Plan ID #_____

COCHRANE EXTRACTION PLANT EMERGENCY RESPONSE PLAN

FACILITIES INFRASTRUCTURE BUSINESS UNIT (NGL)

COCHRANE EXTRACTION PLANT

24/7 Control Room: 403-932-8510

[redacted]

[redacted]

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

[redacted]

CONTAINS CONFIDENTIAL INFORMATION

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

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PREFACE

Purpose

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

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

Application

This Plan applies to all IPL employees, contingent workers, IPL representatives and contractors, when conducting activities associated with this Plan. This includes all IPL Business Units (BUs); Facilities Infrastructure / Natural Gas Liquids (NGL), Transportation, Heartland Petroleum Complex (HPC) and Marketing assets within Canada.

Emergency Management Philosophy

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

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

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

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

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

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

Plan Distribution

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

Relevant records relating to external Plan Distribution will be kept in MyContent.

Note: Confidential resident data is captured in a separate document and stored in a secured location [redacted]

Internal Distribution

[redacted]

External Distribution

[redacted]

Revision Record

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

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

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

ERP Revision Request Form

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

Send to:		**E-mail:**	[redacted]

PLAN REVISION IDENTIFICATION INFORMATION					
Plan Name:					
Version Number/Date:		Section Number:		Page Number:	
Revision Requested By:		Organization:			
DESCRIPTION OF REVISION					
RATIONALE					
EMERGENCY MANAGEMENT REPRESENTATIVE USE ONLY					
Reviewed/Approved By:		Corrective Action No.:			
If not approved, provide explanation and date follow up communication to Requestor completed.:					
FILE REF					

Form 1 - ERP Revision Request Form

1 INTRODUCTION

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

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

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

This Plan will include information on:

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

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

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

In preparing this Plan, the following factors were considered:

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

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2 FACILITIES INFORMATION

2.1 Cochrane Extraction Plant (CEP) Overview

Operational / Asset Summary: The Cochrane Extraction Plant (CEP) located near Cochrane, Alberta. The facility extracts and fractionates Natural Gas Liquids (NGL) into ethane and propane-plus and by production capacity, is one of the largest facilities of its type in Canada.

[redacted]

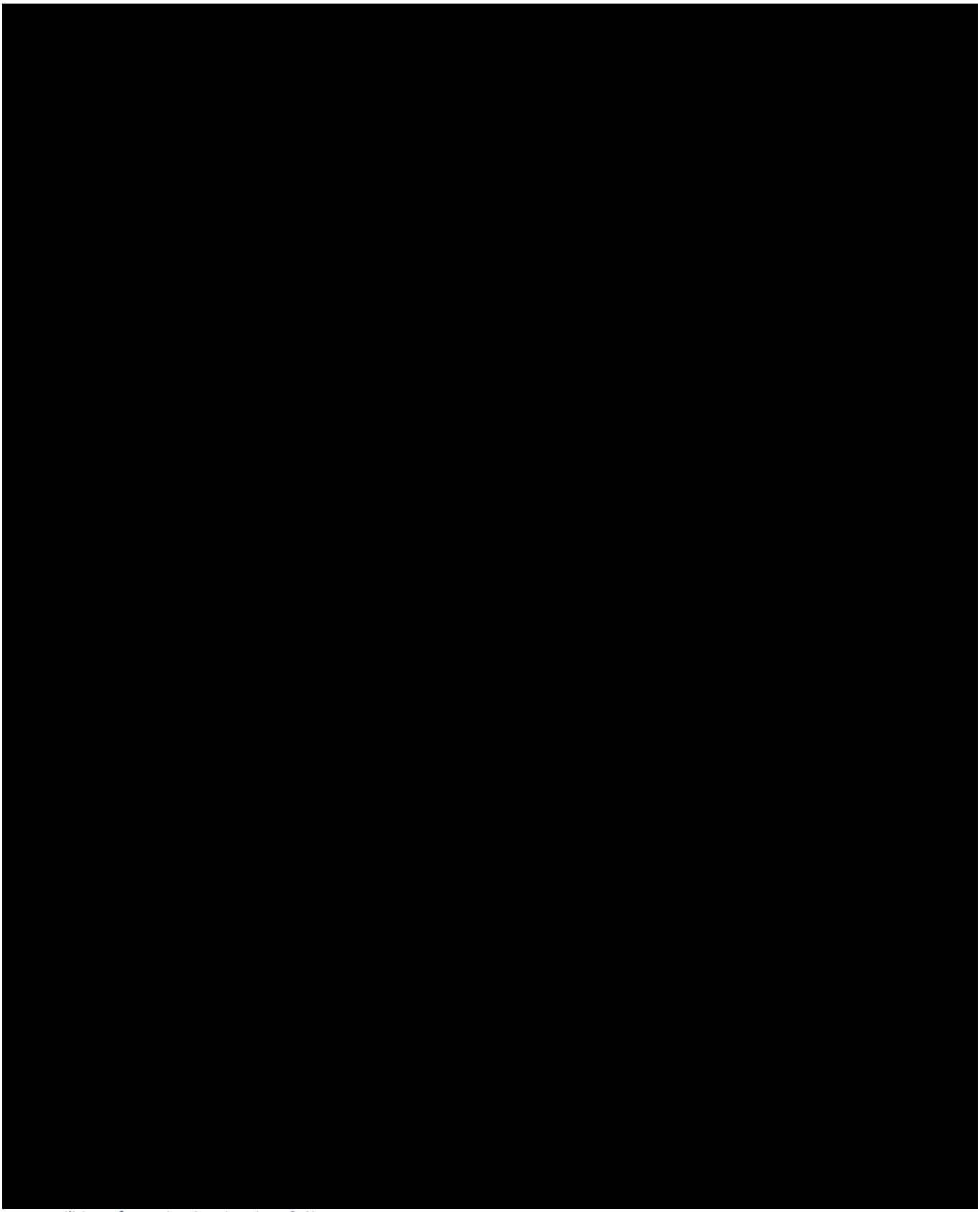
[redacted]

Plant Specifications	
Location / Physical Address	NE 10 16-26-4 W5 (near Cochrane, Alberta)
	[redacted]
Courier / Mailing Address	34010, 215 2 Street SW, Calgary AB, T2P 1M4

[redacted]

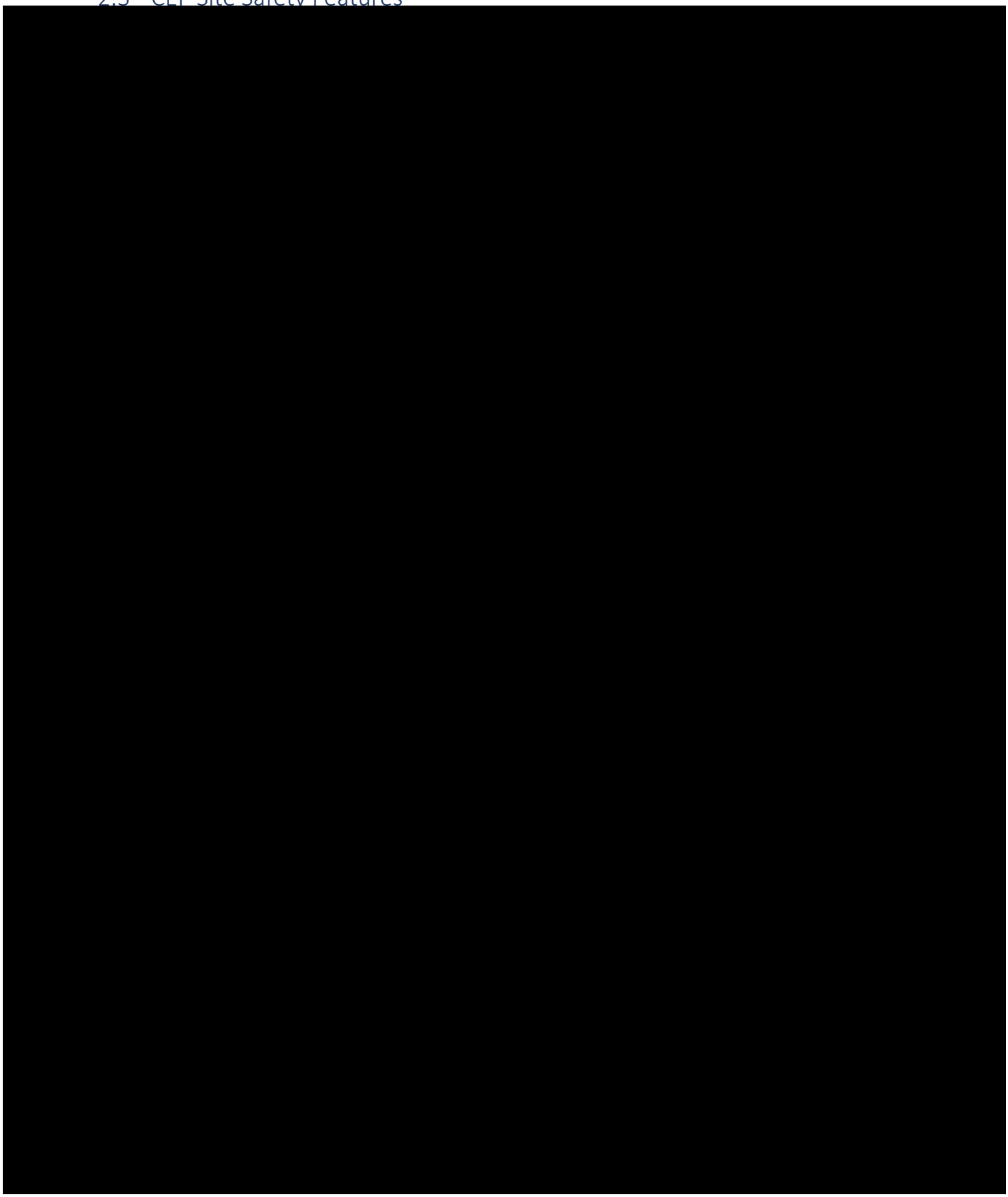
Facilities Information 1 - Plant Specifications Summary

