Road blocks should be established:
  - Approximately where the EPZ intersects any highways/roads
  - Outside of the hazard area
  - At a conspicuous location where the Roadblock personnel will be visible to approaching traffic, providing them with enough time to safely stop
  - At a location where traffic can easily turn around or detour (consider the potential for larger vehicles such as buses, semi-trailers, drilling rigs, etc.)
  - Where possible at natural roadblock locations (e.g. gates, bridges, junctions, etc.)
- ☐ Before leaving to the roadblock
  - Make sure your vehicle is equipped and suitable for the travel conditions
  - Check roadblock kit to confirm all items are present
  - Confirm that your handheld monitor for H2S and/or LEL is functioning properly
  - Check all communications devices
  - Check that the red signaling baton flashlight is working and has spare batteries
  - Confirm that you have enough copies of the Roadblock log form
  - Confirm the location of the roadblock with the Public Safety Group Supervisor and make sure you have a safe route to the assigned location that does not cross the hazardous area
- ☐ Establish roadblocks to secure the EPZ
  - Park vehicle on an angle blocking the lane entering the EPZ
  - Put on a reflective vest
  - Take a reading with your personal air monitoring device for H2S and/or LEL; ensuring your roadblock is not too close to the edge of the EPZ. Record readings on the Air Monitoring Log.
  - Notify the Public Safety Group Supervisor once your roadblock is set up.
  - Continue to monitor and record H2S and/or LEL levels at scheduled intervals. Report to the Public Safety Group Supervisor at scheduled intervals
  - Maintain roadblock until the emergency is over and the “all clear” message is given or until relieved by other Roadblock personnel.
- ☐ Monitor area for H2S and/or LEL with personal monitors and document readings on the Air Monitoring Log
- ☐ Report all reading changes/increases to the Public Safety Group Supervisor

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- ☐ For your own safety, ensure the Public Safety Group Supervisor is notified immediately if readings are approaching 10% LEL and/or 10 ppm H2S.
- ☐ Record all incoming and outgoing traffic, personnel, and equipment on the Roadblock Log
  - When talking to motorists at the roadblock, only provide them with the information as directed by the Public Safety Group Supervisor
  - Ask for identification prior to granting access
  - You do not have the legal authority to restrict access to the area without an order from the relevant authority. Report any person who chooses to proceed, without permission, through the roadblock
  - Check with the motorists and ensure all members of their residence are accounted for and documented on the Resident Contact Log Form. Report any resident that is left behind in the EPZ.
  - The roadblock should be setup to allow optimal visibility and sufficient distance for traffic to come to a safe and complete stop.
  - Roadblock personnel should be highly visible on the side of the road and have an escape route in case of an emergency.
  - Do not leave your position until you are directed to do so.
- ☐ When stopping traffic:
  - Hold the reflective stop/slow paddle erect an away from your body. Never wave the sign.
  - Look directly at the approaching driver
  - Raise your free arm with the palm of your hand exposed to the driver
  - Bring the vehicle to a full stop
  - After the first vehicle has stopped, move to a spot (near the centre line of the roadway) where you can been seen by other approaching vehicles
  - Because visibility is reduced at night, it is important that you use utmost care when stopping traffic through a roadblock area, and that you protect yourself from injury by:
    - Standing in a safe position on the shoulder of the road.
    - Waving the red signaling baton flashlight back and forth

Note: The red signalling baton flashlight should only be used in place of the reflective stop/slow paddle at night or in conditions of low/poor visibility.

- ☐ Forward information given to you by people passing through your location to the Public Safety Group Supervisor.
- ☐ Maintain roadblock locations. Do not leave until requested to do so by the Public Safety Group Supervisor or until relieved by other Roadblock personnel
- ☐ After the incident is over, participate in the incident debrief

Note: The company should receive authorization from local authorities or the RCMP before establishing roadblocks on public roads. In Alberta, the company must contact the RCMP and Alberta Transportation to have a highway closed (e.g. Hwy 2, Hwy 63,

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Hwy 567). However, if the safety of the public is in jeopardy, the company must be prepared to quickly restrict access to the area before contacting these agencies. If warranted, the regulatory agency can issue a Closure Order that provides leg authority to close the area.

The following information should be provided to RCMP, the transportation/highway authorities, and the local authority when they are contacted:

- ☐ The nature, location and extent of the emergency
- ☐ Suggestions where the roadblocks should be located
- ☐ Windspeed and direction
- ☐ Number of people living within the site-specific emergency planning zone.

