

CENTRE FUNCTION EMERGENCY RESPONSE PLAN

Rev: 4 Date: Jan-23-2025

Document Number: IP-BCM-PLN-0002

Centre Function Emergency Response Plan

24 Hour Emergency Telephone Numbers:

Boreal Pipeline Control Centre: REDACTED

Cochrane Extraction Plant Control Room: REDACTED

Cold Lake Pipeline Control Centre: REDACTED

Conventional and Milk River Pipeline Control Centre: REDACTED

Corridor Pipeline Control Centre: REDACTED

Pioneer I Control Centre: REDACTED

Pioneer II Control Centre: REDACTED

Polaris Pipeline Control Centre: REDACTED

Redwater Olefines Facility Control Centre: REDACTED

Heartland Petrochemical Complex: REDACTED

Everbridge Mass Notification Live Operator: REDACTED

The Response Group 24-hour Support: REDACTED

Manual #

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ADMINISTRATION of PLAN

Element	Details
Distribution of this Plan	<p>The distribution record for physical and external digital copies is:</p> <ul style="list-style-type: none"> • Located on myContent, and • Available upon request from the Business Continuity / Emergency Management Advisor responsible for the plan
Plan Administration	<ul style="list-style-type: none"> • This Emergency Response Plan (ERP) shall be reviewed and updated annually at minimum, or as needed, to reflect changes in government regulations and/or company procedures • Proposed changes, revisions or modifications to this ERP should be submitted to the Centre Function Health, Safety, Security and Business Continuity (HSSBC) group and must undergo the IP-AMR-PRC-0002 Inter Pipeline Management of Change Process. • Hard copy ERPs are printed and sent to holders of numbered copies, as identified by a distribution list
Plan Holder Responsibilities	<ul style="list-style-type: none"> • Plan holders are responsible to communicate the following to the BC/EM Advisor for the distribution list to be updated: <ul style="list-style-type: none"> ○ Changes in plan ownership ○ Lost and misplaced copies identified • This ERP is distributed to: <ul style="list-style-type: none"> ○ The Primary, Secondary and Tertiary ECC's ○ SPCC ○ Emergency Control Centers ○ Regulators and ○ Stakeholders, as required • Revisions and reprinted sections will be distributed via the BC/EM Advisor • Holders of numbered copies of the ERPs are responsible for inserting revisions upon their receipt

CENTRE FUNCTION INFORMATION

Centre function HSSBC provides administrative support to operational areas and includes business functions such as HR service, governance, government and investment relations, marketing, and executive services. This group is primarily located in the **REDACTED**.

In the event of an emergency, Inter Pipeline Ltd. is committed to responding effectively and promptly with the co-operation of all stakeholders. This commitment includes mitigating the impact of the emergency on Inter Pipeline employees, our customers, shareholders, partners, suppliers, support contractors, neighboring communities, and governmental authorities.

CENTRE FUNCTION EMERGENCY RESPONSE PLAN**INCIDENT MANAGEMENT SYSTEM****ICS Functions**

IPL has adopted the Incident Command System (ICS) as the command and control structure used to help manage emergency incidents and planned events. The following positions will be established during an emergency event:

Function	Description
Incident Command	Establishes the Problems, the Priorities, Objectives and has overall responsibility for the incident.
Operations	Conducts operations to meet the incident objectives. Establishes the strategies and tactics and directs all operational resources.
Planning	Supports the incident action planning process by tracking resources, collecting/analyzing information, and maintaining documentation.
Logistics	Provides resources and needed services to support the achievement of the incident objectives.
Finance/Administration	Monitors costs related to the incident. Provides accounting, procurement, time recording, and cost analyses.

Command staff, consisting of Information Officer, Safety Officer, Liaison Officer, and Legal Counsel may be activated to support the Incident Commander.

Not all positions need to be staffed during a response; however, as per the tenets of ICS, if a role is not filled, the duties fall to the Incident Commander.

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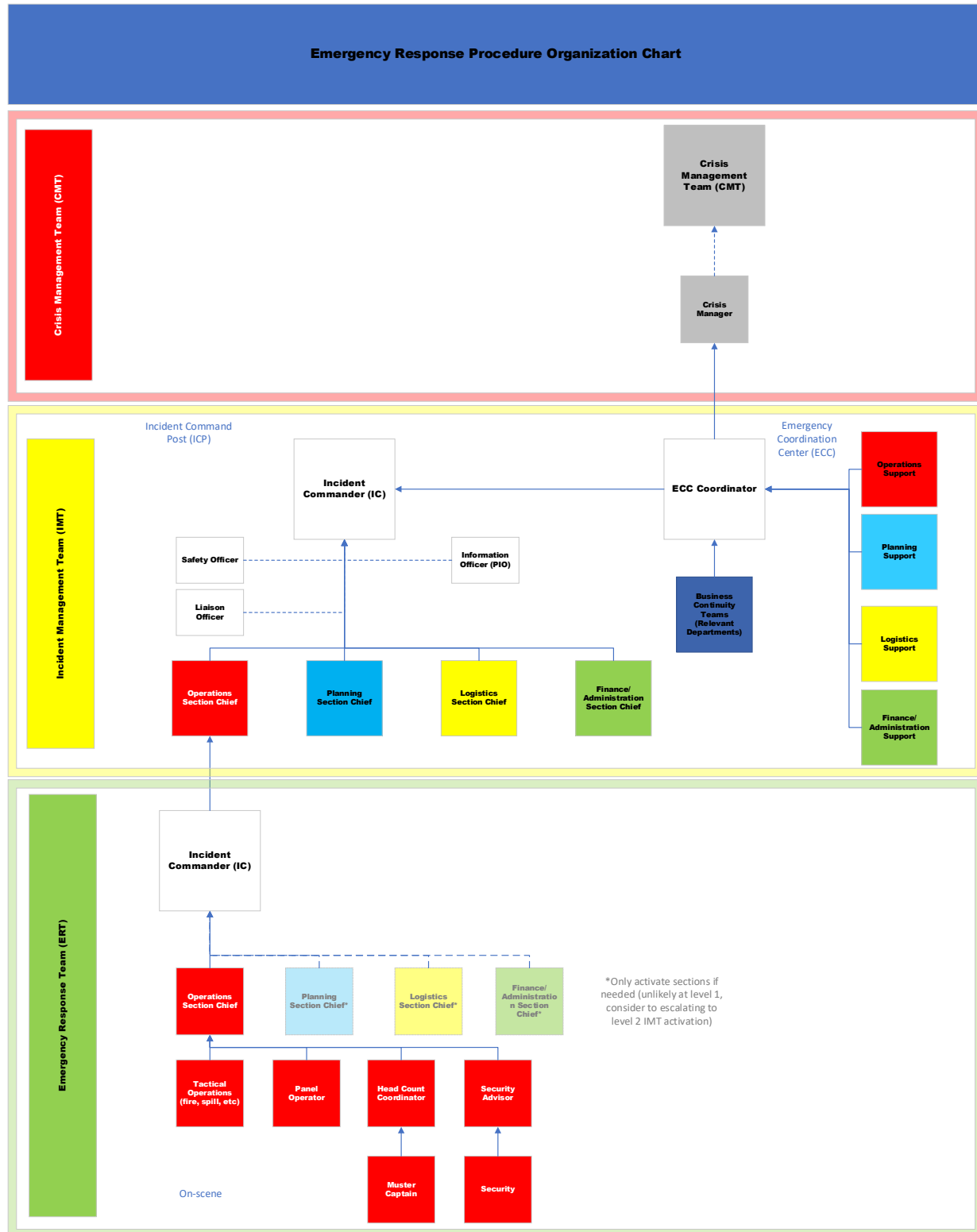


Figure 1: Emergency Response Organizational Chart

CENTRE FUNCTION EMERGENCY RESPONSE PLAN**Command and Coordination Structure Continuity**

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

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

Role Identification Within the ICP & ECC

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

Table 1: Identification in the ICP & ECC

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

The Incident Commander assumes all roles in the ICP until they are delegated to others. The same person can hold multiple roles depending on their ability and the complexity of the event. Not all ICS/responder positions need to be staffed, only those required by the Incident Commander.

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

A business continuity team will be formed at the time of the impact (level 2 or higher) based on the initial assessment of areas impacted. That team may choose to operate out of the ECC or elsewhere, but will share a liaison point with ECC staff, through the ECC Coordinator (Coordinator will communicate with the ICP and CMT). For more guidance, please see the Common Business Continuity Plan (see section 15.2)

Allocation of Command

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

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

This will be determined during the initial incident teleconference / team's call.

CENTRE FUNCTION EMERGENCY RESPONSE PLAN

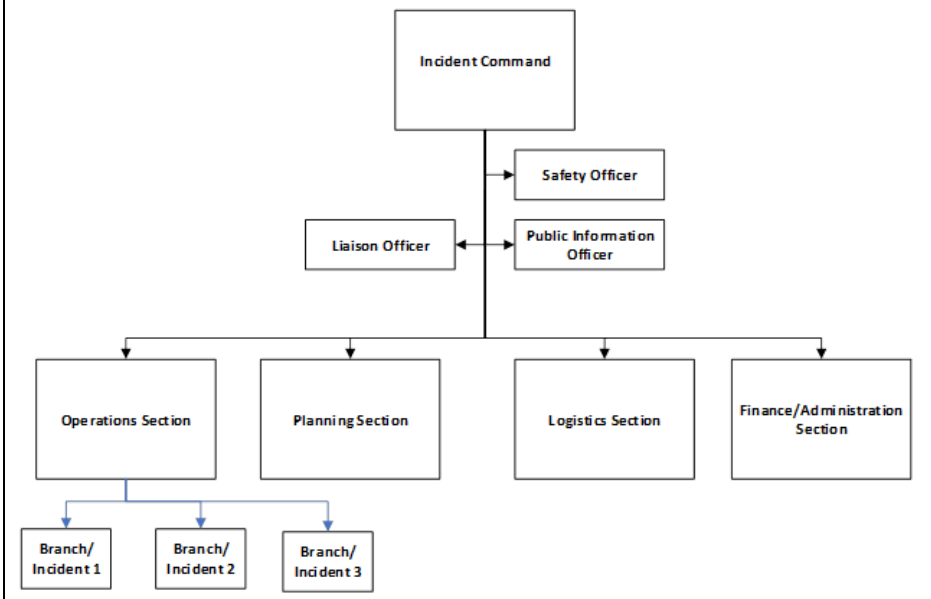
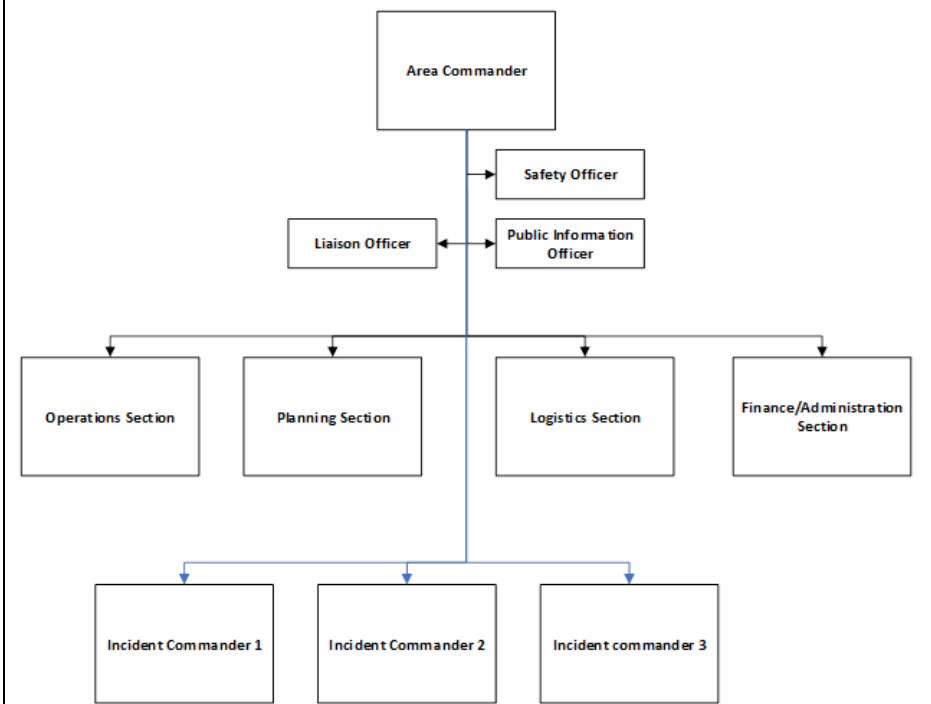
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Command Strategies