2.2 Directions to CEP and Site Access



Facilities Information 2 - Directions & Site Access

2.3 CEP Site Safety Features



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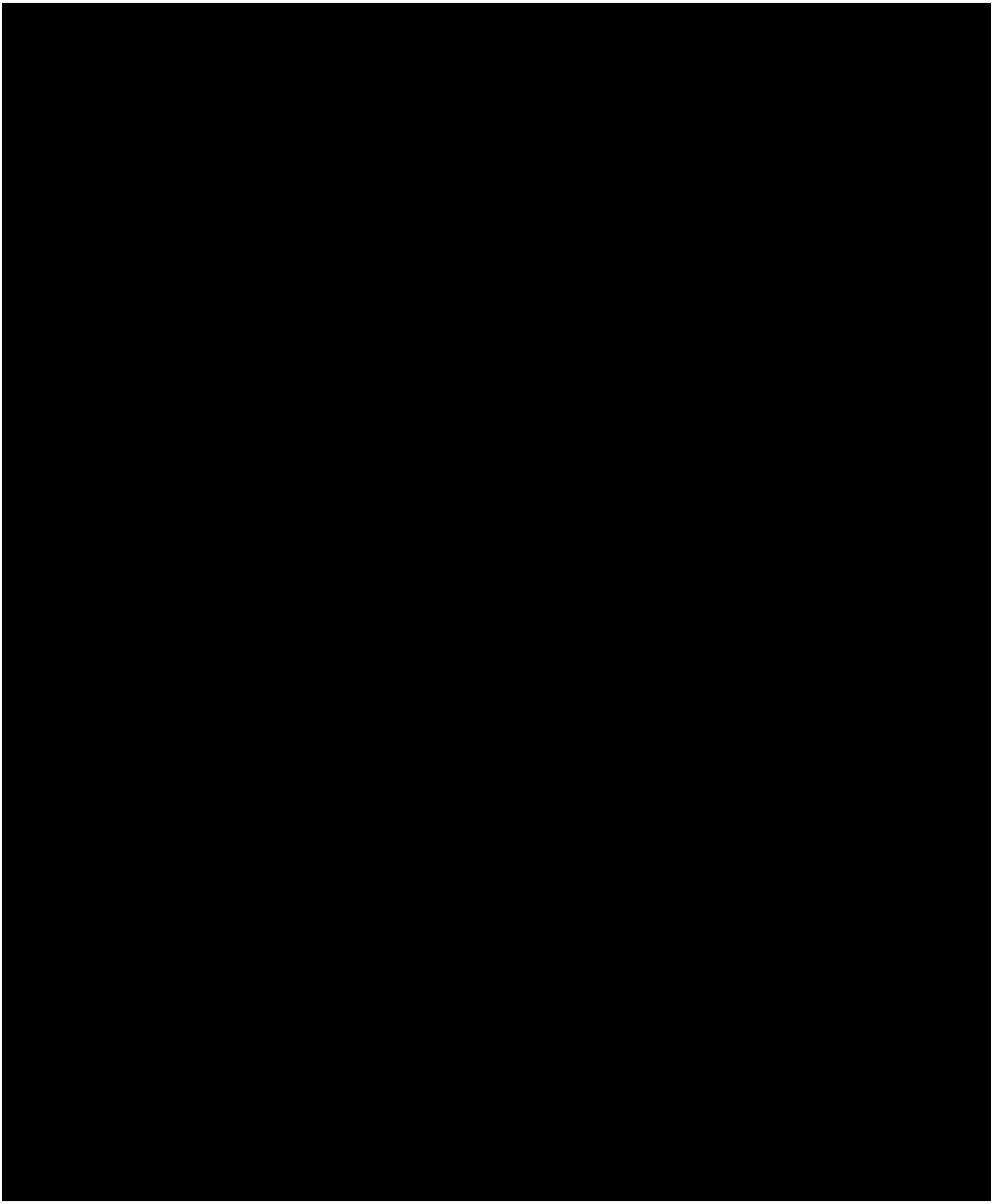
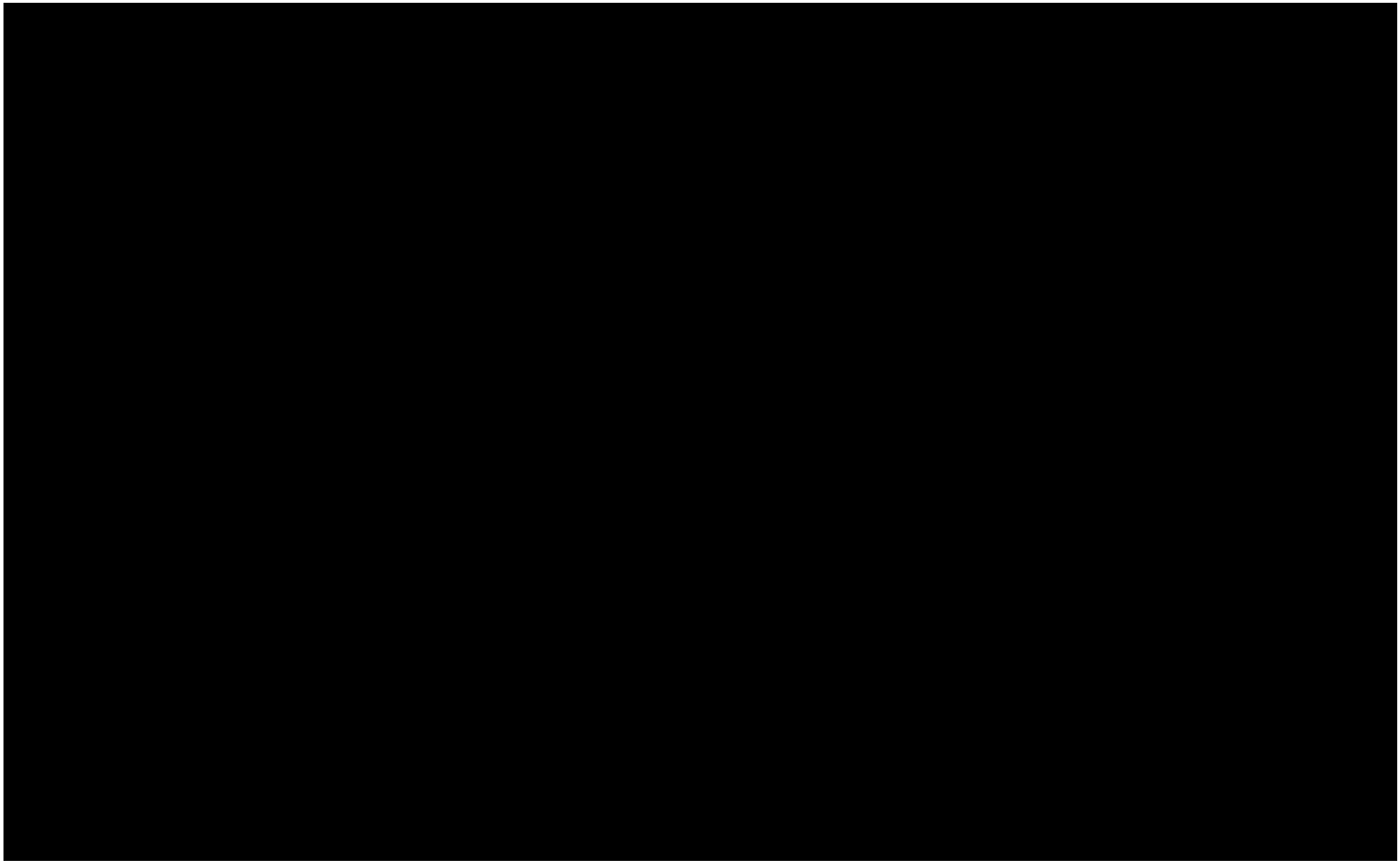


2.5 Technical Data



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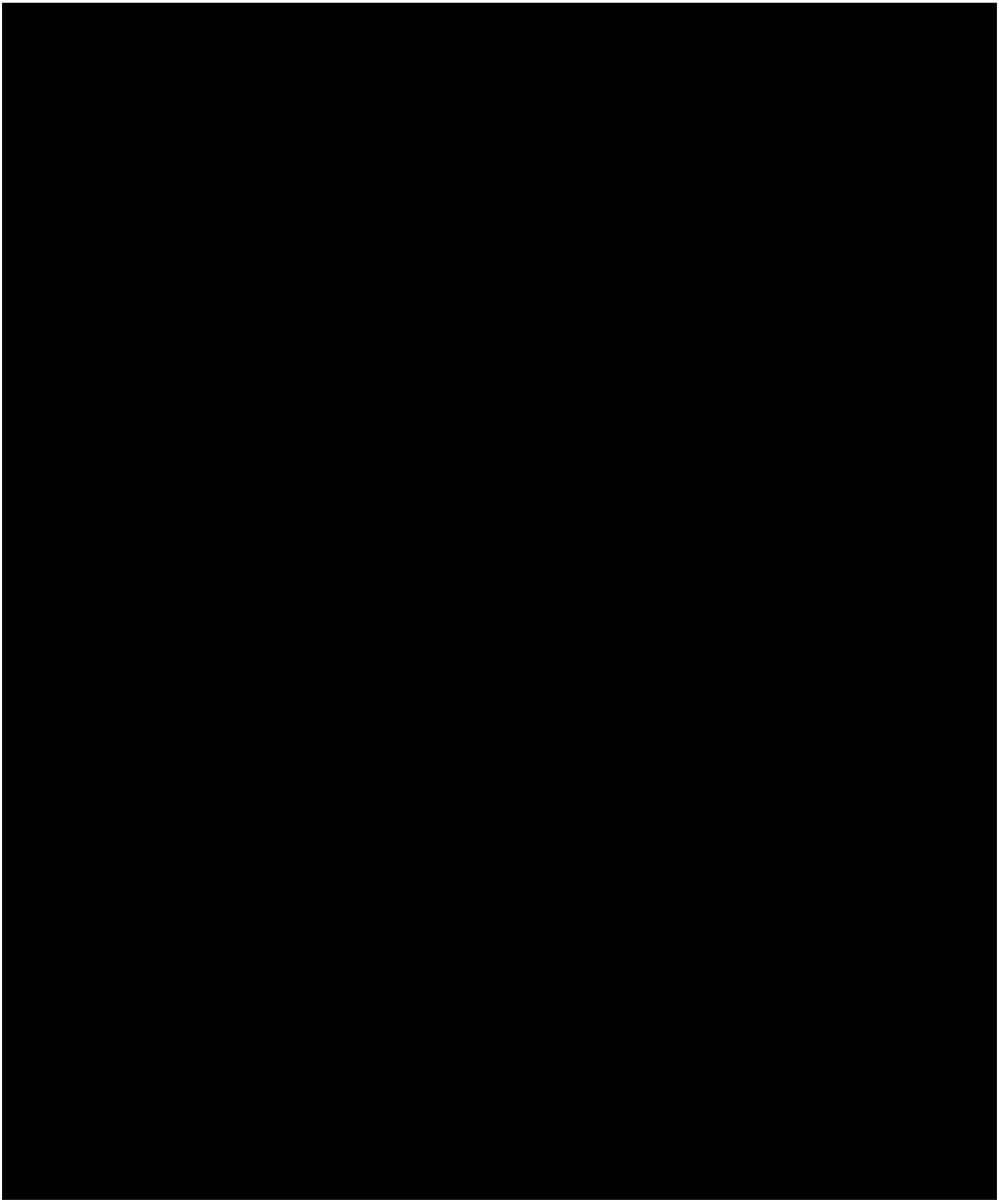
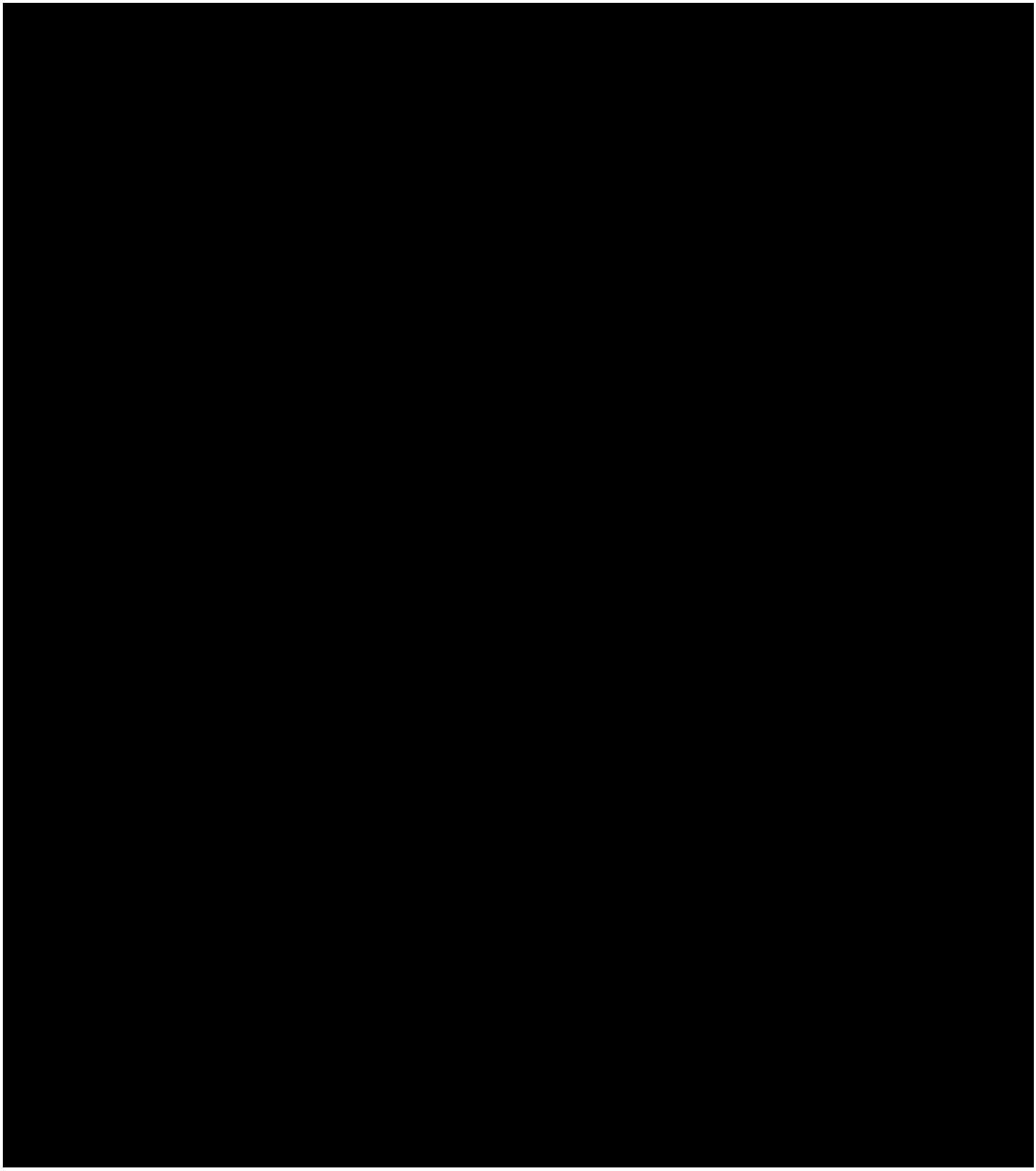