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8.14 Rovers

- ☐ Obtain incident briefing
- ☐ Chronologically document all actions, decisions, contacts and requests on their ICS 214
- ☐ Confirm communications links with Public Safety Group Supervisor
- ☐ Confirm resident contact lists are available
- ☐ Know safe routes in and out of the EPZ
- ☐ In conjunction with the Public Safety Group Supervisor determine the area within the EPZ that has been sheltered in place or evacuated
- ☐ Before leaving ensure:
  - you are equipped with all necessary equipment:
    - SCBA
    - Personal gas monitors
    - Mobile communications or other form of communication
    - Forms
    - Vehicle (4x4) with full tank of fuel
    - Map(s)
  - Confirm that your handheld monitor for H2S and/or LEL is functioning properly
  - Confirm that you have enough copies of the Evacuation Notice
  - Confirm your assignments with the Public Safety Group Supervisor and make sure you have a safe route to the assigned location that does not cross the hazardous area.
- ☐ Search for residents and transients in the Emergency Planning Zones
- ☐ Check all buildings including barns, shops, sheds, etc.
- ☐ Assist, as required, with the notification, evacuation or sheltering of persons within the EPZ.
  - Ask if they will require evacuation assistance and arrange additional transportation assistance if necessary
  - Make sure they are all accounted for
  - Ensure they gather any supplies they will need for the next 24 – 72 hrs. (medicines, baby food, diapers, etc.)
  - If they are able to transport themselves to the Reception Centre provide them with directions that will keep them away from the hazard
  - If they are not able to transport themselves, request transportation for them to the Reception Centre or deliver them there yourself.
    - On the way to the Reception Centre, notify the Public Safety Group Supervisor of your progress and estimated time of arrival at the Reception Centre
    - Ensure that the residents check in at the Reception Centre before you leave for your next assignment
  - Ask them if they have any questions
  - Provide them with your name and contact information in case they need assistance later

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- Report to the Public Safety Group Supervisor

Note: Response personnel cannot force the evacuation or restrict access to the area unless proper authority has been granted. The authority for forced evacuations is gained only through the declaration of a State of Local Emergency by the local authority.

- ☐ Record all contact with residents using the Resident Contact Log
- ☐ Post evacuation notices for residents that are not at their residence
- ☐ Follow the scripts and procedures
- ☐ Monitor area for H2S and/or LEL with personal monitors and document readings on the Air Monitoring Log
- ☐ Report all reading changes/increases to the Public Safety Group Supervisor
- ☐ For your own safety, ensure the Public Safety Group Supervisor is notified immediately if readings are approaching the following levels: 10 % LEL and/or 10 ppm H2S
- ☐ Report any suspicious behaviour to the Public Safety Group Supervisor who will notify the police as required
- ☐ Report back all information gathered to the Public Safety Group Supervisor
- ☐ Assist with post incident activities

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8.15 Air Monitor Group Supervisor

- ☐ Obtain incident briefing
- ☐ Chronologically document all actions, decisions, contacts and requests on their ICS 214
- ☐ Confirm communications links with Public Safety Group Supervisor
- ☐ Obtain and check equipment an information (maps, forms, communications, reports, monitors, safety, and breathing equipment)
- ☐ In conjunction with the Public Safety Group Supervisor determine the area where air monitors need to be located
    - Using your map and the current wind conditions, travel downwind, with priority being directed to the nearest unevacuated residence or area where people may be present
    - Confirm the location with the Public Safety Group Supervisor and make sure you have a safe route to the assigned location that does not cross the hazardous are.

Note: HVP Product Release

- Monitoring may occur downwind or upwind depending on how the plume is tracking, with priority being directed to the nearest unevacuated residence or areas where people may be present.
- The licensee is expected to provide monitored HVP product LEL information on a regular basis throughout the emergency to the relevant government regulator, environmental agency, health authority, local authorities, and on request to the public.

- ☐ Use the buddy system where possible
- ☐ Be prepared to don breathing apparatus quickly
- ☐ Ensure all personnel have personal gas monitor
- ☐ Monitor closest downwind public location or residence
    - Speed and direction of wind may vary, therefore, be prepared to track gas plume
- ☐ Monitor environment for adverse effects
- ☐ Monitor area for H2S and/or LEL with personal monitors and record readings on the Air Monitoring Log
    - Concentration in ppm or ppb
    - Location and time of reading
    - Wind speed and direction
- ☐ Record notifications to the Public Safety Group Supervisor of any significant changes
- ☐ Report all H2S and/or LEL reading changes to the Public Safety Group Supervisor
- ☐ For your own safety, ensure the Public Safety Group Supervisor is notified immediately if readings are approaching the following levels: 10% LEL or 10 ppm H2S
- ☐ Prepare Mobile monitoring plan
- ☐ Follow the scripts and procedures
- ☐ Participate in debrief

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8.15.1 Air Monitoring Equipment

Air Monitoring equipment is used to:

- ☐ Track the plume
- ☐ Determine if ignition criteria are met
- ☐ Determine whether evacuation and/or Shelter-in-place criteria have been met.
- ☐ Assist in determining when the emergency can be downgraded
- ☐ Determine roadblock locations
- ☐ Determine concentrations in areas being evacuated to ensure that evacuation is safe

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8.16 Ignition Unit Leader

- ☐ Consult with the Public Safety Group Supervisor on the need to ignite a plume
- ☐ Consult with the Reception Centre Supervisor regarding the evacuation of residents, if required in order to conduct the ignition
- ☐ Check equipment to ensure it has not expired and is functional (i.e. flares, flare gun)
- ☐ Participate in incident debriefings

