Plan ID #_____

COCHRANE EXTRACTION PLANT EMERGENCY RESPONSE PLAN

FACILITIES INFRASTRUCTURE BUSINESS UNIT (NGL)

COCHRANE EXTRACTION PLANT

24/7 Control Room: 403-932-8510

[redacted]

[redacted]

IPL Calgary Office: 403-290-6000 | Toll Free:1-800-716-7163

[redacted]

CONTAINS CONFIDENTIAL INFORMATION

This document is not intended for external distribution without approval from the Emergency Management Team.

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Table of Contents

PREFACE V

Purpose v
Application v
Emergency Management Philosophy v
Plan Distribution vi
Revision Record vii
ERP Revision Request Form viii

1 INTRODUCTION 1

2 FACILITIES INFORMATION 3

2.1 Plant Overview 3
2.2 Directions and Site Access 4
2.3 Site Safety Features 5
2.1 Operating Information 7

3 EMERGENCY RESPONSE PLAN REQUIREMENTS 9

3.1 Legislative Requirements 9
3.2 Response Management Priorities 9
3.3 Core Response Capabilities 10
3.4 Training Requirements 11
3.5 Exercise Requirements 11
3.6 Stakeholder Liaison and Public Awareness 11

4 INCIDENT MANAGEMENT SYSTEM 13

4.1 Incident Command System (ICS) 13
4.2 ICS Structure 13
4.3 ICS Organizational Charts 15
4.4 Command Strategies 17
4.5 Incident Response & Management Life Cycle 19
4.6 IPL Incident Command / Coordination Centres (Function & Locations) 20
4.7 External Response Locations 21

5 EMERGENCY RESPONSE ROLES & RESPONSIBILITIES 23

5.1 ICS Roles and Responsibilities 23
5.2 IPL Response & Incident Management Teams 23
5.3 Local Authorities 24
5.4 School Districts 27
5.5 Government & Agency Representation at IPL Command & Coordination Centres 28
5.6 Government Consultation & Resources Summary 28

6 INCIDENT ONSET AND PLAN ACTIVATION 29
6.1 Event Detection and Validation 29
6.2 Initial Incident Actions 29
6.3 Initial Incident Command 31
6.4 Activation of the Incident Command Post 31
6.5 Response Requirements & Staffing Assignments 31
6.6 Activating the Corporate Emergency Coordination Centre 31
6.7 Role Identification within the ICP & ECC 32
6.8 Incident Site Worker Protection 32
6.9 Security Threat Response Assessment 32
6.10 Incident Classification / Determining Level of Emergency 32
6.11 Incident Notifications / Actions by Level of Emergency 34
6.12 Response Time Targets 36
6.13 GIS & Map Tools 36
7 RESPONSE PROCEDURES 38
7.1 Incident Management, Information, Activities, & Procedures 39
7.2 CISM Supports: Personnel and Evacuated Public 45
7.3 Injury Response Procedure 47
7.4 Fire Response Procedure 49
7.5 Spill / Release Response Procedure 52
7.6 Defining the Hazard Area 55
7.7 Isolating the Hazard Area 60
7.8 Air/Plume Monitoring 62
7.9 Public Protection Measures - Alberta 63
7.10 Ignition Procedures 64
7.11 Rail Incident Response 67
7.12 Other Responses Procedures 70
8 SECURITY PROCEDURES 75
8.1 Low Threat Security Level 76
8.2 Medium Threat Security Level 77
8.3 High Threat Security Level 78
9 EMERGENCY COMMUNICATIONS 79
9.1 Internal Communications 79
9.2 External Communications 80
9.3 AER Communication Expectations 81
9.4 EVERBRIDGE Notifications & Message Templates (Mass Communication Tool) 83

10 EMERGENCY RESOURCES & EQUIPMENT 85
10.1 Anticipated Resources & Required Actions by Emergency Level 85
10.2 Safety Equipment – Internal Resources 86
10.3 Approved Vendors & Specialized Service Contractor Response 86
10.4 Mutual Aid 87
11 POST INCIDENT AND RECOVERY ACTIONS 89
11.1 Incident Close 89
11.2 Returning Public / Community Relations 90
11.3 Post Incident Review & Reporting 90
11.4 Documentation and Collection 91
11.5 Incident Investigation 92
11.6 Post Incident Clean-Up 92
11.1 Insurance, Compensation, and Legal Implications 92
11.1 Regulatory Reporting 92
11.2 Restoration of the ICP/CEOC 92
12 CONTACTS 93
12.1 Cochrane Extraction Plant (CEP) Emergency Management Contacts 93
12.2 IPL Corporate NGL Emergency Management Contacts 93
12.3 IPL District Offices 93
12.4 Government Agencies / Reporting Contacts 94
12.5 Local Authorities 97
12.6 Emergency Services / First Responders 99
12.7 Emergency Response Support Services 99
12.8 NGO & Utilities 102
12.9 School Divisions 102
12.10 Industry Contacts 103

Cont.

APPENDIX A – MAPS & FACILITY DIAGRAMS 1

[redacted]

APPENDIX B – CEP SITE SPECIFIC INFORMATION & SUPPLEMENTAL PLANS 1

[redacted]

APPENDIX C – IPL PHONE LISTS 1

[redacted]

APPENDIX D – RESPONDER ROLES & RESPONSIBILITIES 1

[redacted]

APPENDIX E – INCIDENT MANAGEMENT TOOLS / AIDS / QRGS 1

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APPENDIX F – FORMS 1

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PREFACE

Purpose

The purpose of this Emergency Response Plan (ERP) is to provide guidance and direction on established emergency management practices and response procedures within IPL's Facilities Infrastructure (NGL) Business Unit (BU).

The informational and procedural content has been designed to support emergency response personnel to protect people, the environment, and property during incidents, emergencies, unplanned events, and operational upsets involving Cochrane Extraction Plant.

Application

This Plan applies to all IPL employees, contingent workers, IPL representatives and contractors, when conducting activities associated with this Plan. [redacted]

Emergency Management Philosophy

IPL is committed to protecting the health and safety of people, the environment, and property.

We have developed a comprehensive emergency management framework that includes detailed standards and processes relating to:

- Hazard identification, risk assessment, and consequence analysis.
- Emergency preparedness and response planning.
- Emergency response training, drills, and exercises.
- Stakeholder liaison, public awareness, and consultation/engagement activities.
- Internal/external communications.
- Incident activation, management, resource mobilization.
- Public protection measures.
- Notifications and reporting.
- First Responder liaison, awareness, and engagement.
- Participation in Mutual Aid Agreements.
- Program evaluation and continual improvement.

IPL's emergency management framework is based on the Incident Command System (ICS) – ICS principals, implementation methodologies, roles and responsibilities, and associated tools to facilitate incident response activities, are discussed throughout this Plan.

Facilities Infrastructure sites/assets will maintain an appropriate level of tactical, operational, and strategic emergency readiness for applicable emergency situations.

Additional information on Facilities Infrastructure EMBC programming, including governing standards, procedures, and tools, is available on the EMBC page on the Hub.

Plan Distribution

This Plan is readily available to employees in electronic format – refer to the Reference Library under MyContent to access the most current version of this Plan, as well as any applicable supplemental plan(s). Overall responsibility for plan distribution rests with the Facilities Infrastructure EM Representative. Relevant records relating to external Plan Distribution will be kept in MyContent.

Internal Distribution

External Distribution

Revision Record

The NGL Emergency Management representative, in coordination with NGL Field Offices/Facilities, and Senior Leadership, shall be responsible for the maintenance of this Plan. It shall be reviewed and updated annually at minimum, or as needed, to reflect changes in government regulations and/or company procedures.

Revised plans will be distributed to noted plan holders who are responsible for destroying the outdated plans and advising the NGL Emergency Management representative once complete.

This Plan documents revision records for a period of five years. A complete record of document revisions is available in MyContent, in accordance with applicable regulations and IPL's document retention policy.

ERP Revision Request Form

If you find any errors in this Plan, or if you become aware of regulatory or industry procedural changes, please document the information and forward to the Facilities Infrastructure (NGL) Emergency Management representative for inclusion in the next update.

Send to:		**E-mail:**	

PLAN REVISION IDENTIFICATION INFORMATION

Plan Name:					
Version Number/Date:		Section Number:		Page Number:	
Revision Requested By:		Organization:			

DESCRIPTION OF REVISION

RATIONALE

EMERGENCY MANAGEMENT REPRESENTATIVE USE ONLY

Reviewed/Approved By:		Corrective Action No.:	

If not approved, provide explanation and date follow up communication to Requestor completed.:

FILE REF

Form 1 - ERP Revision Request Form

1 INTRODUCTION

This Plan covers the Cochrane Extraction Plant (CEP). It is intended to work in conjunction with applicable site-specific Plan supplements, including the CEP Environmental Emergency (E2) Plan and CEP Fire Emergency Response Team (ERT) Standard, and other relevant IPL health and safety documentation.

There is also a complimentary Crisis Communications Plan that may be used to during emergencies, operational upsets, and other unplanned events. This plan is maintained by IPL Corporate Communications Staff.

IPL personnel and contractors must become familiar with the content of these plans, as well as any site-specific features / characteristics that may impact emergency response activities in their working environments.

This Plan will include information on:

- Incident onset and activation guidelines
- Command Centre response management, and organizational details
- Incident classification tools
- Emergency response personnel roles and responsibilities (internal and external)
- Public protection measures
- Regulatory reporting guidelines
- Hazards and response actions
- Communication strategies and protocols
- Incident de-escalation
- Incident investigation and recovery considerations
- Training and exercise expectations
- Incident documentation

The Plan will also include site-specific technical, operational, and contact information:

- Site and area description
- Asset and operations details
- Technical data / specifications
- Internal and external contact numbers
- Area stakeholder information
- Safety and emergency systems and procedures
- Safety equipment and resources
- Hazards and response practices
- Emergency Planning Zones (EPZ)
- Maps and facility drawings

In preparing this Plan, the following factors were considered:

- Regional characteristics and hazards within / surrounding IPL operating areas
- Operational activities on site and within the Emergency Planning Zone (EPZ), where established
- Properties, characteristics, and quantities of products being utilized, transported, and/or stored
- Potential consequences to human life and health due to an operational upset
- Potential consequences to the environment due to an operational upset
- Regulatory requirements and industry best practices

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2 FACILITIES INFORMATION

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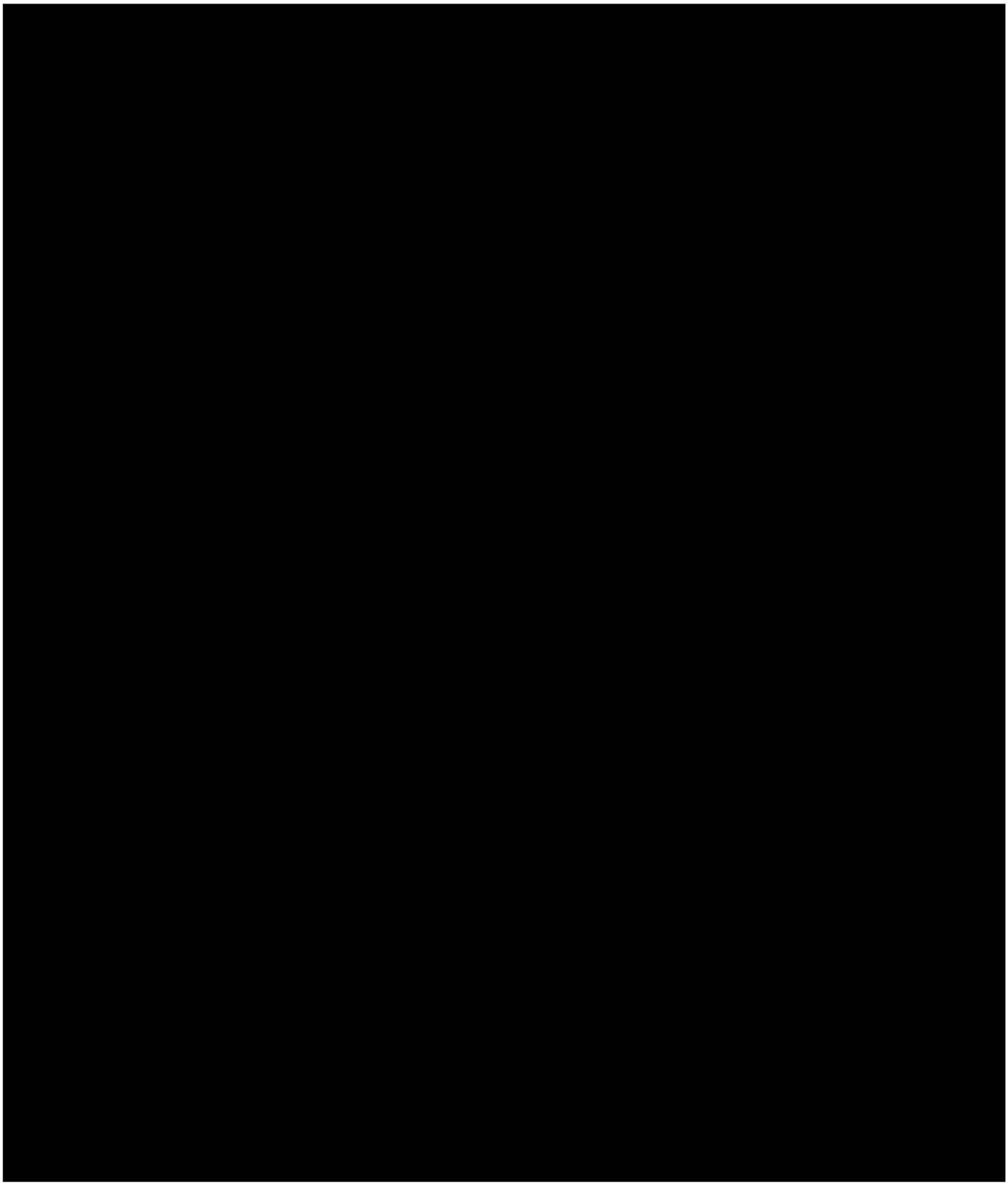

