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Plan ID #_____

COCHRANE EXTRACTION PLANT EMERGENCY RESPONSE PLAN

FACILITIES INFRASTRUCTURE BUSINESS UNIT (NGL)

COCHRANE EXTRACTION PLANT

24/7 Control Room: 403-932-8510

███████████████████████████
█████████████

██████████████████████████

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

████████████████████████

CONTAINS CONFIDENTIAL INFORMATION

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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.

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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 ███ ██.

Internal Distribution

External Distribution

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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 completed.

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.

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ERP Revision Request Form

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

Send to:		E-mail:	

PLAN REVISION IDENTIFICATION INFORMATION

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

DESCRIPTION OF REVISION

RATIONALE

EMERGENCY MANAGEMENT REPRESENTATIVE USE ONLY		
Reviewed/Approved By:		Corrective Action No.:

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

FILE REF

Form 1 - ERP Revision Request Form

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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 (enclosed), CEP Fire Safety Pre-Plan and Tactical Fire Response Plans, 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
- Security management protocols

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
- Security Management

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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.

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

Facilities Information 1 - Plant Specifications Summary

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2.2   Directions to CEP and Site Access

Facilities Information 2 - Directions & Site Access

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2.3   CEP Site Safety Features

Facilities Information 3 - CEP Site Safety Features

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2.5 Technical Data

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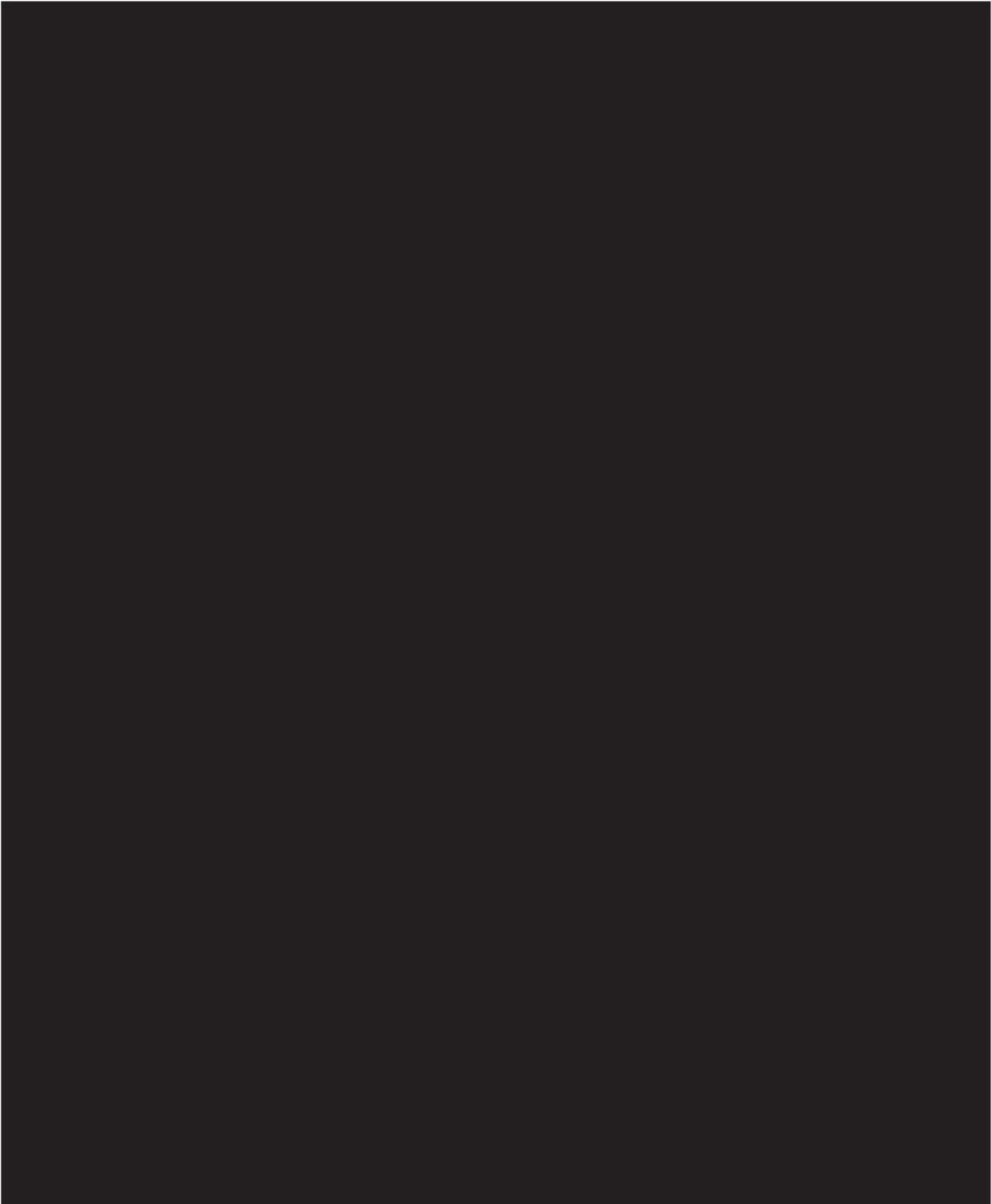
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2.6.2 Bow Valley Carbon - PLACEHOLDER

PLACEHOLDER FOR FUTURE CONTENT

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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 of, and immediately following the incident.