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8.17 Activation Checklist

- ☐ Assess the incident
- ☐ Determine emergency level
- ☐ Call appropriate personnel (ex: supervisor)
- ☐ Activate the ERP if required
- ☐ GM, VP or Sr. VP will activate the Business Support Team if required **REDACTED** ask for Notification Template #17 to be sent)

8.18 Demobilization Checklist

- ☐ Any change in Emergency Level must be done in consultation with Alberta Energy Regulator (AER).
- ☐ Deactivate your assigned position and close out logs when authorized by the Emergency Director.
- ☐ Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Documentation Unit in the Planning/Intelligence Section, as appropriate, prior to your departure.
- ☐ Be prepared to provide input to the after-action report.
- ☐ If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.
- ☐ Clean up your work area before you leave.
- ☐ Leave a forwarding phone number where you can be reached

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9.0 CONTACTS

9.1 BST/CMT/IMT/FIRST

A list of 24-hour contacts for members of the Inter Pipeline Business Support Team, Crisis Management Team (executives), Pipeline 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.

9.2 District Offices

REDACTED

9.3 Business Continuity/Emergency Management Advisors

REDACTED

9.4 Security Advisor

REDACTED

9.5 Environmental Specialists

REDACTED

9.6 Health and Safety Specialists

REDACTED

9.7 Inter Pipeline Corporate Emergency Coordination Centre (when active)

REDACTED

9.8 Brooks (Bow River Pipeline) Staff and Office Phone List

REDACTED

9.9 Coronation (Bow River Pipeline) – Staff and Office Phone List

REDACTED

9.10 Taber (Bow River Pipeline) – Staff and Office Phone List

REDACTED

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9.11 Pipeline Management – Staff and Office Phone Numbers

REDACTED

9.12 Alberta Government Contacts

REDACTED

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9.13 Saskatchewan Government Contacts

REDACTED

9.14 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. **AEMA's duty officer can be reached at:** REDACTED

REDACTED

9.15 Suffield Range

REDACTED

9.16 Alberta Irrigation Projects Association (AIPA)

REDACTED

9.17 40 Mile Grazing Co-op Ltd. (Bow Island AB)

REDACTED

9.18 Key Numbers

REDACTED

9.19 Contractors and Consultants

REDACTED

9.20 Response Equipment

REDACTED

9.21 Manpower and general equipment

REDACTED

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9.22 Public Utilities

REDACTED

9.23 Shipper/Producer contacts

REDACTED

9.24 External Pipeline Company Contacts

REDACTED

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10.0 MUTUAL AID

10.1 Inter Pipeline Ltd.

Inter Pipeline has equipment stationed at various locations and this equipment can be moved between pipelines should need dictate.

10.2 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 **REDACTED**

10.3 Western Canadian Spill Services (WCSS)

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

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

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

Web site link: **REDACTED**

10.4 Saskatchewan Area 2 Environmental Response Unit

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

Web site link: **REDACTED**

10.5 Hardisty District Mutual Aid Plan (HDMAP)

If an incident occurs at a plant site in the Hardisty area, a cooperative emergency response system goes into effect. The Hardisty Mutual Assistance Program (HMAP) includes companies such as Kinder Morgan, Gibsons and Enbridge. The flow chart of calls is provided in Figure 10.1. The group's mandate is to:

- Communicate and alert any emergency within member companies.
- Assist member companies in crowd control, road closures and other appropriate assistance until proper authorities arrive.

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- Conduct simulated response activities.

Road block kits are also available to assist member companies.

HMAP Call Around Procedure for Odour Complaints

1. Upon receiving a complaint, initiate the Flow Chart of Calls and start recording on your company's complaint report. Also contact Wainwright AER office at this time.
2. Information passed on in the call and recorded in your documentation should include the company that received the initial complaint, the individual who made the complaint and their phone number.
3. It is important that the Flow Chart of Calls be completed back to the starting company, in order to be sure that all parties are aware of the complaint.
   i. If contact cannot be made with the next company, then bypass that company and contact the next one on the chart.
   ii. Get confirmation from the next company that they will continue the flow of calls.
   iii. If a company is by-passed it is the responsibility of the company that by-passed them to insure eventual notification.
   iv. If the initial company does not receive a call back within 20 minutes, the Flow Chart of Calls should start again.
   v. If this fails a second time then the initial company will call all companies on the Flow Chart of Calls to inform them of the complaint. Indicate in your report where the call around broke down.
4. If a company identifies the problem as being theirs, that company would then call all the other companies on the Flow Chart of Calls, to inform them that the source has been discovered.
5. This company would also call the person that made the complaint, to inform them of the findings.
6. If the source of the problem is not identified, each company should inform the initial company that nothing has been discovered.
7. The initial company would then call the individual who made the complaint, indicating that the Hardisty Complex did not discover the source.
8. Complete all necessary forms and return them to your immediate supervisor.
9. These reports will then be reviewed at the next Hardisty Complex Committee meeting.

Note: The Flow Chart of Calls will be tested once per month. The company that employs the HMAP chairman will initiate this test.