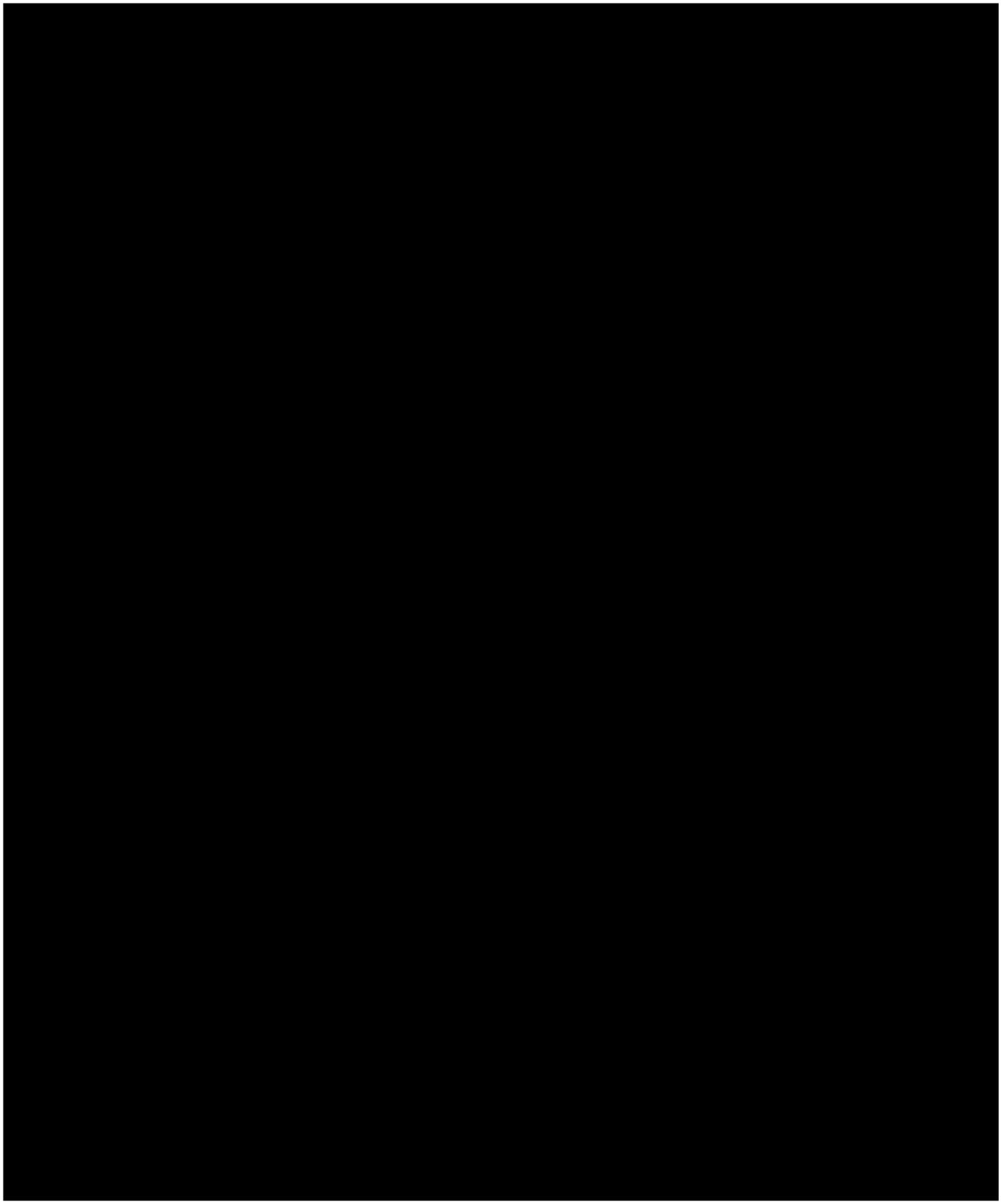

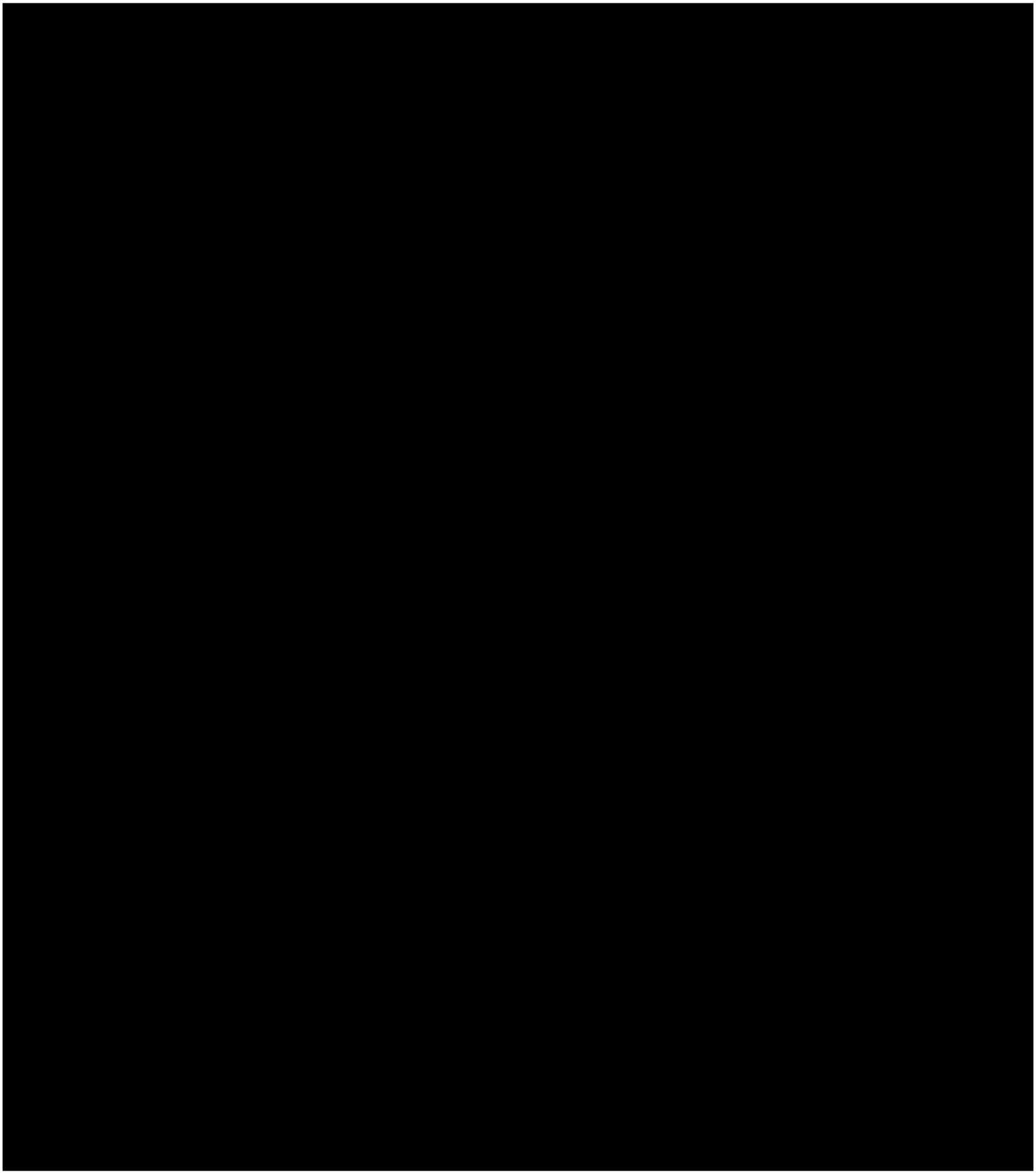

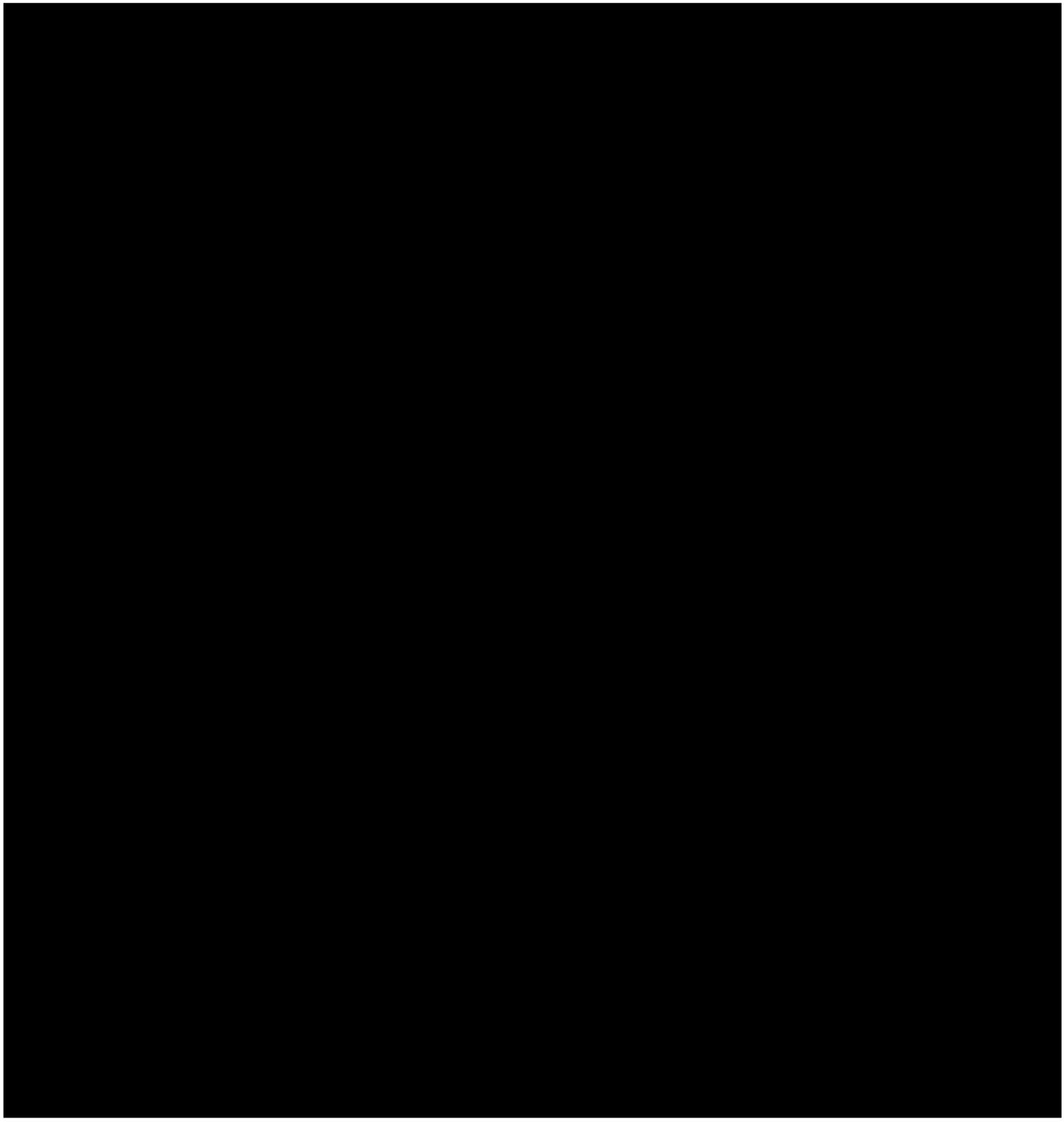

3 EMERGENCY RESPONSE PLAN REQUIREMENTS

3.1 Legislative Requirements

Alberta Energy Regulator	Directive 071: Emergency Preparedness and Response (aer.ca)		**Requirements for oil and gas facilities operating in Alberta.**
	CSA Standards	CSA Z246.2-18 - Emergency Preparedness and Response for Petroleum and Natural Gas Industry Systems	Industry Best Practice Incorporated by reference into D71.
		CSA Z246.1-21 Security Management for Petroleum and Natural Gas Industry Systems	Industry Best Practice
Environment Canada	Environmental Emergency Regulations, 2019 (justice.gc.ca)		Requirements for facilities that have E2 regulated substances at prescribed quantities (Schedule 1). P1 and P2 currently meet the thresholds.
Transport Canada	Transportation of Dangerous Goods Regulations (justice.gc.ca), Part 7 – Emergency Response Assistance Plan		Requirements for TDG by road, rail, and at loading/unloading facilities.

ERP Requirements 1 - Legislative Requirements

3.2 Response Management Priorities

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

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

ERP Requirements 2 - Response Management Priorities

3.3 Core Response Capabilities

These capabilities must be developed and executed across the whole operational spectrum to ensure strategic, operational, and tactical readiness. The table below represents IPL's key capabilities for ensure the delivery of its comprehensive emergency management system.

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

ERP Requirements 3 - Core Response Capabilities

3.4 Training Requirements

The objective of staff training is to ensure incident response personnel have the knowledge, skills, and abilities to initiate and sustain the appropriate response actions. Employees and permanent contractors assigned duties in the ICS organization receive training to ensure they are competent and/or appropriately qualified for those duties. At a minimum, it is IPL's expectation these individuals are familiar with this Plan, applicable supplemental plan(s) for their area(s) of operations, as well as the authority and accountabilities of their potential response role(s). IPL Emergency Management (EM) training consists of the following:

- Awareness of IPL and NGL ERPs (site-specific and supplemental plan(s));
- Incident Command System (ICS) training, including roles and responsibilities;
- Identification of public protection measures during an emergency; and
- Review of communication methods and processes (internal/external).

IPL considers training a continuous process – on an annual basis, IPL will review emergency response performance with applicable personnel to verify training objectives are met, and to implement corrections and/or changes to the program and procedures for ongoing effectiveness.

Local first responders are considered out of scope of IPL's training framework, however, they are provided emergency response information and/or plans, as required or requested. In addition, routine liaison / engagement activities are conducted to ensure they are familiar with IPL operations and have a general awareness of response requirements.

Refer to the **NGL EMBC Training Matrix** for further information. Training records are available in the myLearning.

3.5 Exercise Requirements

IPL conducts a broad range of emergency response drills and exercises to test and validate plans, evaluate responder competency and/or qualification, and assess response capability, capacity, and resource allotment.

Exercises are designed to test objectives and identify gaps in plans, processes, procedures, and training; ensuring ongoing continuous improvement. Exercises are scheduled on an annual basis; type and frequency are established according to applicable regulatory requirements and best practices, but at a minimum, include an annual tabletop, and major / full-scale exercise, every three years. Refer to the **NGL EMBC Training Matrix** for further information.

Exercise debriefs are conducted and reports produced following each session and are maintained by the Emergency Management Team. Exercise records are available in the NGL Health and Safety Sharepoint.

3.6 Stakeholder Liaison and Public Awareness

IPL regularly conducts liaison and public awareness / engagement activities to educate stakeholders on our assets and operations including applicable hazards; planning zones; public protection measures; preparedness and emergency response actions; as appropriate to the area, as required. Stakeholders may include first responders, local authorities, government or regulatory agencies, members of the public and other affected parties within identified planning zones.

Information may be communicated through consultations (in person or telephone), project-specific newsletters, public information packages, and open house(s), as appropriate.

Additional information is available in the **IPL Stakeholder Engagement Standard**.

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4 INCIDENT MANAGEMENT SYSTEM

4.1 Incident Command System (ICS)

IPL utilizes the **Incident Command System (ICS)** to ensure a coordinated and organized response to emergencies.

ICS is a standardized incident management system specifically designed to allow users to adopt and integrate an organizational structure equal to the complexities and demands of single or multiple / concurrent incidents without being hindered by jurisdictional boundaries.

4.2 ICS Structure

The ICS structure is an effective means of coordinating emergency response activities, resources, and personnel from multiple responding organizations and agencies.

ICS is structured to facilitate activities in five major functional areas:

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/Admin	Monitors costs related to the incident; provides accounting, procurement, time recording, and cost analyses.

Incident Management System Info 1 - Summary of ICS General & Command Staff at IPL

The ICS structure can expand or contract to meet the needs of the incident. ICS personnel are activated depending on the scope and complexity of the incident, incident classification / regulatory level of emergency, and anticipated resource needs.

The scale and complexity of the emergency can vary from requiring one person to resolve the incident (i.e., the Incident Commander (IC)) to an **Incident Management Team (IMT)**, including activation of either (or both):

- The **Field IMT,** who operate out of the Incident Command Post (ICP); and
- The **Corporate IMT,** who operate out of the Emergency Coordination Centre (ECC).

Regardless of incident size, the IC is responsible for the overall management and response of the emergency.

Refer to Section **ICS Organizational Charts** for information on how IPL utilizes ICS.

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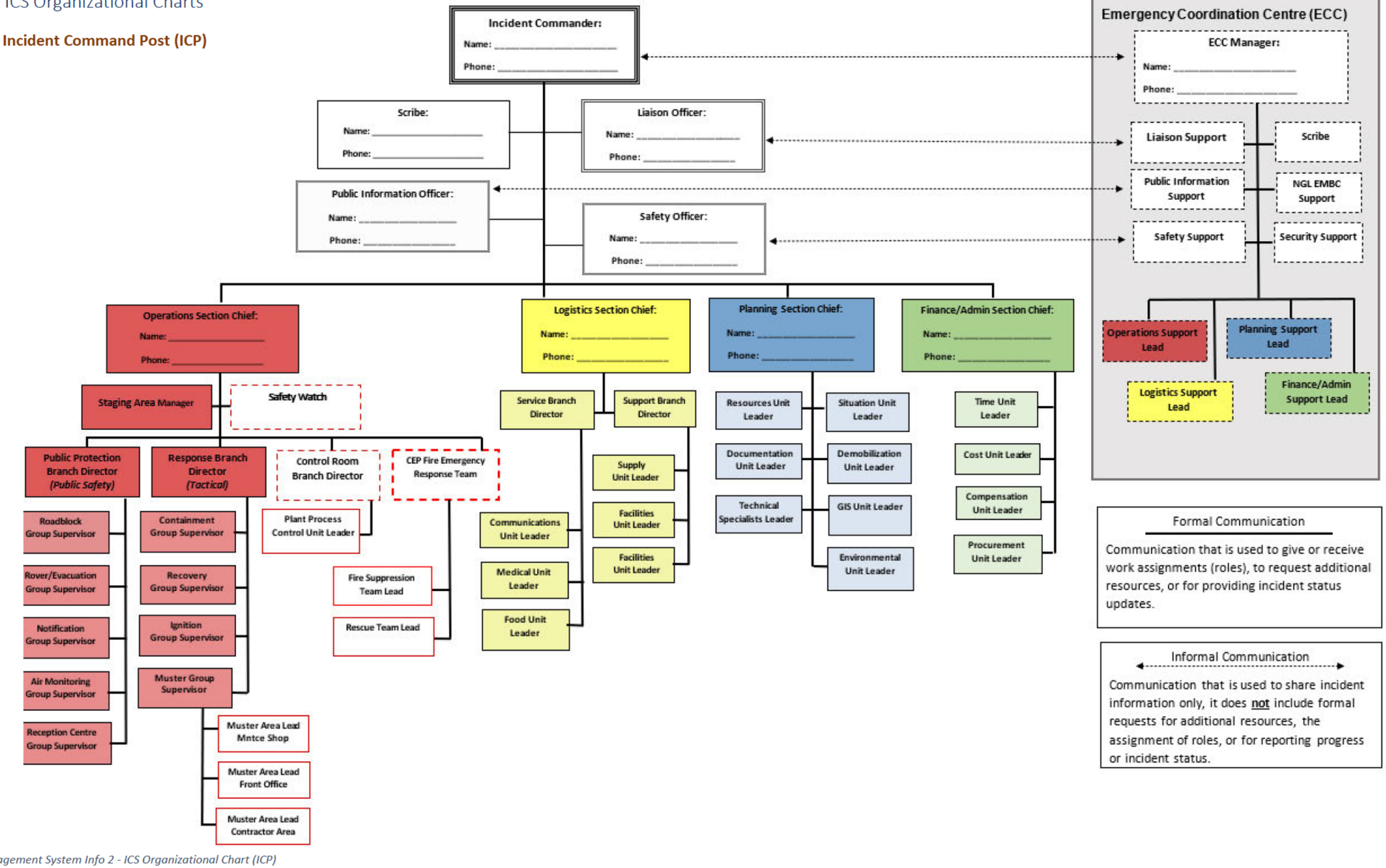
4.3 ICS Organizational Charts

4.3.1 Incident Command Post (ICP)



Incident Management System Info 2 - ICS Organizational Chart (ICP)

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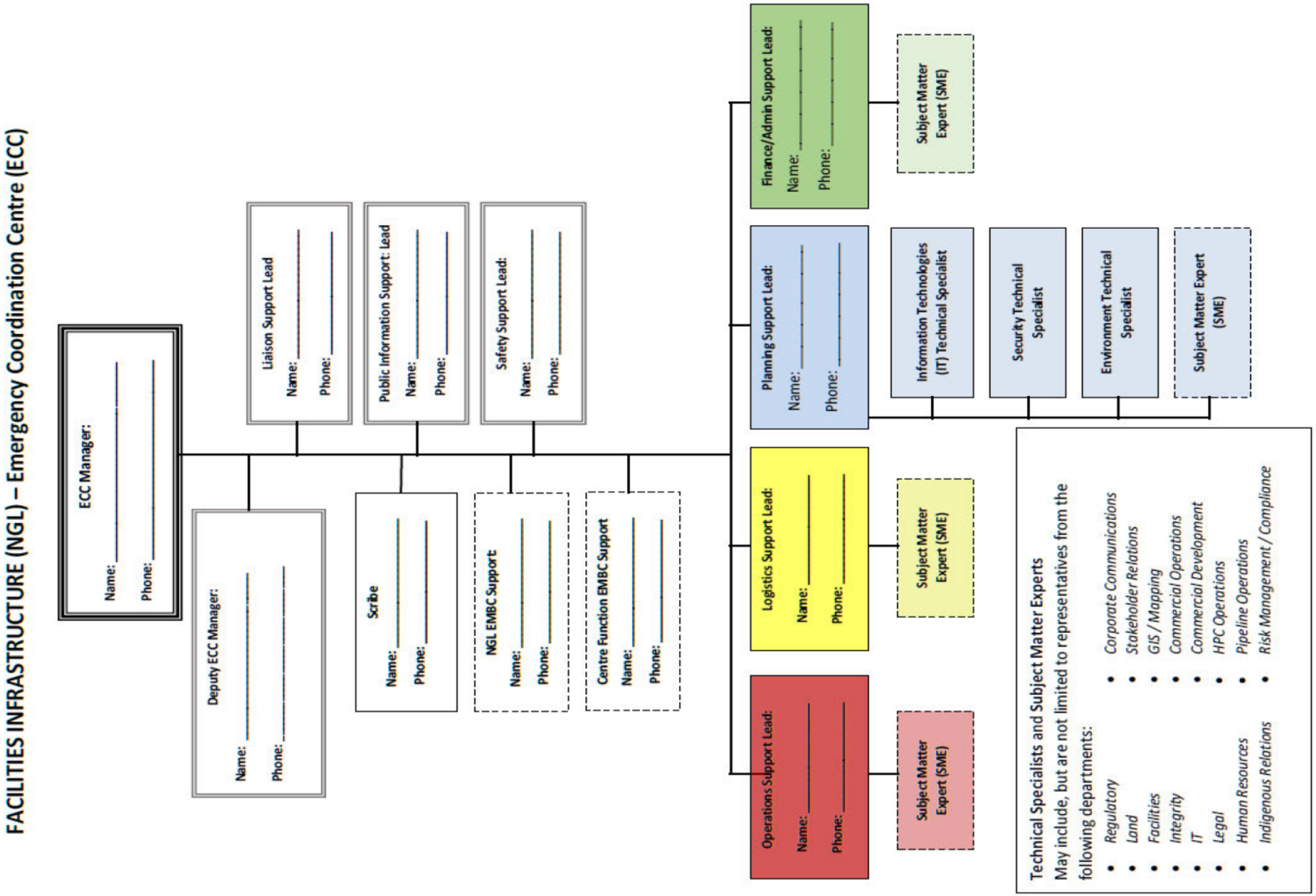
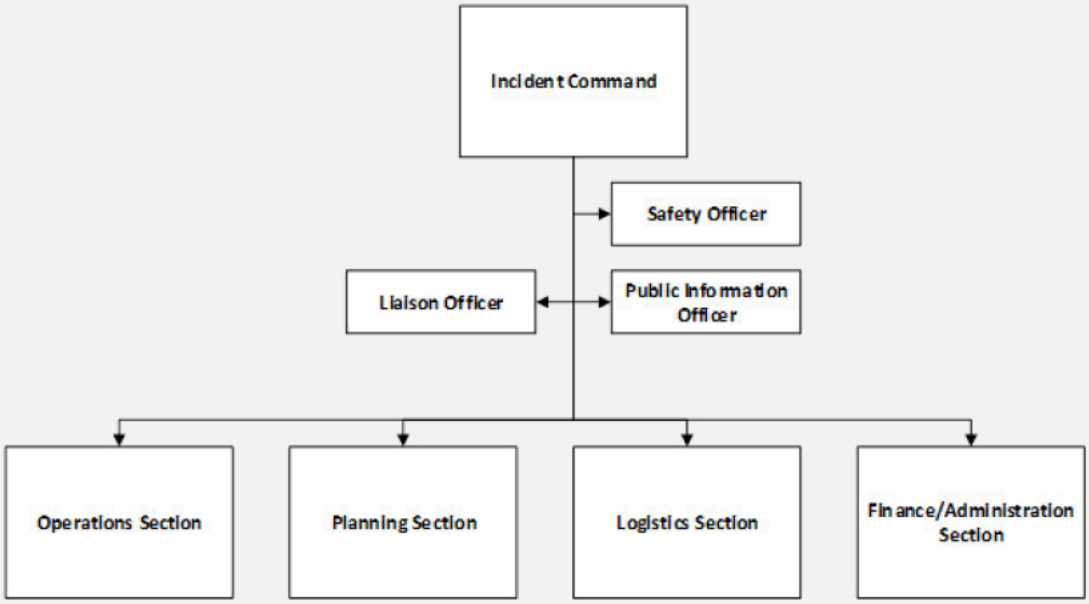
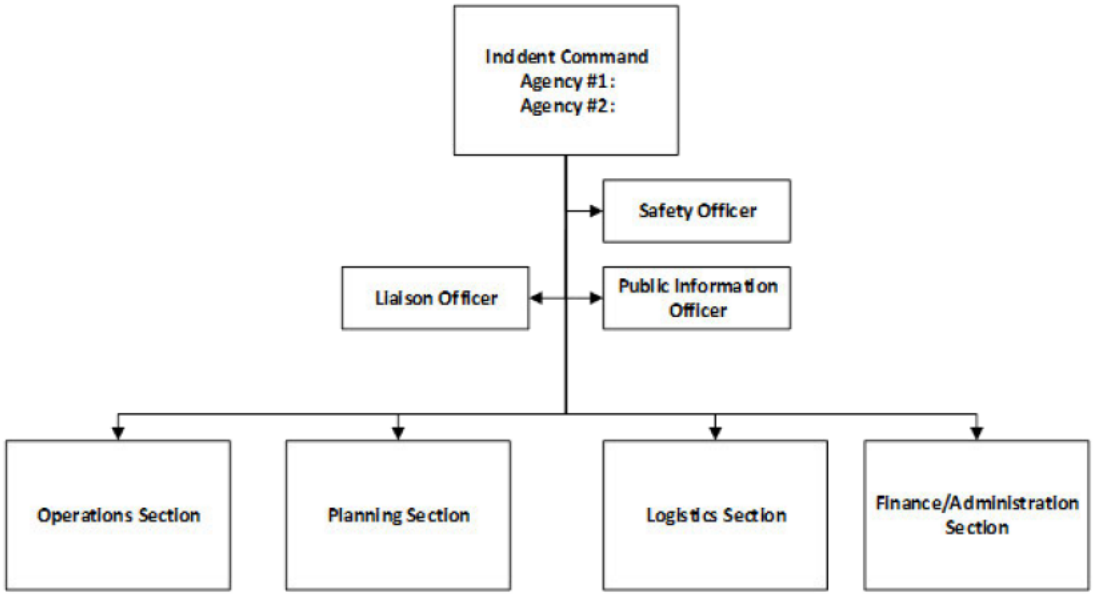
4.3.2 Emergency Coordination Centre (ECC)