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2.8 Land Use and Characteristics of the Surrounding Area

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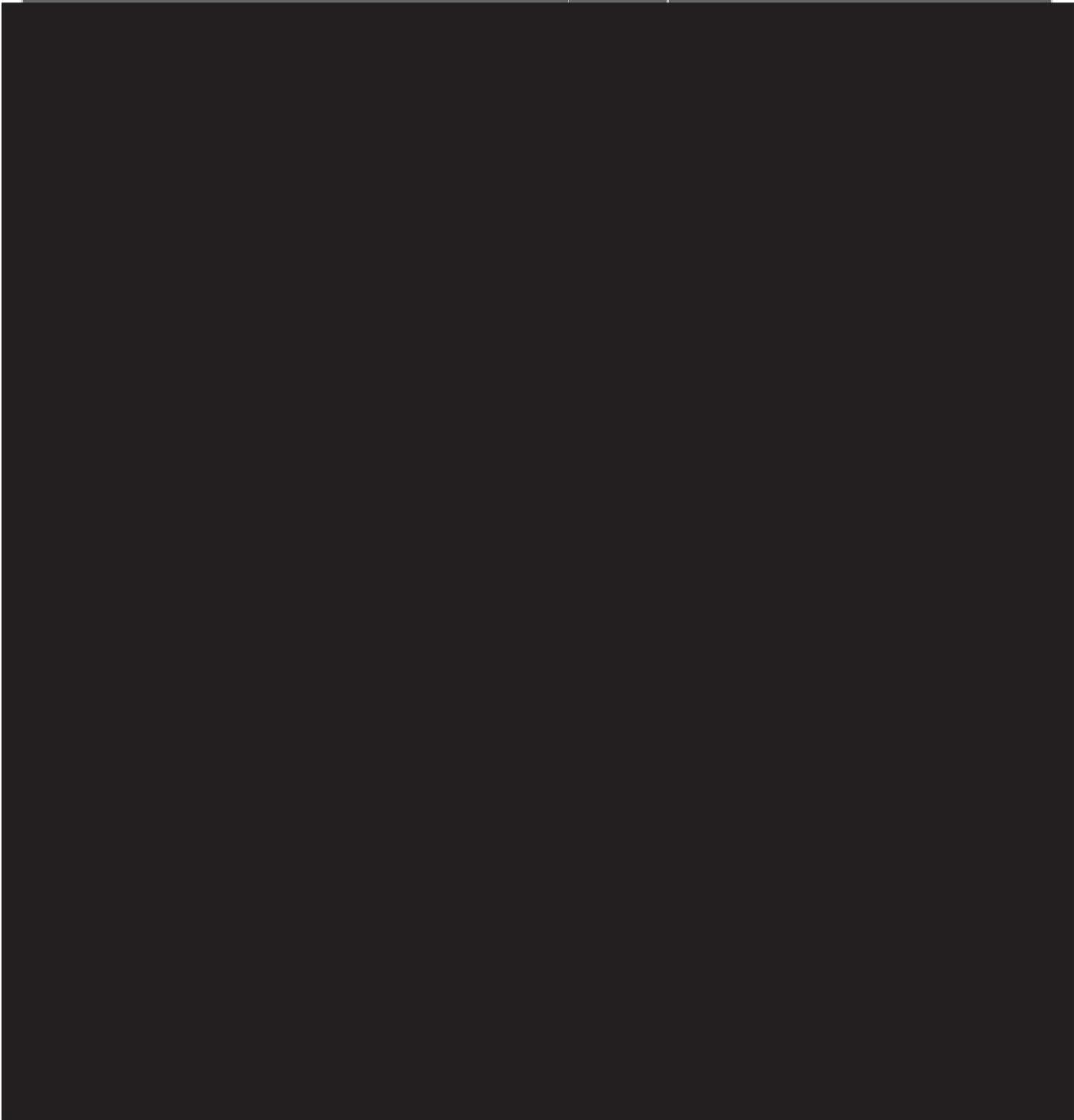
3 EMERGENCY RESPONSE PLAN REQUIREMENTS

3.1 Legislative Requirements

Alberta Energy Regulator	Directive 071: Emergency Preparedness and Response (aer.ca)		Requirements for oil and gas facilities operating in Alberta.
	CSA Standards	CSA Z246.2-18 - Emergency Preparedness and Response for Petroleum and Natural Gas Industry Systems	Industry Best Practice Incorporated by reference into D71.
		CSA Z246.1-21 Security Management for Petroleum and Natural Gas Industry Systems	Industry Best Practice
Environment Canada	Environmental Emergency Regulations, 2019 (justice.gc.ca)		Requirements for facilities that have E2 regulated substances at prescribed quantities (Schedule 1). *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.
NOTE: Contact the NGL EM representative for regulatory requirements related to security management			

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, IPL 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

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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

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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 appropriate response actions. Employees and permanent contractors assigned duties in the ICS organization receive training to ensure they are competent and/or appropriately qualified for those duties.

At a minimum, it is IPL's expectation these individuals are familiar with the ERP, applicable supplemental plan(s) for their area(s) of operations, and the authority and accountabilities related to their assigned response role(s). Emergency Management training for NGL responders consists of the following:

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

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 with 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 in MyContent for further information. Training records are available in 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. Exercise debriefs are conducted and reports produced following each session and are maintained by the Emergency Management Team. Exercise records are available at 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, and 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,** located in MyContent.

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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 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 NGL Corporate IMT, who operate out of the Emergency Coordination Centre (ECC).

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

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

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4.3 ICS Organizational Charts