2.6 CEP Ancillary Facilities



2.6.2 Bow Valley Carbon - PLACEHOLDER

PLACEHOLDER FOR FUTURE CONTENT

2.7 Third Parties

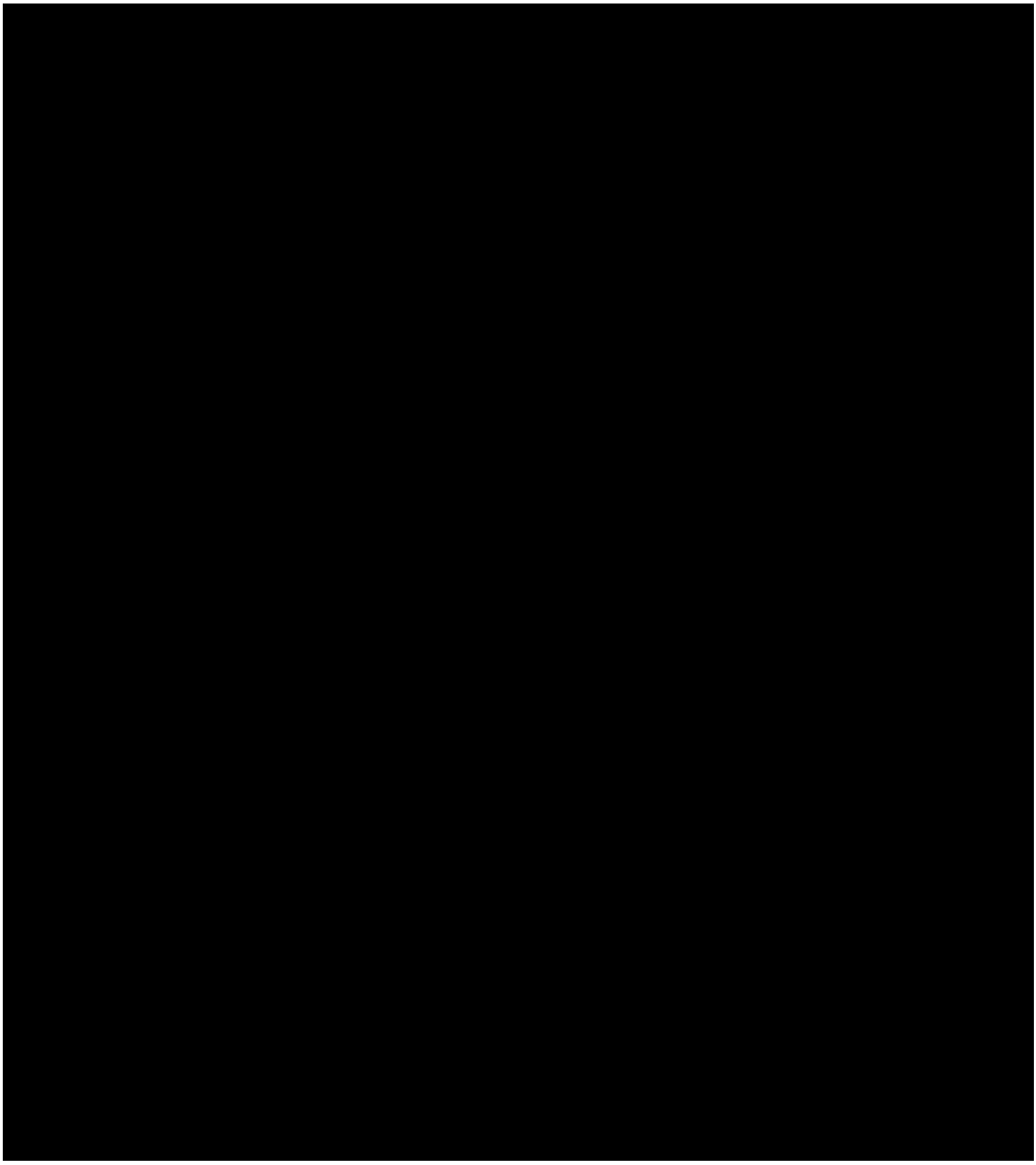
This section describes third parties with tie ins to CEP operations (i.e., operations that are physically connected to CEP infrastructure or assets operated by the third party).

2.7.2 ERP Bridging Statement Summary

In the event of an emergency involving the activation of CEP's ERP, third parties with tie ins to CEP operations, will be notified of the situation and provided emergency response information and instructions, as appropriate.

IPL will communicate with these stakeholders on an as needed basis, for the duration and immediately following the incident.

2.8 Land Use and Characteristics of the Surrounding Area



3 EMERGENCY RESPONSE PLAN REQUIREMENTS

3.1 Legislative Requirements

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

ERP Requirements 1 - Legislative Requirements

3.2 Response Management Priorities

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

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

ERP Requirements 2 - Response Management Priorities

3.3 Core Response Capabilities

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

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

ERP Requirements 3 - Core Response Capabilities

3.4 Training Requirements

The objective of staff training is to ensure incident response personnel have the knowledge, skills, and abilities to initiate and sustain the appropriate response actions. Employees and permanent contractors assigned duties in the ICS organization receive training to ensure they are competent and/or appropriately qualified for those duties.

At a minimum, it is Company's expectation these individuals are familiar with the Corporate EM Plan, applicable supplemental plan(s) for their area(s) of operations, as well as the authority and accountabilities of their potential response role(s). Company Emergency Management training consists of the following:

- Awareness of the Corporate EM Plan and supplemental plan(s);
- Incident Command System (ICS) training, including roles and responsibilities;
- Identification of public protection measures during an emergency; and
- Review of communication methods and processes (internal/external).

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

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

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

3.5 Exercise Requirements

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

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

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

3.6 Stakeholder Liaison and Public Awareness

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

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

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

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4 INCIDENT MANAGEMENT SYSTEM

4.1 Incident Command System (ICS)

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

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

4.2 ICS Structure

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

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

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

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

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

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

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

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

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

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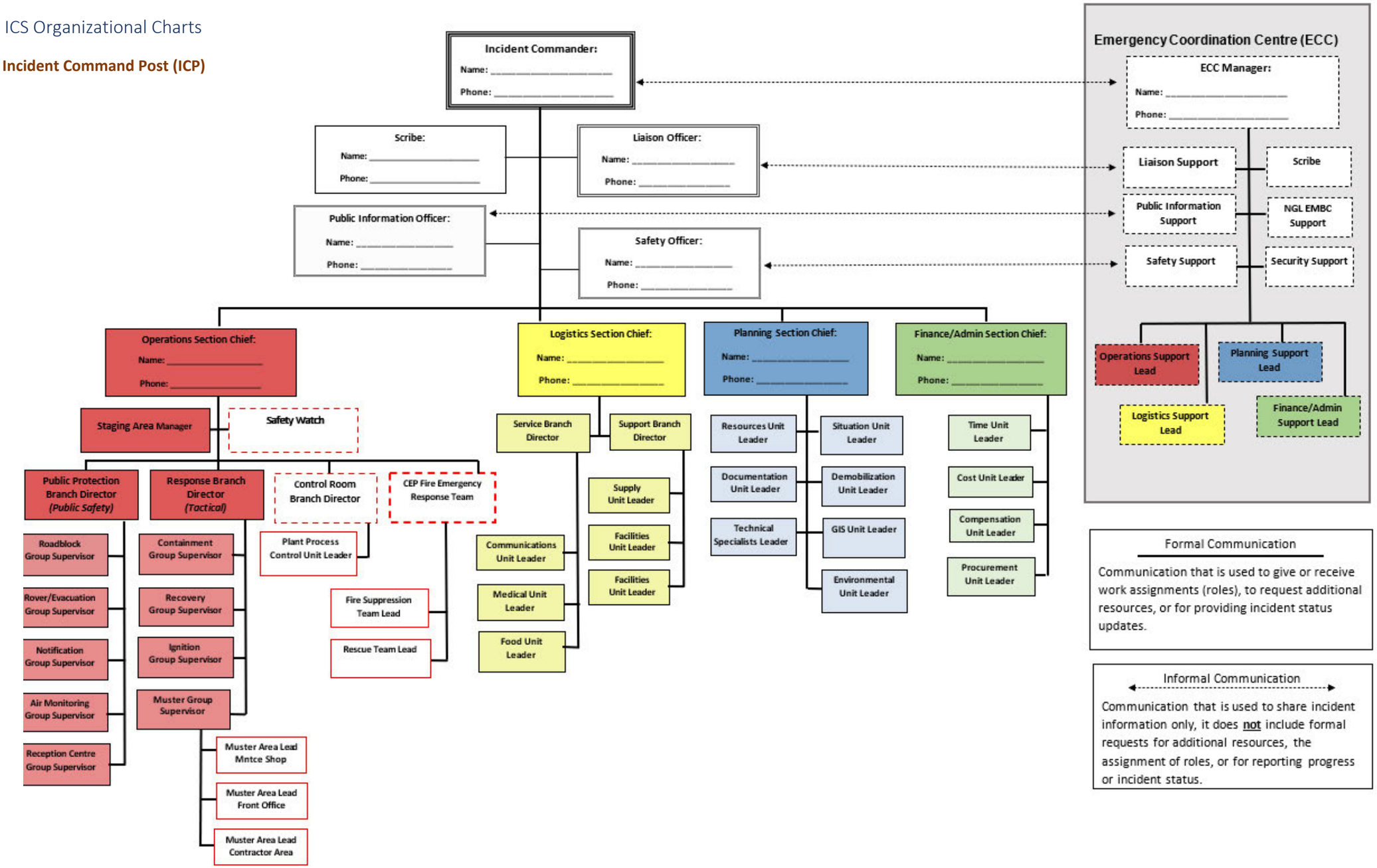
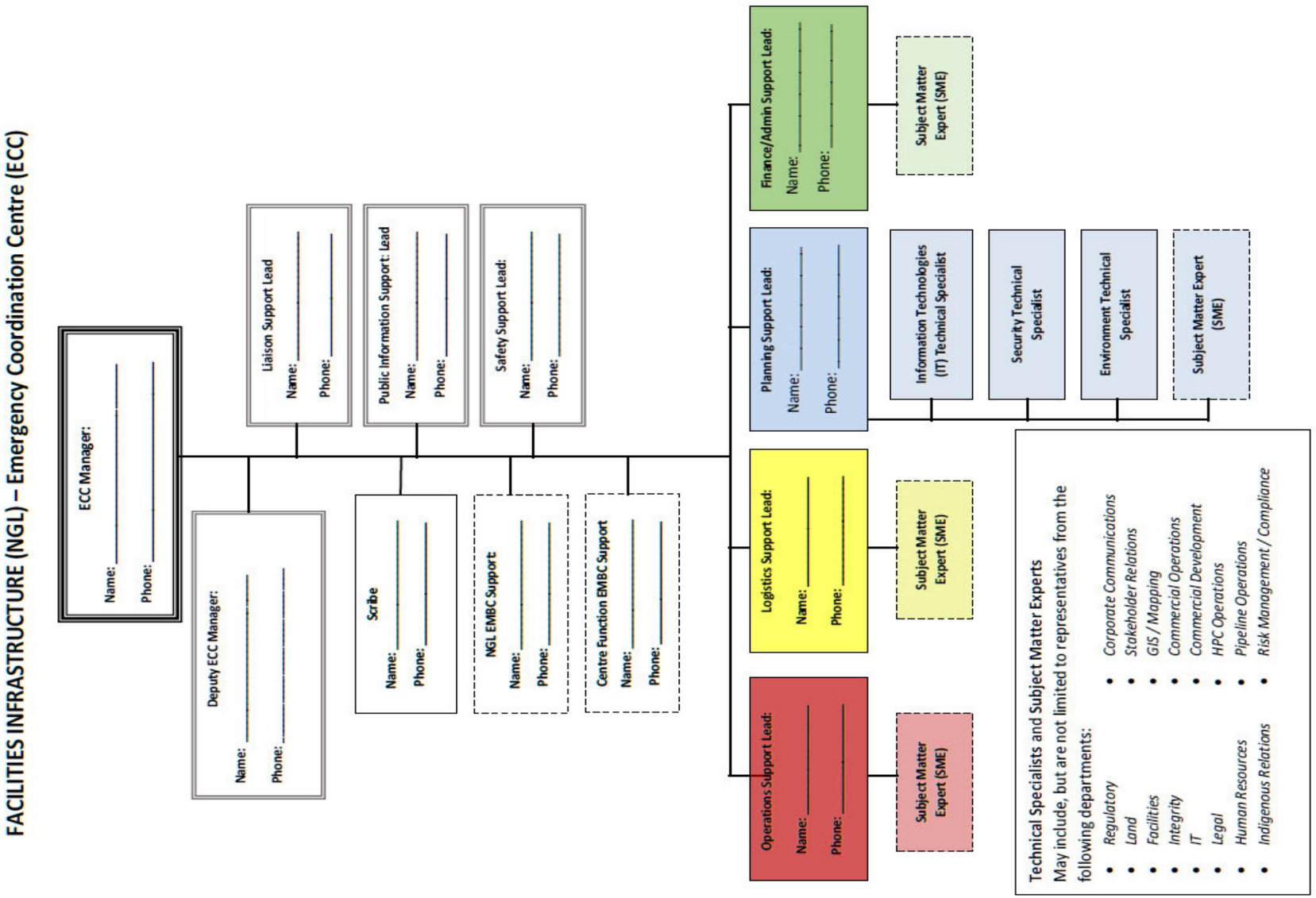
4.3 ICS Organizational Charts