Incident Management System Info 3 - ICS Organizational Chart (ECC)

4.4 Command Strategies

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

Incident Management System Info 4 - Command Strategies

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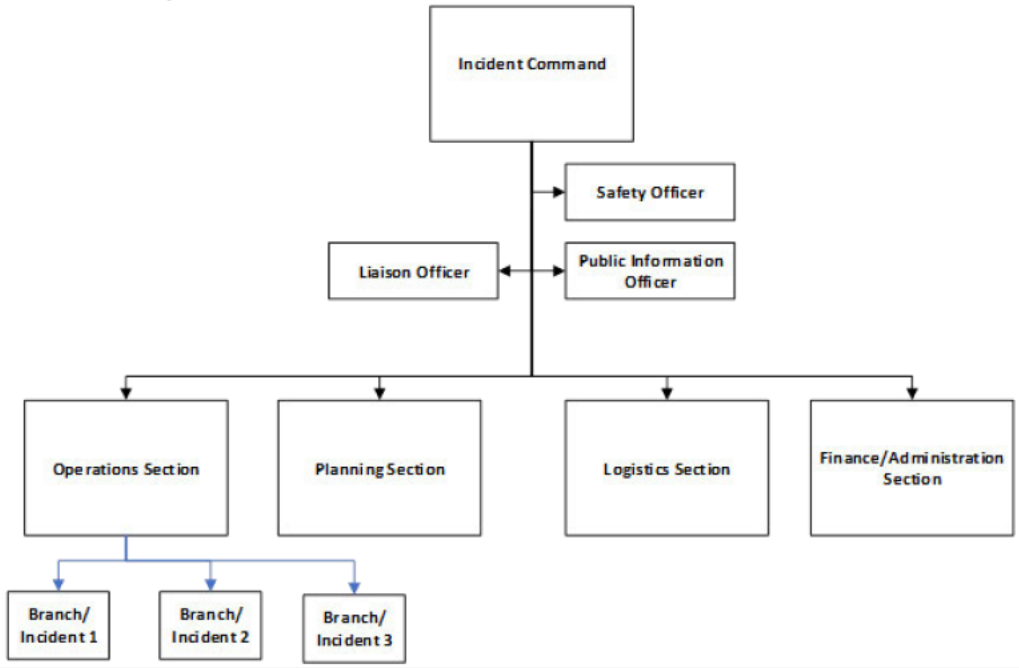
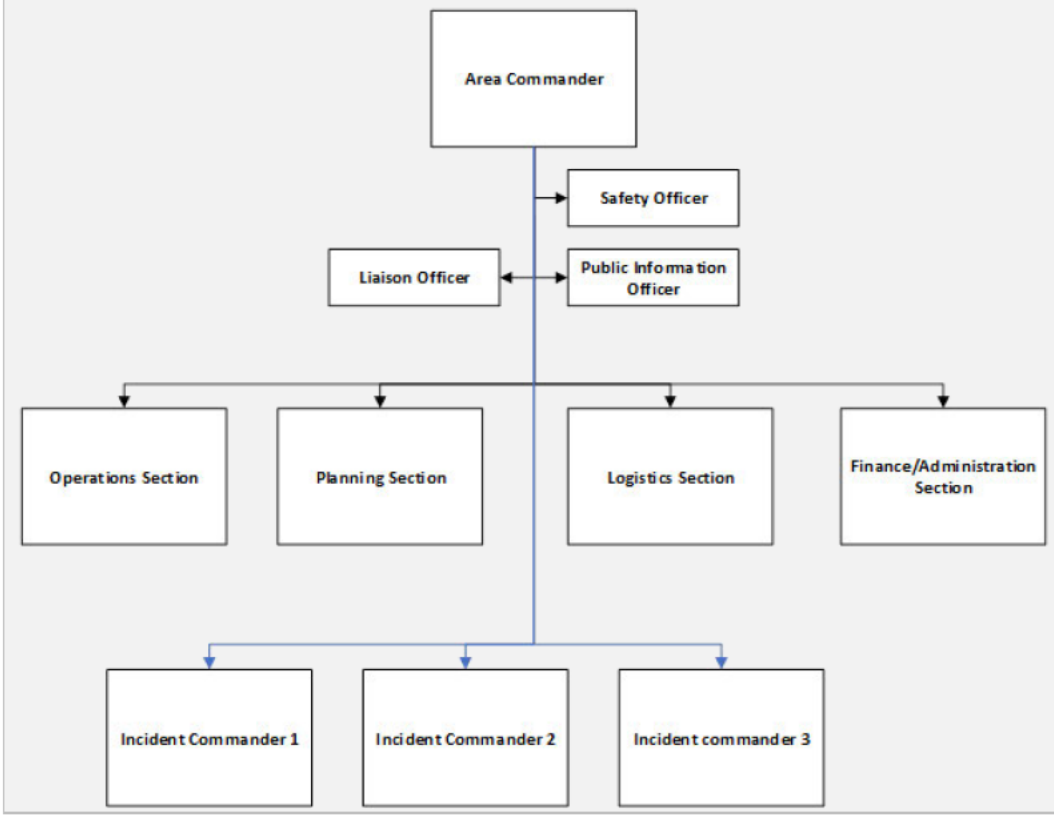
Incident Complex



- Two or more individual incidents located in the same general area that are assigned to a single incident command or a unified command

Area Command



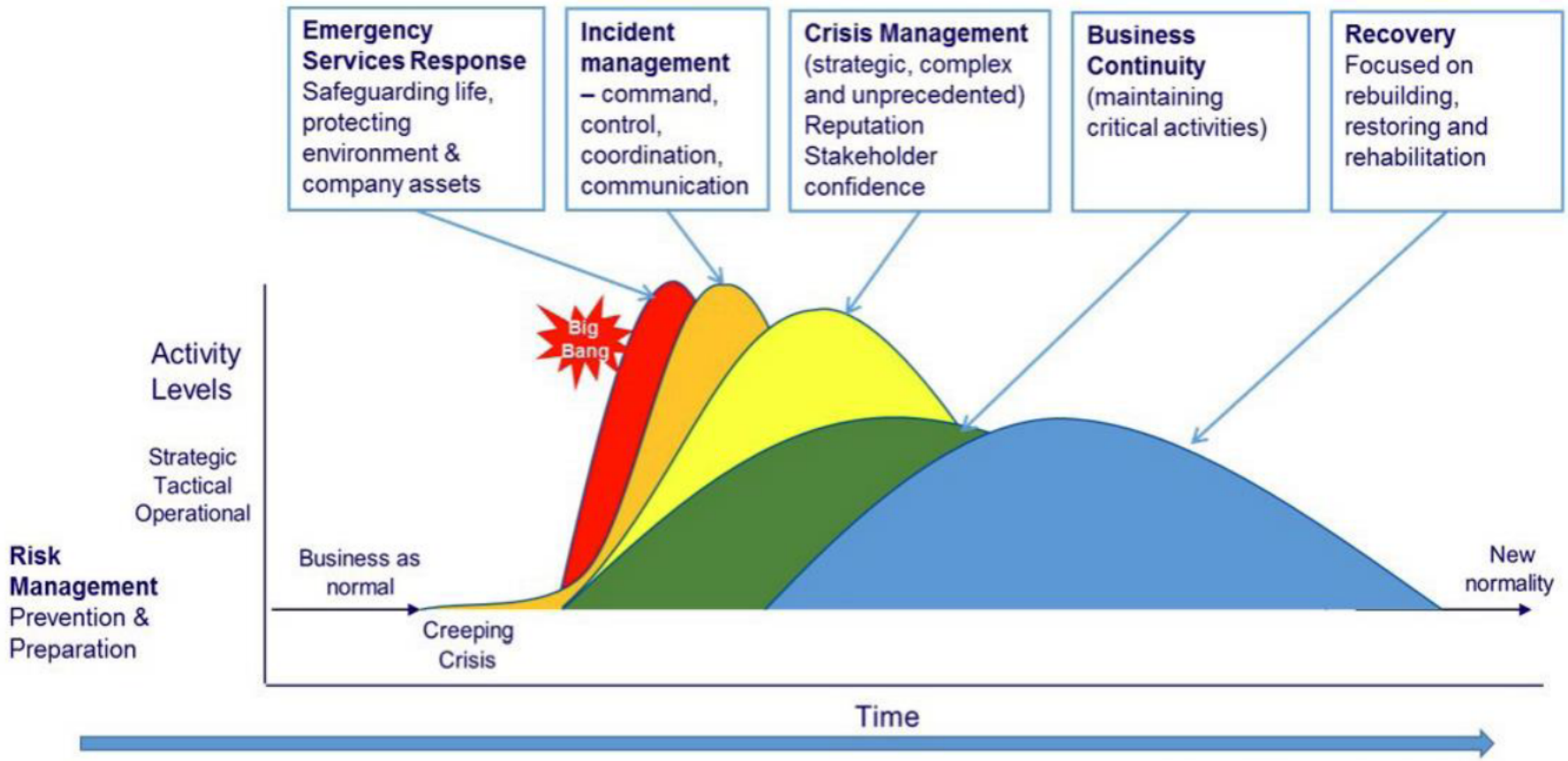
- Oversee the management of multiple incidents that are each being managed by an ICS organization.
- Oversee the management of large incidents that cross jurisdictional boundaries.

Incident Management System Info 5 - Command Strategies (Complex)

4.5 Incident Response & Management Life Cycle

While the scale and scope of an emergency may vary, incidents typically all follow a similar life cycle, as indicated in **Incident Management System Info 6 - Incident Response & Management Life Cycle.**

IPL responders are reminded to consider the standard incident life cycle when conducting response measures.



Incident Management System Info 6 - Incident Response & Management Life Cycle

4.6 IPL Incident Command / Coordination Centres (Function & Locations)

To effectively coordinate response efforts, IPL will establish various command / coordination centres to manage emergency response actions. These centres represent the location where specific response team members will operate, and include:

Additional Company response locations, such as a reception centre or staging area, may be stood up to serve a specific function, as required by the incident.

Refer to Section **IPL Response & Incident Management Teams** for further information on team roles and responsibilities.

4.7 External Response Locations

Depending on the size or nature of the emergency, other stakeholders such as governments or regulators, may establish their own centres to coordinate response efforts. In such events, regulators generally encourage the formation of a single **Regional Emergency Operations Centre (REOC)** for industry and municipal response personnel to form **Unified Command.**

The following table provides information about other possible response locations and their activities:

5 EMERGENCY RESPONSE ROLES & RESPONSIBILITIES

5.1 ICS Roles and Responsibilities

Refer to APPENDIX D – RESPONDER ROLES & RESPONSIBILITIES for detailed information and responder checklists.

5.2 IPL Response & Incident Management Teams

IPL Emergency Response, Incident Management, and Crisis Management Team roles and responsibilities are summarized below:

Role	Responsibilities
Emergency Response Team (ERT)	• Respond to emergency situations at the facility site (when it is safe and reasonable to do so) • Respond in accordance with the principles of the Incident Command System • Conduct actions to preserve life, the environment, property and assets, and mitigate incident escalation • Secure scene, control access, and conduct investigative, clean-up, and recovery actions • Establish communications and gather key facts • Ensure response personnel are always accounted for • Remain until on-scene response is no longer required,
Field Incident Management Team (IMT)	• Attend the Incident Command Post (ICP) when activated • Assess whether current resources can handle the response adequately. • Support on-scene response with mobilizing required internal / external resources and mutual aid • Support development of the initial tactical action plan • Develop Incident Action Plan (IAP) • Assess potential escalation scenarios and develop operational management priorities • Coordinate assistance for injured and/or evacuated personnel from the site with medical support, transport, reception facilities, accommodation, and eventual reconciliation with family ongoing support • Develop and formalize a communication strategy for internal and external stakeholders • Inform and brief the BU General Manager/VPs and/or Crisis Management Team (CMT), if activated • Coordinate support by liaising with Mutual Aid partners, contractors, consultants, government agencies, regulatory authorities, regional and local authorities, and other outside agencies • Maintain an auditable trail including log sheets and incident status summaries. • Ensure safety practice and procedures compliance is met by all response teams
Field Initial Response and Support Team (FIRST)	[redacted] The 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 an initial Emergency Level has been determined. This team, if 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.

Role	Responsibilities
Corporate Incident Management Team (IMT)	• Attend the Calgary Emergency Coordination Centre (ECC) when activated • Support / action requests from the Field Incident Management Team • Request funding support for the incident, if outside the Incident Commander's SAM level • Ensure internal/external communications are approved in a timely manner and communications requiring Disclose Committee approval follow the approval process as set-out in the Crisis Communication Plan • Identify, assess, communicate potential business continuity impacts to the BU General Manager/VPs • Consult with BU General Manager/VPs on potential impacts to customers, contracts, reputation, or other potential economic/business impacts to IPL; Provide updates prior to Sit Reps • Manage the impact of the emergency on the wider Inter Pipeline business • Assist in operationalizing requests from the CMT
Crisis Management Team (CMT)	• Identify a Crisis Manager at the time of an incident to manage continuity of operations • Delegate necessary roles and responsibilities to the ECC Manager • Delegate necessary authorities to the Incident Commander • Approve emergency funding for incident • Update Executive and Board on the status of the incident, as appropriate • Work with the BU General Manager/VPs to identify / manage risks and stakeholder interests • Work with Corporate IMT to manage the impact to the company's reputation • Establish lines of communication between the CMT and Corporate IMT • Monitor the progress of the incident • Receive reports from ECC Manager on incident status and/or recovery operations • Receive draft statements for media, investors, etc. from the Public Information Officer. Review them for accuracy and in compliance with IPL's Disclosure Policy • Authorize the release of media statements as outlined in the Crisis Communications Plan.

ER Roles & Responsibilities 1 - IPL Response & Incident Management Teams

5.3 Local Authorities

5.3.1 Indigenous Communities & First Nations

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

5.3.2 Town of Cochrane & Rocky View County

Resources would be provided in support of an upstream emergency on an "as available" basis and in accordance with the policies of the Town of Cochrane and Rocky View County, respectively. Representatives from these Local Authorities will:

Before the Event: Maintain 24-hour emergency contact numbers.

Upon the Notification of and During an Event

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

After the Event

- Complete a "lessons learned" process based on the scope of involvement and the outcome of the incident and participate in multi-agency debriefing.

5.3.3 Emergency Services / First Responders

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

Before the Event: Maintain readiness for emergency notification and participate in industrial operators' exercises where possible.

During the Event

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

After the Event

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

5.3.4 AHS Oil and Gas Roles and Responsibilities

Oil & Gas Industry Emergency Preparedness and Response

Alberta Health Services (AHS) - Environmental Public Health (EPH) roles and responsibilities in public health emergency preparedness and response to the oil and gas industry are outlined below. The provision of services during an emergency depends upon our assessment of legislative responsibilities, impact to services, and business continuity.

EPH will endeavor to:

- Participate with the Licensee in the development of their Emergency Response Plans as it relates to the Environmental Public Health Program's role and responsibility.
- Provide the AHS Zone Single-Point-of-Contact (SPOC) emergency phone number to enable the Licensee to notify and alert the Zone of an emergency. From the initial notification or alert, AHS emergency response will fan out to and coordinate with other AHS programs and facilities as necessary. The 911 EMS services remain independent of the Zone SPOC notification/alert process.
- Participate with stakeholders in preparedness training and exercises associated with a Licensee's simulated activation of an Emergency Response Plan in which EPH has a role and responsibility.
- Participate in public information sessions during the Licensee's Emergency Response Plan development process when appropriate and as resources allow.
- Provide guidance to stakeholders and local municipal authorities in identifying sites suitable for establishing and operating an evacuation centre and/or reception centre, including operational requirements.
- Provide guidance to stakeholders on substances that may affect public health in consultation with the Zone Medical Officer of Health (MOH), including Alberta Health Acute Exposure Health Effects for Hydrogen Sulphide and Sulphur Dioxide information.
- Conduct assessments, inspections and give regulatory direction, when appropriate, to ensure the requirements of provincial legislation and EPH program areas of responsibilities for public health protection and disease prevention are maintained.

Notify the Zone Medical Officer of Health of any incident affecting or potentially affecting other AHS programs or facilities. The Zone MOH will notify and coordinate emergency response in other program areas and facilities as necessary.

For more information, visit Safe Healthy Environments
ahs.ca/eph

Alberta Health Services

Oil and Gas Industry Emergency Preparedness and Response |

- Establish EPH emergency management operations, when appropriate, to support regional response efforts and liaise with the Government Emergency Operations Centre, Municipal Emergency Operations Centre and/or Industry Emergency Operations Centre, if needed.
- Assist the Zone Medical Officer of Health, local municipal authority, and Public Information/Communication officers in the development, issuance, and rescinding of public health, public evacuation and shelter-in-place advisories.
- Provide guidance to stakeholders on matters relating to evacuation of the public and/or public facilities, and the re-occupancy of those evacuated areas or facilities.
- Record and respond to health complaints or concerns from the public during and following an incident.
- Participate in stakeholder debriefings as necessary.

24 Hour Emergency Notification

Phone: 1-844-755-1788

Email: edp@ahs.ca

Use the phone number and email for all notifications across Alberta.

Contact us at 1-833-476-4743 or submit a request online at ahs.ca/eph.