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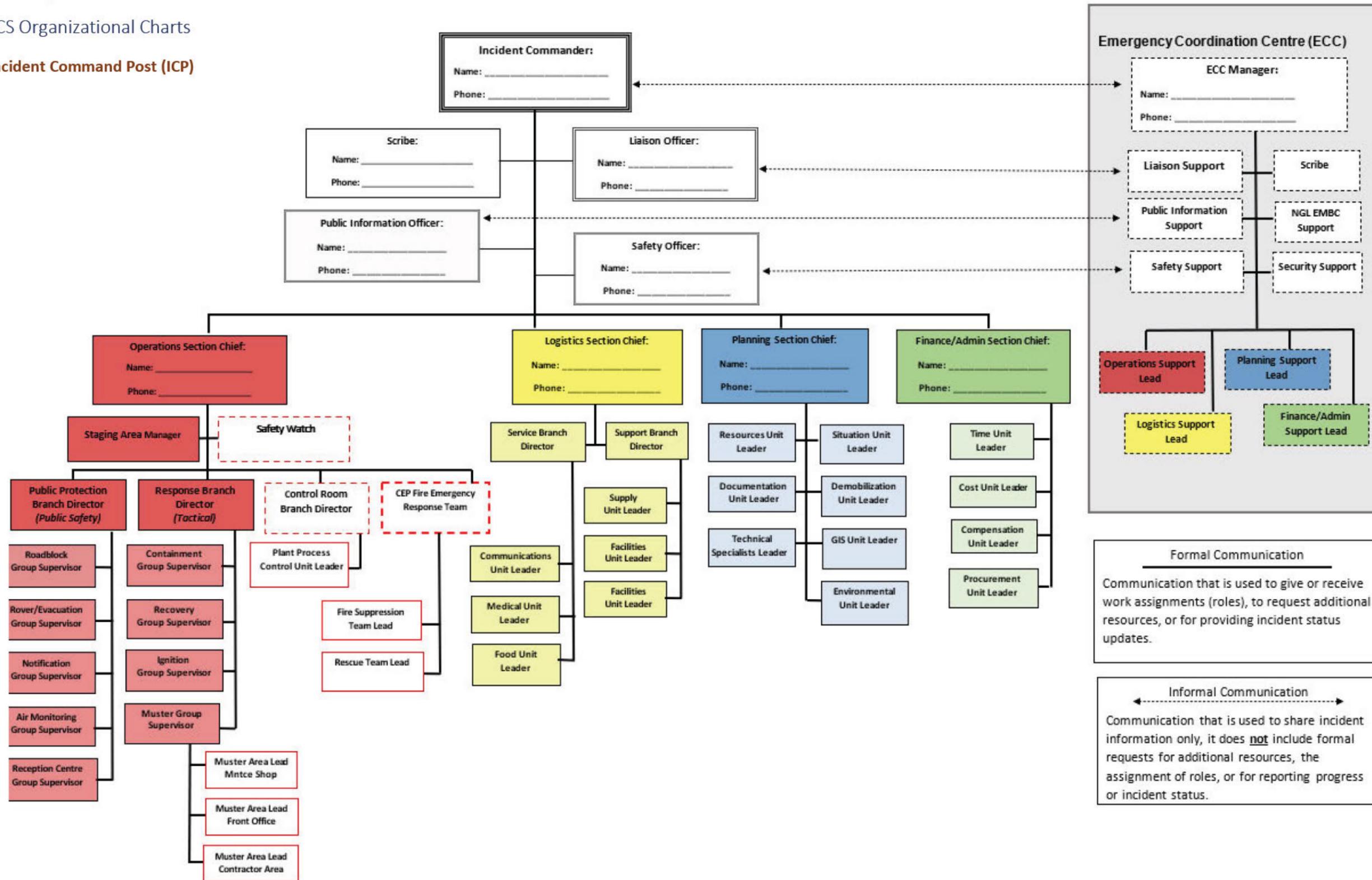
Incident Management System Info 2 - ICS Organizational Chart (ICP)

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4.3.2   Emergency Coordination Centre (ECC)
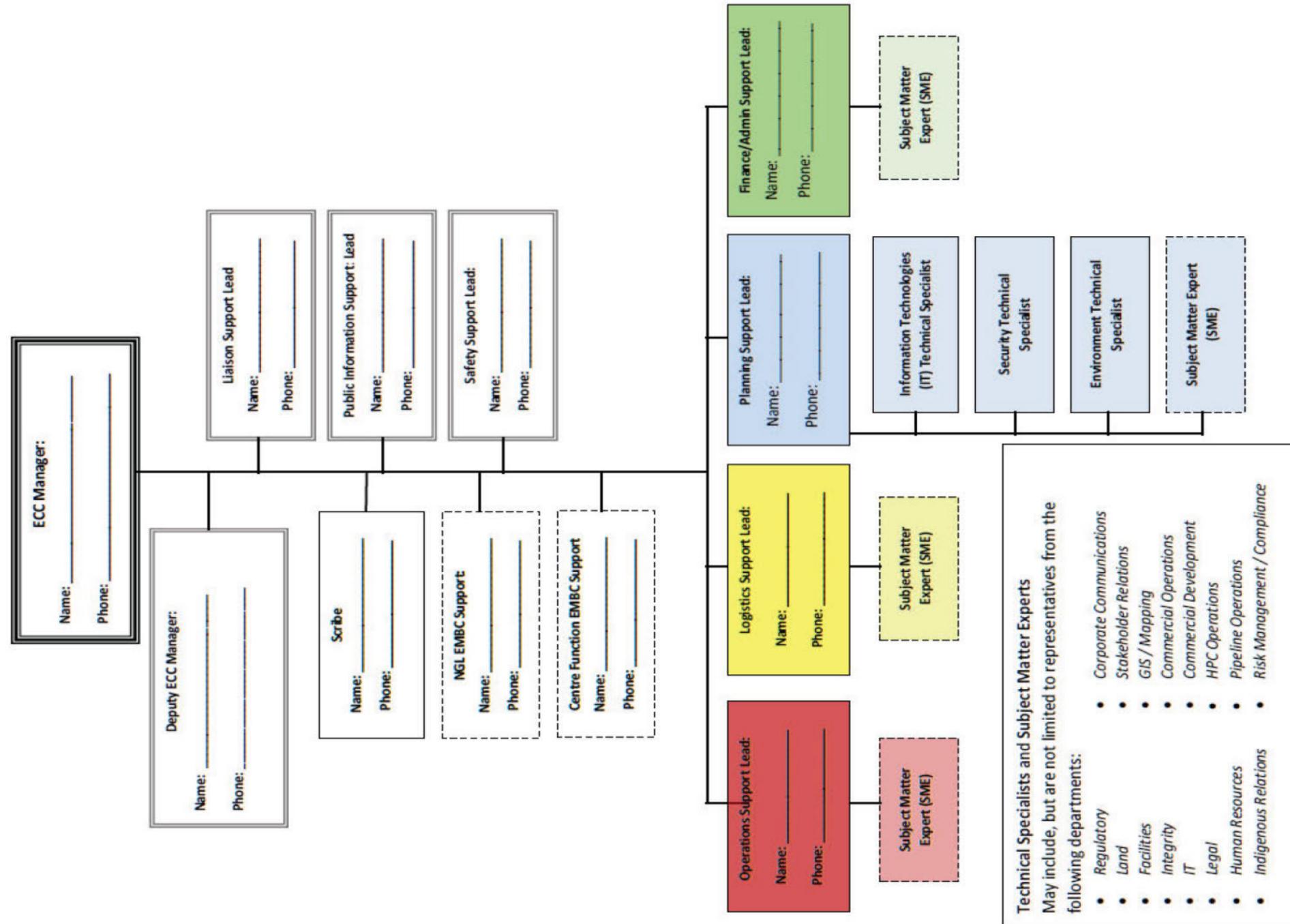
Incident Management System Info 3 - ICS Organizational Chart (ECC)