Command Structure	Description
<p>Single Command</p> <pre> graph TD IC[Incident Command] --> SO[Safety Officer] IC --> LO[Liaison Officer] IC --> PIO[Public Information Officer] LO <--> PIO IC --> OS[Operations Section] IC --> PS[Planning Section] IC --> LS[Logistics Section] IC --> FAS[Finance/Administration Section] </pre>	<ul style="list-style-type: none"> 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
<p>Unified Command</p> <pre> graph TD IC["Incident Command Agency #1: Agency #2:"] --> SO[Safety Officer] IC --> LO[Liaison Officer] IC --> PIO[Public Information Officer] LO <--> PIO IC --> OS[Operations Section] IC --> PS[Planning Section] IC --> LS[Logistics Section] IC --> FAS[Finance/Administration Section] </pre>	<ul style="list-style-type: none"> There is more than one responding agency with responsibility for the incident Incidents involve multiple districts/business units

CENTRE FUNCTION EMERGENCY RESPONSE PLAN

Command Structure	Description
<p>Incident Complex</p>  <pre> graph TD IC[Incident Command] --> SO[Safety Officer] IC --> LO[Liaison Officer] IC --> PIO[Public Information Officer] IC --> OS[Operations Section] IC --> PS[Planning Section] IC --> LS[Logistics Section] IC --> FAS[Finance/Administration Section] OS --> B1[Branch/Incident 1] OS --> B2[Branch/Incident 2] OS --> B3[Branch/Incident 3] </pre>	<ul style="list-style-type: none"> Two or more individual incidents located in the same general area that are assigned to a single incident command or a unified command
<p>Area Command</p>  <pre> graph TD AC[Area Commander] --> SO[Safety Officer] AC --> LO[Liaison Officer] AC --> PIO[Public Information Officer] AC --> OS[Operations Section] AC --> PS[Planning Section] AC --> LS[Logistics Section] AC --> FAS[Finance/Administration Section] AC --> IC1[Incident Commander 1] AC --> IC2[Incident Commander 2] AC --> IC3[Incident Commander 3] </pre>	<ul style="list-style-type: none"> 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

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Mutual Aid Response and Specialized Service Contractor Response

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

If the Incident Commander determines that their assistance is required, the following process will be followed:

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

CENTRE FUNCTION EMERGENCY RESPONSE PLAN

1 SCOPE

Element	Details
Purpose	<p>This Emergency Response Plan outlines:</p> <ul style="list-style-type: none">• Effective identification, assessment, response, notification, and documentation of events• Management of emergencies / events
Application	<p>This plan applies to all IPL employees, contingent workers, IPL representatives and contractors, when conducting activities associated with this plan.</p> <p>This includes all IPL Business Units (BUs): Natural Gas Liquids (NGL), Transportation, Heartland Petroleum Complex (HPC) and Marketing assets within Canada.</p>

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2 EMERGENCY RESPONSE PLAN REQUIREMENTS

2.1 Response Management Priorities

Requirement	Details
Response Priorities	<p>In an emergency, Inter Pipeline prioritizes:</p> <ul style="list-style-type: none"> • Life safety (employees and public) • Incident stabilization • Protection of the environment • Protection of property and assets
Emergency Response at REDACTED	<ul style="list-style-type: none"> • Cadillac Fairview, the owners of REDACTED, have assembled a Tenant Emergency Procedures Manual • This guide provides IPL workers instructions to effectively deal with emergency situations, such as: <ul style="list-style-type: none"> ○ Fire alarms ○ Earthquakes ○ Bomb threats ○ Pandemics, and ○ Corresponding business continuity planning
Strategy for Implementation	<ul style="list-style-type: none"> • 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

CENTRE FUNCTION EMERGENCY RESPONSE PLAN

2.2 Guidance for Determining Emergency Response Levels

Incidents are classified by the petroleum industry throughout Alberta in a consistent manner using [Table 2: Determining Emergency Level](#).

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

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



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

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Table 2: Determining Emergency Level

Consequence of Incident			Likelihood of Incident Escalating		
Rank	Category	Example of Consequence in Category	Rating	Descriptor	Description
1	Minor	<ul style="list-style-type: none"> No Worker Injuries. No or low media interest. Liquid release contained on lease. Gas release impact on lease only. 	1	Unlikely	The incident is contained or controlled, and it is unlikely that the incident will escalate. There is no chance of additional hazards. Ongoing monitoring required.
2	Moderate	<ul style="list-style-type: none"> First aid treatment required for on-lease worker(s) Local and possible regional media interest. Liquid release not contained on lease. Gas release impact has potential to extend beyond lease. 	2	Moderate	Control of the incident may have deteriorated but imminent control of the hazard by the licensee is probable. It is unlikely that the incident will further escalate.
3	Major	<ul style="list-style-type: none"> 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. 	3	Likely	Imminent and/or intermittent control of the incident is possible. The licensee has the capability of using internal and/or external resources to manage and bring the hazard under control in the near term.
4	Catastrophic	<ul style="list-style-type: none"> Fatality National and international media interest Liquid release off lease not contained – potential for, or is, impacting water or sensitive terrain Gas release impact extends beyond lease – public health/safety jeopardized 	4	Almost Certain or Currently Occurring	The incident is uncontrolled; there is little chance that the licensee will be able to bring the hazard under control in the near term. Inter Pipeline will require outside assistance to remedy the situation.

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



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

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3 ROLES and RESPONSIBILITIES

Role	Responsibilities
Emergency Response Teams (Includes Cyber Security and IT Incident Management Teams)	<ul style="list-style-type: none"> Respond to emergency situations, when it is safe and reasonable to do so, such as: <ul style="list-style-type: none"> Product leaks Spills Fires <div>  <p>NOTE: Cyber and IT Teams will focus on situations that may impact, the confidentiality, integrity, or availability of any IPL IT/Operations asset or networks.</p> </div> <ul style="list-style-type: none"> Preserve life, mitigate, control, secure, clean-up, and recover Respond in accordance with the principles of the Incident Command System Develop the Incident Action Plan (IAP) Establish communications and gather key facts Collaborate with involved parties on: <ul style="list-style-type: none"> Developing incident management and response strategies, and Achieving objectives React to changing conditions and unexpected events Remain until on-scene response is no longer required, for example: <ul style="list-style-type: none"> Leak is shut down/depressurized Fire is out Casualties have been transferred to medical care, or Account for all response personnel <div>  <p>NOTE: Responders are not required to remain on scene where the situation is considered too hazardous for emergency operations. Their presence may be requested when safety is improved.</p> </div>

CENTRE FUNCTION EMERGENCY RESPONSE PLAN

Role	Responsibilities
Incident Management Team	<ul style="list-style-type: none"> • Assess whether current resources can manage the response • Assess potential escalation scenarios and develop operational management priorities • Support Emergency Response Levels 2 and 3 on-scene response by: <ul style="list-style-type: none"> ○ Mobilizing the required internal and external resources ○ Supporting the development of the initial tactical action plan, and ○ Providing direct assistance to the issues related to the emergency • Coordinate assistance for all injured and/or evacuated personnel from the site with: <ul style="list-style-type: none"> ○ Medical support ○ Transport ○ Reception facilities and accommodation, and ○ Eventual reconciliation with family ongoing support • Develop and formalize a communication strategy for internal and external stakeholders • Inform and brief the Business Unit General Manager/VPs and/or Crisis Management Team (CMT) • Mobilize any specialized teams to provide support to the emergency response • Coordinate support to the Incident site by liaising with involved parties, such as: <ul style="list-style-type: none"> ○ Mutual Aid partners ○ Contractors / consultants ○ Government agencies / regulatory authorities ○ Regional and local authorities, and ○ Other outside agencies, as applicable • Maintain an auditable trail of incident documentation, including log sheets and incident status summaries • Assess need for and activate the following, as required: <ul style="list-style-type: none"> ○ Business Continuity Plan ○ Crisis Management Team • Ensure response teams comply with safety practices and procedures

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Role	Responsibilities
Emergency Coordination Center Team	<ul style="list-style-type: none"> • Support emergency requests from the Incident Management Team • Request funding support for the incident, if outside the Incident Commander's SAM level • Ensure internal and external communications follow approvals process / requirements as per: <ul style="list-style-type: none"> ○ Crisis Communications Plan, and ○ Disclosure Policy • Provide information that could impact continuity of operations to the Business Unit General Manager/VPs • Identify issues/challenges/impacts of the incident to the continuity of operations to the Business Unit General Manager/VPs • Consult with Business Unit General Manager/VPs on the potential impacts to customers, contracts, reputation, or economic/business impact to Inter Pipeline Ltd • Provide updates to the Business Unit General Manager/VPs prior to Sit Reps • Manage the impact of the emergency on the wider Inter Pipeline business • Assist in operationalizing requests from the CMT • Request resources for Emergency social support for affected employees and their families
Crisis Management Team	<ul style="list-style-type: none"> • Identify a Crisis Manager at the time of an incident to manage continuity of operations • Delegate necessary roles and responsibilities to the ECC Coordinator • Delegate necessary authorities to the Incident Commander • Approve emergency funding for an incident • Provide timely updates to the Agency Administrator/CEO on the status of the incident • Work with the Business Unit General Manager/VPs to manage additional risk and stakeholder interest in response to an incident • Work with the ECC team to manage the impact to the company's reputation • Establish lines of communication between the CMT and IMT and • Monitor the progress of the incident • Receive reports from the ECC Coordinator or Business Unit General Manager/VP on the status of the response and/or recovery operations • Endorse communications products: <ul style="list-style-type: none"> ○ Receive draft statements for media, investors, etc. from the Public Information Officer, and ○ Release media statements as outlined in the Crisis Communications Plan