PUB-0055-201711

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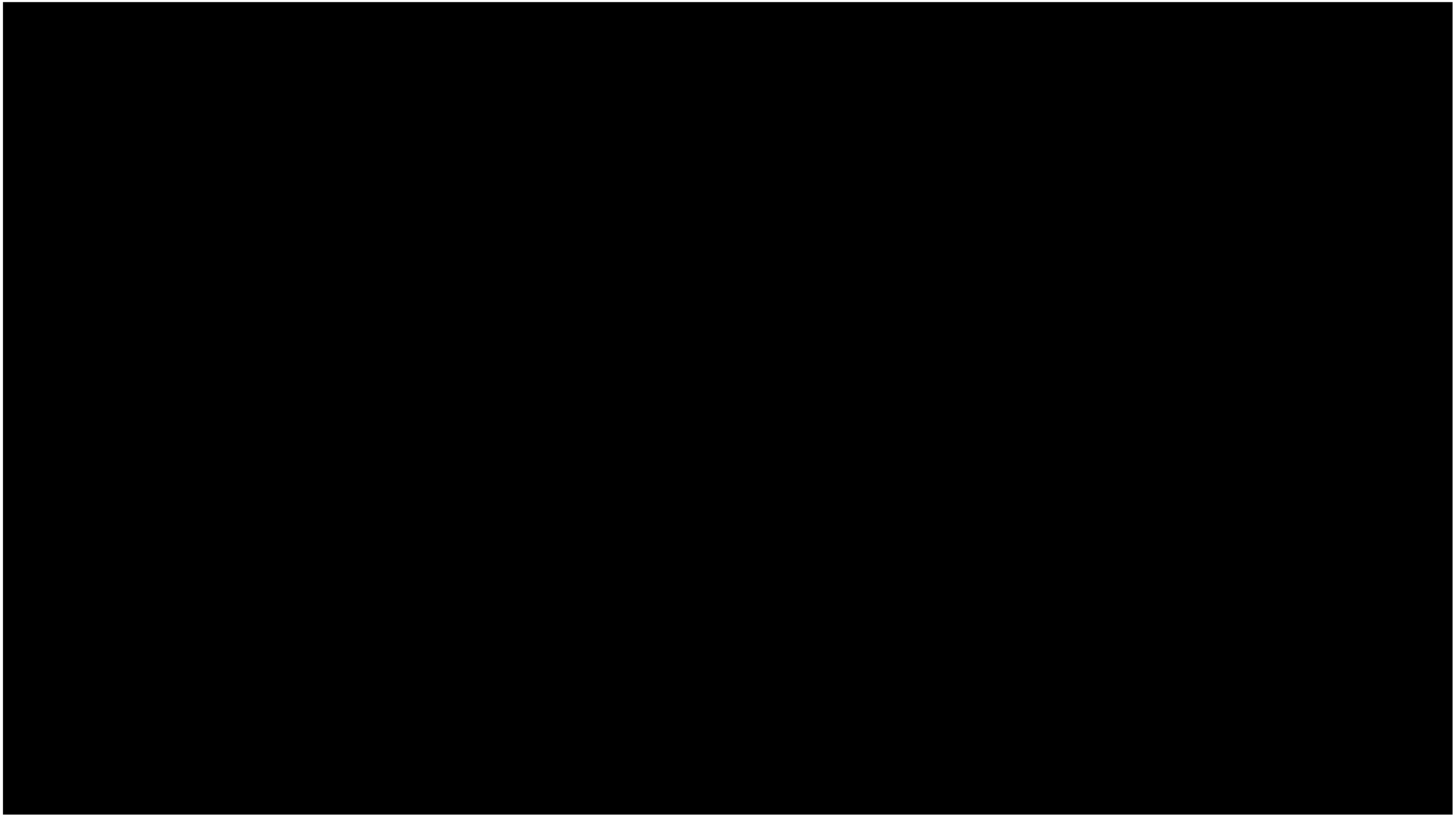
5.4 School Districts

In the event of an emergency, IPL will contact the School Division and advise of the situation. IPL will provide the school division with area of incident, roadblock locations and a list of students whose homes have been isolated/evacuated.

The affected school division will contact its Student Transportation Department and advise of any detour re-routes. The school division, in consultation with impacted schools, will determine appropriate protocol for students whose homes have been evacuated and advise school buses appropriately. Dependent on the time of day the school division may direct students to be returned to the school or may direct buses to deliver students to the designated Reception Centre.

Contact details for relevant school districts can be found in Section **School Divisions**.

5.5 Government & Agency Representation at IPL Command & Coordination Centres



6 INCIDENT ONSET AND PLAN ACTIVATION

All incidents, accidents, or events that occur during IPL operations have the potential to impact the safety and wellbeing of people, property, the environment, and company finances or reputation. This includes events occurring at, near, or with the potential to affect IPL owned and/or operated assets, including facilities, pipelines, and associated infrastructure.

It is critical for all potential or verified emergencies to be quickly assessed and addressed to ensure the appropriate emergency response actions are taken and resources mobilized.

All Company personnel have the responsibility and authority to activate this Plan.

6.1 Event Detection and Validation

The detection of an incident may occur through several mechanisms including notice by the Facility Control Centre, during routine operations and maintenance activities and/or monitoring by the operator, or by notification from a regulator, Third Party operator / contractor, or member of the public.

[redacted]

Once a potential incident is detected, efforts to validate the event begin immediately. [redacted]

6.2 Initial Incident Actions

When an incident occurs, personnel in the immediate vicinity must follow IPL's Initial Incident Actions:

1. **Evacuate**
2. **Provide Medical Aid**
3. **Raise the Alarm**
4. **Assess the Situation***
5. **Secure the Scene**
6. **Control the Situation**

[redacted]

[redacted]

6.3 Initial Incident Command

Typically, the most senior person at the scene of an incident assumes the role of Incident Commander (IC). 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.

6.4 Activation of the Incident Command Post

Once an incident has been validated, and responding personnel determine that the incident is, or could potentially be beyond their level of control, an Incident Command Post (ICP) is established. The Incident Commander (IC) is the only position that is always staffed in ICS. The IC assumes all roles in the ICP until they are delegated to others – the same person can hold multiple roles depending on their ability and the complexity of the event.

6.5 Response Requirements & Staffing Assignments

[redacted]

6.6 Activating the Corporate Emergency Coordination Centre

[redacted]

6.7 Role Identification within the ICP & ECC

In accordance with the ICS, common colors are used to identify roles in the Incident Command Post (ICP) & Corporate Emergency Coordination Centre (ECC). Key staff in the ICP and ECC will wear vests indicating their ICS function / position (vests and other responder kit is available in primary and alternate ICP and ECC locations).

White	**Command and General Staff**
Red	**Operations Staff**
Blue	**Planning Staff**
Yellow	**Logistics Staff**
Green	**Finance/Administration Staff**

6.8 Incident Site Worker Protection

The Incident Commander (IC), (or Safety Officer, if activated) is responsible for ensuring appropriate safety measures are in place to protect site workers and Company response personnel. Responsibilities also include hazard assessment, anticipating, detecting, and correcting unsafe situations, and if required, assigning a Security Officer to monitor security aspects of the response effort at the field level.

6.9 Security Threat Response Assessment

Depending on the incident, there may be security or criminal elements to be assessed. The IC, in conjunction with Corporate Security, will initiate a security threat assessment, as required. This action may be delegated from the IC to the ECC Manager, as requested. Refer to **Plan Section SECURITY PROCEDURES** for additional information.

6.10 Incident Classification / Determining Level of Emergency

The AER has mandated that regulated oil and gas operators utilize **Incident Onset & Activation 2 - AER Incident Classification Matrix** to ensure emergencies and/or operational upsets are classified in a consistent manner.

This assessment reflects the nature of the hazard and the potential to impact members of the public and the environment. The matrix considers the risk, control, containment, and impact on safety and the environment in arriving at a classification.

[redacted]

Incident Onset & Activation 2 - AER Incident Classification Matrix

1. Consequence of incident

Rank	Category	Example of consequence in category
1	Minor	• No worker injuries • Nil or low media interest • Liquid release contained on lease • Gas release impact on lease only
2	Moderate	• First aid treatment required for on-site 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 affecting water or sensitive terrain • Gas release impact extends beyond lease – public health/safety jeopardized

2. Likelihood of incident escalating*

Rank	Descriptor	Description
1	Unlikely	The incident is contained or controlled, and is unlikely to escalate. There is no chance of additional hazards. Ongoing monitoring is required.
2	Moderate	Control of the incident may have deteriorated but imminent control of the hazard by the duty holder is probable. It is unlikely that the incident will escalate.
3	Likely	Imminent or intermittent control of the incident is possible. The duty holder has the capability of using internal and external resources to manage and bring the hazard under control in the near term.
4	Almost certain or currently occurring	The incident is uncontrolled and there is little chance that the duty holder will be able to bring the hazard under control in the near term. The duty holder will require assistance from outside parties to remedy the situation.

Sum the rank from both columns to obtain the risk level and the incident classification

Assessment results	
Very low 2–3	**Alert:** An incident that can be handled on site by the duty holder through normal operating procedures and is deemed a very low risk to the public.
Low 4–5	**Level 1:** The incident presents no danger outside the duty holder's property or threat to the public and has a minimal environmental impact. Duty-holder personnel can manage the incident themselves with immediate control of the hazard. There is little or no media interest.
Medium 6	**Level 2:** The incident presents no immediate danger outside the duty holder's property but could potentially extend beyond the duty holder's property. Outside agencies must be notified. Imminent control of the hazard is probable, but there is a moderate threat to the public or the environment or both. There may be local and regional media interest in the event.
High 7–8	**Level 3:** The safety of the public is in jeopardy from a major uncontrolled hazard. There are likely significant and ongoing environmental impacts. Immediate multiagency municipal and provincial government involvement is required.

Incident Onset & Activation 2 - AER Incident Classification Matrix

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6.11 Incident Notifications / Actions by Level of Emergency

6.11.1 Communications – Internal

[redacted]

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6.11.1 Communications - External

[redacted]

6.12 Response Time Targets

[redacted]

6.13 GIS & Map Tools

[redacted]

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7 RESPONSE PROCEDURES

General information, guidance, response and incident management procedures, and notes for responders are provided in this section.

Specific response procedures by incident type are included below:

Response Procedure 1 - Conducting the Planning Meeting 41
Response Procedure 2 - CISM for Evacuated Public 46
Response Procedure 3 – Injury 48
Response Procedure 4 - Fire Response 51
Response Procedure 5 - Fire Extinguisher 51
Response Procedure 6 - Spill / Release 54
Response Procedure 7 -Public Notification and Evacuation Requirements During Sour Release 58
Response Procedure 8 - Deciding between Shelter-in-Place or Evacuation 58
Response Procedure 9 – Shelter-in-Place 59
Response Procedure 10 - Isolating the Hazard Area 60
Response Procedure 11 - Assessing Sour Gas & HVP Ignition 64
Response Procedure 12 - Ignition 65
Response Procedure 13- ERAP Notification & Activation 69
Response Procedure 14 - Vehicle Collision 70
Response Procedure 15 - Equipment / Structural Failure 71
Response Procedure 16 - Severe Weather 71
Response Procedure 17 – Wildfire 71
Response Procedure 18 - Flood 72
Response Procedure 19 - Missing Worker 72
Response Procedure 20 - Pipeline Contact 73
Response Procedure 21 - Powerline Contact 73
Response Procedure 22 - Notification of Next of Kin 74

Response Procedure Flowchart 1 - Escalating the Incident 43
Response Procedure Flowchart 2 - Injury Response 47
Response Procedure Flowchart 3 – Fire Response 49
Response Procedure Flowchart 4 - Spill / Release Response 52
Response Procedure Flowchart 5 - Enacting Public Protection Measures 63
Response Procedure Flowchart 6 - Rail Incident 68

Response Procedure Figures 1 - Planning P 39
Response Procedure Figures 2 - IPL CISM Resources for Employees 45
Response Procedure Figures 3 - Emergency Planning and Response Zones 55

Response Procedure Checklist 1 - Roadblock Kit/Equipment 61
Response Procedure Checklist 2 - Ignition Equipment 64

7.1 Incident Management, Information, Activities, & Procedures

7.1.1 Incident Action Planning

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

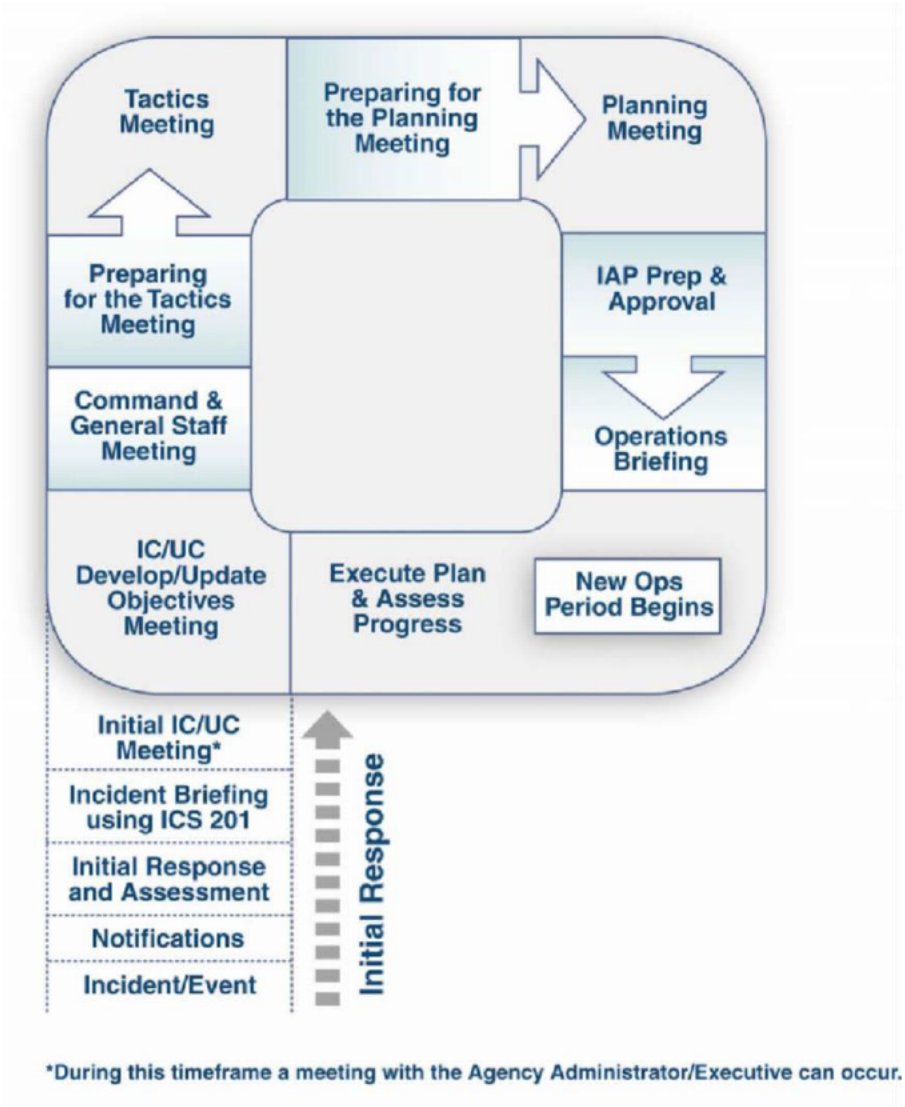
ICP Incident Action Plan(s) shall guide all response activities by providing a concise, coherent means of capturing and communicating the overall incident priorities, objectives, strategies and tactics and their associated resources. Note: Every incident shall have an Incident Action Plan (IAP) and it shall be updated for each operational period.

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

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; and
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 the Planning P below.



Response Procedure Figures 1 - Planning P

Pre-Planning Meeting: Understand the Current Situation

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

1. 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).
2. Advise Incident Commander and Operations Section Chief of suggested revisions to the current plan.
3. Establish a planning cycle for the incident (refer to Response Procedure Figures 1 - Planning P).
4. Participate in the Objectives meeting to update the incident objectives and strategies.
5. Participate in the Tactics meeting to review the tactics developed by the Operations Section Chief.
6. Determine who needs to attend the Planning meetings, in consultation with the Incident Commander.

   Attendees can include:

   - Incident Commander, Command and General Staff
   - Resources Unit Leader
   - Situation Unit Leader
   - Communications Unit Leader
   - Technical Specialists (as required)
   - Agency Representatives (if involved, and as required)
7. Establish the location and time for the planning meeting.
8. Ensure that planning boards and forms are available.
9. Notify necessary support staff about the meeting and their assignments.
10. Ensure that a current situation and resource briefing will be available for the meeting.
11. Obtain an estimate of resource availability for use in planning for the next operational period.
12. Obtain necessary agency policy, legal, or fiscal constraints for use in the Planning meetings.

Conducting 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.

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 • situation report(s)
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 considering both site and corporate strategies; • Maintain continuity of operations of unaffected areas of the business; and • Provide resource assistance to impacted sites
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.
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 to meet the identified objectives and strategies.
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.
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 accomplish work assignments. The Operations Section Chief shall indicate the reporting time requirements for the resources and any special resource assignments.
7	Develop Resource Order	The Planning Section Chief will assess the resource needs identified by Operations and will work with the Resource Unit to determine availability. If resource is not available and is approved, it is then given to Logistics to order the new resources.
8	Consider Communications, Medical and Traffic Plan Requirements	In addition to the Incident Objectives, ICS Org chart, Assignment list, and map of the incident area, there can be a need, during larger incidents, for additional information (e.g., Communication, Medical and Traffic Plan). The Logistics 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 (Refer to Table 3 Incident Action Plan and Attachments below).
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.

Response Procedure 1 - Conducting the Planning Meeting

7.1.2 Setting the Operational Period

The Incident Commander 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.

7.1.3 Conducting a Situation Report (Sit Rep)

Sit Reps are briefings facilitated to update incident staff on the situation. In the initial stages of activation, Sit Reps may be held as required, to support response operation. 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 and filed within the Documentation Unit. Sit Reps should be kept as brief as possible.

7.1.4 Virtual Activation / Activating a Virtual IMT

Inter Pipeline must always be ready to ensure the delivery of crisis management functions. Depending on the situation, it may not be necessary or appropriate to have all incident staff physically attend the Incident Command Post (ICP) and/or Emergency Coordination Centre (ECC). In such events, a virtual ICP / ECC may be established using virtual tools.

Refer to **APPENDIX E – INCIDENT MANAGEMENT TOOLS / AIDS / QRGs** for further information and directions.