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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
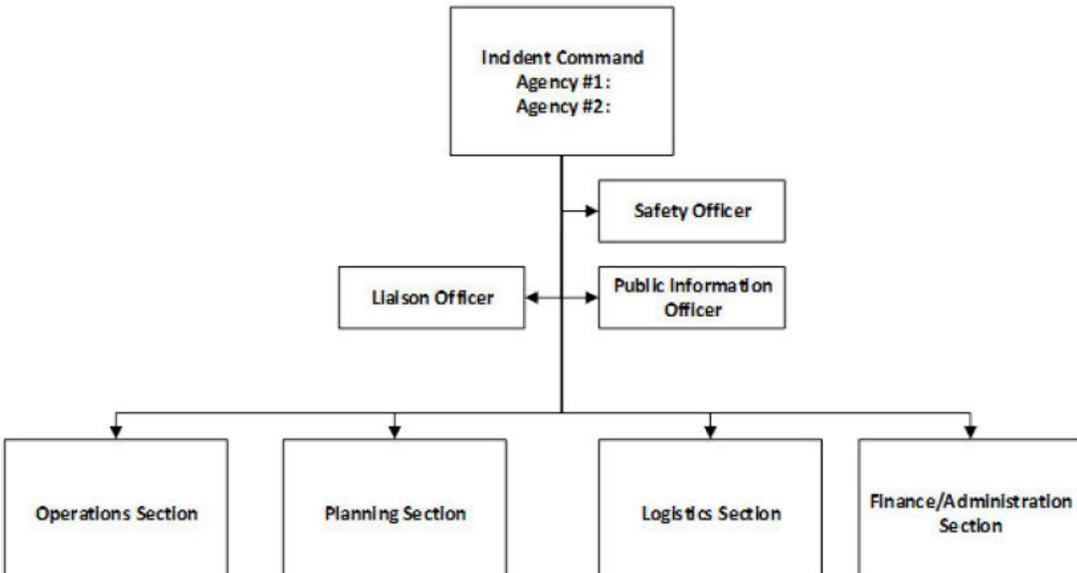
Incident Management System Info 4 - Command Strategies

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.

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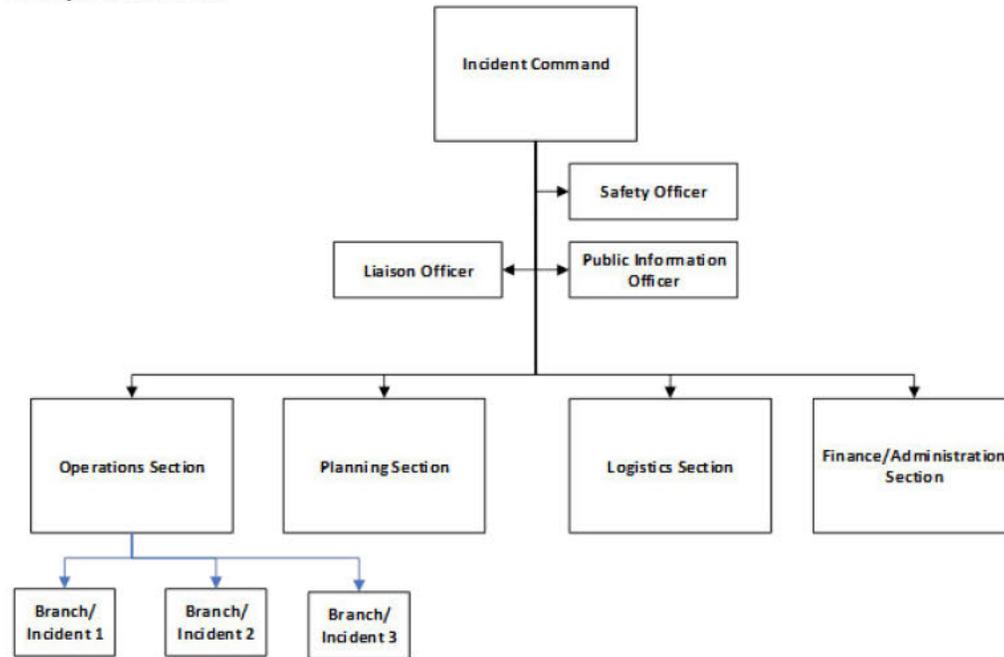
- Two or more individual incidents located in the same general area that are assigned to a single incident command or a unified command

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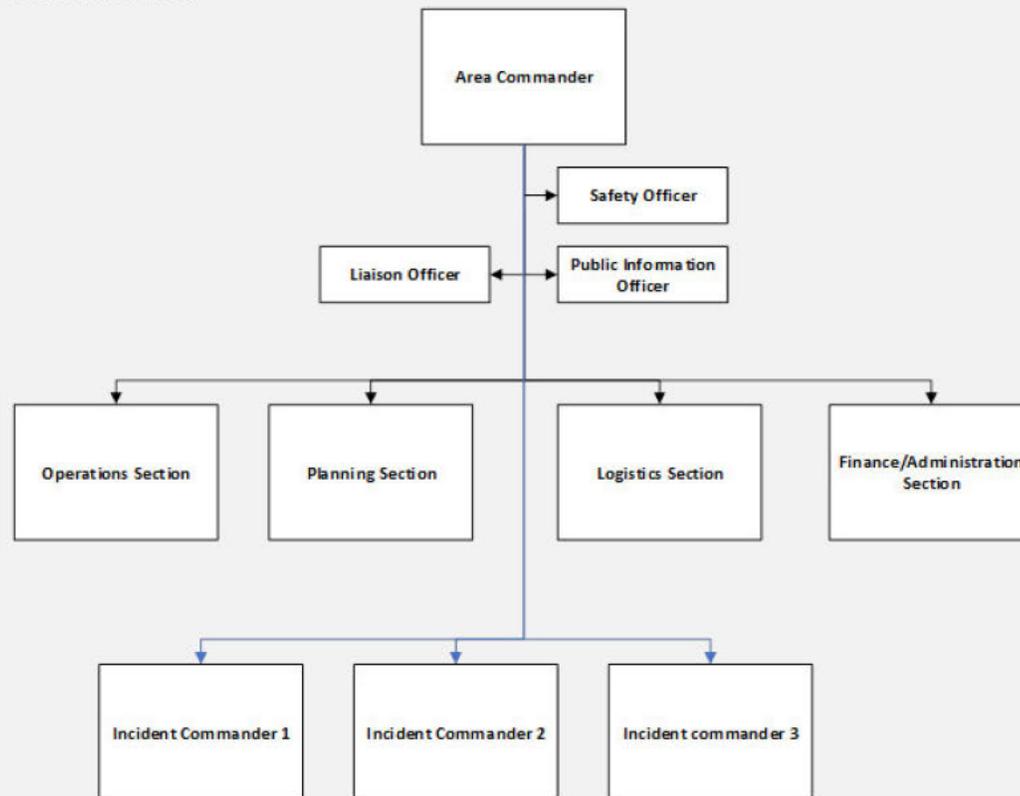
- Oversee the management of multiple incidents that are each being managed by an ICS organization.
- Oversee the management of large incidents that cross jurisdictional boundaries.