HMAP Call-Around Flow Chart (see following page) REDACTED

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11.0 FORMS

11.1 ICS 214 - Activity Log

1.Incident Name:	2.Operational Period:	Date from: Time from:	Date to: Time to:
3.Name:	4.ICS Position:		5.Home Agency/location:
6.Resources Assigned:			
Name	ICS Position		Home Agency/location
7.Activity Log:			
Date/Time	Notable activities (list action, who call is to or from, contact number)		
6.Prepared by:	Name:	Position:	Signature:
ICS 214, Page __ of __		Date/Time:	

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11.2 ICS 201 – Incident briefing

<table>
<tr><td colspan="4">Incident Briefing (ICS 201)</td></tr>
<tr><td colspan="2">1.Incident Name:</td><td>2.Incident location:</td><td>3.Date/Time Initiated:
Date:
Time:</td></tr>
<tr><td colspan="4">4.Map/Sketch (include facilities, zones, area of impact and resource locations)</td></tr>
<tr><td colspan="4">5. Situation Summary and Safety Briefing (for briefings or transfer of command): Recognize potential incident Safety hazards (high level). Refer to Safety Plan for specifics:</td></tr>
<tr><td>6.Prepared by:</td><td>Name:</td><td>Position:</td><td>Signature:</td></tr>
<tr><td colspan="2">ICS 201, Page 1 of 4</td><td colspan="2">Date/Time:</td></tr>
</table>

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Incident Briefing (ICS 201)			
1.Incident Name:	2.Incident location:	3.Date/Time Initiated: Date: Time:	
7.Current and Planned Objectives:			
8.Current and Planned Actions, Strategies, and Tactics:			
Time:	Actions:		
6.Prepared by:	Name:	Position:	Signature:
ICS 201, Page 2 of 4		Date/Time:	

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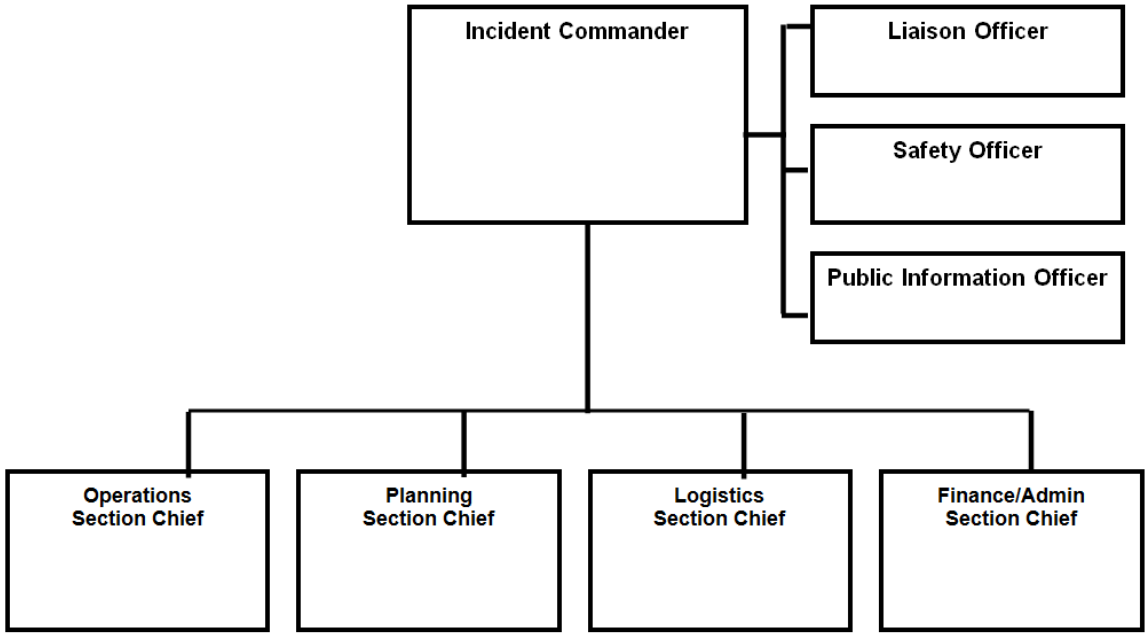
Incident Briefing (ICS 201)		
1.Incident Name:	2.Incident location:	3.Date/Time Initiated: Date: Time:

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



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

Incident Briefing (ICS 201)

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

10.Resource Summary

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

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

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11.3 ICS 209 – Incident Status Summary

Incident Status Summary (ICS 209)					
1.Incident name:			2.Incident location:		
3.Report Version (check) ☐ Initial ☐ Update ☐ Final Rpt # (if used):	4. Incident Commander and agency.		5.Incident Start Date: Time:	6.Current incident size or area involved:	
7.Incident Contained or Escalating	8. Multiple operational sites?		9.Unified or Single command	10.Time period: From: To:	
11.Prepared by:	Name:		ICS position:	Time:	
12.Approved by:	Name:		ICS position:	Time:	
13.Distribution	To:			Time:	
Incident location information					
14.Province:	15.Jurisdiction:		16.Nearest City/Town:	17.Short description: (ex: 2 km North of Town A)	
18.Location Ownership:	19. Longitude: Latitude:		20.LSD:	21.GPS:	
22.Area description:					
Incident Summary					
23. Significant events for time period reported (progress made, evacuations, incident growth or reduction, etc.)					
24. Primary Materials or Hazards involved					
25. Damage Assessment Information (summarize damage and/or restriction of use or availability to residential or commercial property, natural resources, critical infrastructure, etc.)	A. Structural Summary	B. # threatened (72 hours)	C. # damaged	D. # destroyed	
	E. Single residences				
	F. Non residential property				
	Other minor structures				
	Other				