4.3.1 Incident Command Post (ICP)



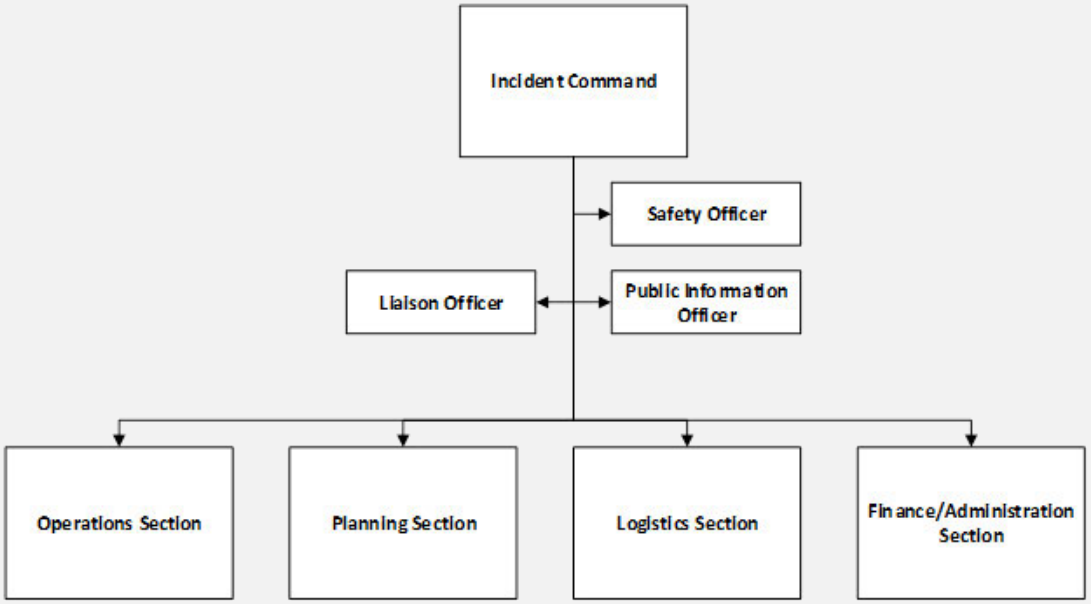
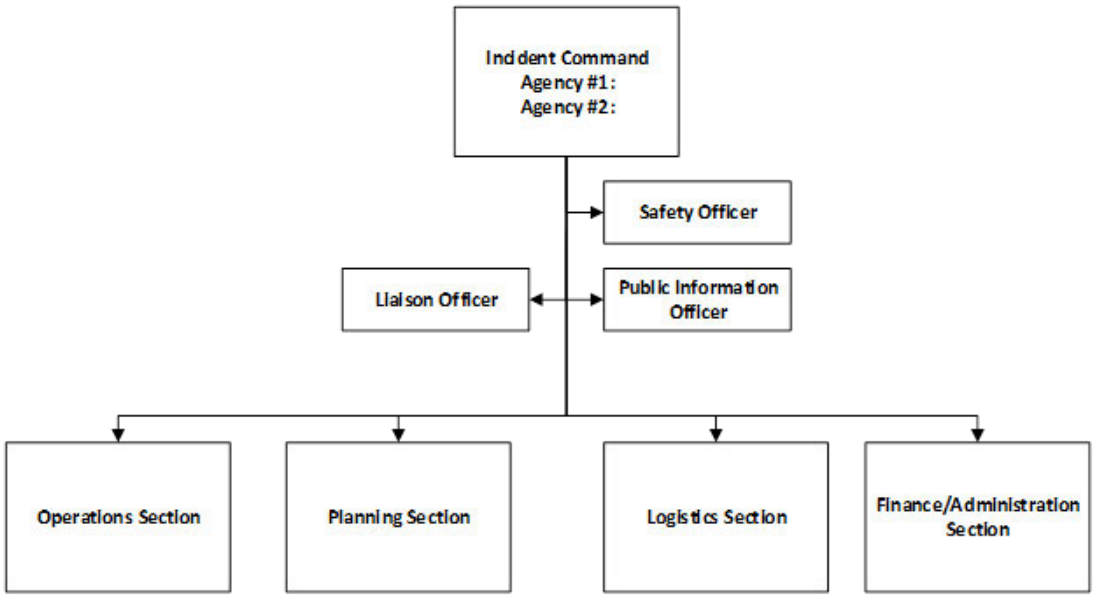
Incident Management System Info 2 - ICS Organizational Chart (ICP)

4.3.2 Emergency Coordination Centre (ECC)



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

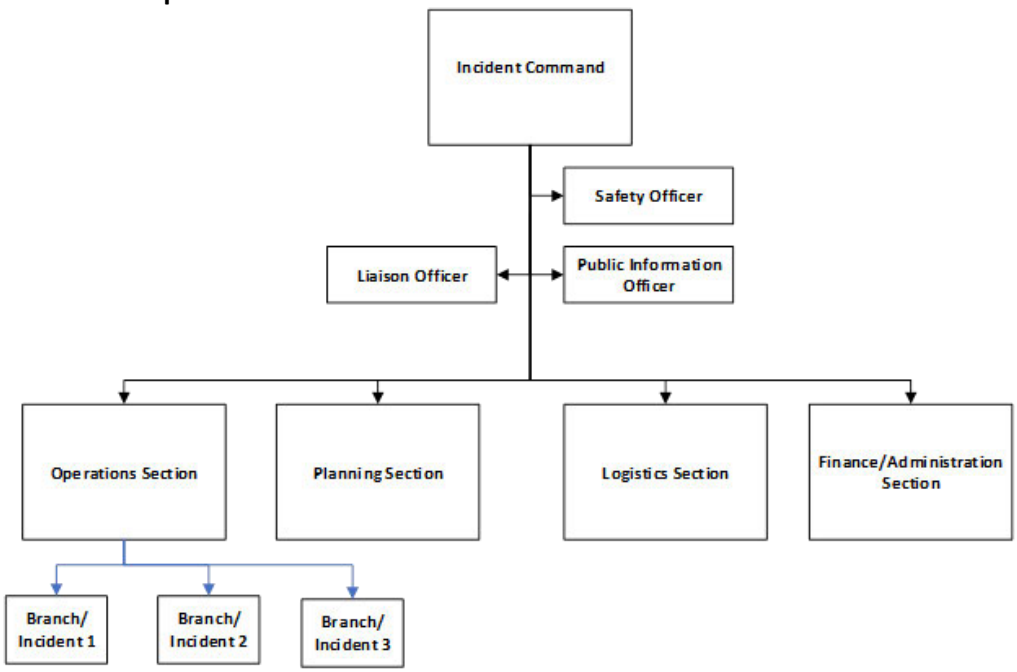
4.4 Command Strategies

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

Incident Management System Info 4 - Command Strategies

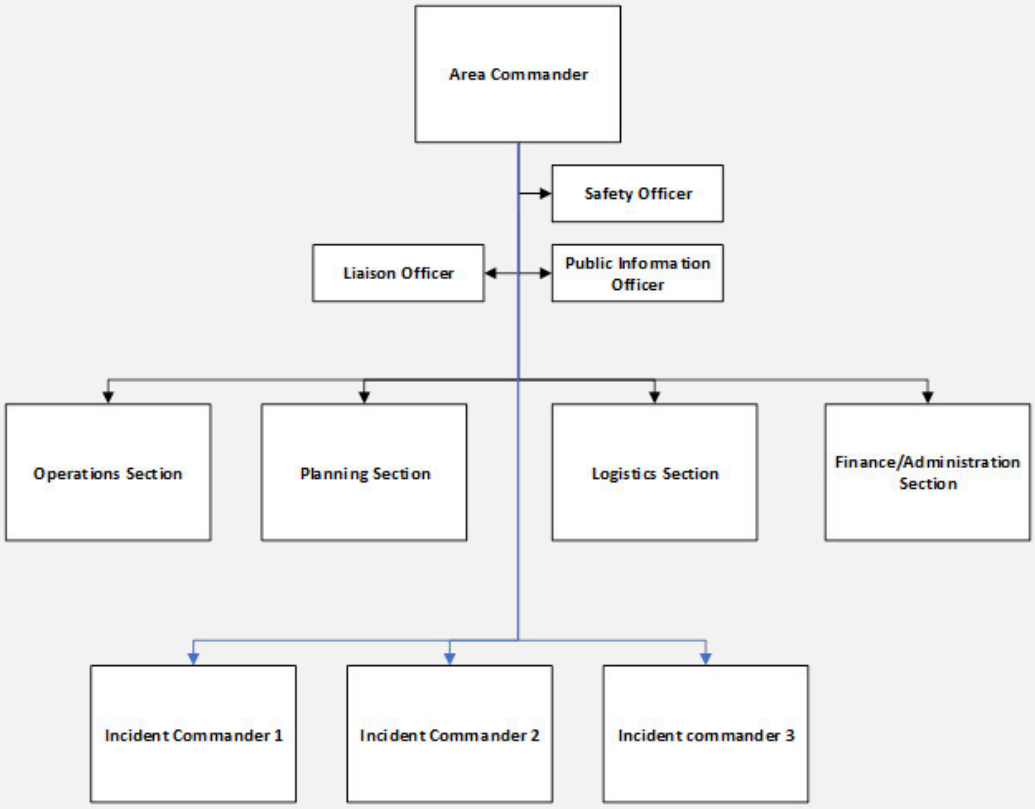
Responder Note: IPL will enter Unified Command (UC), if and as required. If it is determined that UC is needed, Incident Commanders representing agencies or jurisdictions that share responsibility for the incident manage response efforts from a single Incident Command Post (ICP). A UC allows agencies with different legal, geographic, and functional authorities and responsibilities to work together effectively, without affecting individual agency authority, responsibility, or accountability.

Incident Complex



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

Area Command



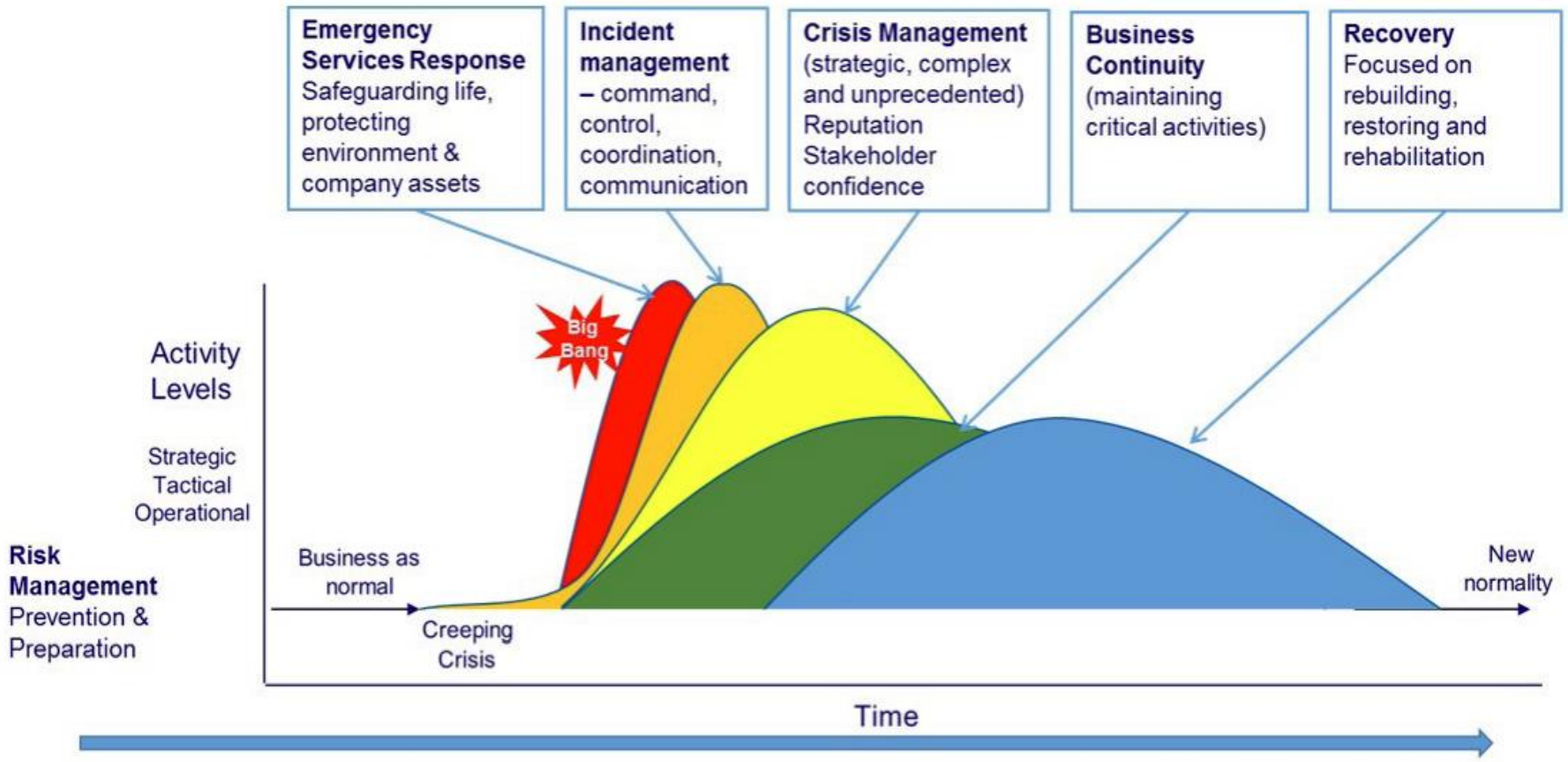
- Oversee the management of multiple incidents that are each being managed by an ICS organization.
- Oversee the management of large incidents that cross jurisdictional boundaries.