Incident Management System Info 5 - Command Strategies (Complex)

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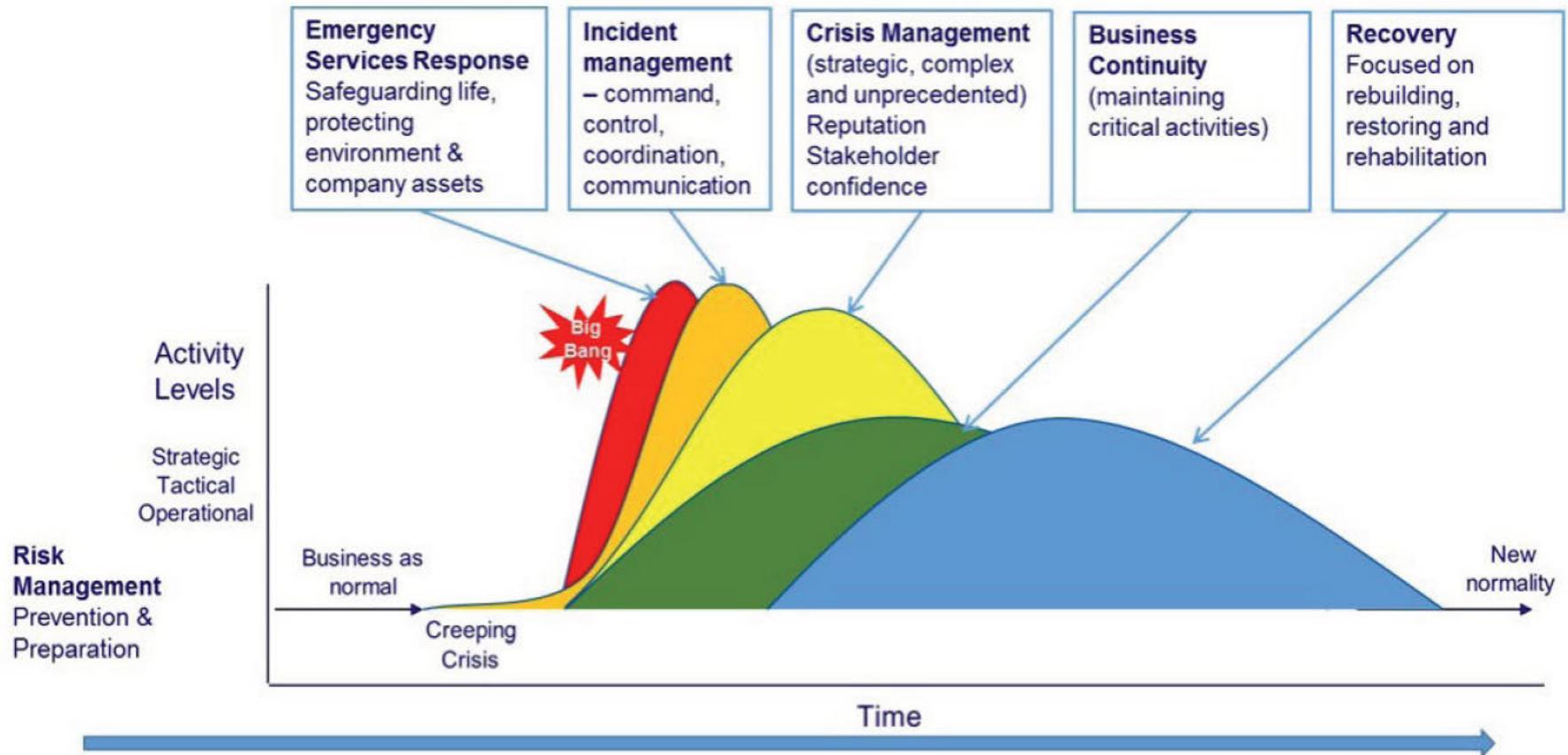
Incident Management System Info 6 - Incident Response & Management Life Cycle

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

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4.7 External Response Locations

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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.

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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 • ▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮ • 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

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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 • ███████████████████████ • 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

Date of last Local Authority ERP consultation and engagement outreach campaign: October 21, 2025.

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, as appropriate.

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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

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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.

<div style="background:#c00;color:#fff;text-align:center;padding:4px;">

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

</div>

➢ 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.

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5.4 School Districts

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

The affected school division will contact its Student Transportation Department and advise of any detour re-routes. The school division, in consultation with impacted schools, will determine appropriate protocols for students whose homes have been evacuated and advise school buses appropriately. Depending 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.

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.

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Initial assessment & Determine emergency level

Communicate the situation

Stop nearby work

Dangerous to others? — Yes → **Evacuate others**

No

Safe to initiate response? — Yes → **Initiate response plans**

No

Stay clear, observe and report ← Yes — **Situation worsening?**

No

Assist emergency responders → **Complete incident report**

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?

Plans:
Injury
Fire Response
Spill/Release
Ignition
Public Safety
Security
Butane
Equipment/Structural Failure
Floods
Forest/Wildfire
Missing Person
Pipeline Contact
Powerline Contact
Severe Weather
Vehicle Collision

Incident Onset & Activation 1 - Initial Assessment Process

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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.