CENTRE FUNCTION EMERGENCY RESPONSE PLAN

Role	Responsibilities
Business Continuity Team	<ul style="list-style-type: none">• Lead their individual areas/departments in maintaining continuity of critical operations• Report business impacts to all affected interconnected business areas• Monitor the progress of the incident• Receive reports from the ECC Coordinator or Business Unit General Manager/VP on the status of the response and/or recovery operations• Provide timely updates to the Agency Administrator/CEO on the status of the incident• Work with the ECC team to manage the impact to the company's reputation

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4 EMERGENCY RESPONSE PROCEDURES



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

4.1 Considerations for Initial Emergency Response

Element	Details						
Initial Assessment	<p>When the first on scene determines that the incident is / could be beyond their level of control:</p> <ul style="list-style-type: none"> • The IMT is activated, and • An Incident Command Post (ICP) is established in a safe location at or near the incident site 						
For Alert and Level 1 Incidents	See 6.1 Emergency Response Team .						
For Level 2-3 Incidents	<p>The IMT will:</p> <ul style="list-style-type: none"> • Ensure Inter Pipeline strategic planning is carried out • Assist with resource management 						
Related Tasks	<table border="1"> <thead> <tr> <th>For Related Task</th><th>See Section / Document</th></tr> </thead> <tbody> <tr> <td>Handling media inquiries</td><td>See the Crisis Communications Plan</td></tr> <tr> <td>Next of kin notifications</td><td>Appendix C: Next of Kin Notification</td></tr> </tbody> </table>	For Related Task	See Section / Document	Handling media inquiries	See the Crisis Communications Plan	Next of kin notifications	Appendix C: Next of Kin Notification
For Related Task	See Section / Document						
Handling media inquiries	See the Crisis Communications Plan						
Next of kin notifications	Appendix C: Next of Kin Notification						
Government Support Contacts	<p>Federal, Provincial, and Municipal organizations may require contact to request support. See sections below:</p> <ul style="list-style-type: none"> • 10.7 Federal Government Contacts • 10.8 Alberta Government Contacts • 10.9 Saskatchewan Government Contacts • 10.10 Municipal Contacts 						

CENTRE FUNCTION EMERGENCY RESPONSE PLAN


4.2 Initial Emergency Response Procedure

Incident Start		
Step	Role	Instructions
1.	Incident Commander	Assess the situation.
2.	Incident Commander	<p>Determine Emergency Level:</p> <ul style="list-style-type: none"> • See 2.3 Procedure for Determining Emergency Response Levels • Follow appropriate / applicable notification instructions Consult regulator (IC may delegate notification tasks) • Activate the ICP and IMT
3.	Various	<p>Send Notification(s):</p> <ul style="list-style-type: none"> • Use notification matrix (see 4.2 Incident Notification) • Send Incident notification to the Business Unit General Manager / VP • Activate the Everbridge ALERT notification system (see 8 Everbridge Notification Templates) • Share the following information: (see 4.4 Incident Notification): <ul style="list-style-type: none"> ○ Time and place the incident occurred ○ The nature and magnitude of the incident ○ Reports of injuries and/or casualties ○ Hazards to response personnel and/or employees ○ Evacuation orders and warnings issued ○ Efforts to secure and/or isolate the affected area ○ The location of the on-scene Incident Command Post and applicable Staging Area(s) ○ Entrance and exit routes for on-scene responders <p><i>Continued on next page.</i></p>

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Incident Start		
Step	Role	Instructions
3	Various	<p><i>Continued from previous page.</i></p> <ul style="list-style-type: none"> • Activate necessary teams and facilities (see 4.3 Activating Response Teams) • Determine the immediate incident priorities • Communicate the immediate priorities to: <ul style="list-style-type: none"> ○ Emergency personnel ○ Equipment, engineering / maintenance / operations teams, ○ HR ○ Communications, and ○ Other incident support teams <div>  <p>NOTE: The ECC can be activated by the manager or general manager of the function, facility, or asset, or any Business Unit General Manager / VP.</p> </div>
4.	All workers	Stop nearby work.
5.	ERT/Operations Section	If necessary, evacuate .
6.	ERT/IMT	If safe, initiate response plan (see 4.3 Incident Action Planning).
7.	ERT/IMT	Assist emergency responders.

During Incident		
Step	Role	Instructions
8.	Incident Commander and Planning Chief	<p>Reevaluate emergency level and resource needs:</p> <ul style="list-style-type: none"> • Assess if the emergency level needs to be changed / if IMT activation is required • Assess the following: <ul style="list-style-type: none"> ○ The current scale and severity of the situation (e.g., number of actual or potential injuries) ○ The current capabilities and resources available to manage the situation ○ The potential for the situation to escalate beyond the current capabilities ○ The consequence of the incident beyond the scope of current teams (e.g., reputation issues, stakeholder communications, etc.)

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Incident Wind-Down		
Step	Role	Instructions
9.	Incident Commander and Planning Chief	Determine new emergency level.
	Incident Commander	Notify the Liaison Officer immediately of the change in emergency level and reasoning.
	Liaison Officer	Consult with regulators on the need to change the emergency level.
	Incident Commander	Notify all command and general staff of the change in emergency level.
	Incident Commander and all General Staff	<ul style="list-style-type: none"> • Review the incident organization chart • Determine staffing and resource requirements
	Planning Section Chief	<ul style="list-style-type: none"> • Create demobilization plan • Communicate it to staff
	Logistics Chief	Arrange for: <ul style="list-style-type: none"> • Demobilization, and • Return of resources
	Incident Commander	If the emergency phase of the incident is concluded, and the objectives are achieved: <ul style="list-style-type: none"> • Call off/stand down the emergency • Arrange de-brief meeting: <ul style="list-style-type: none"> ○ Include all key stakeholders ○ Capture lesson learned
10.	Incident Commander	Deactivate ICP/ECC (see 5 Activation and Deactivation Checklists)
11.	All workers	<ul style="list-style-type: none"> • Complete applicable Incident Reporting: <ul style="list-style-type: none"> ○ Individual logs (ICS 214) ○ Incident entry • Participate in debrief and contribute to After Action report

4.3 Activating Response Teams

The notification and activation of the response management teams takes place through the respective chain of command. See [Figure 2: Incident Escalation Process](#).

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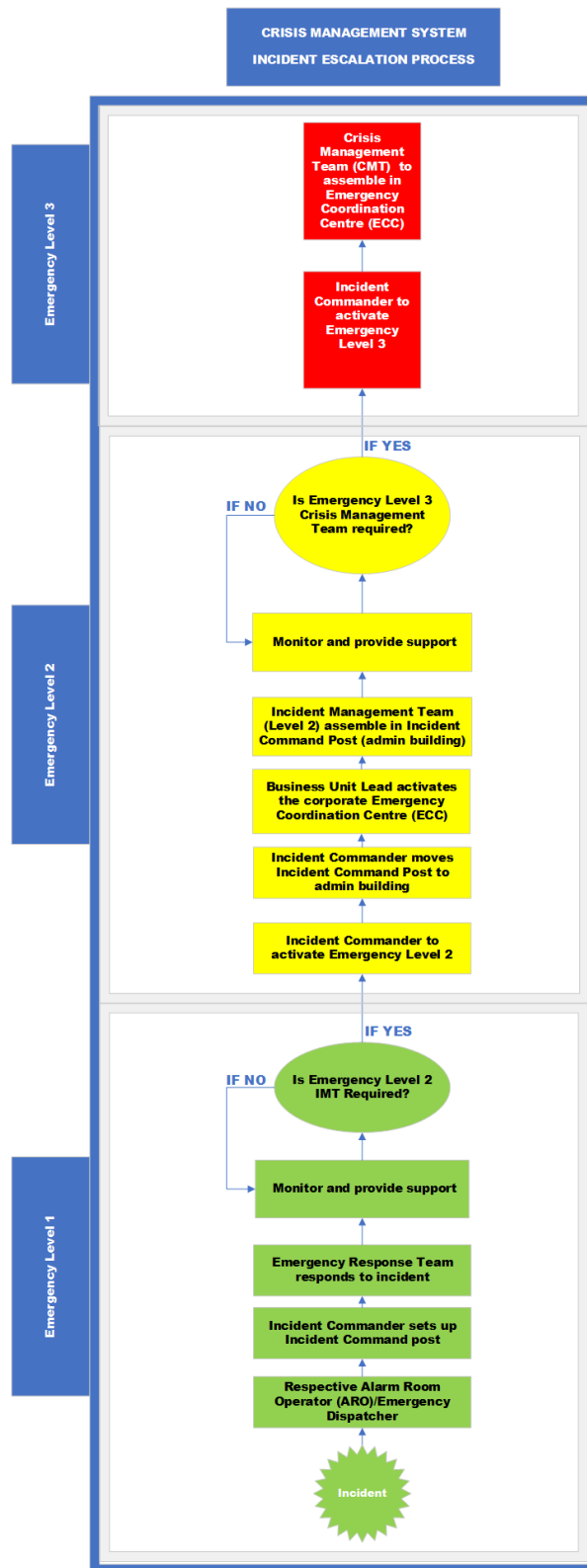


Figure 2: Incident Escalation Process

CENTRE FUNCTION EMERGENCY RESPONSE PLAN**4.3.1 Bridging Statement on Cybersecurity and IT responses**

While cybersecurity and IT response do not necessarily require setup of physical response facilities or resources (in most cases activating virtually), these groups will act as ERTs in the above model during Alert and Level-1 emergencies, activating the Centre Function IMT at a level 2, based out of the corporate ECC.

4.4 Incident Notification

This section outlines early incident communication prior to sending information to the communications team.



NOTE: The Emergency Response Advisor can be contacted to provide support by any of the responders listed in this section.

4.4.1 First on Scene

Department/Location: On/Off-Site Managers

Emergency Level(s): All

Connect With:

- Supervisor/ Manager, or
- Safety or Security Advisor

Share Information: Provide details and a basic description of the incident, e.g.:

- What happened?
- When, where?
- What products were involved?
- Were there any injuries?
- Are there any regulatory concerns?

4.4.2 Safety / Security Advisor

Department/Location: Site / Asset Staff

Emergency Level(s): Alert

Connect With: Building security services (Cadillac Fairview if at CCC).

Share Information:

- If there is a physical hazard affecting multiple floors
- Description of incident and details of any alarms (type, location)
- Coordinate with office personnel if visualization is needed

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4.4.2 Safety / Security Advisor**Emergency Level(s):** 1-3**Connect With:**

- Operations Manager
- Building security services (Cadillac Fairview for CCC)

Share Information:

- If there is a physical hazard affecting multiple floors
- Description of incident and details of any alarms (type, location)
- Coordinate with office personnel if visualization is needed

4.4.3 Operations or Asset Manager**Department/Location:** On/Off-Site Managers**Emergency Level(s):** Alert and Level 1**Connect With:**

Additional ERT staff, as needed.