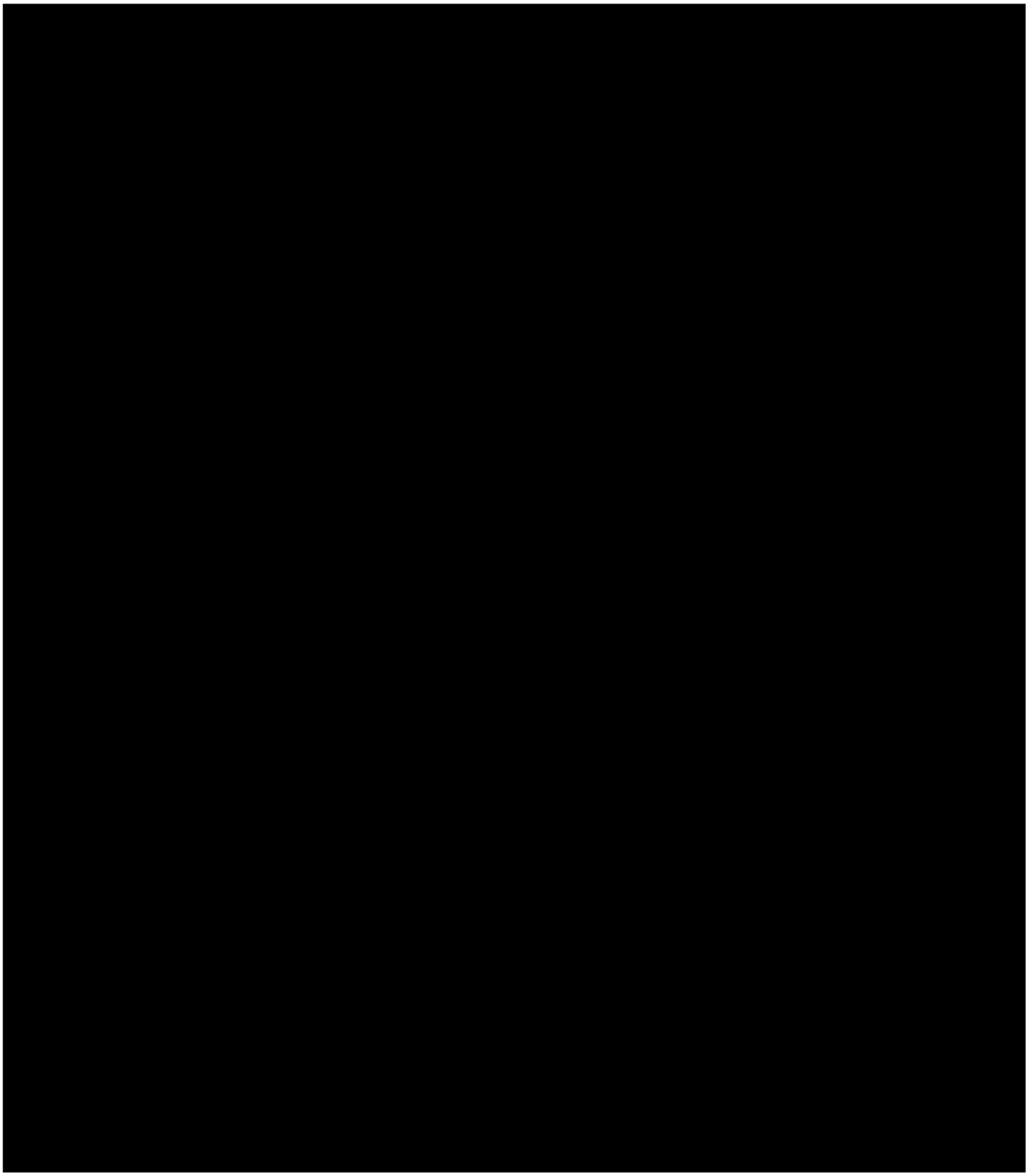
7.1.5 Incident Documentation Requirements

All ICP/ECC actions taken during emergencies are documented using the Master Event Log. The Master Event Log is completed in [redacted] and includes documented record of all policy and decisions. All individual decisions/actions are tracked on the ICS 214 form, for each individual/per operational period.

7.1.6 Activating Mutual Aid Understandings and Specialized Service Contractor Response

[redacted]

7.1.7 Escalating the Incident



7.1.8 De-escalation of Incident

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

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

7.1.9 Demobilization of Resources

Once the emergency level is decreased, the Planning Section Chief shall work with the Incident Commander, Command and General Staff to determine what resources can be demobilized.

The Planning Section Chief will then work in conjunction with the Logistics Section Chief to develop a demobilization plan. The demobilization plan shall be communicated to all affected personnel and their immediate Supervisors.

7.1.10 Deactivation

7.2 CISM Supports: Personnel and Evacuated Public

CISM refers to Critical Incident Stress Management. During and following emergencies, responders, members of the public, and other stakeholders may require supports resulting from stressors raised by incident management activities.

7.2.1 Personnel

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

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

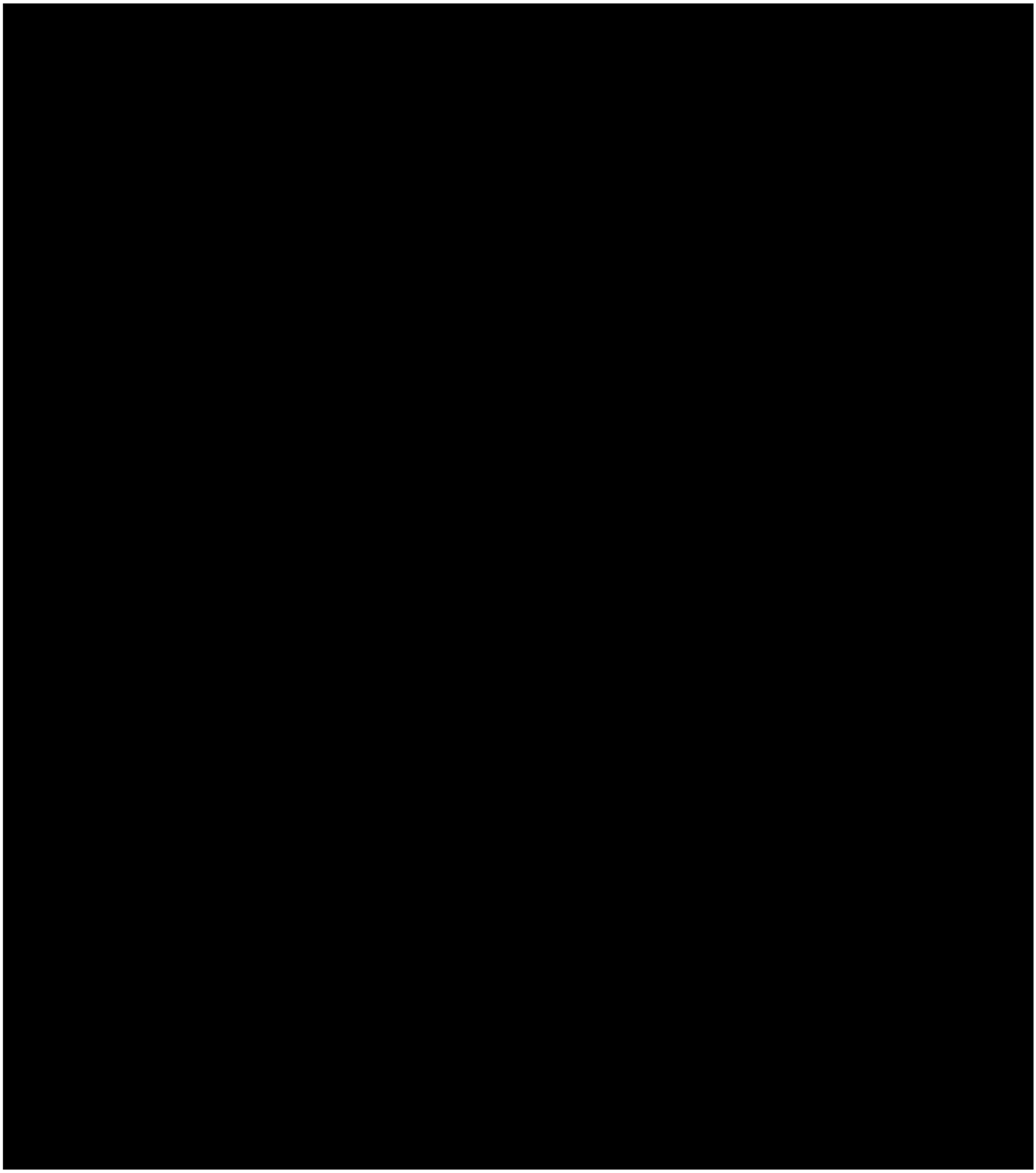
- Fifteen to thirty-minute rest periods every two hours
- Shelter from weather
- Dry/clean clothes
- Access to mental health resources
- A place to sit or lie down away from the scene
- Warm food, high protein snacks and juices
- Opportunities to express feelings/concerns feelings with co-workers

7.2.2 Evacuated Public

Step	Action
1	Receive evacuees and assess initial needs
2	Provide support to evacuees who may be emotionally upset Note: IPL representatives at the Reception Center must be sensitive, understanding, and express reassurance to evacuated people. People who are arriving at the Reception Center may be experiencing strong emotional reactions such as grief, fear, anxiety, helplessness, confusion, and anger.
3	Provide accurate, consistent, and clear information on the status of the emergency, compensation policies and guidelines
4	Maintain ongoing communication with the Public Safety Coordinator so that together they can quickly relay information from evacuees that may require field response actions and keep up-to-date about the emergency status. Note: IPL representatives at the Reception Center must project an attitude of confidence and positive expectations, as evacuees will be looking to the company representative for assurance.
5	Attempt to reunite families as quickly as possible
6	Protect people who are experiencing anguish or grief from becoming the subject of media attention
7	Document details of individuals who may have trouble coping with the incident so that prompt psychological follow-up can be directed to them.

Response Procedure 2 - CISM for Evacuated Public

7.3 Injury Response Procedure



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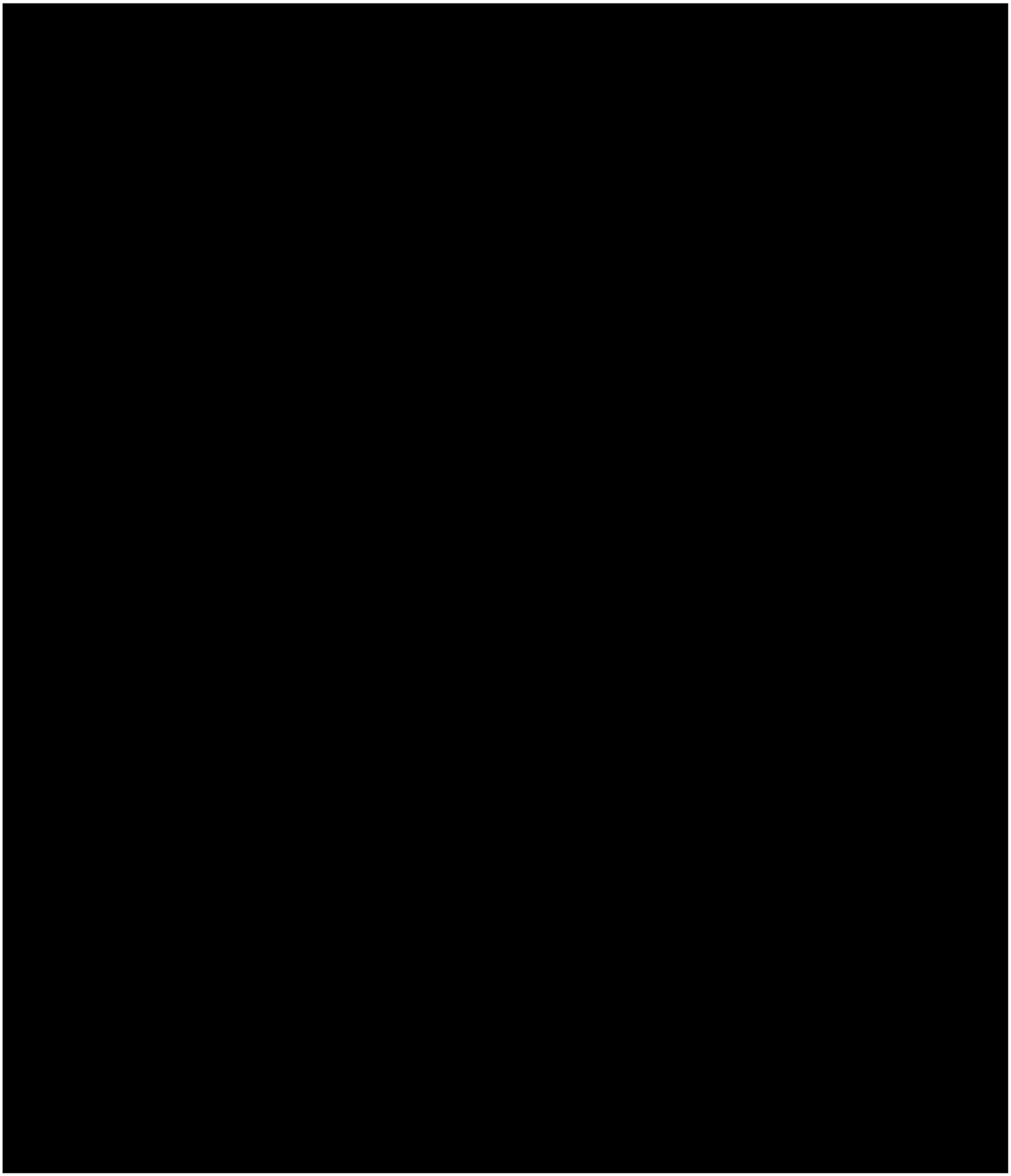
7.4 Fire Response Procedure



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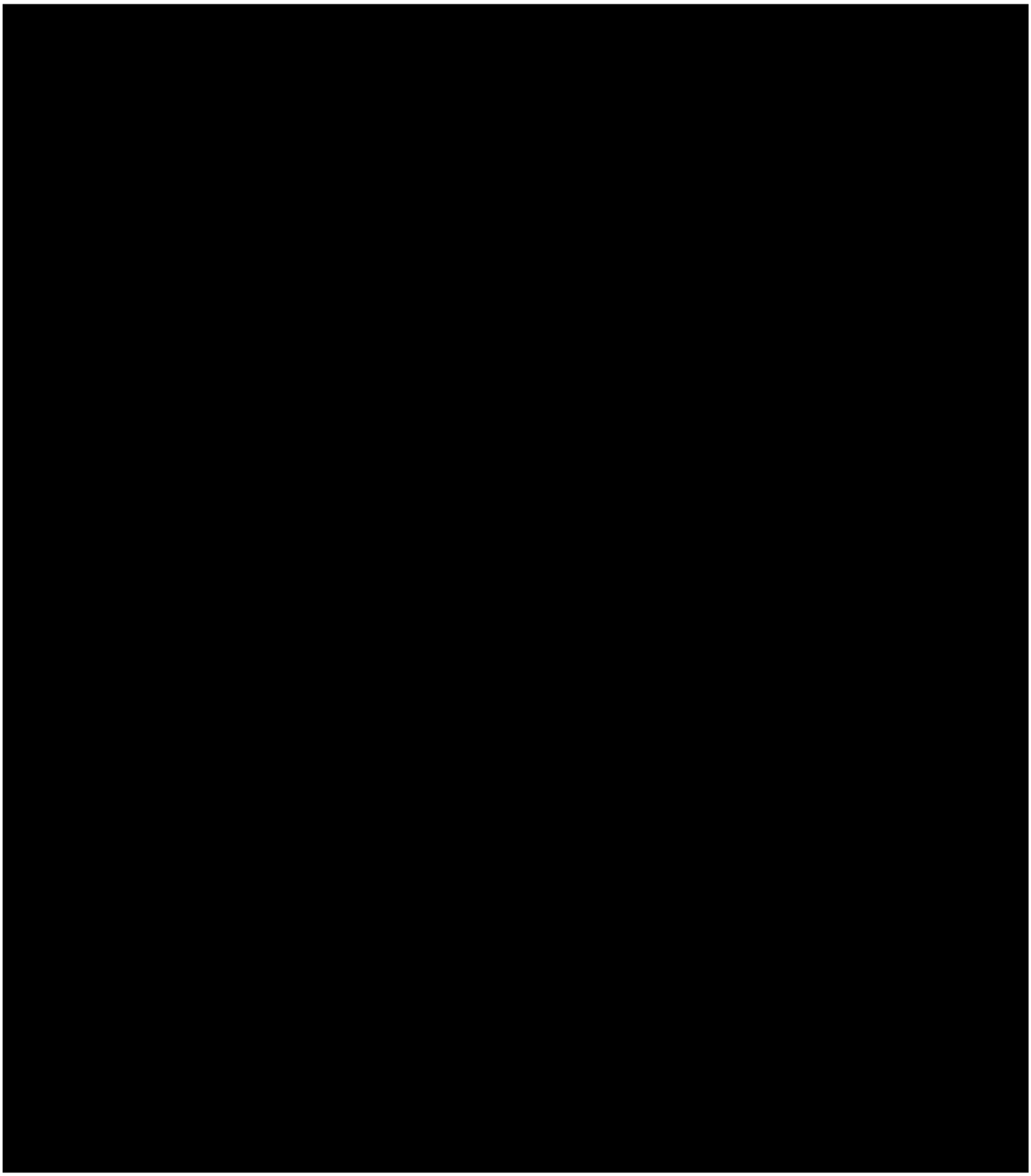
7.5 Spill / Release Response Procedure



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7.5.1 Release Reporting

Most releases from energy production must be reported to a regulatory body via the liaison officer or environmental advisor.

Refer to **Plan CONTACTS section** for details and requirements.

Refer to the **Alberta Environmental Protection and Enhancement Act Guide to Release Reporting** for information and reporting guidance.

7.5.2 Responding to Environmental Emergencies

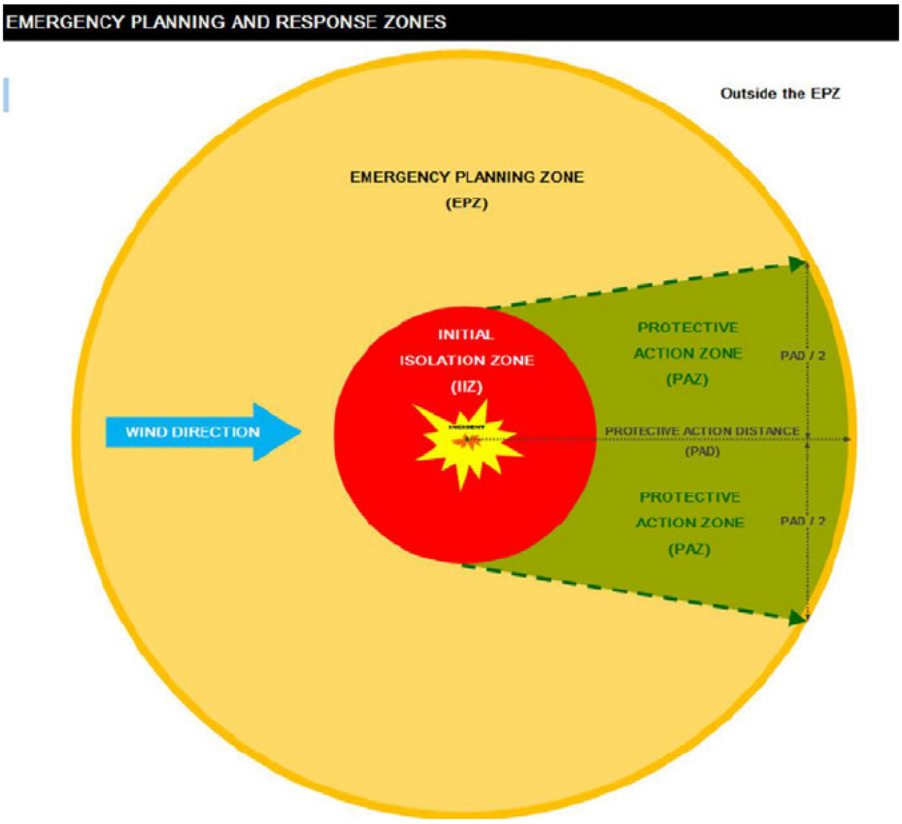
Pioneer 1 and Pioneer 2 Facilities have products regulated by Environment Canada on their sites that require the development and implementation of specialized Environmental Emergency (E2) Plans, as well as additional incident notification and reporting requirements.

Refer to **APPENDIX CEP Environmental Emergencies (E2) Plan** further details and requirements.

7.6 Defining the Hazard Area

7.6.1 Response Zone Descriptions

Zone	Description
Emergency Planning Zone (EPZ)	A geographical area surrounding a well, pipeline, or facility containing hazardous product that requires specific emergency response planning by the industrial operator.
Initial Isolation Zone (IIZ)	An area in close proximity to a continuous hazardous release where the public may be exposed to dangerous, and life threatening outdoor pollutant concentrations and indoor sheltering may provide limited protection due to the proximity of the release. If safe to do so, the licensee must attempt to evacuate the residents from the IIZ.
Protective Action Zone (PAZ)	An area downwind of a hazardous release, where outdoor pollutant concentrations may result in life threatening or serious and possibly irreversible health effects on the public. The estimated size of the Protection Action Zone (PAZ) is calculated using the Plume Dispersion Model ERCBH2S. Immediately following a release of H2S or HVP product, the approximate size and direction of the PAZ can be determined using actual conditions at the time. Once monitoring equipment arrives, the actual size of the PAZ can be determined based on the monitored conditions.
Area Outside EPZ	In the unlikely event that public protection measures are required beyond the EPZ, they will be conducted in accordance with IPL arrangements with the local authority. The Provincial or Federal emergency plan may also be activated by the government for Level 2 and 3 emergencies to provide support to the incident response. Notification mechanisms outlined in the Government's emergency plan response framework may be used by the local authority to notify residents if public protection measures are required outside the EPZ.