Until relieved of command, the initial IC should use **the ICS Initial Briefing ICS Forms)** to help outline the situation, identify priorities and immediate objectives, frame critical planning needs, and document response actions.

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.

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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.

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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 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.

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Incident Onset & Activation 2 - AER Incident Classification Matrix

1. Consequence of incident

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

2. Likelihood of incident escalating*

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

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

Assessment results

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

Incident Onset & Activation 2 - AER Incident Classification Matrix

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6.12 Incident Notifications / Actions by Level of Emergency

6.12.1 Communications – Internal

Internal notifications may be completed using the ALERT notification system ▉▉▉▉. 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.

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6.12.1 Communications - External

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6.13 Response Time Targets

6.14 GIS & Map Tools

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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:

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7.1   Incident Management, Information, Activities, & Procedures

7.1.1   Incident Action Planning

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

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

PPO

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

The Incident Action Plan is prepared by the Planning Section Chief for each Operational Period and must be approved by the Incident Commander, in consultation with the Command and General staff.

Once approved each functional area will be responsible for implementing *their respective portion of the plan,* including monitoring the plan and evaluating its effectiveness and progress.

The Incident Action Planning cycle can be found in the Planning P.
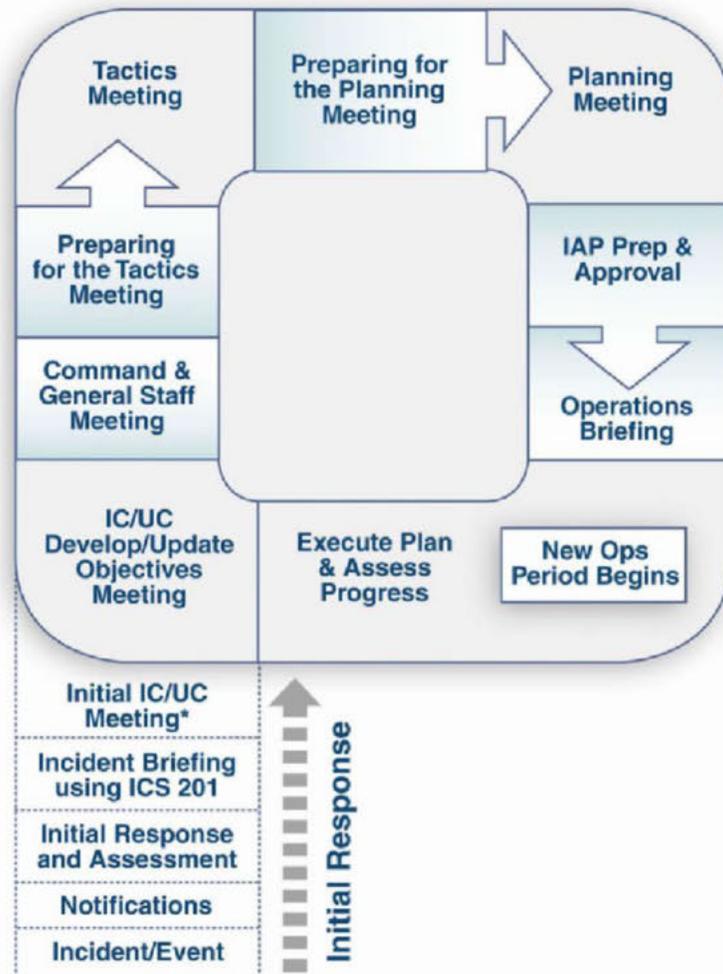
Response Procedure Figures 1 - Planning P

Pre-Planning Meeting: Understand the Current Situation

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

1. Evaluate the current situation and decide whether the current planning is adequate for the remainder of the operational period (i.e., until the next plan takes effect).
2. Advise Incident Commander and Operations Section Chief of suggested revisions to the current plan.
3. Establish a planning cycle for the incident (refer to Response Procedure Figures 1 - Planning P).
4. Participate in the Objectives meeting to update the incident objectives and strategies.
5. Participate in the Tactics meeting to review the tactics developed by the Operations Section Chief.
6. Determine who needs to attend the Planning meetings, in consultation with the Incident Commander.

    Attendees can include:
    - Incident Commander, Command and General Staff
    - Resources Unit Leader
    - Situation Unit Leader
    - Communications Unit Leader
    - Technical Specialists (as required)
    - Agency Representatives (if involved, and as required)

7. Establish the location and time for the planning meeting.
8. Ensure that planning boards and forms are available.
9. Notify necessary support staff about the meeting and their assignments.
10. Ensure that a current situation and resource briefing will be available for the meeting.
11. Obtain an estimate of resource availability for use in planning for the next operational period.
12. Obtain necessary agency policy, legal, or fiscal constraints for use in the Planning meetings.

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Conducting the Planning Meeting

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

1	Give briefing on situation, resource status and incident potential	The Planning Section Chief and/or Resources and Situation Unit Leader should provide an up-to-date briefing on the situation. Information for this briefing may come from any or all of the following sources: - Incident Commander - Operational reports - Incident Briefing (ICS 201), - Regional resources - Field Observations - situation report(s)
2	Set/Review established objectives	The Incident Commander is responsible for setting incident objectives. When responding to any emergency, the primary objectives of the ECC/ICP are: • Collect, analyze, and disseminate information considering both site and corporate strategies; • Maintain continuity of operations of unaffected areas of the business; and • Provide resource assistance to impacted sites.
3	Establish Organizational Structure	The Operations Section Chief shall work in conjunction with the Planning Section Chief to identify the organizational structure. This shall include determining the divisions and branches for geographical divisions and determine the need for functional group assignments for the next operational period.
4	Identify Tactics	The Operations Section Chief will establish the specific work assignment to be performed for the next operational period. Tactics (work assignments) shall be specific in nature to meet the identified objectives and strategies.
5	Identify Resources	Once the Operations Section Chief has identified the tactics, they will work with the Planning Section Chief to determine the resource needs to accomplish the work assignments.
6	Identify Operations Facilities and Reporting Locations	The Operations Section Chief, in conjunction with the Planning and Logistics Section Chiefs, shall make available the facilities and reporting locations required to accomplish work assignments. The Operations Section Chief shall indicate the reporting time requirements for the resources and any special resource assignments.
7	Develop Resource Order	The Planning Section Chief will assess the resource needs identified by Operations and will work with the Resource Unit to determine availability. If resource is not available and is approved, it is then given to Logistics to order the new resources.
8	Consider Communications, Medical and Traffic Plan Requirements	In addition to the Incident Objectives, ICS Org chart, Assignment list, and map of the incident area, there can be a need, during larger incidents, for additional information (e.g., Communication, Medical and Traffic Plan). The Logistics Section Chief shall determine the need for these and ensure that they are developed. These plans, if developed, shall be added to the Incident Action Plan (Refer to Table 3 Incident Action Plan and Attachments below).
9	Finalize, Approve, and Implement IAP	The Planning Section Chief, in conjunction with the Operations Section Chief, is responsible for seeing that the IAP is completed, reviewed, and distributed using the following steps: • Set the deadline for completing IAP attachments • Obtain plan attachments and review them for completeness and approvals. • Determine the number of IAPs required • Arrange with the Documentation Unit to reproduce the IAP • Review the IAP to ensure it is up to date and complete prior to the operations briefing and plan distribution • Obtain approval and signature of IAP by the Incident Commander • Provide the IAP briefing plan, as required, and distribute the plan prior to beginning of the new operational period.