Share Information:

Notify appropriate response team based on the situation.

Emergency Level(s): 2 and 3**Connect With:**

- IMT, and
- Business Unit General Manager / VP (CIO for IT & Cyber Incidents)

Share Information:

Notify appropriate response team based on the situation (see 7 IMT Member Responsibilities).

4.4.4 Environmental Advisor**Department/Location:** Site / Asset Staff**Emergency Level(s):** 2 and 3**Connect With:**

Compliance / Regulatory Advisor

Share Information:

Details specific to them regarding real or anticipated impacts.



NOTE: Activation at lower levels is at the discretion of the Incident Commander. Direction for these levels will be provided by leadership.

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4.4.5 Business Unit General Manager / VP / ECC Coordinator

Department/Location: Centre Function / REDACTED**Emergency Level(s):** 2 and 3**Connect With:** Required ECC Staff
CMT (Executives)**Share Information:**

- Details of incident
- Potential continuity impacts

**NOTE:** Activation at lower levels is at the discretion of the Incident Commander. Direction for these levels will be provided by leadership.

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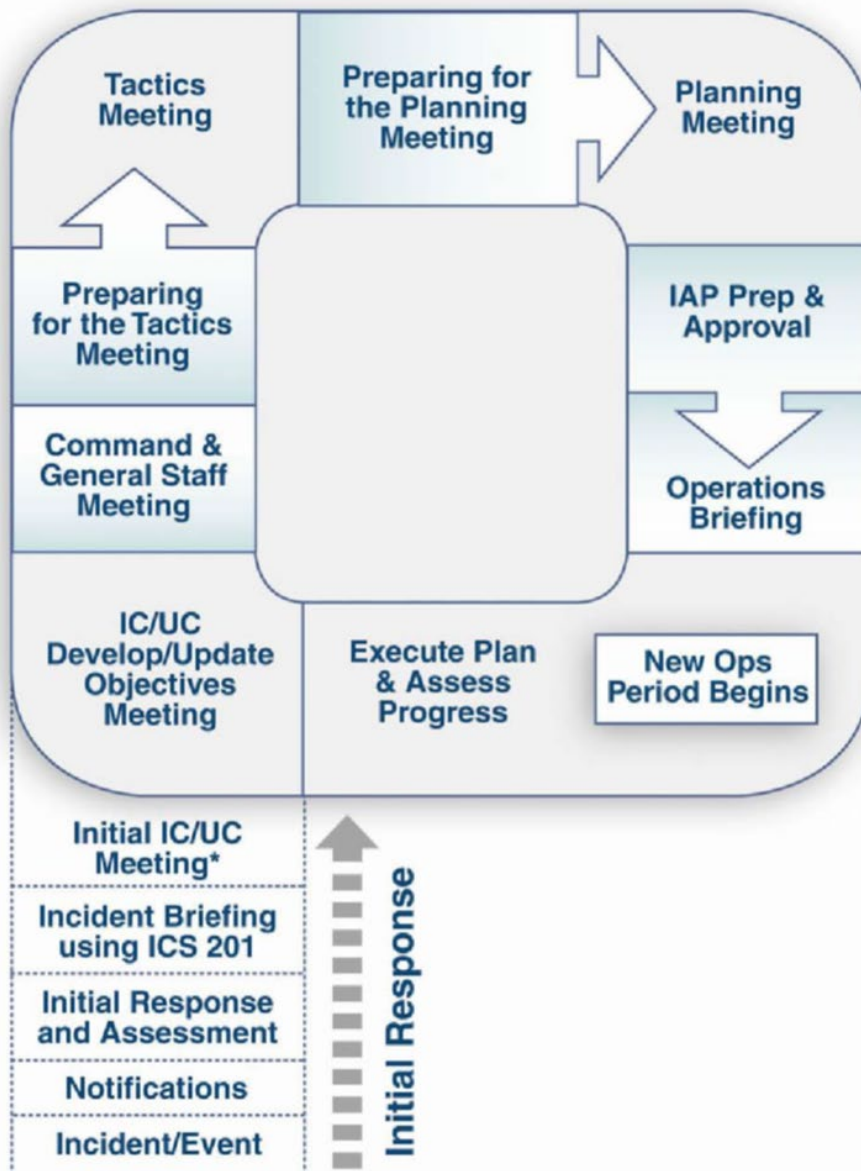
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4.5 Incident Action Planning



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

4.5.1 Incident Planning Cycle (“Planning P”)



*During this timeframe a meeting with the Agency Administrator/Executive can occur.

Figure 3: Incident Planning Cycle “Planning P”

CENTRE FUNCTION EMERGENCY RESPONSE PLAN

4.5.2 Incident Planning Procedure

Before Planning Meeting		
Step	Accountable Role	Actions
1. Evaluate Plan for Current Operational Period.	Planning Chief	<ul style="list-style-type: none"> • Evaluate the current plan • Assess if the situation requires change(s) to the plan for the operational period (i.e., until the next plan takes effect) • Advise the Incident Commander and the Operations Section Chief of any suggested revisions to the current plan • Establish a planning cycle for the incident at the initial meeting (see Figure 3: Incident Planning Cycle "Planning P") • Attend meetings
2. Participate in Preparatory Meetings.	Planning Chief	<ul style="list-style-type: none"> • Participate in the Objectives meeting to update the incident objectives and strategies • Participate in the Tactics meeting to review the tactics developed by the Operations Section Chief
3. Establish Meeting Attendance, Location, And Time.	Planning Chief	<ul style="list-style-type: none"> • Determine who needs to attend the Planning meetings • Consult with the Incident Commander on attendees (can include): <ul style="list-style-type: none"> ○ ECC Director ○ Command Staff ○ General Staff ○ Resources Unit Leader ○ Situation Unit Leader ○ Air Operations Branch Director (if established) ○ Communications Unit Leader ○ Technical Specialists (as required) ○ Agency Representatives (as required) • Establish the location and time for the planning meeting

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Before Planning Meeting		
Step	Accountable Role	Actions
4. Set Up Meeting.	Planning Chief	<ul style="list-style-type: none"> • Print and distribute planning boards and forms • Notify necessary support staff about the meeting and their assignments • Ensure that a current situation and resource briefing will be available for the meeting • Obtain an estimate of resource availability for use in planning for the next operational period • Obtain necessary agency policy, legal, or fiscal constraints for use in the Planning meetings
During Planning Meeting		
Step	Accountable Role	Actions
5. Give Briefing on Situation, Resource Status, and Incident Potential.	<ul style="list-style-type: none"> • Planning Section Chief, and/or • Resources and Situation Unit Leader 	<ul style="list-style-type: none"> • Provide an up-to-date briefing on the situation • Seek information for this briefing from the following sources, as applicable: <ul style="list-style-type: none"> ○ ECC Director ○ Incident Briefing (ICS 201) ○ Field Observations ○ Operational reports ○ Regional resources and situation reports
6. Set / Review Established Objectives.	Incident Commander	<ul style="list-style-type: none"> • Review and set new incident objectives • Set ECC objectives if necessary
7. Establish Organizational Structure.	Operations Section Chief & Planning Chief	Identify the organizational structure: <ul style="list-style-type: none"> • Determine divisions and branches for geographical divisions • Determine need for functional group assignments for the next operational period
8. Identify Tactics.	Operations Section Chief	Establish the specific work assignments: <ul style="list-style-type: none"> • To be performed for the next operational period • To meet the identified objectives and strategies
9. Identify Resources.	<ul style="list-style-type: none"> • Operations Section Chief, and • Planning Section Chief 	Determine the resource needs to accomplish the work assignments.

CENTRE FUNCTION EMERGENCY RESPONSE PLAN

During Planning Meeting		
Step	Accountable Role	Actions
10. Identify Operations Facilities and Reporting Locations.	<ul style="list-style-type: none"> Operations Section Chief Planning Chief Logistics Section Chiefs 	Establish facilities and reporting locations required to accomplish work assignments.
	Operations Section Chief	Indicate the reporting time requirements for the resources and any special resource assignments.
11. Develop Resource Order.	Planning Section Chief	<ul style="list-style-type: none"> Determine the resource needs Work with the Resource Unit to determine availability
	Incident Commander	Approve resource orders.
	Logistics chief	Dispatch the ordered resources.
12. Consider Communications, Medical and Traffic Plan Requirements.	Planning Section Chief	<ul style="list-style-type: none"> Determine if additional information / plans are needed Gather the following plans, as needed, from the Logistics Section: <ul style="list-style-type: none"> Communication plan Medical plan Traffic plan Attach relevant plans to IAP
13. Determine Length of Operational Period.	Incident Commander	<p>Determine length of time needed to achieve objectives:</p> <ul style="list-style-type: none"> Suggested time period: 8-24 hours Considerations for the Operation Period length include: <ul style="list-style-type: none"> The dynamics of the emergency event, and Availability of resources

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After Planning Meeting		
Step	Accountable Role	Actions
14. Prepare the IAP.	Incident Commander/ECC Director	Complete Incident Objective ICS form 202.
	Resources Unit	Complete the following: <ul style="list-style-type: none"> Organizational Assignment List ICS form 203. Assignment List (ICS form 204)
	Communications Unit	Complete Radio Communication Plan ICS form 205.
	Safety Officer	<ul style="list-style-type: none"> Approve Medical Plan ICS form 206. Prepare Site Safety Plan
	Operations Section (Evacuation Branch)	Prepare the following, if required: <ul style="list-style-type: none"> Evacuation Plan Sheltering/Mass care plan
	Situation Unit	Prepare Incident Maps.
	Medical Unit	Prepare Medical Plan ICS form 206.
	Ground Support Unit	Prepare Traffic Plan, if required.
	Technical Specialists	Prepare the following, if required: <ul style="list-style-type: none"> Decontamination Plan Waste Management or Disposal Plan
	Demobilization Unit	Prepare Demobilization Plan ICS form 221, if required.
	Security Specialist	Prepare Site Security Plan, if required.
	Environment Unit	Prepare the following, if required: <ul style="list-style-type: none"> Remediation Plan Water Sampling Plan Wildlife Plan

CENTRE FUNCTION EMERGENCY RESPONSE PLAN


After Planning Meeting		
Step	Accountable Role	Actions
15. Finalize the IAP.	Planning Section Chief	<ul style="list-style-type: none"> • Set the deadline for completing IAP attachments • Obtain plan attachments and review them for completeness and approvals • Determine the number of IAP copies required • Review the IAP to ensure it is up to date and complete prior to the operations briefing (see 4.5.1 Incident Planning Cycle ("Planning P")) • Assign Documentation Unit to print and distribute copies of IAP, as needed • 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
16. Approve IAP.	Incident Commander	Ensure IAP is completed, reviewed, and distributed.
17. Implement IAP.	Planning Section Chief & Operations Section Chief	Ensure IAP is reviewed and distributed.
	All Sections	Implement respective portion of the plan.
After IAP Implementation		
Step	Accountable Role	Actions
18. Evaluate the IAP.	All sections	<ul style="list-style-type: none"> • Monitor and evaluate the plan for effectiveness prior to next operational period • Anticipate what will happen following implementation of the plan, and • Develop contingency plans

