

# Information Brochure

## Heartland Petrochemical Complex

55436 Range Rd 220, Fort Saskatchewan, AB

24-hour Emergency Number  
**587.456.3540**

### Emergency Contacts

In the event of an emergency, Inter Pipeline will be working with regulators and local authorities. Please review this information as it will help answer questions you may have around your role in the emergency response process.

#### Inter Pipeline Contacts

**Heartland Petrochemical Complex:** **24 Hr: 587.456.3540**  
Inter Pipeline Ltd. – Calgary Head Office: Bus:403.290.6000

#### Local Authorities

**Police, Fire, Ambulance:** **911**  
**Strathcona County:** **780.467.5216**  
**Fort Saskatchewan:** **780.992.6200**

#### Government Contacts

Alberta EDGE (Environmental and Dangerous Goods Emergencies) 24 Hr: 800.272.9600

#### Reception Centre(s)

Reception Centres are safe gathering places for people displaced from their homes as a result of an emergency or incident. Individuals can register and receive short-term basic services as well as information about the emergency situation. Strathcona County will determine the best physical location for any Reception Centre based on safety, accessibility and the services to be provided.

Please familiarize yourself with the important information in this brochure. If you have any questions please contact the appropriate individual or agency from the list above. Additional information and a copy of this brochure can be found at: [www.interpipeline.com](http://www.interpipeline.com) 01.02.2022

### Overview

Inter Pipeline is the owner of HPC, located near Fort Saskatchewan, Alberta, in the County of Strathcona. As part of the public safety process, Inter Pipeline has created this information brochure about its Heartland Petrochemical Complex (HPC). Please review this information as it will help to answer questions you may have around your role in the emergency response process.

The Heartland Petrochemical Complex is situated on a 233 acre site in Alberta’s Industrial Heartland. This facility will take low value propane and convert it into high value recyclable polypropylene pellets. These pellets will be transported to manufacturing plants for commercial use in plastic products here in Canada and around the world.

### Inter Pipeline and Local Authorities

Inter Pipeline is required to have an emergency response plan (ERP) in place to respond to any incidents involving the HPC and as such exercises it annually.

Inter Pipeline has developed a comprehensive ERP that identifies and/or defines personnel roles, communication systems, available resources, evacuation procedures and other emergency management information.

In the unlikely event of an emergency situation, Inter Pipeline will implement its ERP and will work with local authorities, including municipalities, to ensure public safety, protect the environment and control the emergency situation.

### Why You Are Being Contacted

Although the probability of an incident is low, Inter Pipeline is making advance preparations to ensure your safety. Inter Pipeline would like to ensure that:

1. You are aware of the Emergency Response Plan
2. You are advised of methods of communication to be used in case of an emergency
3. You are advised of public protection measures

As part of Inter Pipeline’s emergency management program, Inter Pipeline is seeking to obtain your personal contact information as you reside in the Emergency Planning Zone of our operations.

## Public Preparedness and Notification

### What to do in an emergency

Immediately move away from the area. Travel at right angles to the wind until you can relocate upwind from the release source.

**IF YOU HAVE A TELEPHONE**, immediately call 911 and then the Inter Pipeline emergency phone number listed on this brochure and follow instructions outlined by personnel. You may also call Alberta EDGE number listed.

**IF YOU DO NOT HAVE A TELEPHONE**, as quickly as you can, get to a telephone, immediately call 911, and then call the Inter Pipeline emergency phone number listed on this brochure.

### Levels of Emergency

<b>ALERT</b>	<b>ON SITE ONLY:</b> Immediate control of the hazard with progressive resolution of the situation.
<b>LEVEL 1</b>	<b>Low Impact:</b> No danger outside the company property.
<b>LEVEL 2</b>	<b>Moderate Impact:</b> Potential exists for the emergency to extend beyond company property.
<b>LEVEL 3</b>	<b>High Impact:</b> Uncontrolled hazard; public safety is jeopardized.

### Emergency Callout System

**The Emergency Callout system** is a telephone messaging system. This system may be used to provide residents with emergency information or instructions. When the phone rings, and is answered, the system will automatically issue an informative message about the situation and the appropriate public protection measures required. At the end of the message, the following menu options allow the resident to respond:

Action	Meaning
Press “1”	Confirm receipt of the message.
Press “2”	Resident requires assistance; a company representative will send someone to the location to assist the resident.
Press “3”	Request a call from a company representative.

If there is no acknowledgement by the resident, the system will continue to call and a company representative will be sent to the address you provided IPL.