Response Procedure Figures 3 - Emergency Planning and Response Zones

7.6.2 Factors Impacting Response Zones

7.6.2.1 Sour Gas or HVP Product Release

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

- Size of hole or rupture. Effects and danger vary widely from a small pinhole caused by corrosion to a large rupture caused by equipment damage or earth movement.
- Product flow rate. Pipeline flowing conditions, at the time of the failure, have a great effect on the initial conditions at the leak location, (e.g., even after block valves have been closed, line pack can contribute greatly to the volume of product released).
- Meteorological conditions. Ambient temperature, wind speed, cloud cover, day or night, humidity, etc., all influence the speed of the vapor plume.
- Terrain. Flat or undulating countryside affects the potential for hazardous accumulations of vapors to exist and remain for some length of time.

7.6.2.2 Product Spill

The type, volume, hazards of the product in addition to the potential or immediate impact to people, property and the environment are all characteristics to be assessed. Identification of the following site conditions must be made:

- Areas where vapors are likely to accumulate and restrict access (i.e., downwind, low areas, confined spaces, etc.)
- Hazards as they relate to shutting in the spill source and site-specific conditions such as accessibility, presence of power lines, pipelines, fire hazards, etc.
- Site stability from both a manpower and equipment standpoint (i.e., steep slope, overhanging banks, unstable soil, thin ice, etc.).
- Proximity to water bodies (i.e., streams, rivers, lakes, etc.)

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

7.6.2.3 Hydrocarbon Liquids (Crude Oil)

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

7.6.2.4 Danger Conditions

Condition	Details
Fire/Explosion	• The danger from fire/explosion exists when an escaping vapor mixes with air to within the upper explosive limit (UEL) and lower explosive limit (LEL).
Ignition Source	• Common sources of ignition to the gas/air mixture are from vehicles/equipment, electrical switches, hot water heaters/house furnaces (pilot lights), stones or rocks being moved violently against other hard objects near the escaping gas, and static electricity.
Low Temperature	• Extremely low temperatures exist when liquids expand to the gaseous state. • These temperatures can cause severe freezing to persons in close proximity.
Oxygen Deficiency	• A serious health hazard may exist due to the lack of oxygen in the area of the release.
Toxicity	• Exposure to dangerous chemicals may cause death (e.g., H2S, Benzene, SO2, Chlorine gas, etc.)
Meteorological Conditions	• Weather conditions must be monitored on a continuous basis to ensure that changes do not adversely affect the safety of the Incident Command Team and control operations.

7.6.3 Isolation Perimeter and Response Area

Work to establish a perimeter and response area will be done in conjunction with the local authority and regulatory bodies on site. Every attempt must be made to ensure safety of responders and the public. Should the isolation area impact a roadway, railway, waterway, or areas with large number of people or transient populations present, it is vital to work closely and quickly with the local authority.

If the isolation perimeter crosses a public road, establish road blocks to warn travelers not to pass through the potentially affected area and not to interfere with vehicles responding to the emergency. Capture information on Roadblock logs of those encountered at roadblocks.

7.6.3.1 Public re-entry

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

7.6.4 Hot, Warm and Cold zones

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

7.6.4.1 Roadblocks

Roads cannot be blocked, nor people prevented from passing a roadblock. Warning signs/barricade tape may be used and information, including a recommendation not to proceed can be given. A local authority will be best coordinated with to conduct a roadblock.

[redacted]

7.6.5 Public Notification and Evacuation Requirements during sour release

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.

Response Procedure 7 -Public Notification and Evacuation Requirements During Sour Release

7.6.6 Shelter-In-Place and Evacuation

7.6.6.1 Considerations for Selecting Evacuation or Shelter in Place

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

Response Procedure 8 - Deciding between Shelter-in-Place or Evacuation

7.6.6.2 Shelter-In-Place Procedure

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

Response Procedure 9 – Shelter-in-Place

7.6.6.3 Evacuation

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

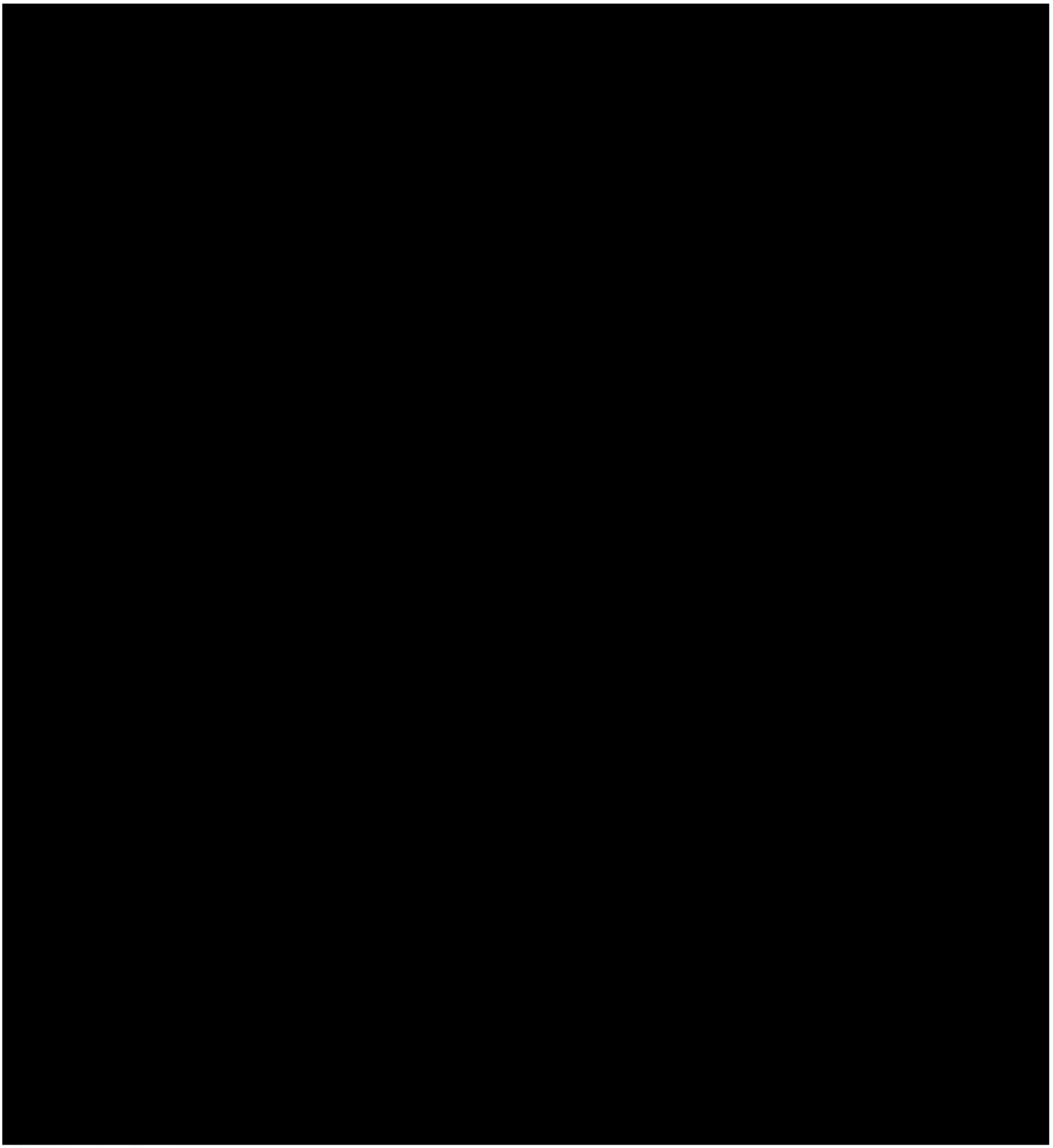
This may be done by means of:

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

7.6.7 Reception Centre

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

7.7 Isolating the Hazard Area



7.7.1 Access Control

IPL must ensure that manned access control points are in place to restrict unauthorized entry into response zones during an incident. IPL should be prepared to manage access to major highways and railways passing through the EPZ that could be affected by the hazard.

Depending on the incident, it may be necessary to obtain a fire hazard order from the AER or a local authority to declare a state of local emergency to restrict access to a designated area. The local authority may declare a state of local emergency if deemed prudent.

It may also be necessary for NAV CANADA to issue a Notice to Airmen (NOTAM) to advise pilots of restrictions in the airspace above the EPZ or to close the airspace for a certain radius from the release (a no-fly zone). The AER may request NOTAMs or airspace closure for a level 2 or 3 incident.

7.7.2 Roadblock Equipment Checklist (Kits)

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

Response Procedure Checklist 1 - Roadblock Kit/Equipment

7.8 Air/Plume Monitoring

7.8.1 General Monitoring Requirements

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

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

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

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

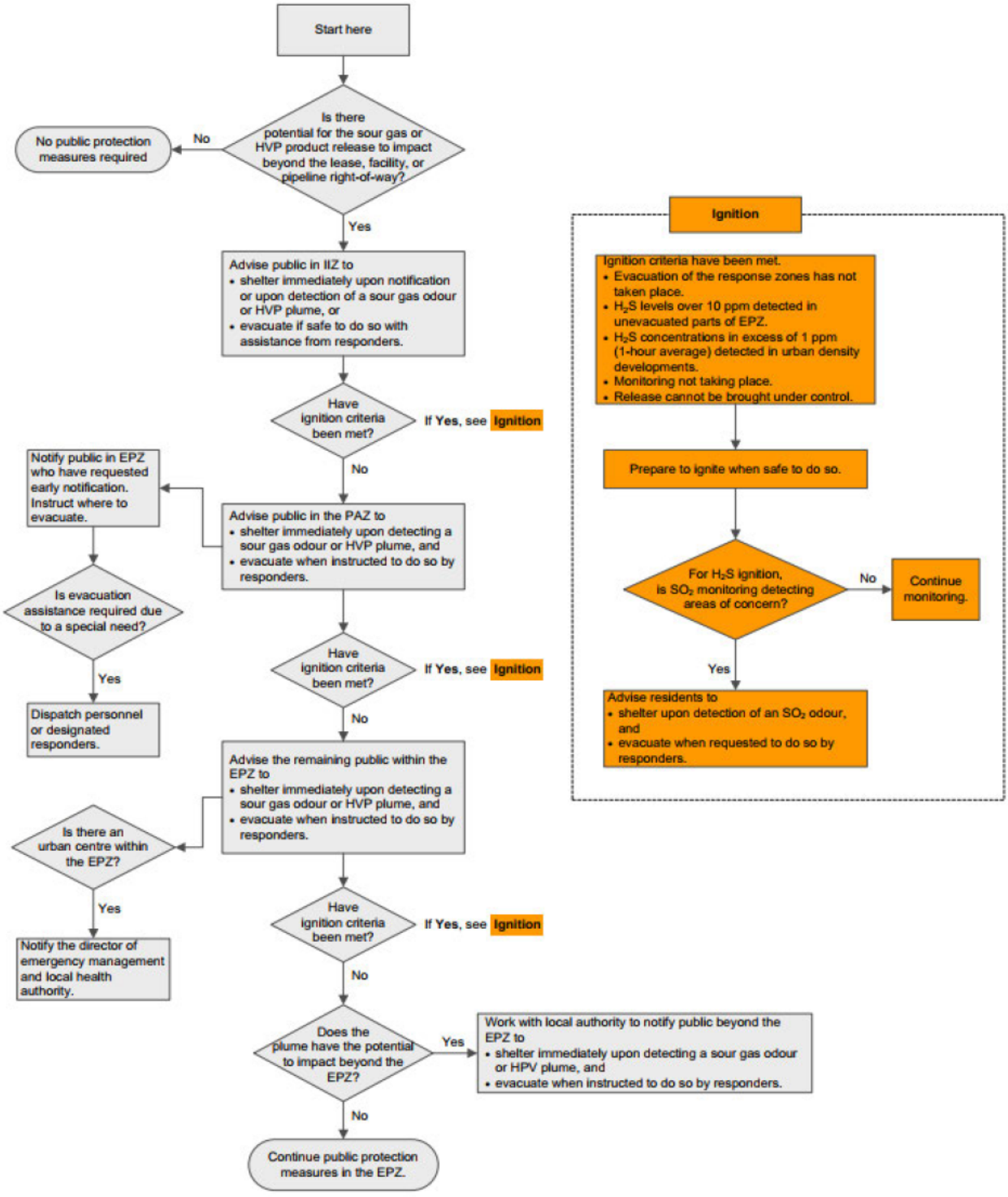
7.8.2 Air Monitoring Equipment

- Personnel will maintain a record of the air monitoring results using the Air Monitoring Record form and will report any LEL/H2S/SO2/CO/CO2 and Benzene detection to the Public Safety Coordinator
- Three types of monitors will be used: personal, handheld and a mobile air monitoring unit (that will be deployed upon confirmation of the release location).
- IPL requires that all air monitoring equipment is tested and/or calibrated, and that test and calibration results are documented.
    - All vendor provided air monitoring equipment must meet industry standards for calibration.

7.8.3 Monitoring Considerations

- Monitoring may occur downwind or upwind depending on how the plume is tracking, with priority being to the nearest evacuated residence or areas where people may be present.
- In practice, access is not always possible to the ideal monitoring location. However, the unit should be placed as close as practical (in addition to the downwind locations, some monitoring should be done upwind and at the release to determine background concentration).
- The winds at the level of the emission plume (actual or potential) must be observed to determine the best direction.
- If the emissions are from a flare or an ignited uncontrolled release, the wind direction aloft, rather than near ground level must be considered (observation of the plume or elevated windsocks is useful in this regard).
- For ground level emissions, including unignited, uncontrolled releases, the wind direction from the mobile monitor is a good indicator
- Gases that are heavier than air (H2S) may hug the ground and tend to follow topographic features. Topographic maps should be consulted to determine the most likely trajectory for the emissions
- In calm winds, trial/error should be used to determine where the concentration is the strongest
- An elevated release may travel for some distance before touching down

7.9 Public Protection Measures - Alberta



Response Procedure Flowchart 5 - Enacting Public Protection Measures

7.10 Ignition Procedures

7.10.1 Authority

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

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

7.10.2 Ignition Equipment Checklist

✓	**The following is a list of equipment that may be required for use by the Ignition Team for a proper and safe ignition:**
	2 Flare pistols/36 Flares
	Pairs flame-resistant coveralls
	Set ear protection
	Hard hat with face shield
	4 flame-resistant hard hat liners
	LEL gas detector
	H2S gas detector
	4 self-contained breathing apparatus with 30 min air supply
	Radio-equipped vehicle

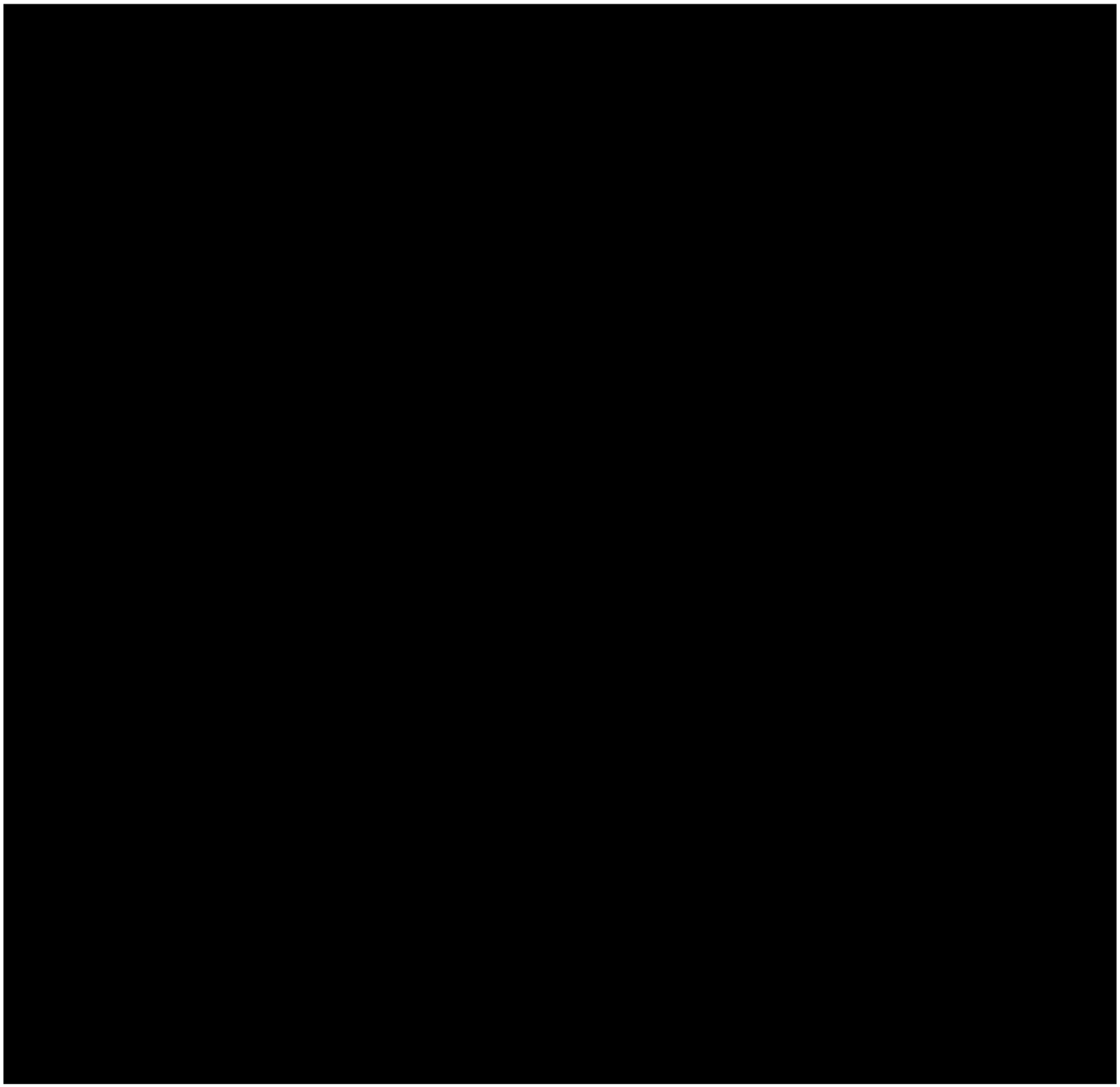
Response Procedure Checklist 2 - Ignition Equipment

7.10.3 Sour Gas Release (H2S) & HVP Ignition

Product	Assess the following prior to ignition
Sour Gas (H2S)	• Risk of exposure/injury to the public or response workers • Proximity to residences, public facilities, towns, or urban centers • Status of evacuations • Fire hazard after ignition in relation to adjacent forested or cropland area • Safety of ignition team (hazard area identification, protective gear)
HVP	• The increased risk(s) of delayed ignition • Whether the perimeter of the hazard area has been established • Whether the public has been evacuated from the area (will egress be affected) • Whether ignition will worsen the situation by endangering the public or the environment or damaging the equipment used to control the product • Whether wind direction has been established and is continually monitored • Whether the possibility of an explosion has been assessed (i.e., obstructions or regions of congestion within the perimeter of the dispersing vapor cloud). **Responder Note: If ignition criteria met for either Sour Gas or HVP Product, Ignition must take place within 15 minutes of the decision to ignite.**