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4.6 IMT Activation Procedure (Virtual or In Person)

Step	Role / Group	Action						
1.	Incident Commander	<ul style="list-style-type: none">• Call Operations / Asset manager (or designate)• Conduct initial briefing						
2.	Operations / Asset Manager	Decide if IMT activation is required: <table><tr><th>If</th><th>Then</th></tr><tr><td>No</td><td><ul style="list-style-type: none">• Manage incident with local / on-site resources• Follow site-specific ERP or applicable documentation</td></tr><tr><td>Yes</td><td><ul style="list-style-type: none">• Proceed with Activation• Go to step <u>3</u></td></tr></table>	If	Then	No	<ul style="list-style-type: none">• Manage incident with local / on-site resources• Follow site-specific ERP or applicable documentation	Yes	<ul style="list-style-type: none">• Proceed with Activation• Go to step <u>3</u>
If	Then							
No	<ul style="list-style-type: none">• Manage incident with local / on-site resources• Follow site-specific ERP or applicable documentation							
Yes	<ul style="list-style-type: none">• Proceed with Activation• Go to step <u>3</u>							
3.	Incident Commander	Request the BC/EM Advisor or Everbridge Administrator to initiate Emergency Response Level 2 IMT activation. <div> NOTE: The Asset Manager and Asset Supervisor are also able to send out the Emergency Response Level 2 IMT activation notification.</div>						
4.	Those who receive a notification	<ul style="list-style-type: none">• Follow the instructions outlined in the message• Share critical information about the incident (see <u>4.2 Incident Notification</u>)						
5.	Incident Commander	<ul style="list-style-type: none">• Confirm the immediate objectives• Set regular Operational Briefings after the initial briefing						
6.	Incident Commander	<ul style="list-style-type: none">• Confirm virtual or in-person facilities are available for incident command• Follow applicable ERP / site-specific documentation to set up facilities (e.g., Early Emergency Response Setup QRG, etc.)						

The IMT is now activated.

Next steps:

- **Follow** [6.2 Incident Management Team](#)
- **Reference** ERP and role-specific guidebooks in the ECC

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4.7 Resources for Virtual Setup



NOTE: Everbridge and TRG should be downloaded via the Company Portal.

Software	Details	
Everbridge		
myHub Path:	myHub > Applications > Everbridge	
Email:	https://manager.everbridge.net/	
Phone #	1-818-230-9797	
TRG		
TRG software purpose:	The TRG Software will be used to manage the incident and provide a common operating picture for the incident.	
Link to landing page:	www.iapsoftware.com	
Credentials:	<ul style="list-style-type: none"> • Username: IPL email • Client code: interpipeline 	
myHub Path:	myHub > Applications > TRG > Launch IAP Software	
Phone #:	1 (281)-880-5000	
Additional TRG Software to Download:	Go to: <ul style="list-style-type: none"> • Company Portal, when available, or • Microsoft / Apple App Store 	Download the following: <ul style="list-style-type: none"> • Initial Response • IAP • eIMH Enterprise • Resource Request • Resource Manager

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5 TACTICAL AND OPERATIONAL RESPONSE PROCEDURES

Procedures regarding tactical and operational response will be maintained by the Business Unit Emergency Response Plans in the [reference library](#). Asset specific procedures have been documented for responses to impacts including:

- Injury
- Fire
- Product Spill/Release
- Ignition
- Public Safety
- Equipment or Structural Failure
- Floods
- Forest or Wildfire
- Missing Person
- Pipeline Contact
- Power Line Contact
- Severe Weather
- Vehicle Collision

Generic responses to the above hazards can be found in Appendix B: Emergency Response Procedure

Additionally, Cyber Security and Information Technology maintain response plans for impacts to systems and technologies (see 14.2 Internal References).


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6 ACTIVATION and DEACTIVATION CHECKLISTS

Table 3: Activation Checklist

✓	Action
	Assess the incident.
	Determine emergency level (see 2.2 Guidance for Determining Emergency Response Levels).
	Call appropriate personnel (e.g., supervisor).
	Activate the ERP if required.
	Manager, GM, VP or Sr. VP: Activate the Emergency Coordination Center.
	Upon activation, the ECC will be set up as per the diagram in the associated ECC set-up binder (in the ECC resource room).

Table 4: Deactivation Checklist

✓	Action
	Any change in Emergency Level must be done in consultation with Regulators.
	<ul style="list-style-type: none"> Deactivate your assigned position Close out logs when authorized by the Incident Commander
	Complete all required forms, reports, and other documentation.
	 NOTE: Prior to your departure, submit documentation to supervision. Supervisors shall submit documentation to the Documentation Unit.
	Be prepared to provide input to the after-action report.
	If another person is relieving you, provide briefing before handing off / leaving.
	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).

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7 RESPONDER PROCEDURES

7.1 Emergency Response Team

7.1.1 First On Scene

Step	Action						
1.	<p>Assume role of incident commander (see 6.2.1 IMT Incident Commander.)</p> <div>  <p>NOTE: While the majority of incidents are discovered at an operations level, there are instances where response will be requested from senior VPs and members of the Crisis Management Team. In these cases, they will request the affected area to form an ERT or will activate the IMT.</p> </div>						
2.	<ul style="list-style-type: none"> • Assess safety of the incident • Take any immediate action (e.g., related to life safety), dependant on responder safety 						
3.	<p>Determine:</p> <ul style="list-style-type: none"> • Resource requirements (equipment and personnel) • Capacity of available personnel to respond to the incident 						
4.	<table border="1"> <thead> <tr> <th>If Span of Control / Resource Requirements Are:</th><th>Then:</th></tr> </thead> <tbody> <tr> <td>Easily managed on scene:</td><td> <ul style="list-style-type: none"> • Activate ERT Members as necessary • Follow: <ul style="list-style-type: none"> ○ Appropriate ERP ○ Operational procedures ○ Direction from emergency services </td></tr> <tr> <td>Exceeded by needs of incident:</td><td> <ul style="list-style-type: none"> • Alert / notify IMT (see 4.4 Incident Notification) • Follow section 6.2 Incident Management Team <div>  <p>NOTE: If the incident is a level 2 or 3, the Incident Management Team (IMT) is activated to oversee the response.</p> </div> </td></tr> </tbody> </table>	If Span of Control / Resource Requirements Are:	Then:	Easily managed on scene:	<ul style="list-style-type: none"> • Activate ERT Members as necessary • Follow: <ul style="list-style-type: none"> ○ Appropriate ERP ○ Operational procedures ○ Direction from emergency services 	Exceeded by needs of incident:	<ul style="list-style-type: none"> • Alert / notify IMT (see 4.4 Incident Notification) • Follow section 6.2 Incident Management Team <div>  <p>NOTE: If the incident is a level 2 or 3, the Incident Management Team (IMT) is activated to oversee the response.</p> </div>
If Span of Control / Resource Requirements Are:	Then:						
Easily managed on scene:	<ul style="list-style-type: none"> • Activate ERT Members as necessary • Follow: <ul style="list-style-type: none"> ○ Appropriate ERP ○ Operational procedures ○ Direction from emergency services 						
Exceeded by needs of incident:	<ul style="list-style-type: none"> • Alert / notify IMT (see 4.4 Incident Notification) • Follow section 6.2 Incident Management Team <div>  <p>NOTE: If the incident is a level 2 or 3, the Incident Management Team (IMT) is activated to oversee the response.</p> </div>						


7.1.2 ERT Members

Step	Action
1.	Follow position-specific checklists available in the TRG IAP software/app.
2.	See 4.7 Resources for Virtual Setup for instructions to download TRG IAP.

CENTRE FUNCTION EMERGENCY RESPONSE PLAN

7.2 Incident Management Team

7.2.1 IMT Incident Commander

Step	Action
1.	Receive notification of incident via: <ul style="list-style-type: none"> Personal observation Callout system Personal communication from team, etc.
2.	Proceed to the designated incident command post.
3.	<ul style="list-style-type: none"> Contact the Emergency Response Team / first on-scene Receive incident details
4.	Notify the appropriate level of leadership, e.g.: <ul style="list-style-type: none"> Asset Manager Business Unit General Manager VP
5.	<ul style="list-style-type: none"> Ensure ICP is appropriately staffed Assign IMT duties as required (fill out section 7.2.2 Incident Management Team Members)
6.	Determine response strategy, including activating the Crisis Management Team (CMT).
7.	<ul style="list-style-type: none"> Brief the team on the incident status and safety messaging Provide guidance on the initial response, including priorities and objectives
8.	Assign the Scribe to maintain an accurate events log.
9.	Establish formal and informal communications structure: <ul style="list-style-type: none"> Schedule update meetings (see Figure 3: Incident Planning Cycle “Planning P”) Set up communication channel(s) with IMT and: <ul style="list-style-type: none"> ERT / Ops section Safety responder channel Additional channels, as necessary Select Incident Management platform(s) (e.g., TRG, Teams, paper response, etc.)
10.	Confirm that notifications are sent appropriately to: <ul style="list-style-type: none"> Responding government agencies / authorities Regulatory bodies Additional stakeholders (see Crisis Communications Plan)
 NOTE: Agency notifications can be delegated to the Liaison Officer.	

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Step	Action
11.	<ul style="list-style-type: none"> • Select a safety officer • Establish a safety plan
12.	Continually assess and maintain the IMT organization for: <ul style="list-style-type: none"> • Appropriate levels / number of personnel • Appropriate expertise for current and potential situations
13.	<ul style="list-style-type: none"> • Assess the potential timeframe of the response • Determine relief personnel need and availability • Develop shift pattern, as appropriate
14.	Assess and maintain adherence to: <ul style="list-style-type: none"> • Meeting schedule(s), as appropriate for the scale and severity of the incident • Handoffs and role transfers • Breaks and shift length for personnel
15.	Establish a communication schedule with the ECC for regular situational updates, including the issuance of the Situation Status reports (sit rep).
16.	Implement strategic objectives of the CMT.
17.	<ul style="list-style-type: none"> • Regularly reassess the Incident Potential and worst-case scenarios as the situation evolves • Ensure objectives and action plans are adjusted as required
18.	Coordinate with the IO for internal and external communication.
19.	Collaborate with management on: <ul style="list-style-type: none"> • The personnel response • Mobilizing additional support teams / personnel to support the incident
20.	<ul style="list-style-type: none"> • Determine when it is appropriate to stand down/reduce the IMT • Send appropriate notifications


7.2.2 Incident Management Team Members

Step	Action
1.	Follow position-specific checklists available in the TRG IAP software/app.
2.	See 4.7 Resources for Virtual Setup for instructions to download TRG IAP.