Utility Safety Partners utilitysafety.ca 1.800.242.3447

## Public Protection Measures

### Shelter - In - Place

Shelter-in-place instructions are often given during the initial assessment and response period. These instructions are given to the public when:

- There is not enough time or warning to safely evacuate members of the public who may be at risk
- Residents are awaiting evacuation assistance
- During a gas release of limited duration
- The location of the release has not been identified
- The public would be at higher risk if evacuated

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

- Immediately gather everyone indoors and stay there
- Close and lock all windows and outside doors/vents
- If convenient, tape or block the gaps around the exterior door frames
- Avoid using the telephone, except for emergencies, so that you can be contacted by Inter Pipeline personnel
- Call Inter Pipeline’s emergency number provided on the front of the brochure if:
  - you are experiencing symptoms or smelling odours
  - you have contacted fire, police or ambulance (so that we can coordinate our response)
- Stay tuned to local radio and television for information updates
- Even if you see people outside, do not leave until told it is safe to do so
- When it is safe, you will receive an “all-clear” message from Inter Pipeline’s emergency callout system



### Evacuation

If you are advised to evacuate please do so immediately. Although you may not appear to be in danger, a shift in wind direction or increased concentrations of gas could change the situation rapidly. If there is no answer to our telephone calls, personnel will be dispatched to your residence/business to verify your location and inform you of the situation.

If you have no means of transportation, or if you require evacuation assistance, Inter Pipeline or local authorities will dispatch a vehicle to assist you.

A Reception Centre will be established and you will be advised of the location. If you choose to go elsewhere, please indicate this to the person contacting you. At the Reception Centre, Inter Pipeline representatives will be available to address any questions or concerns.

### Flammable Products

Generally, flammable products will catch fire easily at normal working temperatures and can present a danger of personal injury if not stored or handled properly.

#### Main hazards:

- Potential explosion hazards from delayed ignition of unconfined drifting vapor cloud may cause window breakage, shifting of ceilings, noise, and ear drum rupture dependent upon proximity to the hazard.
- Fire hazard from burning gas and radiant heat may cause first, second or third-degree burns dependent on proximity, and exposure time.
- Critical hazard due to oxygen deficiency as expanding gas cloud or plume displaces air at ground level causing breathing difficulty.
- Critical hazard due to explosion when vapor or chemical is confined or trapped within a space.

### Corrosive and/or Toxic products

Generally, corrosivity deals with the amount of time exposed versus damage to skin or exposed body tissues, and toxicity refers to ingestion, inhalation, skin exposure, or digestion of a substance.

#### Main hazards:

- Potential Toxic cloud release occurring from a spill during offloading of a tank may cause drifting of odors outside of immediate area, and personal injury within the area dependent on proximity, and exposure time.
- Corrosives present a hazard to the eyes and skin by direct contact, to the respiratory tract by inhalation or to the gastrointestinal system by ingestion.

Disclaimer: This is not a full of list of chemicals on site, if more information is required, please contact the Inter Pipeline Ltd. - Calgary Head Office For Exposure Health Effects or detailed information, visit [www.albertahealthservices.ca](http://www.albertahealthservices.ca)

### Flaring & Venting

Flaring is a controlled combustion. We send flammable products to the flare in an emergency situation to prevent uncontrolled releases of flammable/toxic products. Flaring & Venting is part of a routine oil and gas production operations. This combustion of vapors occurs at the end of a flare stack.

- Flaring and venting are associated with a wide range of energy development activities and operations., Planned non-routine de-pressurizing of processing equipment for maintenance.
- Un-planned non-routine depressurizing of processing equipment due to process upsets or emergency

The public should not be concerned when they see flaring or venting activities. Flaring and venting are controlled ways in which waste gases can be disposed of safely and responsibly, while ensuring protection of the public and the environment. If you require further details on these two processes or if you have concerns, please call the non-emergency Heartland Petrochemical Complex Office number listed on the front of this brochure.

### Emergency Planning Zone

This EPZ has been set based on a worst case scenario of a Chlorine release. An EPZ is a safety measure based on the effects of a possible release/fire. HPC has set this EPZ based on guidance within Transport Canada Emergency Response Guide book, as well as other Regulatory agencies. The facility EPZ encompasses all other chemicals that are stored or processed within the HPC site.

**Emergency Planning Zone (EPZ) radius: 4KM**



### Privacy of Personal Information

Inter Pipeline collects certain personal information from residents in order to enact the emergency measures as identified in this document. Inter Pipeline collects and uses this contact information for the sole purpose of administering its emergency management program.