Response Procedure 11 - Assessing Sour Gas & HVP Ignition

7.10.4 Ignition Procedure



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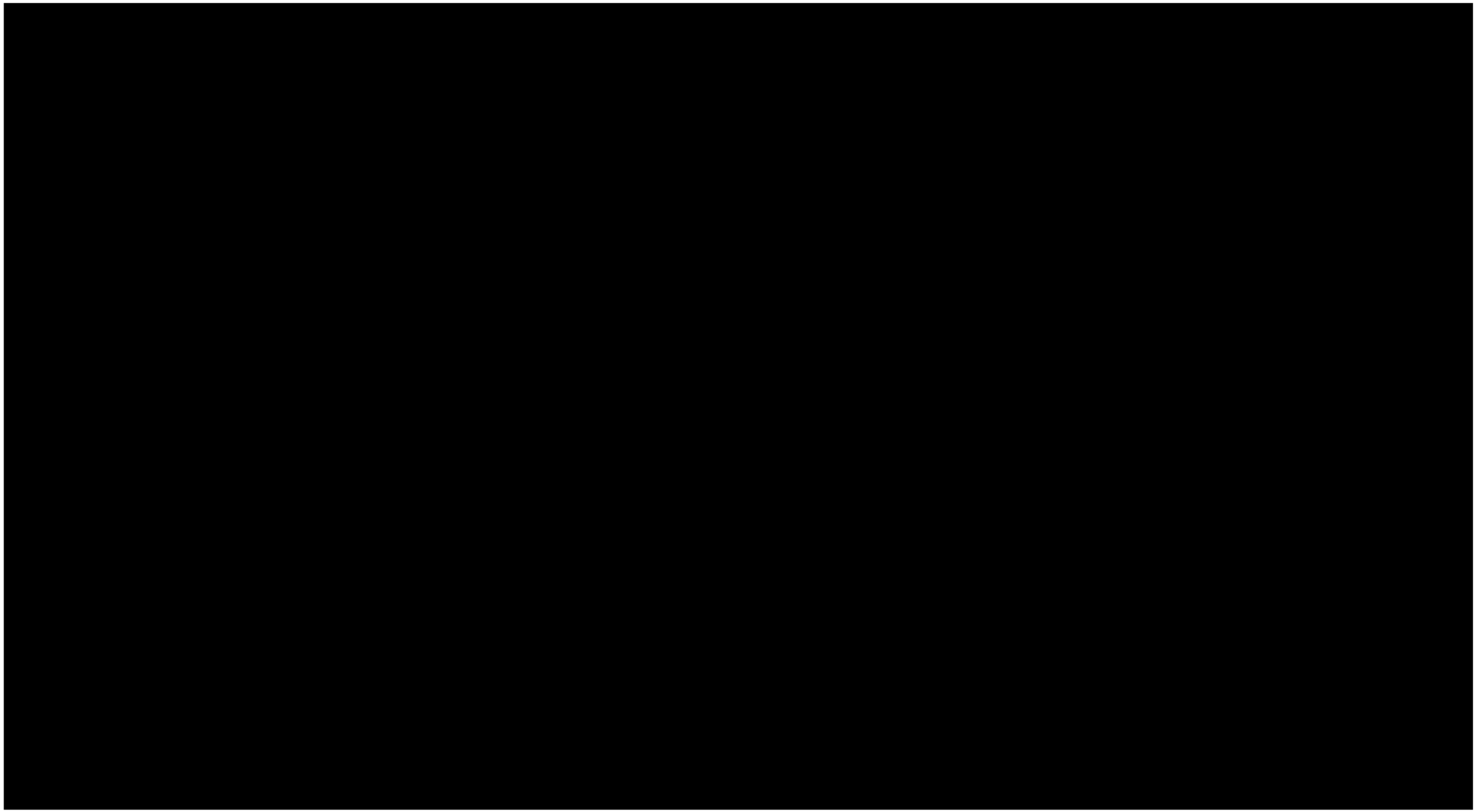
7.11 Rail Incident Response

Dangerous Goods and Hazardous Materials describe the same items, but the specific term is different based on country. For the intents and purposes of this section, the term "Transportation of Dangerous Goods" (TDG), will be used to reference these materials.

Membership and participation in the organizations described in this section meet the expectations required within Transportation of Dangerous Goods Regulations Part 7, the U.S. Department of Transportation regulation 49 CFR § 172.604, and the Mexican Secretariat for Communications and Transport (SCT) Nom-005-SCT/2000.

7.11.1 TDG Shipments moving in / through Canada



7.11.1.1 CANUTEC

[redacted]

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

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

7.11.1.2 Emergency Response Assistance Plan (ERAP)

[redacted]

In Canada, IPL is a producer/manufacturer of Liquid Petroleum Gases which are regarded as a dangerous good and is involved in the offer for transport from our Redwater Olefins Fractionation facility. As such we must have our own Transport Canada approved ERAP and post the plan number and how this may be activated on the shipments bill of lading. IPL meets this expectation through our membership in the Canadian Propane Association Emergency Response Assistance Canada (ERAC) program. Should an incident involving IPL product occur in Canada, our plan could be activated so first responders can access specialized equipment and expertise supplied by ERAC. Procedure for Notifying ERAC

[redacted]

7.11.2 TDG Shipments through the United States and Mexico

7.11.2.1 CHEMTREC

[redacted]

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

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

7.11.2.2 Reporting Incidents

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

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

7.12 Other Responses Procedures

7.12.1 Vehicle Collision

[redacted]

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7.12.2 Equipment or Structural Failure

[redacted]

7.12.1 Severe Weather

[redacted]

7.12.1 Forest or Wildfire

[redacted]

7.12.2 Floods

[redacted]

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

[redacted]

7.12.4 Pipeline contact

[redacted]

7.12.5 Power Line contact

[redacted]

7.12.6 Notification of Next-of-Kin

[redacted]

8 SECURITY PROCEDURES

[redacted]

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8.1 Low Threat Security Level

[redacted]

[redacted]

8.2 Medium Threat Security Level

[redacted]

8.3 High Threat Security Level

[redacted]

9 EMERGENCY COMMUNICATIONS

At the onset of an incident, communication needs must be immediately identified and then monitored throughout the response to ensure effective incident management.

9.1 Internal Communications

[redacted]

[redacted]

9.2 External Communications

IPL is responsible for communicating vital information about an emergency to the public and the appropriate government agencies. This may include notifications to area stakeholders directly affected by the incident, families in the event of an injury or accident, and/or the public outside the area through the media.

External communications may impact the public's perception of the incident as well as their perception of the company's response to the incident. It is critical that all external communications are brief, appropriate to the audience, and factually accurate.

9.2.1 First Responders

IPL will ensure appropriate communications equipment is made available to first responders, as required, to facilitate communications during emergencies.

9.2.2 Government and Regulatory Agencies

The Liaison Officer is responsible for ensuring that the appropriate government agencies are notified and kept informed throughout the emergency. If requested, the Liaison Support role in the Corporate ECC may assist the Liaison Officer with this task. The appropriate regulator, environmental agency, local authority, and regional health authority will be notified. If an urban centre is located within the EPZ, that urban centre must also be notified.

9.2.3 Members of the Public and Impacted Stakeholders

Refer to **AER Communication Expectations** for details on communications requirements.

9.2.4 Media

Media communications are conducted in accordance with IPL's Crisis Communications Plan. The Public Information Officer (PIO) at the ICP coordinates with the Public Communications Support role at the ECC to ensure information for external communications is reviewed and approved by the Incident Commander and Crisis Information Officer (CIO), as appropriate, prior to release to employees, members of the public, and the media.

Clarification must be established immediately with contractors, suppliers, or partners as to who the Company spokespersons are. Company employees must not respond to media requests, but instead refer them to the Public Information Officer or the Media Relations line.

9.3 AER Communication Expectations

9.3.1 Responses by Incident Level

After contacting the AER, IPL must notify the appropriate authorities, stakeholders, and support services required to assist with the initial response if a hazardous release goes off site and has the potential to affect the public or environment or if IPL has contacted the public or the media.

Responses by incident level

Response	Alert	Level 1	Level 2	Level 3
Communications				
Internal	Discretionary, depending on duty holder's policy.	Notification of off-site management.	Notification of off-site management.	Notification of off-site management.
Public	Courtesy, at duty holder's discretion.	Mandatory for individuals in the EPZ who have requested notification.	Planned and instructive in accordance with the specific ERP.	Planned and instructive in accordance with the specific ERP.
Media	Reactive.	Reactive, as required.	Proactive media management to local or regional interest.	Proactive media management to national interest.
Government	Reactive. Notify AER if public or media is contacted.	Notify local AER field centre. Call local authority and health authority if public or media is contacted.	Notify local AER field centre, local authority, and health authority.	Notify local AER field centre, local authority, and health authority.
Actions				
Internal	On site as required by the duty holder.	On site as required by the duty holder. Initial response is in accordance with the AER-approved ERP or corporate ERP.	Predetermined public safety actions are under way. Corporate management team alerted and may be engaged to support on-scene responders.	Full implementation of the incident command system.
External	On site as required by the duty holder.	On site as required by the duty holder.	Potential multiagency response (i.e., operator, municipal, provincial, federal).	Immediate multiagency response (i.e., operator, municipal, provincial, federal).
Resources				
Internal	Immediate and local. No additional personnel required.	Establish what resources are required.	Limited supplemental resources or personnel are required.	Significant resources are required.
External	None.	Begin to establish resources that may be required.	Possible assistance from government agencies and external support services.	Assistance from government agencies and external support services are required.

Emergency Communications 2 - AER Required Communications: Responses by Incident Level

9.3.2 Information for Impacted Stakeholders / Members of the Public

AER has mandated the following information be distributed to impacted stakeholders and members of the public at the onset and during incident:

To persons evacuated or sheltered at the onset of the incident:

- type and status of the incident
- location and proximity of the incident to people in the vicinity
- public protection measures to follow, evacuation instructions, and any other emergency response measures to consider
- actions being taken to respond to the situation, including anticipated time

To persons evacuated or sheltered during the incident

- description of the products involved and their short-term and long-term effects
- effects the incident may have on people in the vicinity
- areas affected by the incident
- actions the affected public should take if they experience adverse effects

To the public during the incident

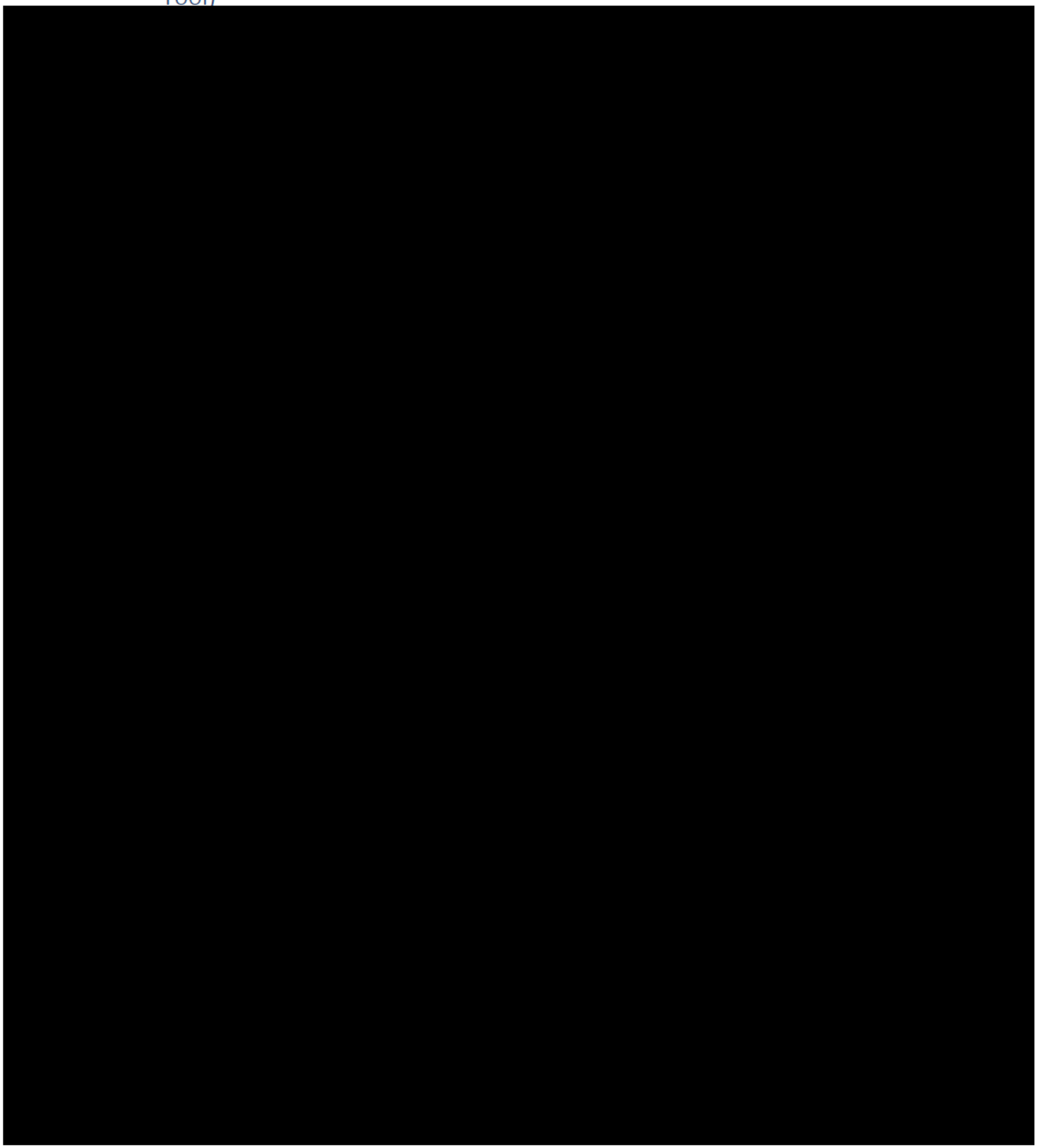
- type and status of the incident
- location of the incident
- areas affected by the incident
- description of the products involved
- contacts for additional information
- actions being taken to respond to the situation, including anticipated time

Emergency Communications 3 - AER Required Communications: Info for Impacted Stakeholders & Members of the Public

Responder Note:

A fillable form with this information is available in the Appendices – refer to **IPL Communications Form: AER Mandated Information for Impacted Stakeholders & Members of the Public.**

9.4 EVERBRIDGE Notifications & Message Templates (Mass Communication Tool)



10 EMERGENCY RESOURCES & EQUIPMENT

10.1 Anticipated Resources & Required Actions by Emergency Level

IPL has equipment stationed at various locations and this equipment can be moved between pipelines, facilities, and Business Units, as per the Emergency Response Equipment Sharing Policy.

If resource and equipment needs are not met through internal resources available at the incident location, requests can be made from other IPL facilities, districts, or BUs. If additional resources are needed, mutual aid will be requested.

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

ER Resources & Equipment 1 - Anticipated Resources & Actions Needed at Each Emergency Level

10.2 Safety Equipment – Internal Resources

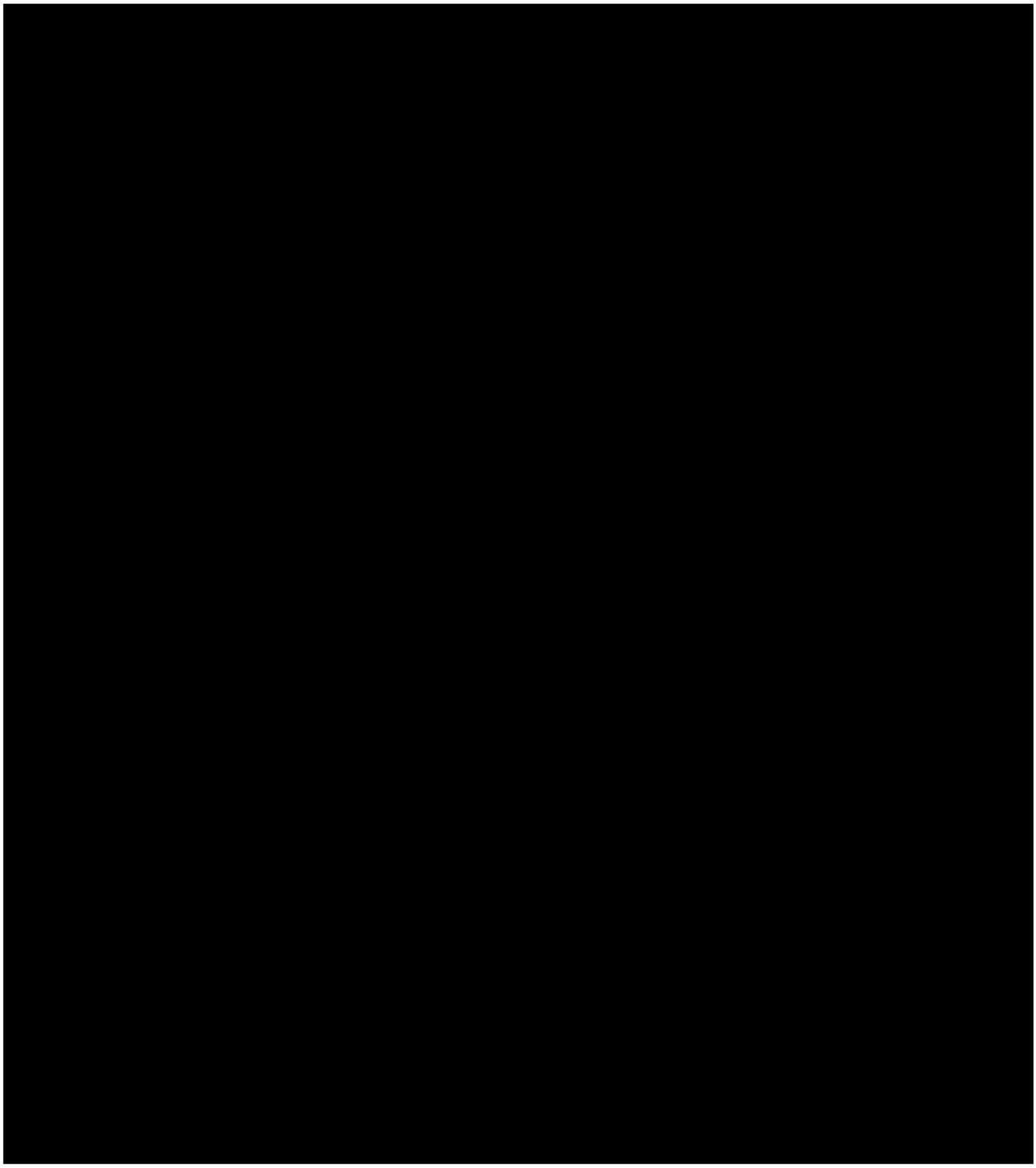
[redacted]

10.3 Approved Vendors & Specialized Service Contractor Response

Refer to Emergency Response Support Services for details and contact information.

10.4 Mutual Aid

IPL participates in several mutual aid and / or other emergency services agreements, including:



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11 POST INCIDENT AND RECOVERY ACTIONS

11.1 Incident Close

Once a situation improves, the decision to downgrade the incident level is made by the Incident Commander and the ECC Manager in coordination with the energy regulator. This decision may be based on monitoring data, control/ containment of the situation, or reduced risk to the public or environment. If there has been an evacuation, the health authority may also want to be included in the decision to return evacuees to their homes.

Action Summary

- All response team members and on-site personnel, including contract personnel and emergency services, will be notified of the change of status.
- All previous contacts including public, Government, and industrial operators must also be notified.
- Maintain security of any evacuated area until it is deemed safe and all residents and workers have returned to their home or worksites. Provide assistance as required.
- Provide instructions for settlement of costs directly caused by the emergency. Ensure any claims are promptly processed.
- Prepare a media statement in coordination with the Regulator and provide to all those previously notified.
- Debriefing meetings with Company personnel (e.g., insurance, legal, human resources) should be conducted.
- Arrange critical stress de-briefing if appropriate.
- Post-incident investigation procedures will be conducted, ensuring all activities are documented appropriately. All reporting requirements will be completed.

11.1.1 Deactivation Checklist

✓	Action
	Any change in Emergency Level must be done in consultation with Regulators.
	Deactivate your assigned position and close out logs when authorized by the Incident Commander.
	Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Documentation Unit in the Planning/Intelligence Section, as appropriate, prior to departure.
	Be prepared to provide input to the after-action report.
	If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.
	Clean up your work area before you leave.
	Leave a forwarding phone number where you can be reached
	Sign-out before leaving ECC/ICP
	Return ECC/ICP to pre-incident conditions (restocked supplies)

Post Incident & Recovery 1 - Deactivation Checklist

11.2 Returning Public / Community Relations

When an incident has resulted in a public evacuation, complete the following when returning members of the public to their homes/businesses:

- Ensure residences are checked and ventilated before allowing residents to enter;
- Ensure transportation is available if required;
- Follow up with residents to answer any questions or address any concerns they have;
- Ensure all claims are promptly handled.