Additional incident decision support information					
26. Public Status Summary	# This period	Total # to date	27. Responder Status Summary	# This period	Total # to date
Fatalities			Fatalities		
With injuries/illness			With injuries/illness		
Trapped/in need of rescue			Trapped/in need of rescue		
Missing			Missing		
Evacuated					
Sheltering in place					
In temporary shelters					
Total civilians affected:			Total responders affected:		

Prepared by:	Name:	Position:	Signature:
ICS 209, Page 1 of		Date/Time:	

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

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

12 hours:

24 hours:

48 hours:

72 hours:

Anticipated after 72 hours:

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

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

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Incident Status Summary (ICS 209)			
1.Incident name:		2.Incident location:	
33. Values at Risk: include communities, critical infrastructure, natural, and cultural resources in 12, 24, 48, and 72 hour time frames: 12 hours: 24 hours: 48 hours: 72 hours:			
34. Critical Resource Needs (amount, type, kind, and number of operational periods in priority order in 12, 24, 48 and 72 hour time frames): **ex. 3 CRW1 (4); 1 HEL1 (5);** 12 hours: 24 hours: 48 hours: 72 hours:			
6.Prepared by:	Name:	Position:	Signature:
ICS 209, Page 3 of		Date/Time:	

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11.4 ICS 211 – Incident Check-In List

INCIDENT CHECK-IN LIST (ICS 211)

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

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

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

ICS 211	17. Prepared by: Name: _____ Position/Title: _____ Signature: _____ Date/Time: _____

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11.5 ICS 215 Operational Planning Worksheet

OPERATIONAL PLANNING WORKSHEET	1. INCIDENT NAME:	2. DATE PREPARED Time Prepared	3. OPERATIONAL PERIOD (Date/Time)

4. DIVISION, GROUP OR OTHER LOCATION	5. WORK ASSIGNMENTS		6. RESOURCES BY KIND AND TYPE														7. REPORTING LOCATION	8. REQUESTED ARRIVAL TIME
			1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	
		Req.																	
		Have																	
		Need																	
		Req.																	
		Have																	
		Need																	
		Req.																	
		Have																	
		Need																	
		Req.																	
		Have																	
		Need																	
		Req.																	
		Have																	
		Need																	
9. TOTAL RESOURCES		Req.																	Prepared by (Name and Position)
		Have																	
		Need																	

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11.6 ICS 215a Incident Action Plan Safety Analysis

1. Incident Name:		2. Incident Number:	
3. Date/Time Prepared: Date:	Time:	**4. Operational Period:** Date From: Time From:	Date To: Time To:

5. Incident Area	6. Hazards/Risks	7. Mitigations

8. Prepared by (Safety Officer)**:** Name: _____ Signature: _____

Prepared by (Operations Section Chief)**:** Name: _____ Signature: _____

ICS 215A Date/Time: _____

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11.7 Initial Response Form

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

Date:					Time:		am/pm	
INITIAL REPORT								
Caller's name:								
Affiliation:	___ Inter Pipeline Employee		___ Public		___ Contractor			
Caller's Phone: ( )					Alternate Phone: ( )			
Caller's present location:								
Time incident first observed:			am/pm	By whom?				
Call received by:				*Location:*				
LOCATION OF THE EMERGENCY								
Facility Name:								
LSD: Sub Sec: ___ Sec: ___ Twp: ___ Rge: ___ W ___ M GPS:								
Area is:	__ Remote		__ Lightly Populated		__ Heavily Populated			
Distance to nearest residents:			km	In what direction:				
Terrain is:	__ Flat	__ Sloped	__ Rolling	__ Wet	__ Dry			
Ground Cover: __ Crop	__ Grassland	__ Forest	__ Bush	__ Watercourse				
Soil Type:								
Access is:	__ Easy	__ Difficult	Best Access:	__ Road	__ ATV	__ Air	__ Boat	
TYPE OF EMERGENCY								
Spill / Leak	Fire	Injury	Threat	Vehicle/Aircraft	Other:			
Describe people / equipment / property involved:								
Situation is: __ Stable	__ Unstable (could get worse)				**Emergency Level:**			
WEATHER CONDITIONS								
Weather conditions:	Clear	Cloudy	Raining	Snowing	Fog			
Wind speed:	Calm	Light	Medium	Strong				
Wind direction from:	N	NW	W	SW	S	SE	E	NE
Temperature:								
Weather Forecast:								