Response Procedure 1 - Conducting the Planning Meeting

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7.1.2 Setting the Operational Period

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

7.1.3 Conducting a Situation Report (Sit Rep)

Sit Reps are briefings facilitated to update incident staff on the situation. In the initial stages of activation, Sit Reps may be held as required, to support response operation. ECC/ICP team members should come prepared to the Sit Reps by preparing in advance information on:

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

Minutes from the Sit Rep shall be documented and filed within the Documentation Unit. Sit Reps should be kept as brief as possible.

7.1.4 Virtual Activation / Activating a Virtual IMT

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

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

7.1.5 Incident Documentation Requirements

All ICP/ECC actions taken during emergencies are documented using the Master Event Log. The Master Event Log is completed in the TRG IAP app, or in hard-copy format, and includes documented record of all policy and decisions. All individual decisions/actions are tracked on the ICS 214 form, for each individual/per operational period.

7.1.6 Activating Mutual Aid Understandings and Specialized Service Contractor Response

Unless otherwise specified in an asset's site-specific plan, the site's Emergency Response Team (ERT) will be the first responder for handling emergencies; 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 IC determines that their assistance is required, the following process will be followed:

1. IC initiates mutual aid and directs them to rendezvous at the staging location provided.
2. Once a resource is in the staging area and marked with an available status, they can be deployed within the incident, as required.

For further details, refer to **Mutual Aid** in the **EMERGENCY RESOURCES & EQUIPMENT** section of this Plan.

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7.1.7 Escalating the Incident

In the event of incident escalation, the notification and activation of response management teams takes place through the respective chain of command.
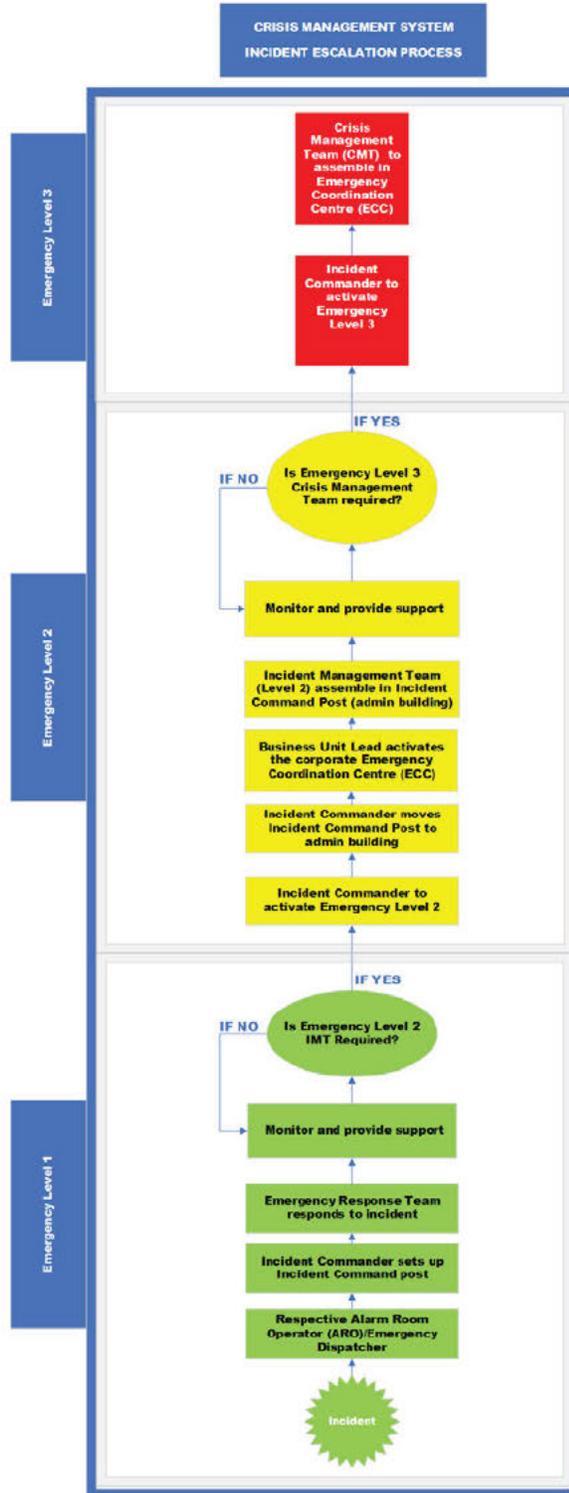
Response Procedure Flowchart 1 - Escalating the Incident

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7.1.8   De-escalation of Incident

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

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

7.1.9   Demobilization of Resources

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

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

7.1.10 Deactivation

Once the emergency level reaches Level 1 or Alert level, the ECC can be stood down; Corporate IMT members who are no longer required may be de-activated.

Prior to standing down the ECC, the emergency level must be de-escalated. The Incident Command Post may still be active for a period after the ECC has been stood down. Once the incident is in recovery mode, incident command is terminated, and the recovery shall be assigned to the appropriate department.