It may also be necessary to carry out additional community relations activities. These may include:

- Repair to any structures damaged by the incident;
- Clean up of debris;
- Meeting to inform the public about the cause of the incident and what Company is doing to prevent a recurrence.

All communications to members of the public must be prepared and/or approved by IPL's Crisis Communications Team as per the procedures outlined in the *Crisis Communication Plan*.

11.3 Post Incident Review & Reporting

11.3.1 Debriefing the Response

Ideally debriefings begin as soon as the emergency phase of the operation is completed and before responders leave the scene. Debriefings should:

- Include the key players from the response
- Identify equipment damage and unsafe conditions requiring immediate attention or isolation for further evaluation
- Assign information-gathering responsibilities for an After Action Review
- Summarize the activities performed by each sector, including topics for follow-up
- Reinforce the positive aspects of the response
- Identify the person conducting the debrief and the date/time

11.3.2 After Action Review

An After-Action Review is a detailed, step-by-step review of the response that took place as a result of the incident. It is not the same as an investigation(s) conducted to establish the probable cause of the accident for administrative, civil, or criminal proceedings.

Responsibility should be assigned to the appropriate individual or office to collect information about the response during the debriefing, from command post logs, incident reports, and/or eyewitness accounts.

The review should consider/utilize all the following:

- Maps, charts, and forms used in the response;
- A review of the events leading up to the incident;
- A review of all external notifications, including government agencies and area stakeholders;
- An evaluation of the safety procedures used;
- An evaluation of the communications between command posts;
- An evaluation of public relations efforts, e.g., website updates, media statements;
- An evaluation of the Plan(s), and how emergency responders executed their roles;

- Gaps in process, procedures, policies, plans, or training;
- An evaluation of any legal or environmental issues raised;
- A summary of all recommendations for follow-up;
- Assignment of action items to responsible parties.

Once all available data has been assembled, key responders should verify that the details have been accurately reported:

- **Command and Control** – Was command established? Was appropriate Span of Control and Command and Control practices followed? Were response objectives communicated to the personnel expected to carry them out?
- **Tactical Operations** – Were the tactical operations implemented by emergency response personnel effective? What worked? What did not?
- **Resources** – Were the resources adequate for the job? Are improvements needed to apparatus and/or equipment? Were personnel trained to do the job effectively?
- **Support Services** – Were the support services received from other organizations adequate? What is required to bring support to the desired level?

11.3.3 After-Action Reporting

The purpose of After-Action Reporting is to consolidate and document findings from the incident review to improve response efficiency and address areas for improvement.

The report should:

- Identify lessons learned and areas for improvement;
- Identify gaps in resource needs;
- Promote pre-planning to improve confidence in the response process;
- Support continued training to improve skills and techniques;
- Encourage cooperation through teamwork;
- Be communicated with parties that could benefit from the learnings.

11.4 Documentation and Collection

The forms referenced by this Plan serve as reporting tools to assist responders in obtaining, recording, and verifying the appropriate information and must be utilized for every incident or accident. Each IPL employee and contractor that is assigned an emergency responder role shall, during an incident, record their actions, any phone calls/notifications made, etc. so that an accurate record of IPL's response is documented.

Personal documentation tools, such as day timers or personal notebooks, are not to be used for record keeping during an incident and may be confiscated following the incident to complement the documentation record. Forms completed during an emergency response, including those logged in the **Virtual Command Post (VCP)**, are to be submitted to the Emergency Management Team. The information collected on these forms will be reviewed in the post-emergency debriefing session. They may also be reviewed for auditing and training purposes.

All incidents are recorded in IPL's Incident Reporting System. Incident documentation and reports will be retained for the life of the impacted asset(s).

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11.5 Incident Investigation

Every emergency will be investigated based on the current Incident Investigation Program. The Incident Commander, ECC Manager, and Safety Manager will assist with the appointment of the Investigation Team (based on type and complexity of the emergency). This team may include local operations staff, Emergency Management Team staff, management and technical specialists as required.

Where loss or damage to IPL property or loss of revenue has occurred, evidence will not be disturbed until permission has been received from IPL insurance / finance staff, and insurance company representatives or government agency representatives, as appropriate.

11.6 Post Incident Clean-Up

Non-emergency related repairs must wait until any investigations have been completed. Before cleaning the site, the following must be considered:

- Investigation requirements, including pictures of the scene and forms used by emergency responders
- Procedures, safety documentation (e.g., Incident Action Plan, SDS)
- Personal protective equipment for the crew
- Contract specialist cleanup services, if necessary
- Plans to restore affected area(s)

Once permission has been given for the resumption of normal activities, obtain confirmation from the Investigation Team that initial investigation and evidence information is complete and proceed with clean-up and restoration of any damaged equipment/facilities.

11.1 Insurance, Compensation, and Legal Implications

All requests for compensation and insurance claims should be forwarded to the legal department in the Calgary head office. An inability to operate as a result of injury to personnel, damage to the physical plant/pipeline, or government regulatory action may adversely affect delivery agreements. This effect may be felt for an extended period, depending on the severity of the incident. The Legal department should be engaged in an incident affecting delivery or service agreements.

11.1 Regulatory Reporting

Ensure post incident and regulatory reports are developed, as required. Reports required by government regulations shall be prepared promptly and with care, reporting only facts and expressing no opinion as to cause. Reports will be submitted in the prescribed manner and within timelines required by the relevant regulator.

11.2 Restoration of the ICP/CEOC

Ensure utilized ICP and ECC locations are returned to a state of readiness following the incident. Refer to IPL Emergency Management staff for assistance.

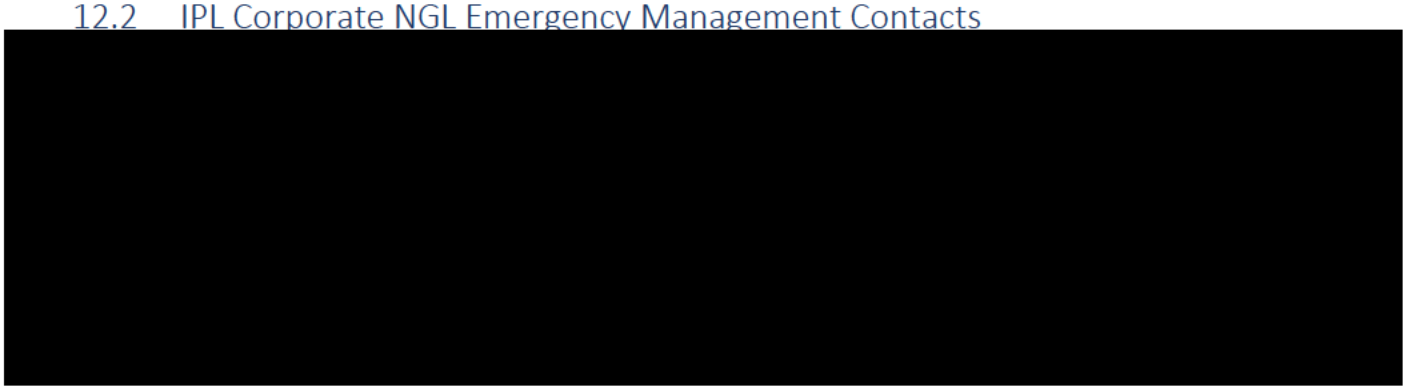
12 CONTACTS

12.1 Cochrane Extraction Plant (CEP) Emergency Management Contacts

Refer to **APPENDIX C – IPL PHONE LISTS** for CEP facility administrative and emergency contacts, including:

- CEP Facility Administrative Contacts;
- CEP Emergency Call Out List;
- CEP Field Incident Management Team (IMT) Contacts; and
- CEP Fire Emergency Response Team (ERT) Contacts.

12.2 IPL Corporate NGL Emergency Management Contacts



Refer to **APPENDIX C – IPL PHONE LISTS** for corporate emergency contacts, SMEs, and technical specialists, including:

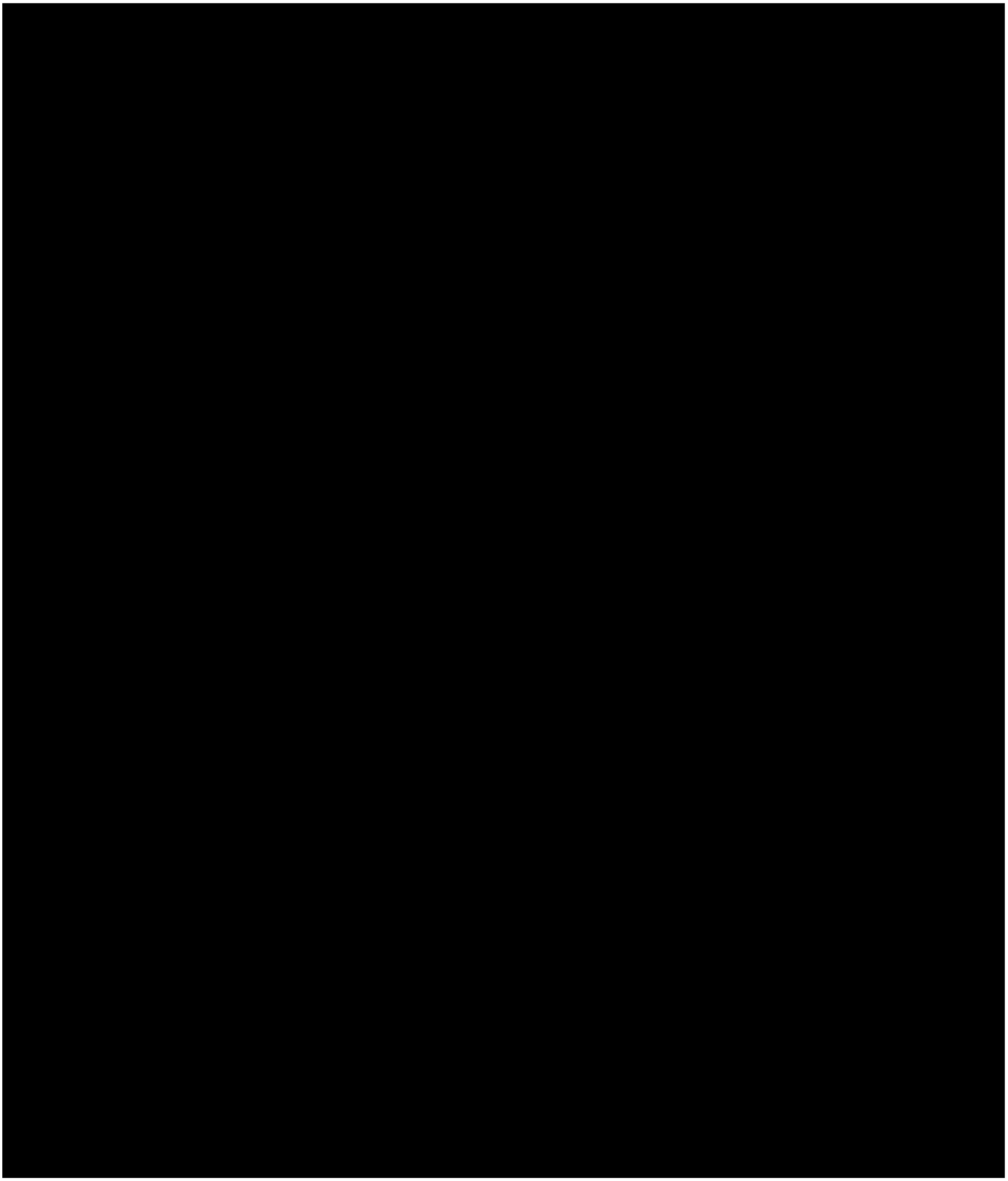
- Corporate Incident Management Team Contacts; and
- Corporate SMEs & Technical Resources by Functional Area.

12.3 IPL District Offices

Refer to **IPL District Offices** in **APPENDIX C – IPL PHONE LISTS** for details.

12.4 Government Agencies / Reporting Contacts

[redacted]



12.5 Local Authorities

Refer to AER Communication Expectations for complete details requirements for contacting local authorities.

[redacted]

12.5.1 Municipal Contacts

[redacted]

12.5.2 First Nations Contacts

[redacted]

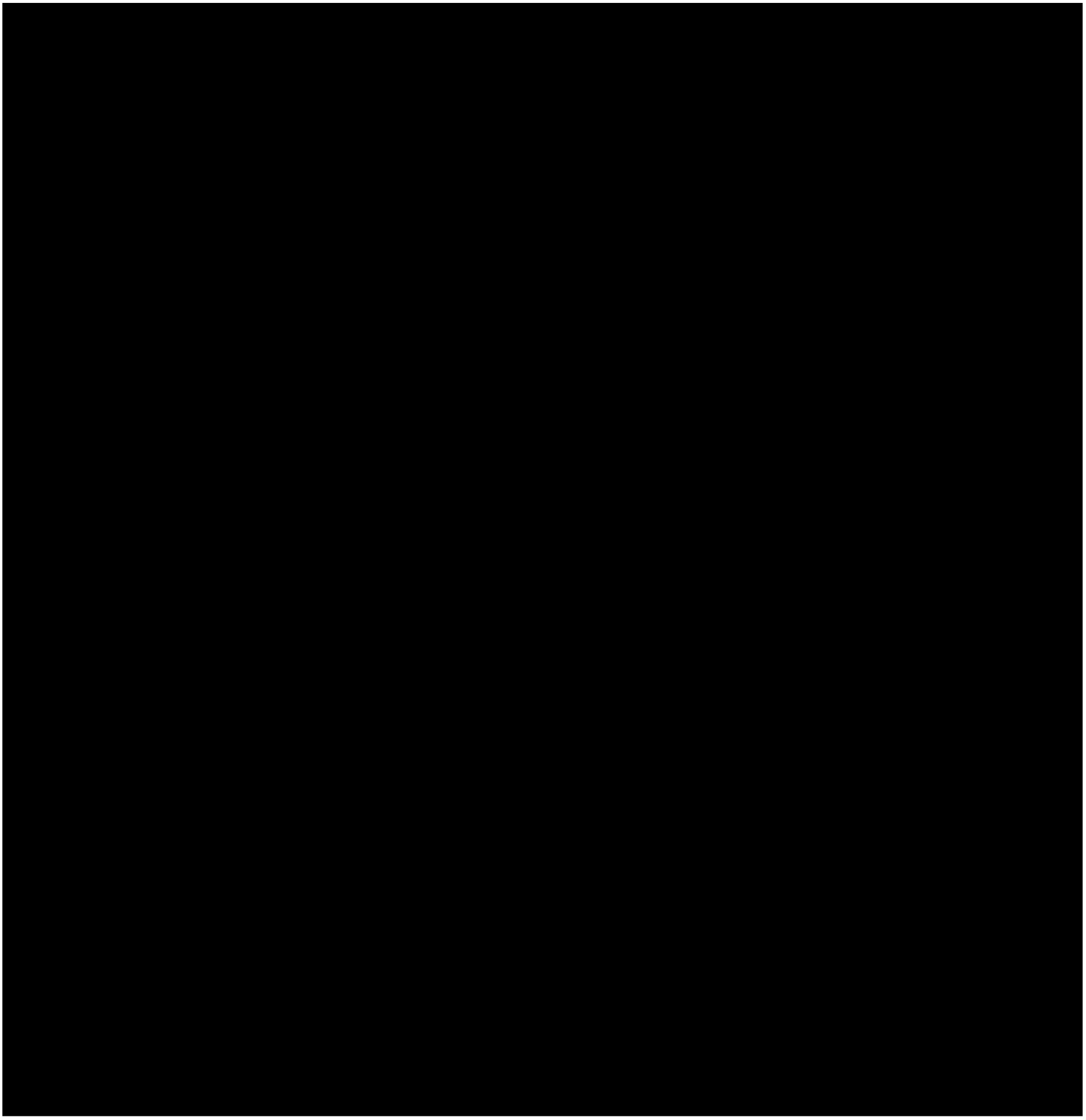
12.6 Emergency Services / First Responders

[redacted]

12.7 Emergency Response Support Services

[redacted]

[redacted]



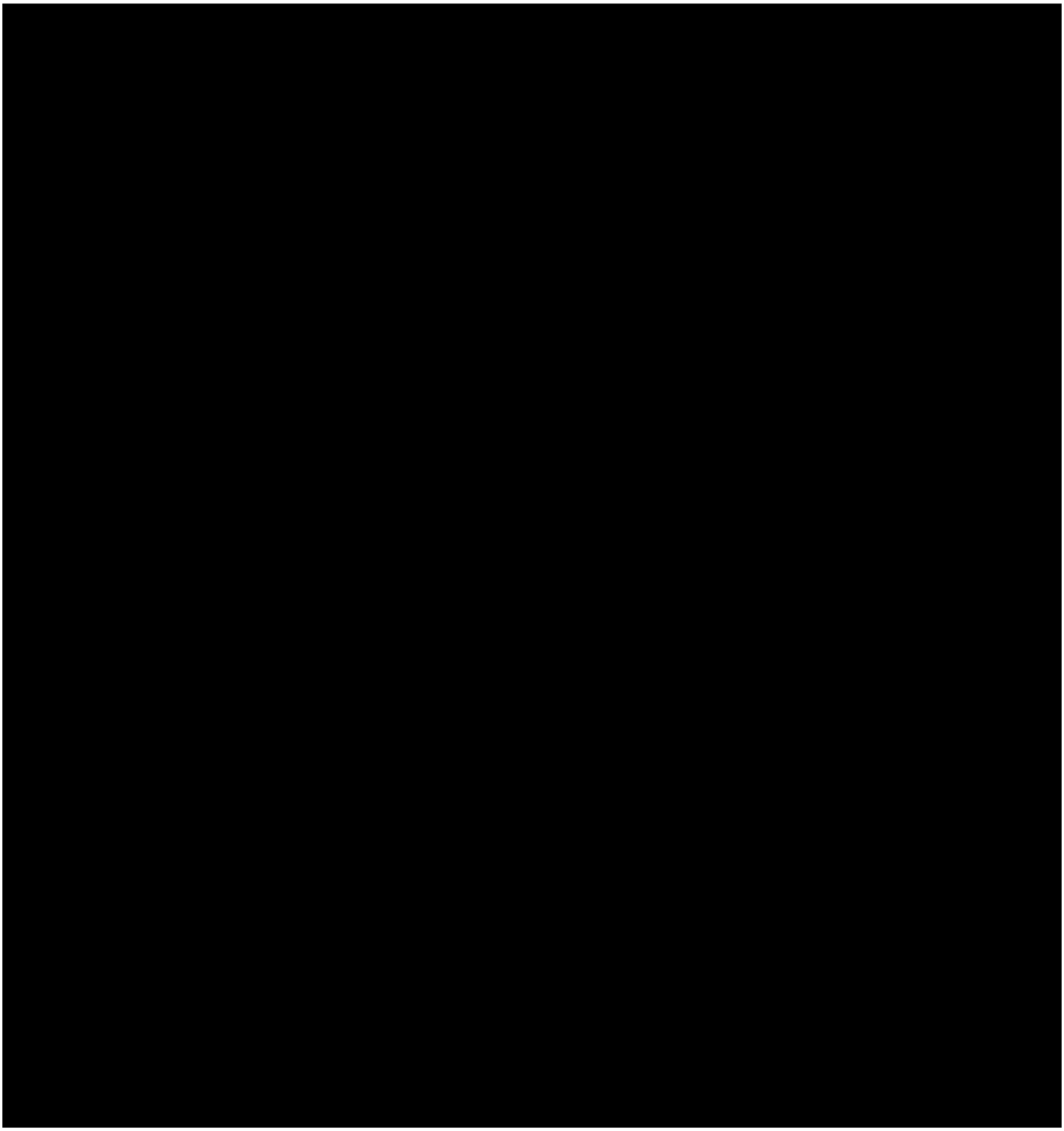
12.8 NGO & Utilities

[redacted]

12.9 School Divisions

[redacted]

12.10 Industry Contacts



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