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IF A LIQUID (OIL) SPILL:				
Type of product spilled:				
Size of spill area:				
Spill to:	__ Land Only	__ Land & Water	__ Water Only	
Size of area covered by spill (estimated)				
Spill is migrating to:	Farmland	Dwellings	River/Creek	Highways/Roadways Muskeg
Will spill enter water body?	No	Yes	Estimated Time	(hours)
Name / description of involved / threatened water body:				
Near Village/Town/City? Y / N	Describe:			
Is spill still occurring?			If so, at what rate?	
Other:				
OTHER CONTACTS INITIAL CALLER HAS MADE AND/OR COMMENTS				
Contacts:				
Comments:				
ACTUAL AND POTENTIAL IMPACT ASSESSMENT				
__ Public	__ Injury	__ Actual	__ Potential	
	__ Displacement	__ Actual	__ Potential	
	__ Property / Crop Damage	__ Actual	__ Potential	
	__ Public Relations	__ Actual	__ Potential	
__ Employees	__ Injuries	__ Actual	__ Potential	
__ Contractors	__ Injuries	__ Actual	__ Potential	
	__ Equipment Damage	__ Actual	__ Potential	
__ Environment	__ Water Well Contamination	__ Actual	__ Potential	
	__ Water Body Contamination	__ Actual	__ Potential	
	__ Soil Contamination	__ Actual	__ Potential	
	__ Vegetation Damage	__ Actual	__ Potential	
	__ Visible Emissions / Smoke	__ Actual	__ Potential	
	__ Odours / H2S	__ Actual	__ Potential	
__ Inter Pipeline Assets		__ Buildings	__ Actual	__ Potential
	__ Pipeline	__ Actual	__ Potential	
	__ Equipment	__ Actual	__ Potential	
	__ Vehicles	__ Actual	__ Potential	
	__ Production	__ Actual	__ Potential	
__ Other: Describe				

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

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

- Leave the leak area immediately in a cross-wind or upwind direction to avoid possible hazards of vapours and hydrogen sulfide.
- Keep a safe distance from the spill area.
- In a suspected vapour area, avoid creating any potential sources of ignition, sparks, or sources of heat which could cause liquids or vapours arising from them to ignite and burn. This includes such activities as striking matches, using lighters, activating switches, using cellular phones or attempting to operate any electrical or mechanical equipment.
- Do not attempt to move any equipment at the spill site.
- Warn others away from the spill area until Inter Pipeline personnel or local authorities arrive at the spill site.

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11.8 Monitoring Record

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

TIME	TOXIC READING (ppm)	LEL READING (ppm)	O_2 READING (ppm)	WIND CONDITIONS		DESCRIPTION OF LOCATION OF READING
				FROM WHICH DIRECTION	SPEED (km/hr)	

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11.9 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

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11.10 Roadblock Record

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

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

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11.11 Reception Centre Registration Form

PREPARED BY: _____

DATE: (YY/MM/DD) _____

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

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11.12 Resident Compensation Form

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

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

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11.13 Threatening Telephone Call Log

REDACTED

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11.14 Site Safety Plan

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

SITE CHARACTERIZATION		
☐ Land	☐ Water	☐ Other (please specify)

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

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

SITE SECURITY & ACCESS POINTS
Description:

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

ATMOSPHERIC MONITORING – INITIAL READING				
O_2	%	LEL	%	Other (specify):
H_2S	ppm	Benzene	ppm	

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

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

GENERAL SITE REQUIREMENTS

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

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

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

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

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

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

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

THE BUDDY SYSTEM IS MANDATORY FOR EVERYONE ON SITE

HEALTH & SAFETY BRIEFINGS/ MEETINGS

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

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

LOCAL SOURCES OF ASSISTANCE

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

Type of Emergency:

Incident Location and (directions to incident):

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

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

Directions To Hospital:

Travel Time:

PRODUCT INFORMATION

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

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

Toxicological Hazards:

- ☐ Inhalation
- ☐ Ingestion
- ☐ Skin

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

Future weather conditions that may affect Incident Site:

PERSONNEL PROTECTION REQUIREMENTS

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

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

PPE REQUIREMENTS

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

WORK ZONES

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

- The **HOT ZONE**, or **EXCLUSION ZONE**, is the area where contamination or product hazards are expected.
- The **WARM ZONE**, or **CONTAMINATION REDUCTION ZONE**, is a transition area between the **HOT ZONE** and the **COLD ZONE**. It is the area where **DECONTAMINATION** is conducted for personnel and equipment leaving the **HOT ZONE**.
- The **COLD ZONE**, or **SUPPORT ZONE**, is an area adjacent to the **WARM ZONE** that is intended to remain safe and as free of contamination as possible.

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SITE DIAGRAM
☐ See Site diagram or Site Map from ICS form 201.