Incident Management System Info 5 - Command Strategies (Complex)

4.5 Incident Response & Management Life Cycle

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

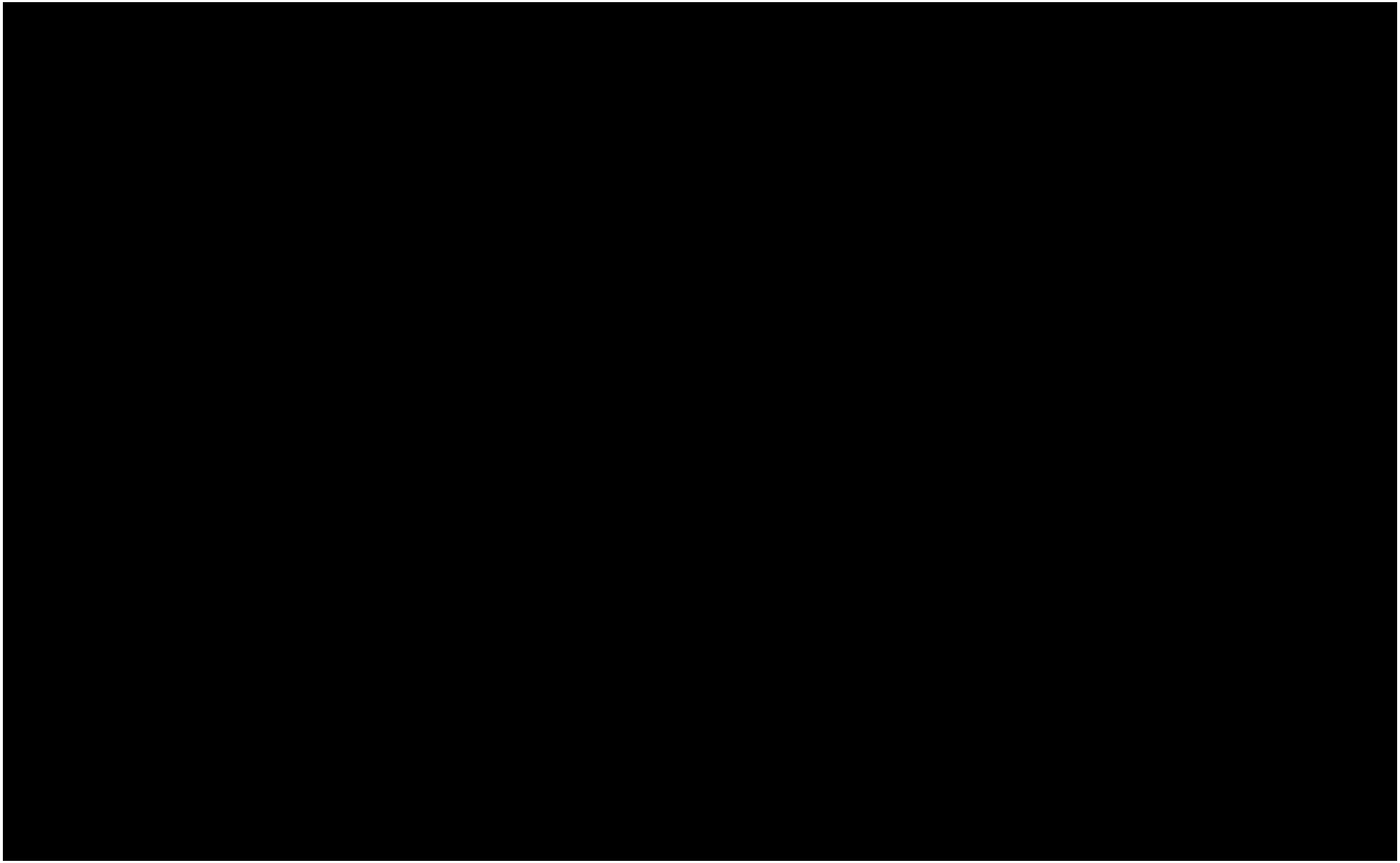
IPL responders are reminded to consider the standard incident life cycle when conducting response measures.



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

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

4.7 External Response Locations



4.8 Government & Agency Representation at IPL Command & Coordination Centres

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 IPL and another organization, a Unified Command Structure may be employed to manage incidents. (**Refer to Incident Management System Info 4 - Command Strategies**.) Otherwise, government representatives may participate in IPL's IMT as agency representatives, reporting to the Liaison officer, or delegated liaison staff in the ECC.

5 EMERGENCY RESPONSE ROLES & RESPONSIBILITIES

5.1 ICS Roles and Responsibilities

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

5.2 IPL Response & Incident Management Teams

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

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

[redacted]

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

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

5.3 Local Authorities

5.3.1 Indigenous Communities & First Nations

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

5.3.2 Town of Cochrane & Rocky View County

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

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

Upon the Notification of and During an Event

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

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

5.3.3 Emergency Services / First Responders

Emergency Services will provide resources to support industry incidents, on an "as available" basis.

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

During the Event

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

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

5.3.4 AHS Oil and Gas Roles and Responsibilities

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

- Provide the AHS Zone Single-Point-of-Contact (SPOC) emergency phone number to enable the Licensee to notify and alert the Zone of an emergency. From the initial notification or alert, AHS emergency response will fan out to and coordinate with other AHS programs and facilities as necessary. 911 EMS services remain independent of the Zone SPOC notification/alert process.

24 Hour Emergency Notification | Phone: 1-844-755-1788 | e-mail: edp@ahs.ca

- Participate with the Licensee in the development of their Emergency Response Plans as it relates to the Environmental Public Health Program's role and responsibility.
- AHS has moved to a centralized electronic intake system for all oil and gas emergency response planning materials. This means planners no longer need to submit materials to individual AHS zones or submit thumb drives via mail. Oil and gas industry emergency response planning materials can now be provided by AHS via email at ERP@ahs.ca. For files that are too large to submit via email, use our secure large file submission tool - https://form.jotform.com/AHSSafeHealthyEnvironments/ERP
- Participate with stakeholders in preparedness training and exercises associated with a Licensee's simulated activation of an Emergency Response Plan in which Environmental Public Health has a role and responsibility.
- Participate in public information sessions during the Licensee's Emergency Response Plan development process when appropriate and resources permit.
- Provide guidance to stakeholders and local municipal authorities in identifying sites suitable for establishing and operating an evacuation centre and/or reception centre, including operational requirements.
- Provide guidance to stakeholders on substances that may affect public health, including Alberta Health and Wellness acute exposure health effects for hydrogen sulphide and sulphur dioxide.
- Conduct assessments, inspections and give regulatory direction, when appropriate, to ensure the requirements of provincial legislation and EPH program areas of responsibilities for public health protection and disease prevention are maintained.
- Notify the Zone Medical Officer of Health of any incident affecting or potentially affecting other AHS programs or facilities. The Zone MOH will notify and coordinate emergency response in other program areas and facilities as necessary.
- Establish EPH emergency management operations, when appropriate, to support regional response efforts and liaise with the Government Emergency Operations Centre, Municipal Emergency Operations Centre and/or Industry Emergency Operations Centre, if needed.
- Assist the Zone Medical Officer of Health, local municipal authority, and Public Information/Communication officers in the development, issuance, and rescinding of public health, public evacuation, and shelter-in-place advisories. Provide guidance to stakeholders on matters relating to evacuation of the public and/or public facilities, and the re-occupancy of those evacuated areas or facilities.
- Record and respond to health complaints or concerns from the public during and following an incident.
- Participate in stakeholder debriefings as necessary.

5.4 School Districts

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

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

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

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6 INCIDENT ONSET AND PLAN ACTIVATION

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

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

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

6.1 Event Detection and Validation

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

IPL requires all staff to report potential emergencies to their immediate supervisor, Facility Control Centre, and local area first responders, if appropriate to the situation.

[redacted]

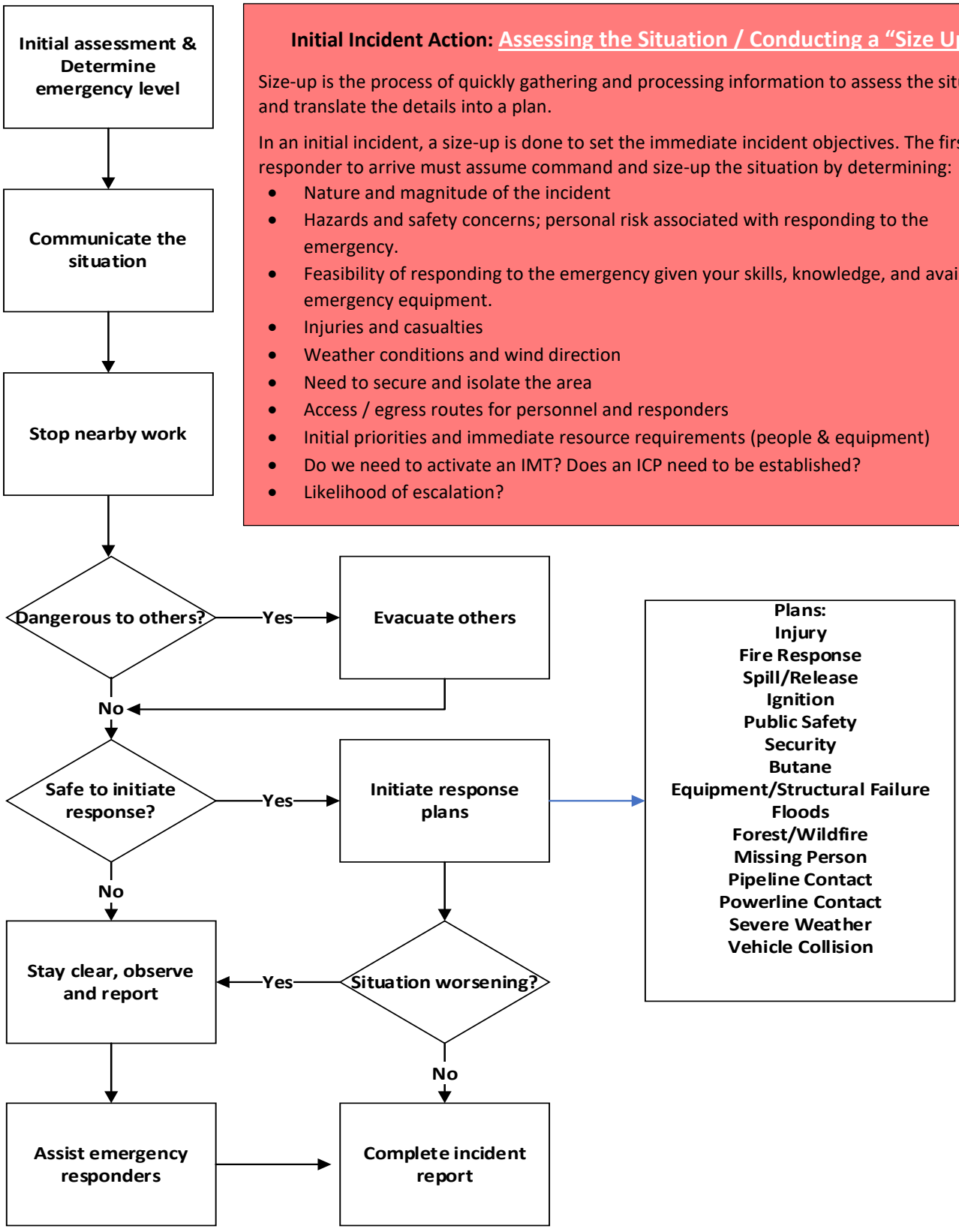
6.2 Initial Incident Actions

The period of initial response and assessment occurs in all incidents. When an incident occurs, personnel in the immediate vicinity must follow IPL's Initial Incident Actions:

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

*Refer to Figure **Incident Onset & Activation 1 - Initial Assessment Process** for additional information.