CENTRE FUNCTION EMERGENCY RESPONSE PLAN

7.3 Emergency Coordination Center

7.3.1 ECC Coordinator

Step	Action
1.	<p>Receive notification of level 2 or 3 emergency.</p> <div>  <p>NOTE: Notification may be received via callout system, or from Business Unit General Manager/VP.</p> </div>
2.	<ul style="list-style-type: none"> • Attend the initial assessment conference call, planning meeting, or • Request a meeting with the IC
3.	<ul style="list-style-type: none"> • Discuss implications to the business with IC • Determine the response strategy, including activating the Crisis Management Team
4.	<ul style="list-style-type: none"> • Assess staffing needs of the ECC • Notify affected stakeholders, e.g., BU management, departments, etc. • Fill ECC positions (IMT and Business Continuity)
5.	Request funding support for the incident, if outside the IC's SAM Level.
6.	<ul style="list-style-type: none"> • Establish communication methods • Schedule with the IC and CMT (when activated)
7.	Request appropriate information updates from department leads (to support continuity of operations throughout the incident).
8.	<p>Coordinate with Communications Team on:</p> <ul style="list-style-type: none"> • Development and release of approved messaging (follow Crisis Communications Plan; see Table 2: Notification by Emergency Levels) • Timelines for communication (e.g., to Regulatory or other Government Agencies) • Adherence to Disclosure Policy
9.	Support additional emergency requests from the Incident Management Team.
10.	Help manage the impact of the emergency on the wider business.

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7.3.2 Business Unit General Manager/VPs

Step	Action
1.	<ul style="list-style-type: none"> • Connect with the ECC: <ul style="list-style-type: none"> ○ Via virtual meeting room, or ○ In person • Provide support to the incident, as needed
2.	Provide the ECC Coordinator with any information that affects the continuity of operations.
3.	Provide: <ul style="list-style-type: none"> • Input into strategies • Support to the IMT during the response, as required
4.	Throughout response: <ul style="list-style-type: none"> • Consult with ECC Coordinator • Discuss actual / potential impacts, e.g., to: <ul style="list-style-type: none"> ○ Customers, contracts, ○ Reputation, economic/business opportunities

7.4 Crisis Management Team

7.4.1 Crisis Manager

Step	Action
1.	Approve emergency funding for the incident.
2.	Provide timely updates to the CEO on the status of the incident.
3.	Provide oversight to the emergency response ensuring continuity of operations.
4.	Receive reports from the ECC Coordinator on the status of the response and/or recovery operations.
5.	Endorse draft (of statement / communications products etc.) from the Information Officer, e.g., for: <ul style="list-style-type: none"> • Media statements • Investor information, etc.

7.4.2 Crisis Management Team Members

Step	Action
1.	Follow position-specific checklists available in the TRG IAP software/app.
2.	See 4.7 Resources for Virtual Setup for instructions to download TRG IAP.

8 IMT MEMBER RESPONSIBILITIES



NOTE: This plan outlines responsibilities for commonly activated positions. Additional positions may be activated depending on the needs of the incident. The incident commander or section chief will perform or manage all responsibilities of their function unless / until specific roles are filled.

8.1 Incident Commander (First on Scene)

Responsibilities

- Responsible for overall incident management
- Ensures safety of:
 - IPL personnel, including 3rd party contractors
 - Members of the public
 - Emergency responders
- Completes all activities and functions, unless delegated and assigned to activated staff
- Completes initial determination of emergency level
- Assesses the need for additional staff
- Establishes incident objectives
- Directs staff to develop the ICS 201 or IAP, as appropriate
- Reviews /prepares Incident Briefing (ICS form 201)
- Assesses effectiveness of tactics



NOTE: The Incident Commander may transfer command to a more suitable or experienced person based on the incident needs.

8.2 Deputy Incident Commander (When Needed)

Responsibilities

- Coordinates the operations, technical and support functions of the IMT
- Assumes the roles and responsibilities for the Incident Commander, if/when:
 - IC is off duty / on break, or
 - The span of control is exceeded (interim, until response structure is further built out)

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8.3 Liaison Officer**Responsibilities**

- Serves as point of contact for representatives of government departments, agencies, and the private sector
- Provides input on IPL's policies, resource availability, and other incident-related matters
- Oversees external personnel Involved in incident management activities:
 - Assistants and personnel
 - Additional external personnel visiting IPL property

8.4 Information Officer**Responsibilities**

- Provides approved messaging to stakeholders requiring incident-related information, e.g.:
 - IPL personnel, including 3rd party contractors
 - Regulatory and other government agencies
 - Media and general public, etc.
- Oversees and implements processes for receiving internal and external communication / feedback
- Assembles accurate, accessible, and complete information on:
 - The incident's cause, size, and current situation
 - The resources committed, and
 - Other matters for both internal and external audiences, as appropriate to the incident
- May perform public information monitoring (e.g., for rumor control), as per the Crisis Communications Plan



NOTE: Only one Information Officer is assigned per incident. Assistants may be assigned from other involved departments/agencies.

8.5 Safety Officer**Responsibilities**

- Develops the Incident Safety Plan
- Monitors incident operations
- Advises Incident Command on all matters relating to operational safety, including the health and safety of emergency response personnel
- Stops and/or prevents unsafe acts during incident operations

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NOTE: Only one Safety Officer is to be assigned to an incident. Assistant safety officers may be assigned from departments or agencies, as required.

8.6 Legal Officer (Command Staff Role, if Needed)

Responsibilities

- Provides advice on legal issues associated with incident response operations
- Assists with regulatory notifications
- Assists with the development of external communications
- Provides advice on legal issues associated with incident response operations

8.7 Operations Section Chief

Responsibilities

- Responsible for all tactical activities to meet:
 - Response objectives, and
 - Control of the situation
- Fulfills responsibilities of all roles within their section, unless / until personnel are appointed / activated
- Develops and implements the strategy and tactics
- Assigns personnel to tasks/areas to meet operational objectives

8.8 Logistics Section Chief

Responsibilities

- Initiates, monitors, tracks, and expedites the movement of personnel, resources, and equipment in support of the emergency response effort
- Fulfills responsibilities of all roles within their section, unless / until personnel are appointed / activated
- Maintains essential personnel and supplies
- Provides communication planning
- Sets up incident facilities
- Provides transportation
- Provides food and medical services to responders

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8.9 Planning Section Chief**Responsibilities**

- Collects, evaluates, and disseminates incident situation information and intelligence to the Incident Commander and incident management personnel
- Fulfills responsibilities of all roles within their section, unless / until personnel are appointed / activated
- Takes on IC role in the absence of Incident Commander and any assigned Deputy Incident Commanders
- Manages the preparation of status reports
- Displays situation information
- Maintains and tracks the status of resources
- Prepares and documents the IAP, based on Operations section input and guidance from the Incident Commander
- Prepares long-term contingency planning
- Develops the demobilization plan

8.10 Finance / Administration Section Chief**Responsibilities**

- Tracks personnel and equipment hours
- Fulfills responsibilities of all roles within their section, unless / until personnel are appointed / activated
- Negotiates contracts
- Provides daily burn rates and daily incident costs
- Provides updates on these costs daily or as required by the Incident Commander
- Provides compensation for damage

8.11 Business Continuity / Emergency Management Advisor**Responsibilities**

- Acts as incident management SME
- Facilitates the Incident Management (IMT) response processes on behalf of the Incident Commander
- Supports role delegation / maintenance of a span of control of under seven people for each ICS position

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9 EVERBRIDGE NOTIFICATION TEMPLATES

The Notification templates in this section have been developed in the Everbridge platform for adaptation and use in an emergency situation. To modify an existing message, or to create a new message, contact the Business Continuity and Emergency Management Advisor.



NOTE: The latest versions of Everbridge templates are maintained within the Everbridge system.

9.1 Incident Templates



NOTE: Generic templates have been created for use by all “dispatcher” and “admin” users. Variable {} fields must be filled/selected prior to initiation.

Template ID	Incident Subject	Message Text
10	Test of Everbridge	This is a TEST only. Please ensure you keep your 24 hour contact information updated in SuccessFactors, as this is the contact information used when sending out these ALERTS. If you have any questions, contact emergency.management@interpipeline.com .
N/A	Ad-Hoc Notification	N/A (must be typed)
2	Evacuate	An EMERGENCY situation has occurred at {Location} and evacuation is advised. {What has happened}. Please assess your surroundings and move to safety. {Where to evacuate}. {Further Details} Thank you.
3	Information Only	This message is for INFORMATION ONLY. {What has happened}at {Location} that we are closely monitoring. {Further Instructions} {Further Details}. You will receive an update if any further action is required or if the situation resolves. Thank you.
4	Shelter in Place	There has been an EMERGENCY situation at {Location} that we are closely monitoring. A hazardous {What has happened} has occurred. As a safety precaution we request you shelter in place. Please stay indoors and close all windows and doors. {Further Instructions} {Further Details} You will receive an update if any further action is required, or the situation is resolved. Thank you.
5	Situation End/Stand	The emergency situation at {Location} has RESOLVED. {Further Details} You will receive an update if any further action is

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Template ID	Incident Subject	Message Text
	Down	required. Thank you.
6	Team Standby	There is an EMERGENCY at {Location} that we are closely monitoring. {What has happened}. {Team} is instructed to remain on standby. {Further Details} you will receive an update if any action is required or if the situation is resolved. Thank you.
1	Activate team	An EMERGENCY situation has occurred at {Location}. Available members of {Team} please proceed to the {Meeting area}. {Further Details} Thank you.

9.2 Messages Sent by Corporate

Message Number	Message Subject	Message Text
Notification #1	Test of Inter Pipeline's Alert Notification System	This is a TEST only. Please ensure you keep your 24 hour contact information updated in SuccessFactors, as this is the contact information used when sending out these ALERTS. If you have any questions, contact REDACTED.
Message #29	Injury Notification	A worker has sustained an injury. Please call in to assist the affected Supervisor/Manager with the injury response process.
Notification #42	Security Event at REDACTED - move to safety	A SECURITY EVENT has occurred at Inter Pipeline's REDACTED Office. Please assess your surroundings, and move to safety. If possible, proceed to the muster point.