GENERAL DIAGRAM INSTRUCTIONS

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

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

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Evacuation Procedures:
Alerting Methods:
Muster Point:
MEDICAL SURVEILLANCE
Special medical monitoring required:

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

Procedure:
Facility to perform medical testing/ monitoring: (name & location)
INCLUDED ATTACHMENTS:
Amendment form
Tailgate meeting form
☐ Bites, stings & poisonous plant;
☐ Boat operation;
☐ Thermal Stress (Cold & Hypothermia);
☐ Confined Space Entry;
☐ Cranes & mechanical lifting equipment;
☐ Manual lifting;
☐ Organic solvents;
☐ Hydrogen sulfide;
☐ Helicopter safety;
☐ PPE;
☐ Sanitation requirement;
☐ Traffic safety guidelines;
☐ Action levels;
☐ SDS
☐ Medical Monitoring Form

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Note: Air Monitoring Results, and Hot Zone Personnel Tracking is to be documented in the Emergency Response/ Safety Watch Log					
PLAN PREPARATION					
Prepared by:		**Date:**		**Time:**	
Signature:					
Prepared by:		**Date:**		**Time:**	
Signature:					
ALL RESPONSE PERSONNEL ARE TO REVIEW THE SITE HEALTH & SAFETY PLAN					
AMENDMENTS TO SITE SPECIFIC HEALTH & SAFETY PLAN					
This Site Health and Safety Plan is based on information available at the time of preparation. Unexpected conditions may arise which necessitate changes to this plan. It is important that personal protective measures be thoroughly assessed prior to and during the planned activities. Unplanned activities and/ or changes in the hazard status should initiate a review of major changes in this plan. Changes in the hazard status or unplanned activities are to be submitted on "Amendments to Site Health and Safety Plan" which is included as Page ___ of this plan. Amendments must be approved by the Safety Officer prior to implementation of amendment. All notes, documentation and records must NOT be discarded after their use. Documents are to be submitted to Documentation (Planning Section) for records retention.					
AMENDMENTS TO SITE HEALTH & SAFETY PLAN					
Changes in field activities or hazards:					
Proposed Amendment:					
Proposed By:		**Date:**			
Approved By:		**Date:**			
Amendment Number					
Amendment Effective Date		**Time:**			

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Location:	**Date**	**MM DD YYYY**	**Time**	**HH MM**

Description of work to be performed:

HAZARD IDENTIFICATION AND SAFETY DISCUSSION (Check and discuss all relevant hazards)

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

REQUIRED HAZARD CONTROLS (Check applicable)

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

REQUIRED PERSONAL PROTECTIVE EQUIPMENT (Check applicable)

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

ADDITIONAL TOPICS/ HAZARDS & HAZARD CONTROLS – identified and discussed

EMERGENCY PREPARATION

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

JOB INTERRUPTION

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

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TAILGATE MEETING MINUTES

Name	Company
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	
9.	
10.	
11.	
12.	
13.	
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21.	

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11.15 Evacuation Data sheet

Location	Date	Signature

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

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11.16 Personnel and Equipment Log

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

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11.17 Internal Vehicle Accident Report

interpipeline | **Motor Vehicle Incident Report Form** | F 230.102

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

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

Operators name:	District:	Unit#:	Date and Time of Accident:
INJURIES	☐ Yes	☐ No	

THE INCIDENT

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

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

Diagram

Indicate north by arrow

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

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

Legend

Direction →

Vehicles

Fixed Objects

Pedestrians

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EVENT AND CAUSE CHECKLIST

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

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

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

Road Conditions:

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

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

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

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

Vehicle Headlights:
- ☐ On
- ☐ Off

PRIMARY FACTORS

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

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

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

Other Vehicle Information

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

Other Vehicle Information

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

Operators signature:	Date
Supervisors signature	Date

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11.18 Revision Request

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

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11.19 Evacuation Notice

EVACUATION NOTICE

Inter Pipeline has an emergency at its nearby location.

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

_____.

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

For assistance, call Inter Pipeline at _____.

Thank you for your cooperation.

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11.20 Evacuation Phone Message

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

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

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

How many people are at your location now?

Adults _____
Children _____

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

☐ *Yes* ☐ *No*

IF YES *Whom?*_____
Location of the person(s) _____
We will send someone to find them as soon as possible.

Do you have children in school at this time?

☐ *Yes* ☐ *No*

IF YES What school? _____
Children's name(s)_____
We will contact the school to ensure the safety of your children. Buses will be directed to leave the area immediately. If school is in session, your children will be redirected to the reception centre by their regular bus driver when the school day is over.

Do you require evacuation/transportation assistance?

☐ *Yes* ☐ *No*

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

IF NO *Provide the resident with:*

- ☐ *Directions to safely travel to the reception centre*
- ☐ *A list of items to bring with them to the reception centre (medications, cell phone, ID, etc.)*
- ☐ *An idea of how long they may be expected to stay at the reception centre*
- ☐ *The option to bring their house pets to the reception centre (advise them to bring its crate)*

Please contact __(company name)_____ if you are unable to make it to the reception centre for any reason
Please keep your phone line free so that we can contact you if necessary.

Is there an alternate number we can contact you at? _____

A company representative at the reception centre will address any questions you may have and will make arrangements for your temporary accomodations. Do you understand everything I have told you? Are you leaving immediately?

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

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

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11.21 Early Notification/Voluntary Evacuation Message

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

Hello, this is ____*(your name)* _____ of _____*(company name)* _____.

Is this the _____(name of residence/business)_____ resident at _____(telephone number)_____?