[redacted]



Initial Incident Action: Assessing the Situation / Conducting a "Size Up"

Size-up is the process of quickly gathering and processing information to assess the situation and translate the details into a plan.

In an initial incident, a size-up is done to set the immediate incident objectives. The first responder to arrive must assume command and size-up the situation by determining:

- Nature and magnitude of the incident
- Hazards and safety concerns; personal risk associated with responding to the emergency.
- Feasibility of responding to the emergency given your skills, knowledge, and available emergency equipment.
- Injuries and casualties
- Weather conditions and wind direction
- Need to secure and isolate the area
- Access / egress routes for personnel and responders
- Initial priorities and immediate resource requirements (people & equipment)
- Do we need to activate an IMT? Does an ICP need to be established?
- Likelihood of escalation?

Incident Onset & Activation 1 - Initial Assessment Process

6.3 Initial Incident Command

Typically, the most senior person at the scene of an incident assumes the role of Incident Commander (IC). That person will remain in charge until command is transferred. Upon arriving at an incident, a higher-ranking person will either; assume command, maintain command as is, or transfer command to another person.

6.4 Activation of the Incident Command Post

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

Refer to **APPENDIX E – INCIDENT MANAGEMENT TOOLS / AIDS / QRGs** for information on how to set up an ICP.

6.5 Response Requirements & Staffing Assignments

Responder roles / ICS staffing requirements will be determined and assigned based on incident needs and available resources. When in doubt, it is better to activate a resource and stand them down if not needed, then to delay initiating response measures due to a lack of personnel.

Throughout the incident, resources will be assessed and reallocated, as appropriate. This flexible system provides an effective initial response and tailors response resources to incident needs and geographic availability.

Responder Note: Not all ICS / responder positions need to be staffed in the ICP / ECC, only those required by the incident.

Refer to **APPENDIX C – IPL PHONE LISTS** for CEP's Field Incident Management- and Fire Emergency Response-Teams.

6.6 Arrival and Check-in

Upon arrival at an incident, all resources are required to check-in and document their arrival at the ICP. This enhances responder safety, and ensures the resource is properly oriented to the incident and response environment. It also provides an opportunity to task the resource and ensure they understand their role, function in the overall response organization, and specific response actions under their accountability.

Check in at the incident is typically documented on the Incident Check-In-List (ICS 211) but can also be documented on the ICS 201 until a formal IAP is developed. Refer to **ICS Forms** for further information.

6.7 Activating the Corporate Emergency Coordination Centre

If the IC determines the incident warrants additional support, they may request activation of the Corporate Emergency Coordination Centre (ECC). The ECC Manager is the lead at the Corporate ECC. The ECC Manager, in partnership with the IC, will identify the required Corporate Incident Management Team (IMT) members.

6.9 Incident Site Worker Protection

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

6.10 Security Threat Response Assessment

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

Refer to **Plan Section SECURITY PROTOCOLS** for additional information.

6.11 Incident Classification / Determining Level of Emergency

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

Incident Onset & Activation 2 - AER Incident Classification Matrix

1. Consequence of incident

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

2. Likelihood of incident escalating*

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

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

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

Incident Onset & Activation 2 - AER Incident Classification Matrix

6.12 Incident Notifications / Actions by Level of Emergency

6.12.1 Communications – Internal

Internal notifications may be completed using the ALERT notification system [redacted] A notification will go to the appropriate IPL emergency response team depending on the nature of the incident. They have the capability of notifying the Field and Corporate Incident Management Teams, Business Support Team, Crisis Management Team, as well as all Inter Pipeline personnel.

[redacted]

6.12.1 Communications - External

[redacted]

6.13 Response Time Targets

[redacted]

6.14 GIS & Map Tools

[redacted]

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7 RESPONSE PROCEDURES

General information, guidance, response and incident management procedures, and notes for responders are provided in this section. Specific response procedures by incident type are included below:

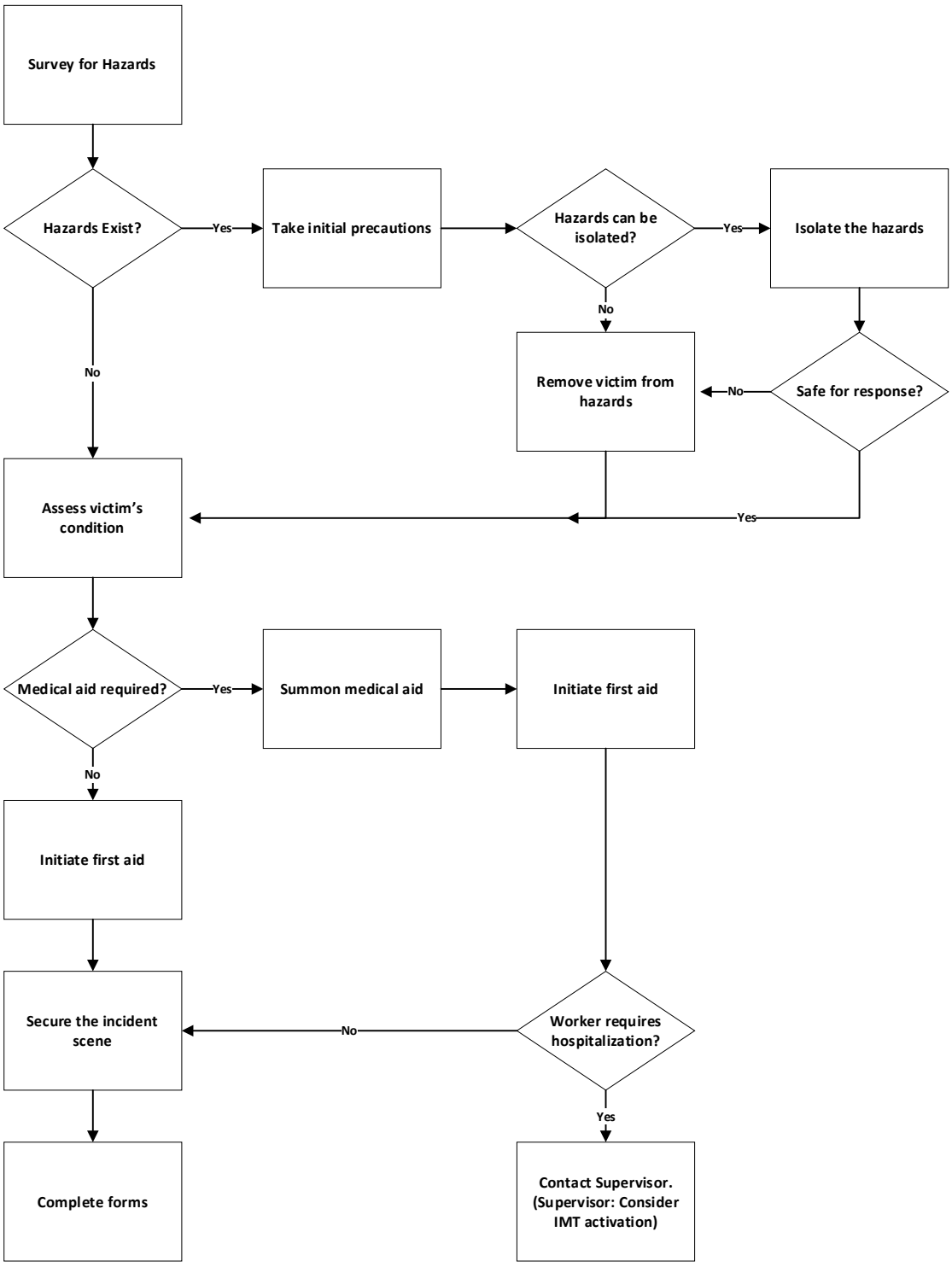
Response Procedure 1 - Conducting the Planning Meeting ..... 7—4
Response Procedure 2 - CISM for Evacuated Public ..... 7—9
Response Procedure 3 – Injury ..... 7—11
Response Procedure 4 - Fire Response ..... 7—14
Response Procedure 5 - Fire Extinguisher ..... 7—14
Response Procedure 6 - Spill / Release ..... 7—17
Response Procedure 7 -Public Notification and Evacuation Requirements During Sour Release ..... 7—21
Response Procedure 8 - Deciding between Shelter-in-Place or Evacuation ..... 7—21
Response Procedure 9 – Shelter-in-Place ..... 7—22
Response Procedure 10 - Isolating the Hazard Area ..... 7—23
Response Procedure 11 - Assessing Sour Gas & HVP Ignition ..... 7—27
Response Procedure 12 – Ignition ..... 7—28
Response Procedure 13- ERAP Notification & Activation ..... 7—31
Response Procedure 14 - Vehicle Collision ..... 7—32
Response Procedure 15 - Equipment / Structural Failure ..... 7—33
Response Procedure 16 - Severe Weather ..... 7—33
Response Procedure 17 – Wildfire ..... 7—33
Response Procedure 18 - Flood ..... 7—34
Response Procedure 19 - Missing Worker ..... 7—34
Response Procedure 20 - Pipeline Contact ..... 7—35
Response Procedure 21 - Powerline Contact ..... 7—35
Response Procedure 22 - Notification of Next of Kin ..... 7—36

Response Procedure Flowchart 1 - Escalating the Incident ..... 7—6
Response Procedure Flowchart 2 - Injury Response ..... 7—10
Response Procedure Flowchart 3 – Fire Response ..... 7—12
Response Procedure Flowchart 4 - Spill / Release Response ..... 7—15
Response Procedure Flowchart 5 - Enacting Public Protection Measures ..... 7—26
Response Procedure Flowchart 6 - Rail Incident ..... 7—30

Response Procedure Figures 1 - Planning P ..... 7—2
Response Procedure Figures 2 - IPL CISM Resources for Employees ..... 7—8
Response Procedure Figures 3 - Emergency Planning and Response Zones ..... 7—18

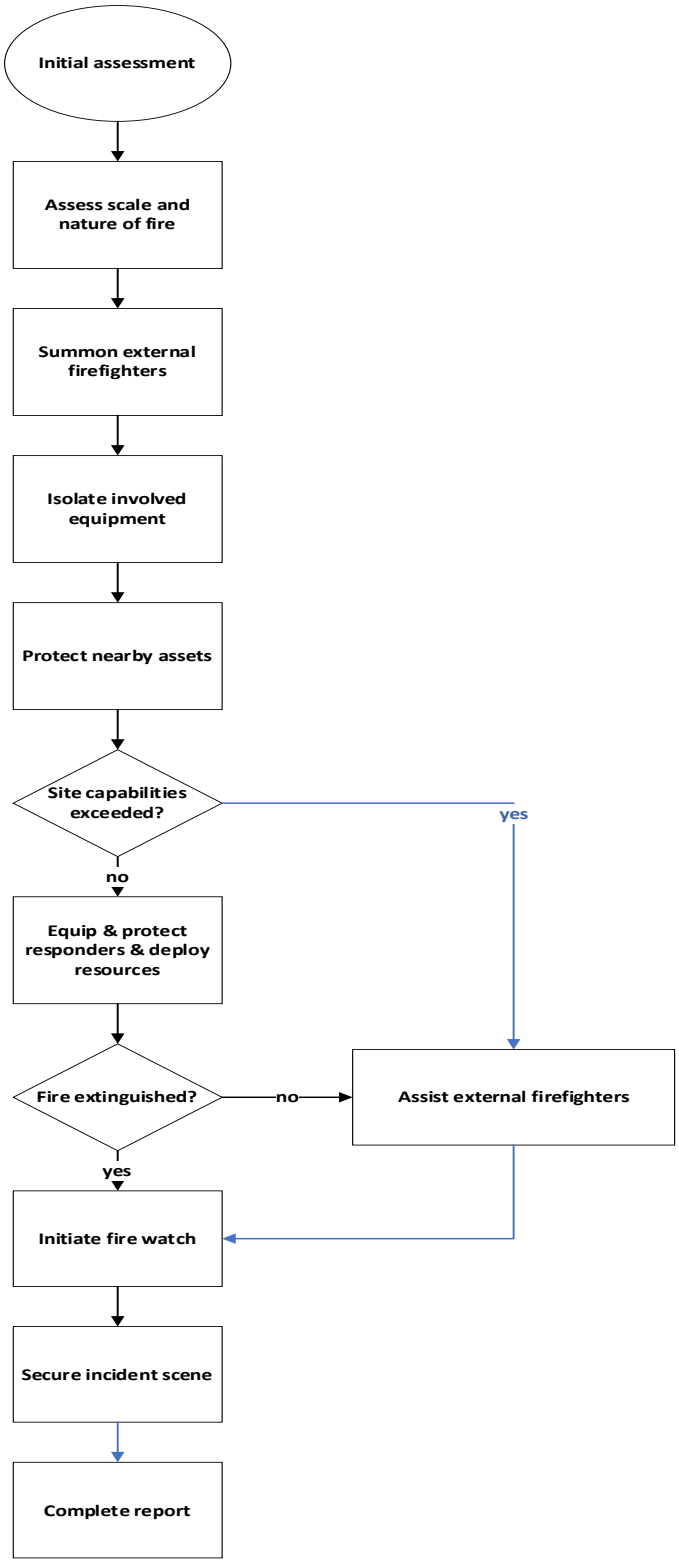
Response Procedure Checklist 1 - Roadblock Kit/Equipment ..... 7—24
Response Procedure Checklist 2 - Ignition Equipment ..... 7—27