CENTRE FUNCTION EMERGENCY RESPONSE PLAN**9.3 Messages Sent by Crisis Management Team**

Message Number	Message Subject	Message Text
Message #13	Emergency - Crisis Team, back up ECC	<p>This is a notification of an EMERGENCY for the IPL Crisis Management Team.</p> <p>An EMERGENCY event has occurred; please proceed to the Secondary Emergency Coordination Centre located in REDACTED.</p>
Message #14	Business Interruption Event - Crisis Management Team, primary ECC	<p>This is a notification of a Business Interruption Event for the IPL Crisis Management Team.</p> <p>A Business Interruption event has occurred; please proceed to the Primary Emergency Coordination Centre located in REDACTED.</p>
Message #15	Exercise - Crisis Management Team	<p>This is a notification of an EXERCISE for the Crisis Management Team.</p> <p>An EXERCISE is currently being conducted, please proceed to the Primary Emergency Coordination Centre located in REDACTED.</p>

9.4 Messages Sent by Centre Function

Message Number	Message Subject	Message Text
Message #16	Emergency – Centre Function IMT, back up ECC	<p>This is a notification of an EMERGENCY for the IPL Centre Function IMT.</p> <p>An EMERGENCY event has occurred; please proceed to the Secondary Emergency Coordination Centre located in REDACTED.</p>
Message #17	Emergency – Centre Function IMT, Primary ECC	<p>This is a notification of an EMERGENCY for the IPL Centre Function IMT.</p> <p>An EMERGENCY event has occurred, please proceed to the Primary Emergency Coordination Centre located in REDACTED.</p>
Message #18	Exercise –Centre Function IMT, primary location	<p>This is a notification of an EXERCISE for the Centre Function IMT.</p> <p>An EXERCISE is currently being conducted, please proceed to the Primary Emergency Coordination Centre located in REDACTED.</p>

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Message Number	Message Subject	Message Text
Message #24	Centre Function IMT Join Teleconference	There has been an impact to the continuity of operations and the Centre Function IMT is being requested to call in for more information. Please join the conference call.
Notification #41	Emergency - Business Continuity Team Teleconference	There has been an impact to the continuity of operations at Inter Pipeline. Please acknowledge and join the teleconference for further information.

9.5 Messages Sent by Mutual Aid

Message Number	Message Subject	Message Text
Message #25	Industry EM Working Group Mutual Emergency Assistance Request Teleconference	An industry event has occurred, and a Mutual Emergency Assistance Request has been received. Please join the teleconference to discuss.
Message #26	Industry EM Working Group Mutual Emergency Assistance Request – Go to ECC	An industry event has occurred, and we have received an Industry EM Working Group mutual emergency assistance request. Please respond to the Primary ECC located in REDACTED.
Message #27	Industry Mutual Emergency Assistance Request Teleconference	An industry event has occurred, and a Mutual Emergency Assistance Request has been received. Please join the teleconference to discuss.
Message #28	Industry Mutual Emergency Assistance Request – Go to ECC	An industry event has occurred, and we have received an industry mutual emergency assistance request. Please respond to the Primary ECC located in REDACTED.

CENTRE FUNCTION EMERGENCY RESPONSE PLAN

10 EMERGENCY RESOURCES

10.1 Other Personnel / Equipment Request Process

If resource and equipment needs are not met through internal resources available at the incident location, requests can be made from other Inter Pipeline facilities, districts, or Business Units.

To make a request, see [Appendix A: Forms](#).

10.2 Critical Stress Debrief Request Process

Critical stress debriefs should be completed by registered psychologists, social workers, or mental health professionals.

HR Business Partners can be contacted to set up debriefs through:

- Pre-selected providers (EFAP has designated providers that can provide a critical stress debrief within 24–48 hours), or
- The Canadian Mental Health Association

10.3 Mutual Aid

Requests for Mutual Aid (from non-IPL resources) will be evaluated on a case-by-case basis by the IMT.

The Regulatory Advisor will assist with procuring an agreement to ensure:

- The correct insurance is in place, and
- No legal conflicts exist

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

Role	Actions
IPL Designated Representative (Liaison Officer)	<ul style="list-style-type: none"> • Receive mutual aid request (e.g., via phone, email, etc.) • Formalize request: <ul style="list-style-type: none"> ○ Use Mutual Emergency Assistance Agreement (see section 15.1) ○ Complete within 24 hours • Determine what resources are required and available • Confer the Incident Management Team Logistics Section (e.g., conference call) • Follow up for further information/signatures
IMT	<ul style="list-style-type: none"> • Discuss the requested resource needs (both personnel and equipment) • Determine what resources / substitutions can be provided
Logistics Chief	Request and dispatch any resources that have been determined to support the emergency response.
Finance/Admin Chief	Manage invoices related to mutual aid requests.

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11 CONTACTS

11.1 Centre Function Incident Management Team

REDACTED

11.2 Crisis Management Team

REDACTED

11.3 Critical Business Process Owners

REDACTED

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

REDACTED

11.5 Regulatory, Environment

REDACTED

11.6 Indigenous Relations

REDACTED

11.7 District Offices & Emergency Coordination Centers

REDACTED**NOTES:**

- All district offices may be used as an ICP / Satellite ECC to support response teams during an emergency
- Some events may require:
 - Multiple emergency facilities to be activated
 - Representative participation in another company's ECC / EOC
 - An ECC / EOC managed by the municipal, provincial, or federal government
- In cases where there is doubt as to what emergency level should be declared, select the higher level

11.8 Federal Government Contacts

11.8.1 TRANSPORTATION SAFETY BOARD and CANADA ENERGY REGULATOR (CER)

REDACTED

11.8.2 FEDERAL CONTACTS

REDACTED

11.9 Alberta Government Contacts

11.9.1 Alberta Emergency Management Agency

REDACTED

11.9.2 Alberta Energy Regulator

REDACTED

11.9.3 First Nations

REDACTED

11.9.4 Alberta Safety Contacts

REDACTED

11.9.5 Alberta Health Services and Safety Contacts

REDACTED

11.9.6 Alberta Environment and Lands Contacts

REDACTED

11.10 Saskatchewan Government Contacts

REDACTED

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11.11 Municipal Contacts

NOTE: The best avenue to contact Municipalities is to call the Alberta Emergency Management Agency (AEMA), inform them of the incident, request that they contact the affected Municipality, and have the Municipality contact Inter Pipeline for further information.

If unable to reach the Municipal Contact, AEMA's duty officer can be reached at: 1-866-618-2362.

REDACTED**11.12 Additional Contact Information****REDACTED**

12 DRIVING DIRECTIONS / FACILITY ACCESS DESCRIPTIONS

12.1 Primary Emergency Coordination Centre (ECC)

REDACTED

12.2 Secondary ECC (Cochrane Extraction Plant)

REDACTED

12.3 Tertiary ECC (Cochrane Fire Department)

REDACTED

13 GIS

13.1 EM GIS Viewer Link

<https://mymap/emergency/>

13.2 Inter Pipeline GIS Viewer Link

<https://mymap/interpipeline/>

14 REFERENCES

14.1 Regulatory References

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

Regulator/Reference	Description
Alberta	Directive 071 <ul style="list-style-type: none"> Emergency Preparedness and Response Requirements for the Petroleum Industry
Saskatchewan	Directive S-01 <ul style="list-style-type: none"> Saskatchewan Upstream Petroleum Industry Storage Standard

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14.2 Internal References

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

Document Number	Document Title
Policies and Standards	
IP-RM-POL-0004	Business Continuity Management Policy
IP-RMO-STD-0001	Business Continuity and Emergency Management Planning and Response Standard
IP-RMO-STD-0002	Business Continuity Management Exercise and Training Standard
IP-OPS-POL-0003	Emergency Response Equipment Sharing Policy
IP-RMO-STD-0003	Physical Security Standard
IP-LEG-POL-0008	Records Retention and Destruction Policy
Plans and Procedures	
IP-IT-PLN-0001	Cyber Incident Response Plan
N/A	Business Continuity Plans (Non-library documents owned by assets/departments)
N/A	Emergency Response Plans – Pipelines & Facilities
N/A	IT Infrastructure Disaster Recovery Plan (Non-library document owned by departments)
IP-SEC-PLN-0001	Security Emergency Response Protocols
IP-REG-PRC-0003	Applications Process and Procedure
IP-RM-PRC-0002	Emergency Response Plan Creation and Update Procedure
IP-OPS-PRC-0005	Exercise Execution and Facilitation Procedure
IP-AMR-PRC-0002	Management of Change Procedure

15 APPENDIX A: FORMS

15.1 Mutual Emergency Assistance Agreement

Instructions

1. Fill Out: Part A: Request for Emergency Assistance Instructions

- Completed by the Requesting Party or their designated representative
- Sent to the responding party or their designated representative



NOTE: Initial requests for emergency assistance can be made verbally or via email, but must be authorized, with a signature, within 24 hours of making the initial request.

2. Fill Out: Part B: Response Instructions

- Completed by the Requesting Party's Designated Representative
- Sent to the Responding Party's Designated Representative

3. Complete: Part C: Termination Instructions

- Completed by both requesting and responding parties
- Signifies that:
 - All equipment, materials, etc. have been returned in acceptable condition
 - The assistance agreement period is complete

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Mutual Emergency Assistance Agreement

PART A: REQUEST FOR EMERGENCY ASSISTANCE

Date:

Requesting Party:

Name:

Department:

Designated Representative:

Name:

Title:

Main Phone Number:

Alternate Number:

email:

1 – Emergency Details

Description of Emergency (what / where):

Expected Operational Hazards:

Special Regulatory Requirements, if applicable:

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2 – Request for PersonnelPersonnel Requested: ☐ Yes ☐ No

Number of Personnel Required: _____

Description of personnel required (what job /function / tasks the personnel will be performing):

Specific Qualifications Required? ☐ Yes ☐ No

If yes, please provide details:

PPE / Safety Requirements:

Location of Check-in (Address / Coordinates / Directions):

On-Scene Contact for Personnel:

Name: _____

Telephone Number: _____

Start Date for Emergency
Assistance Period for Personnel: _____Estimated Emergency Assistance
Period / Duration: _____

Additional Information:

Lodging and Food to be provided by Requesting Party? ☐ Yes ☐ No

Food and Lodging Details:

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3 – Request for EquipmentRequesting Equipment: ☐ Yes ☐ No

Description of Equipment Required (what do you need, quantities):

Transportation / Delivery Arrangements (who will pick up, deliver, locations, etc.):

Location of Check-In (Address / Coordinates / Directions):

On-Scene Contact for Equipment Delivery

Name:

Telephone Number:

Optional — Other Contact:

Start Date for Emergency
Assistance Period for Equipment:Estimated Emergency Assistance
Period / Duration:

Additional Information / Notes:

Equipment should be returned in similar condition, or replaced. The Requesting Party is responsible for decontaminating equipment, to the reasonable satisfaction of the Responding Party.