_____(company name)_____ is responding to a (*potential*) emergency at ____(location)_____in your area.

You are in no danger at this time. All efforts are being made to resolve the problem and this phone call is only to inform you and provide you with an early notification.

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

How many people are at your location now?

Adults _____
Children _____

Do you wish to leave your residence at this time?

☐ *Yes* ☐ *No*

IF YES Please travel in a (*circle one*) ***north, east, south, west*** direction to our reception centre located at:

_____

IF NO Please standby for further contact. Please do not use your telephone for outgoing calls as this may prevent us from contacting you with updated information or when the problem has been eliminated.

If you have any urgent questions or change your mind, please contact __(company name)_____

at _____(telephone number)_____.

Thank you for your cooperation.

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

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11.22 Shelter in-place phone message

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

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

How many people are at your location now?

Adults _____
Children _____

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

☐ *Yes* ☐ *No*

IF YES *Whom?* _____
Location of the person(s) _____
We will send someone to find them as soon as possible.

Do you have children in school at this time?

☐ *Yes* ☐ *No*

IF YES *What school?* _____
*Children's name(s)*_____
We will contact the school to ensure the safety of your children. Buses will be directed to leave the area immediately. If school is in session, your children will be redirected to the reception centre by their regular bus driver when the school day is over.

Do you require evacuation/transportation assistance?

☐ *Yes* ☐ *No*

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

IF NO *Provide the resident with:*

☐ *Directions to safely travel to the reception centre*
☐ *A list of items to bring with them to the reception centre (medications, cell phone, ID, etc.)*
☐ *An idea of how long they may be expected to stay at the reception centre*
☐ *The option to bring their house pets to the reception centre (advise them to bring its crate)*

Do you have the "Shelter-in-place" instructions previously provided to you by ___(company name)_____?

☐ *Yes* ☐ *No*

IF YES *Please follow the Shelter-in-place instructions located inside the resident information brochure*

IF NO *Verbally walk the resident through the Shelter-in-place instructions on the next page.*

Please keep your phone line free so that we can contact you if necessary.

Do you understand what I have told you? ☐ *Yes* ☐ *No*

Is there an alternate number we can contact you at?_____

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

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

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Shelter-in-place Instructions:

Shelter-in-place is the use of a structure and its indoor atmosphere to temporarily separate individuals from a hazardous outdoor atmosphere. If asked to shelter-in-place:

- Immediately gather everyone indoors and stay there
- If convenient, tape or block the gaps around the exterior door frames but leaving open all inside doors
- Extinguish indoor wood burning fires and if possible, close flue dampers
- Turn off appliances or equipment that either:
    - Blows out or uses indoor air, such as
- Bathroom and kitchen exhaust fans
- Built-in vacuum systems
- Clothes dryers
- Gas fireplaces and gas stoves
    - Sucks in outside air, such as:
- Heating, ventilation, and air conditioner (HVAC) systems for apartments, commercial or public facilities
- Fans for heat recovery ventilators or energy recovery ventilators (HVR/ERV)
- Turn down furnace thermostats to the minimum setting and turn off air conditioners
- Avoid using the telephone, except for emergencies, so that you can be contacted by company emergency response personnel
- Call Inter Pipeline's emergency number **REDACTED** if:
    - You are experiencing symptoms or smelling sulphur odours (so we can address your concerns and adjust our response priorities)
    - You have contacted fire, police, or ambulance (so that we can coordinate our response)
- Stay tuned to local radio and television for information updates
- Even if you see people outside, do not leave until told it is safe to do so
- After the hazardous substance has passed through the area you will receive an "all-clear" message from the company emergency response personnel. You may also receive, if required, instructions to:
    - Ventilate your building by opening all windows and doors, turning on fans and turning up thermostats. During this time the air outside may be fresher, and you may choose to leave your building while ventilating.
    - Once the building is completely ventilated return all equipment to normal settings and operation
- When it is safe, you will receive and "all-clear" message from Inter Pipeline's emergency notification system

If you are unable to follow these instructions, please notify company emergency response personnel.

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12.0 SECURITY PROCEDURES

REDACTED

13.0 MAPS

13.1 System Map

REDACTED

13.2 Facility Reference Plans

REDACTED

13.3 Route Maps

REDACTED

13.4 Western Canadian Spill Services (WCSS) Area Maps

REDACTED

14.0 DRIVING DIRECTIONS/FACILITY ACCESS DESCRIPTIONS

REDACTED

15.0 CONTROL POINTS

See Western Canadian Spill Services area contingency manual or the IPL MyMap EMViewer for location of Control Points

16.0 LOCAL GOVERNMENT RESPONSE

REDACTED

17.0 ENVIRONMENTAL EMERGENCY PLANS

For more specific information on products regulated under Environment Canada's Environmental Emergencies Regulated Products, please see the stand-alone Milk River, Throne, Tilley, and Hays Environmental Emergency Plan. A hardcopy must be kept at the registered site and will be found at the district offices for the specified sites. The most up-to-date copy of the ERP is found REDACTED

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Regulated products contained in the plan are:

- Butane
- Crude Oil

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