7.3 Injury Response Procedure



Response Procedure Flowchart 2 - Injury Response

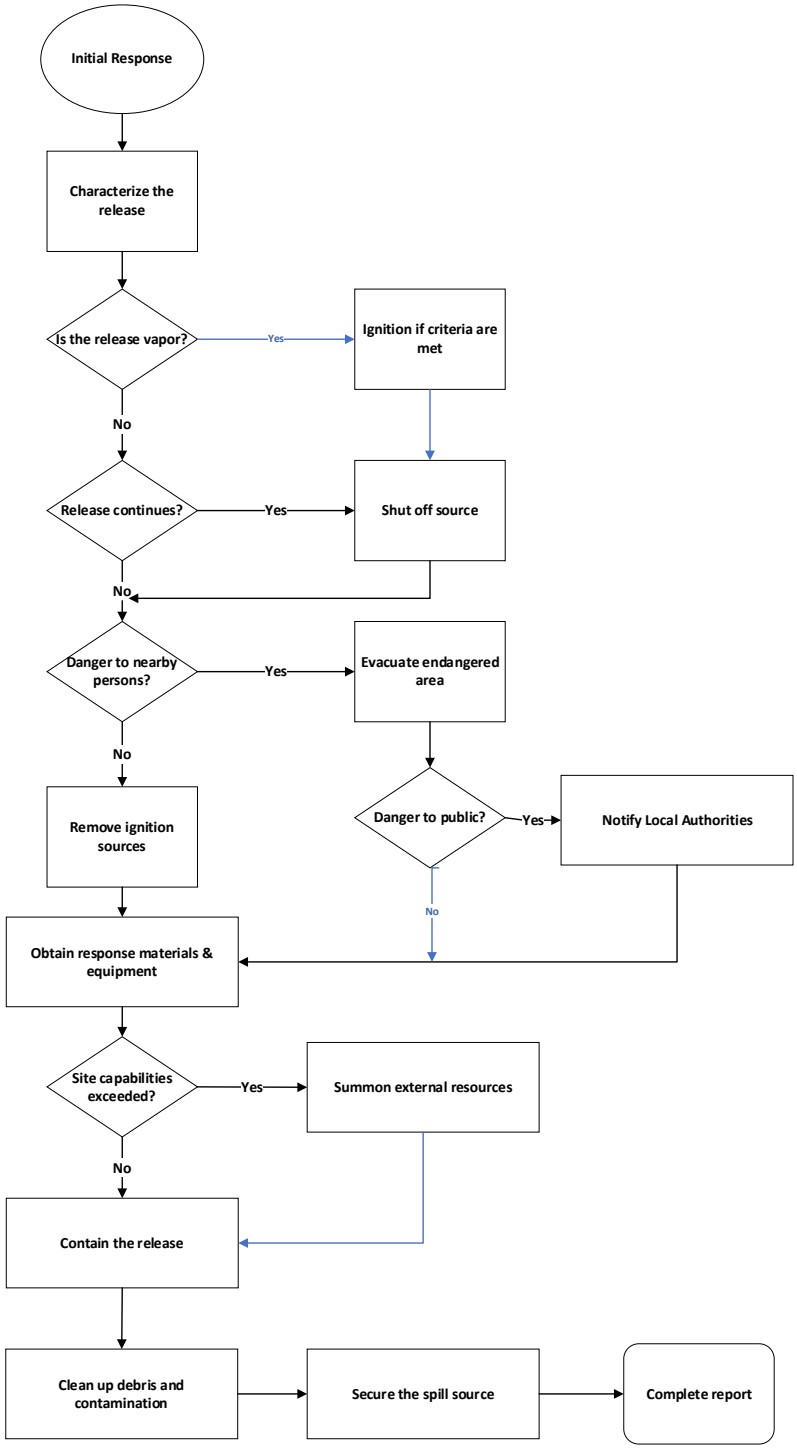
7.4 Fire Response Procedure



Response Procedure Flowchart 3 – Fire Response

7.5 Spill / Release Response Procedure

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

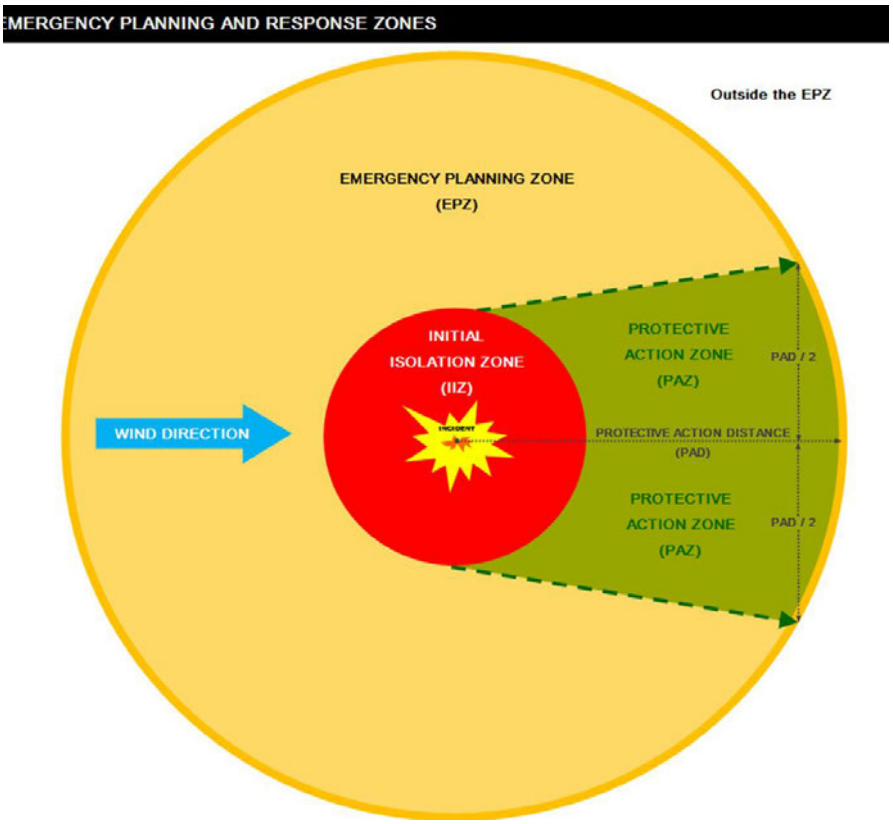


Response Procedure Flowchart 4 - Spill / Release Response

7.6 Defining the Hazard Area

7.6.1 Response Zone Descriptions

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



Response Procedure Figures 3 - Emergency Planning and Response Zones

7.6.2 Factors Impacting Response Zones

7.6.2.1 Sour Gas or HVP Product Release

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

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

7.6.2.2 Product Spill

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

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

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

7.6.2.3 Hydrocarbon Liquids (Crude Oil)

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

8 SECURITY PROTOCOLS

8.1 Incident Specific Security Procedures

General information, guidance, and incident specific protocols and procedures are managed through the IPL Security Management Program. For further information on IPL security protocols, refer to the below standards.

[redacted]

[redacted]

[redacted]

[redacted]

9 EMERGENCY COMMUNICATIONS

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

9.1 Internal Communications

9.1.1 Within Emergency Response Organization(s)

Internal communication refers to communication within or between IPL's emergency response personnel and/or ICS organization(s) – i.e., how we communicate with each other. This includes response specific communications taking place at or between the incident site, Facility Control Centre, the Incident Command Post (ICP), and the Corporate Emergency Coordination Centre (ECC).

[redacted]

9.2 External Communications

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

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

[redacted]

9.3 AER Communication Expectations

9.3.1 Responses by Incident Level

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

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

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

9.3.2 Information for Impacted Stakeholders / Members of the Public

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

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

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

To persons evacuated or sheltered during the incident

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

To the public during the incident

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

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

Responder Note:

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

[redacted]

[redacted]

10 EMERGENCY RESOURCES & EQUIPMENT

10.1 Anticipated Resources & Required Actions by Emergency Level

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

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

[redacted]

10.2 Safety Equipment – Internal Resources

[redacted]

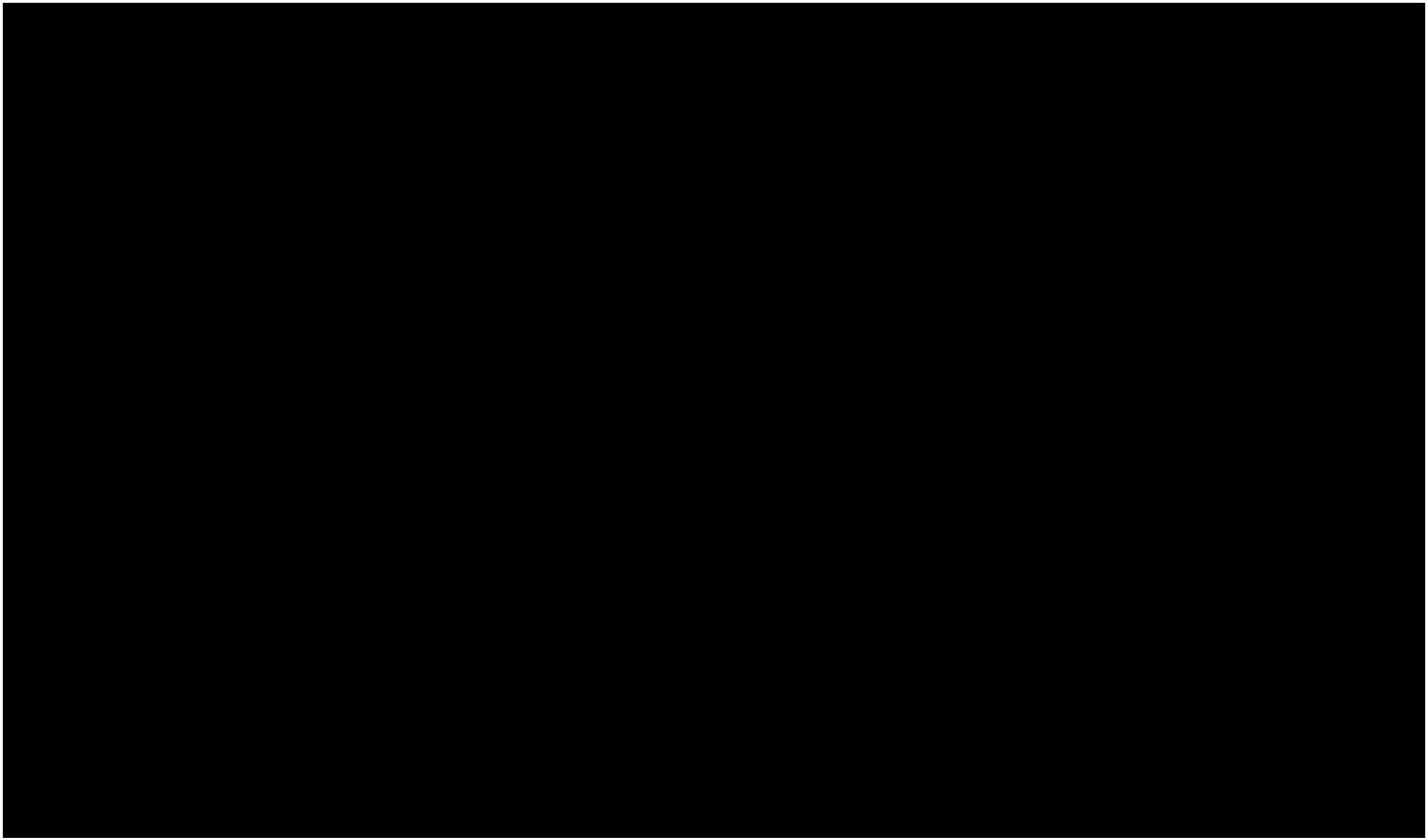
10.3 Approved Vendors & Specialized Service Contractor Response

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

10.4 Mutual Aid

[redacted]