CENTRE FUNCTION EMERGENCY RESPONSE PLAN**4 – Signature****Signature of Requesting Party****Name (print):****Job Title:****Signature:****Date:**

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PART B: APPROVALS / RESPONSE to PART A)

Date:	
Responding Party:	
Name:	
Department:	
Designated Representative:	
Name:	
Title:	
Main Phone Number:	
Alternate Number:	
email:	

1 - Response to Request for Personnel:

Personnel Request is: ☐ Approved ☐ Declined (provide details below) ☐ Varied (provide details below)

Declined / Varied Assistance Details

If the Responding Party had declined / can provide alternate or partial assistance, please provide details here:

CENTRE FUNCTION EMERGENCY RESPONSE PLAN**2 – Response to Request for Equipment**Equipment Request is: ☐ Approved ☐ Declined (provide details below) ☐ Varied (provide details below)**Declined / Varied Assistance Details**

If the Responding Party has declined / can provide alternate or partial assistance, please provide details here:

*Equipment should be returned in similar condition, or replaced. The Requesting Party is responsible for decontaminating equipment, to the reasonable satisfaction of the Responding Party.***3 – Signature of Responding Party**

Name (print): _____

Job Title: _____

Signature: _____

Date: _____

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

Name (print): _____

Job Title: _____

Signature: _____

Date: _____

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Mutual Emergency Assistance Agreement

PART C: TERMINATION of EMERGENCY ASSISTANCE

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

Requesting Party:**Signed by****(Print Name):** _____**Job Title:** _____**Signature:** _____**Date:** _____**Responding Party****Signed by****(Print Name):** _____**Job Title:** _____**Signature:** _____**Date:** _____

15.2 Emergency Assistance Agreement

EMERGENCY ASSISTANCE AGREEMENT

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

BETWEEN:

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

- and -

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

(Individually, a “**Party**” and collectively the “**Parties**”)

WHEREAS:

- A. COUNTERPARTY is a party to a Mutual Emergency Assistance Agreement dated [Date], a copy of which is attached to this EAA as Schedule A (the “**MEAA**”); and
- B. [Insert Company Name] is not a party to the MEAA but wishes to request Emergency Assistance (as that term is defined in the MEAA) from COUNTERPARTY as though [Insert company name] were a party to the MEAA.

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

- 1. **Definitions:** Terms used but not defined in this EAA shall have the meanings given to those terms in the MEAA
- 2. **Schedules:** Attached to and forming an integral part of this EAA are the following Schedules:
 - Schedule A: MEAA
 - Schedule B: Completed Request/Confirmation Form for Emergency Assistance

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3. **Application of MEAA:**

- (a) The Parties hereby agree, as between themselves, that they shall be mutually bound by the terms as the MEAA as though they were both parties thereto, as modified by this EAA.
- (b) The requested and agreed Emergency Assistance shall be as set forth in the completed Request/Confirmation Form for Emergency Assistance attached to this EAA. The Parties agree that the persons executing the forms on behalf of each Party shall be such Party's Designated Representative, and each Party represents and warrants to the other Party that such Designated Representative has due authorization to execute such form. Unless otherwise agreed by the Parties in writing, this EAA shall only apply in respect of such Emergency.

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

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

If to COUNTERPARTY:

If to (Company Name):

Attn:

Email:

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

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6. **Confidentiality:** Each Party agrees that it shall treat as confidential this EAA and all documents, materials and other information relating to this EAA, and actions taken hereunder. Such confidentiality obligations shall not apply to any information that:
- (a) was already lawfully in its possession and not subject to confidentiality obligations prior to disclosure by the other Party;
 - (b) is known to the public and did not become so known through any violation of a legal obligation or through any fault of such Party;
 - (c) is required to be disclosed in any government filing or by virtue of any applicable law; or
 - (d) is disclosed to a Party's officers, employees, management committee, contract operators, legal counsel, insurance companies, insurance brokers, financial institutions, and financial advisors on a need-to-know basis, provided the Party disclosing such information advises each recipient to treat the information confidentially.
7. **Entire Agreement:** This EAA (incorporating the terms of the MEAA) shall constitute the entire agreement between the Parties with respect to the subject matter hereof and shall supersede all previous representations, oral or written, that may have been made by or on behalf of the Parties prior to the Effective Date.
8. **Assignment:** No Party shall assign any of its rights and obligations under this EAA, in whole or in part, without the prior written consent of the other Party (which consent may be withheld in such Party's sole absolute and unfettered discretion). Any purported assignment not made in accordance with the terms of this section 8 shall be void.
9. **Execution:** This EAA may be executed in counterpart and all such counterparts shall be deemed to constitute a single agreement and the execution by any Party shall have the same force and effect as if all the Parties had signed the same document.

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

[COUNTERPARTY]

[Company Name]

By: _____

By: _____

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16 APPENDIX C: GOVERNMENT and AGENCY REPRESENTATION

16.1 Inter-Agency Cooperation

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

16.2 Indigenous Relations

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

16.3 Local Authority Consultation Summary

REDACTED

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17 APPENDIX D: NEXT of KIN NOTIFICATION

**NOTES:** Inter Pipeline shall not:

- Release the names of deceased workers / contractors before next of kin notification
- Name the affected individual(s) e.g.:
 - In a public setting
 - To the public, e.g., to family, members of the public, or media
 - On social media posts

17.1 Guideline


Situation	Direction
Suspected Death to Employee / Worker	<ul style="list-style-type: none"> • Only a doctor or medical examiner can pronounce a death • Only law enforcement / health care agency can notify next of kin of a death • Notifications may happen outside of IPL's responsibility / knowledge, e.g., if an incident occurs away from an IPL site
An Employee / Worker is Seriously Injured	Promptly notify next of kin using: <ul style="list-style-type: none"> • Section <u>16.2 Injury to Employee / Contractor Requiring Hospitalization</u>, or • Business Unit ERP / business unit specific documentation

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17.2 Injury to Employee / Contractor on IPL Property Requiring Hospitalization

Role	Direction
Worker / Employee	<ul style="list-style-type: none"> • Contact supervisor / leader immediately • Follow applicable notification process as outlined in: <ul style="list-style-type: none"> ○ The applicable ERP, or ○ Additional business unit documentation <div style="border: 1px solid green; padding: 5px; margin-top: 10px;">  <p>NOTE: If you cannot reach your supervisor:</p> <ul style="list-style-type: none"> • Notify the appropriate authority /next level of management • Use level-up notification, as identified in the ERP or business unit specific documentation </div>
Supervisor / Leader	<ul style="list-style-type: none"> • Manage personnel who were directly involved or on scene: <ul style="list-style-type: none"> ○ Sequester personnel on scene or directly involved, as appropriate, and ○ Inform them that no communication regarding the casualty is to take place • Contact Vice President of People and Stakeholder Relations • In the event of a death: <ul style="list-style-type: none"> ○ Box up belongings, and ○ Deliver them to the HR representative
Senior Level of Management / Most Senior IPL Field Representative	<ul style="list-style-type: none"> • Assist police as required • Request communication of next of kin notification to be relayed to Inter Pipeline

CENTRE FUNCTION EMERGENCY RESPONSE PLAN

Role	Direction
VP Stakeholder Relations	<ul style="list-style-type: none"> • Assemble a Support Team (in person or virtually) including, at minimum: <ul style="list-style-type: none"> ○ Senior Human Resources VP ○ Manager, Corporate Communications ○ Associate General Counsel ○ Senior Manager, Corporate Health & Safety ○ Direct Supervisor of affected individual • If the incident involves contract personnel: <ul style="list-style-type: none"> ○ Inform the contractor's management ○ Hand over next of kin notification to contractor's management / police • If an independent contractor does not have a head office: <ul style="list-style-type: none"> ○ Contact police ○ Assist with next of kin notifications, as directed by police <div>  <p>NOTE: Senior HR VP and the direct supervisor should provide access to the following for sequestered workers / employees:</p> <ul style="list-style-type: none"> • Critical Incident Stress Debriefing support for those sequestered, and • Direction to additional mental health assistance programs / services </div>
Human Resources	<ul style="list-style-type: none"> • Fulfill primary contact duties for next of kin • Provide information to families, such as: <ul style="list-style-type: none"> ○ Contact person for benefits and insurance information ○ Process for return of personal belongings ○ Distribution of final paycheck ○ Return of IPL property (e.g., keys, laptop computers, cell phones, etc.) • Instruct direct supervisor and colleagues to refer friends / relatives to: <ul style="list-style-type: none"> ○ HR for employment status (e.g., personal belongings, paycheck, benefits, etc.) ○ VP, People and Stakeholder Relations for work-related cause of death or injury • In the event of a death: <ul style="list-style-type: none"> ○ Receive worker / employee's belongings (from supervisor / leader) ○ Distribute belongings to the appropriate next of kin, after notification
Support Team	<p>Offer short term support and assistance to the next of kin, e.g.:</p> <ul style="list-style-type: none"> • Arrange transportation / alternative accommodation • Provide / arrange for reimbursements for daily expenses, etc.


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Role	Direction
All Roles:	<p>Do not:</p> <ul style="list-style-type: none"> Release the names of casualties before next of kin notification Name the affected individual(s) e.g.: <ul style="list-style-type: none"> In a public setting In public, e.g., to family, members of the public, or media On social media posts Allow family members or friends direct access to the affected individual's office, locker, or other workplace storage areas

17.3 Next of Kin Notification: Roles and Responsibilities

Role	Responsibilities
Law Enforcement / Health Care Agency (e.g., Hospital, Coroner, etc.)	<ul style="list-style-type: none"> Determine that death has occurred Confirm deceased's identity <div>  <p>NOTE: Persons in these roles may assume the responsibility to perform next of kin notifications.</p> </div>
Incident Commander	<ul style="list-style-type: none"> Inform police and health care authority of injuries or deaths Contact site/area supervisor and supervisor of employee
Trained IPL HR staff, or Business Unit VP with HR support/consultation	<ul style="list-style-type: none"> Communicate the following to next of kin: <ul style="list-style-type: none"> An injury to an employee / worker, or details of an injury, or After next of kin notification from police / medical authority, details of a death to an employee / worker Provide access to resources for medical or other necessary assistance to the recipient of the notification Coordinate with families to schedule: <ul style="list-style-type: none"> Updates on injuries Identifying the contact person for benefits and insurance information Return of personal belongings Distribution of final paycheck Return of IPL property (e.g., keys, computer, cell phone, etc.)
Manager Corporate Communications	Assist with drafting or delivering communications / media statements, when required.

CENTRE FUNCTION EMERGENCY RESPONSE PLAN

Role	Responsibilities
Site / Area Supervisor	<ul style="list-style-type: none"> • Assist police as directed and necessary • Assist with follow-up actions and investigations
HR VP, or Site / Area Supervisor with HR Support/Consultation	<p>Assist with accessing required resources, such as:</p> <ul style="list-style-type: none"> • Critical incident stress debriefing • Other support resources to affected personnel, as applicable to the incident
IPL Personnel	<ul style="list-style-type: none"> • Shall not perform a death notification • Refer to the Corporate Communications department for questions about any response to the event • Refer next-of-kin to appropriate departments: <ul style="list-style-type: none"> ○ Human Resources for employment status questions (e.g., personal belongings, paycheck, benefits, etc.) ○ HR VP for questions about work-related cause of death
Employee's Supervisor or Manager	<ul style="list-style-type: none"> • If personnel are on scene or have direct involvement: <ul style="list-style-type: none"> ○ Sequester affected personnel, and ○ Instruct them that no unauthorized notification is to take place • Notify upper management • Assist police as directed • If the employee / worker has belongings on IPL property: <ul style="list-style-type: none"> ○ Box up the belongings, and ○ Deliver to the HR Representative; HR is responsible for distributing belongings to the appropriate next of kin

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