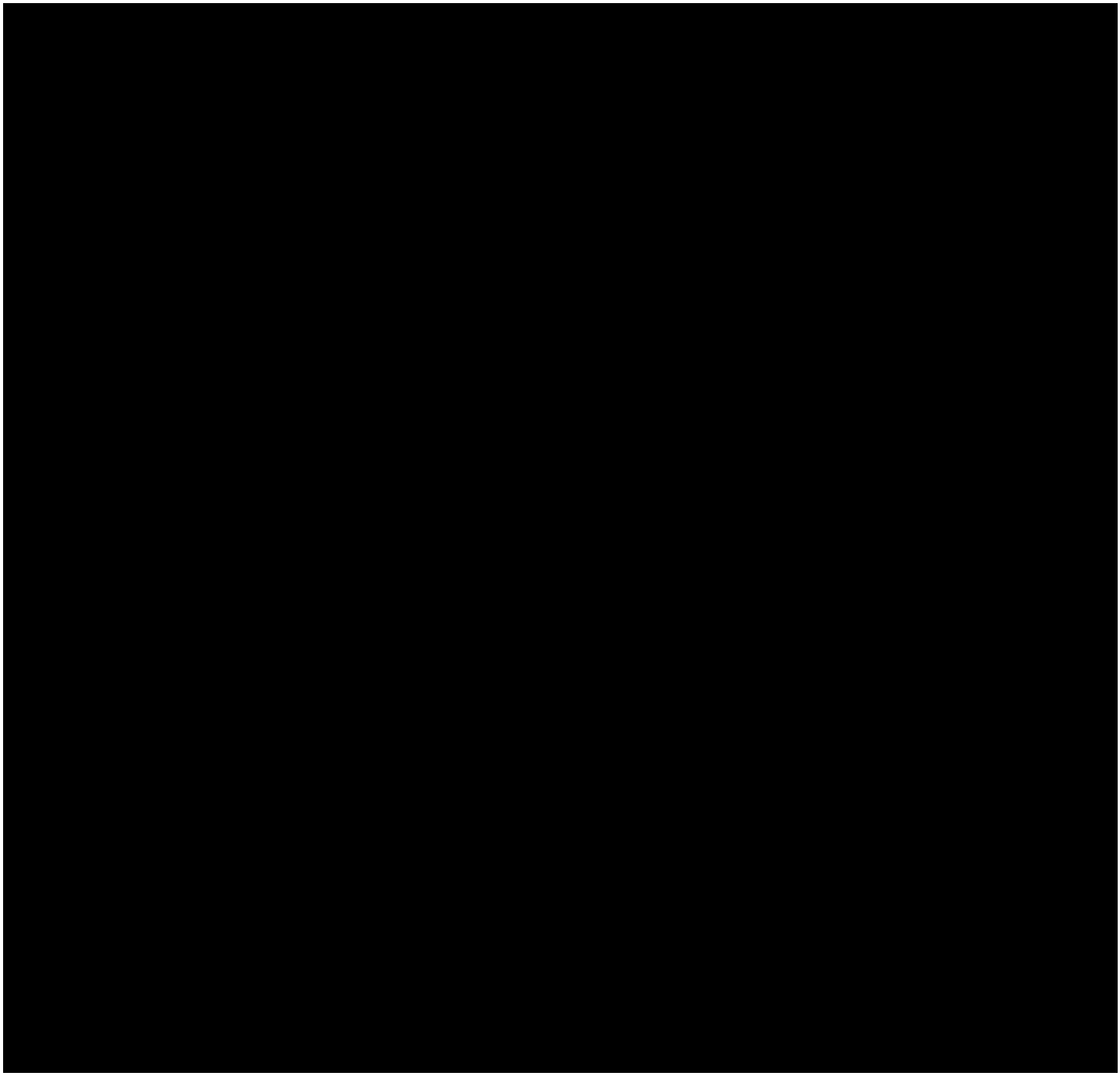
10.5 Government Consultation & Resources Summary



11 POST INCIDENT AND RECOVERY ACTIONS

11.1 Incident Close

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



11.2 Returning Public / Community Relations

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

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

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

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

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

11.3 Post Incident Review & Reporting

11.3.1 Debriefing the Response

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

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

11.3.2 After Action Review

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

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

The review should consider/utilize all the following:

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

- An evaluation of the Plan(s), and how emergency responders executed their roles;
- Gaps in process, procedures, policies, plans, or training;
- An evaluation of any legal or environmental issues raised;
- A summary of all recommendations for follow-up;
- Assignment of action items to responsible parties.

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

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

11.3.3 After-Action Reporting

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

The report should:

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

11.4 Documentation and Collection

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

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

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

11.5 Incident Investigation

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

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

11.6 Post Incident Clean-Up

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

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

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

11.1 Insurance, Compensation, and Legal Implications

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

11.1 Regulatory Reporting

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

11.2 Restoration of the ICP/CEOC

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

12 CONTACTS

12.1 Cochrane Extraction Plant (CEP) Emergency Management Contacts

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

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

12.2 IPL Corporate NGL Emergency Management Contacts

IPL Corporate Emergency Management Contacts [redacted]	
	Phone Number
IPL General Administration | Reception	(403) 290-6000 or Toll Free: 1-866-716-PIPE (7473)
24hr Corporate Emergency Number	1-800-727-7163
Media Relations	(403)-717-5725 or 1-866-716-PIPE (7473)
Community Inquiries	1-877-686-6311

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

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

[redacted]

12.4 Government Agencies / Reporting Contacts

12.4.1 Primary Regulators for IPL NGL Facilities

Agency	Reporting	Location	Phone Number
Environment Canada via Alberta Environment and Parks (AEP)	Regulations do not specify and quantified thresholds; therefore, all environmental emergencies involving a E2 regulated substance must be reported. • a verbal notification is to be made as soon as possible • a written report should be made within 30 days. **References** Environmental Emergency Regulations, 2019 (justice.gc.ca) Release and Environmental Emergency Notification Regulations (justice.gc.ca)	Province-wide	Energy & Environmental Response Line 24-Hour: 1-800-222-6514
Alberta Energy Regulator (AER)	Verbal notification immediately. **At a Level 1, 2 or 3 Emergency** • If members of the public or media are contacted • Any substance release that may cause, is causing, or has caused an adverse effect* • Any substance release into a waterbody • Any uncontrolled gas release of more than 30,000 m^3 • Any well flowing uncontrolled or Pipeline hits • Any unrefined product release of more than 2 m^3 on lease • Any unrefined product release of any amount off lease • Any pipeline release or pipeline break (including during pressure testing) • Any fire that is caused by a flare or incinerator • Fire causing loss of more than 2 m^3 of oil or 30,000 m^3 of gas, or damage to a wellhead • Any fire that occurs on an oil sands site that results in the deployment of major firefighting equipment **References** Directive 071: Emergency Preparedness and Response (aer.ca)	Province-wide	**AER Emergency 24hr Line: 1-800-222-6514** **Field Operations, Central** Edmonton Regional Office 780-642-9310 Slave Lake Regional Office 780-843-2050

12.4.2 Federal Government Contacts

CANADA ENERGY REGULATOR (CER) AND TRANSPORTATION SAFETY BOARD (TSB)		
To report a pipeline emergency, call the Transportation Safety Board	1-819-997-7887	24 hours
For all other emergencies related to CER regulated company operations contact	403-299-2773	

ENVIRONMENT AND CLIMATE CHANGE CANADA (ECC)
In the event of an environmental emergency, call the 24-hour telephone number below for the province or territory in which the event is occurring. These authorities will inform Environment and Climate Change Canada of the emergency event. **Alberta Ministry of Environment and Parks** **780-422-4505 | Toll-free: 1-800-222-6514** Source: Environmental emergency contacts - Canada.ca

12.4.3 Alberta Government Contacts

ALBERTA BOILERS SAFETY AUTHORITY (ABSA) (PRESSURE VESSELS)			
Location	Address	Phone #	Fax
Head Office	9410 20 Ave, Edmonton, AB T6N 0A4	780-437-9100	780-437-7787
Grande Prairie	203, 10109 97 Ave, Grande Prairie, AB T8V 0N5	780-538-9922	780-538-9400
Fort McMurray	160 McKenzie Blvd, Fort McMurray, AB T9H 4B8	780-714-3067	780-714-2380
Calgary	380, 6715 8 St. NE, Calgary, AB, T2E 7H7	403-291-7070	403-291-4545
Lethbridge	19, 1274 3 Ave SE, Lethbridge, AB T1J 0J9	403-394-1011	403-329-0089
Medicine Hat	103, 346 3 St. SE, Medicine Hat, AB, T1A 0G7	403-529-3514	403-529-3632
Red Deer	304, 4406 Gaetz Ave, Red Deer, AB T4N 3Z6	403-341-6677	403-341-3377

[redacted]

ALBERTA EMERGENCY MANAGEMENT AGENCY			
Agency	Emergency Management Field Officer	24-Hour/Cell	Admin/Office
	Duty Officer	1-866-618-2362	
South Central Region	[redacted]		
South Central Region			
South First Nations			

ALBERTA ENERGY REGULATOR			
To report an emergency This is a triage center for AER, TDG and AB ENV.		1-800-222-6514	24 hours
For Inquiries or regulatory questions, call the Customer Contact Centre		1-855-297-8311	Email: inquiries@aer.ca
ALBERTA SAFETY SERVICES			
Electrical Branch		1-866-421-6929	
ALBERTA WORKPLACE HEALTH and SAFETY			
Province Wide Toll Free 1-866-415-8690 (24-Hour reporting)			
ALBERTA ENVIRONMENT			
Pollution Control		1-800-222-6514	24 hours
		780-427-3178	
PUBLIC LANDS			
Public Lands Officers		310-LAND (5263)	24 hours
Inquiries		1-877-944-0313	Email:AEP.Outreach-services@gov.ab.ca
ALBERTA HEALTH SERVICES			
Agency	Contact	24-Hour	Admin
Z2 Calgary Zone	[redacted]	[redacted]	[redacted]
ALBERTA HEALTH AND WELLNESS			
Agency		24-Hour	
Alberta Health and Wellness		780-427-7164	
ALBERTA FORESTRY, LANDS and WILDLIFE			
Alberta Forest Service (for reporting forest fires)		310-FIRE	
TDG (Spills in Transport)			
Alberta Transportation – Dangerous Goods & Rail Safety Branch		1-800-272-9600	24 hours
CANUTEC (Transportation Emergency) CANUTEC (Information)		613-992-4624 (call collect) Inquiries	613-996-6666 *666
EMERGENCY RESPONSE ASSISTANCE CANADA (ERAC) | **ERAC (ERAP #** [redacted]			1-800-265-0212
MISCELLANEOUS			
Alberta Workers' Compensation Board		780-498-3999	Edmonton
		403-517-6000	Calgary
		1-866-922-9221	24 hr.
AIR TRAFFIC CONTROL: NAV Canada		1-866-992-7433	

12.5 Local Authorities

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

[redacted]

12.5.1 Municipal Contacts

EMERGENCY MANAGEMENT			
	Location	**Phone**	**Other**
Town of Cochrane			
Town of Cochrane – Administration	Cochrane	403-851-2500	403-932-6032 Fax

[redacted]

Rocky View County			
Rocky View County - Administration	Rocky View County	O: 403.230.1401	F: 403.277.5977 questions@rockyview.ca
Rocky View on call 24/7 Duty Officer	**Rocky View County**	**403-831-8401**	F:403-520-3991 -

[redacted]

12.5.2 First Nations Contacts

Community	Contact	24/7	Administrative
Blood Tribe	[redacted]	[redacted]	403-737-8236
			403-737-8129
Piikani Nation			587-421-2001
Siksika Nation			403-734-5184
Stoney (Bearspaw) Band			403-881-4760
			403-881-2618
Stoney (Chiniki) Band			403-881-4760
			403-881-2618
Stoney (Goodstoney) Band			403-881-4760
			403-881-2618
Tsuut'ina Nation			403-238-6304
			403-238-6139

12.6 Emergency Services / First Responders

Fire, EMS, Ambulance			
Fire Departments	Location	Emergency Phone	Other
Cochrane Fire Department – Protective Services – Station 151 - Administration	Cochrane	911	Admin: 403-851-2540
Rocky View County Fire Department	Rocky View County	911	Admin: 403-230-1401
Ambulance			
Ambulance – Ground	-	911	
STARS Air Ambulance	-	888-888-4567	-
RCMP			
Cochrane RCMP Detachment 24 Hour Complaint Line	Cochrane	**911**	403-932-2213 403-932-2211
Hospitals			
Cochrane Community Health Centre	Cochrane	-	403-851-6000
Airdrie Community Health Centre	Airdrie	403-912-8400	-
Foothills Medical Centre	Calgary	403-944-1110	

12.7 Emergency Response Support Services

[redacted]

[redacted]

[redacted]

12.8 NGO & Utilities

[redacted]

12.9 School Divisions

Cochrane is serviced by two school districts: Rocky View Schools and the Calgary Catholic School District. Supporting the school district is an active homeschooling network, Cochrane Home Educators.

School Division	Contact	Admin	24 hours
Rocky View Schools	[redacted]	Main Reception: 403-945-4000 Transportation: 403-945-4100 Fax: 403-945-4001	-
Calgary Catholic School District	[redacted]	403-500-2000	-
Cochrane Home Educators	-	Main switchboard: 403-235-0294 Cochrane Campus: 403-235-0294	-

12.10 Area Industry Contacts

[redacted]

12.11 Area Users / Transients

[redacted]

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