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

Refer to Section **POST INCIDENT AND RECOVERY ACTIONS** for additional information and actions.

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7.2   CISM Supports: Personnel and Evacuated Public

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

7.2.1   Personnel

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

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

- Fifteen to thirty-minute rest periods every two hours
- Shelter from weather
- Dry/clean clothes
- Access to mental health resources

- A place to sit or lie down away from the scene
- Warm food, high protein snacks and juices
- Opportunities to express feelings/concerns feelings with co-workers

Staff affected by emergencies can access the following resources:

Resource	Description	Contact
$10,000 Psychological Benefit	Covers employees and their dependents for visits to registered psychologists and social workers. Submit expenses on the Sun Life website.	Sun Life website
LifeWorks EFAP	Employee Family Assistance Program. Provides free, short-term, confidential counselling. Call to book an appointment.	1-877-207-8833
Short Term Disability (and other leaves)	The Short Term Disability (STD) policy supports employees who require a medical leave of absence – this includes mental and physical illnesses and injuries.	wellbeing@interpipeline.com
Wellbeing Webinars	Webinar series hosted by Claudia Canales, workplace mental health expert, provides information and practical tools to support your mental health at work and at home.	myWellbeing Stream Channel

Response Procedure Figures 2 - IPL CISM Resources for Employees

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7.2.2 Evacuated Public

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

Response Procedure 2 - CISM for Evacuated Public

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7.3 Injury Response Procedure

```
        ┌──────────────────┐
        │ Survey for       │
        │ Hazards          │
        └──────────────────┘
                 │
                 ▼
          ╱ Hazards Exist? ╲──Yes──▶ ┌──────────────────┐
          ╲                ╱          │ Take initial     │──▶ ╱ Hazards can be ╲──Yes──▶ ┌──────────────────┐
                 │                    │ precautions      │     ╲ isolated?      ╱          │ Isolate the      │
                 No                   └──────────────────┘            │                    │ hazards          │
                 │                                                    No                   └──────────────────┘
                 │                                                    │                             │
                 │                                                    ▼                             ▼
                 │                                          ┌──────────────────┐          ╱ Safe for        ╲
                 │                                          │ Remove victim    │◀──No────  ╲ response?       ╱
                 │                                          │ from hazards     │                   │
                 │                                          └──────────────────┘                  Yes
                 ▼                                                    │                             │
        ┌──────────────────┐                                         └──────────Yes────────────────┘
        │ Assess victim's  │◀────────────────────────────────────────────────
        │ condition        │
        └──────────────────┘
                 │
                 ▼
          ╱ Medical aid     ╲──Yes──▶ ┌──────────────────┐    ┌──────────────────┐
          ╲ required?       ╱          │ Summon medical   │──▶ │ Initiate first   │
                 │                     │ aid              │     │ aid              │
                 No                    └──────────────────┘    └──────────────────┘
                 │                                                       │
                 ▼                                                       ▼
        ┌──────────────────┐                                    ╱ Worker requires ╲
        │ Initiate first   │                                    ╲ hospitalization?╱──No──▶ ┌──────────────────┐
        │ aid              │                                            │                   │ Secure the       │
        └──────────────────┘                                          Yes                  │ incident scene   │
                 │                                                      │                   └──────────────────┘
                 │                                                      ▼                            │
                 │                                             ┌──────────────────┐                  ▼
                 └────────────────────────────────────────▶   │ Contact          │         ┌──────────────────┐
                                                               │ Supervisor.      │         │ Complete forms   │
                                                               │ (Supervisor:     │         └──────────────────┘
                                                               │ Consider IMT     │
                                                               │ activation)      │
                                                               └──────────────────┘
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Response Procedure Flowchart 2 - Injury Response

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Injury Response Procedure

Step	Action	Description
1	Survey for hazards	Before proceeding into an area to rescue or tend to an injured worker, conduct an Informal Hazard Assessment to identify any hazards that could endanger the Emergency Responders. Observe carefully and implement the required controls before proceeding. Possible hazards include: • Hydrogen sulphide gas (H2S). • Lower Explosive Limit (alarm on personal monitor). • Oxygen deficient environment (personal monitor). • Exposed electrical wires. • Electrified and/or rotating equipment. • Gas, condensate, or oil leaks. • Spilled chemicals. • Unstable structures, scaffolds, ladders, or walkways. • Wet, icy, or oily flooring. • Work at height. • Confined spaces. • Animals.
2	Take initial precautions	If the area can be entered safely by using Personal Protective Equipment (PPE), obtain and don it.de: • Personal atmospheric monitor. • Respiratory protection such as a Self-Contained Breathing Apparatus (SCBA). • Fall Arrest System. • Chemical protective suits and gloves. • Goggle or safety glasses. • FR rated clothing.
3	Isolate hazards	• If hazards can be minimized by shutting valves, de-energizing electrical circuits, shutting down equipment or by other means, proceed to do so to reduce risks • Assess if these actions are adequate to eliminate or reduce the hazards to an acceptable level
4	Remove victim(s) from hazards	• If the hazards cannot be reduced to an acceptable level, consider moving the victim to a safer area. **Note: A victim should not be moved unless area hazards threaten to harm the victim further** • Assess whether moving the victim will cause them more harm than tending to them in place. • Extreme caution is required if neck or spinal injuries are suspected. • If the victim can be moved safely, move them from the scene to a safe area • Leave a suspected fatality in place for the purpose of investigation.
5	Assess condition	• Using primary and secondary first aid survey techniques assess the victim's condition and the nature and extent of the victim's injuries. Always assume the person is alive and treat them accordingly. **Note: Only a medical doctor is legally authorized to declare a person deceased.** • Ask witnesses to describe what happened.
6	Summon	• If the victim requires immediate medical aid, requires transport to a hospital, or if the victim's condition is uncertain, summon medical aid immediately (call 9-1-1 or call supervisor/IC) • Provide information to emergency services and the IC on the victim's condition • If the victim was exposed to chemicals, obtain the Safety Data Sheets (SDS) and provide to EMS • After victim receives appropriate care, consider activation of the Business Support Team • Some information is confidential and should only be shared by Designated IPL staff • Request that any witnesses to the incident provide a written statement describing what they saw.
7	Initiate first aid	• Following standard first aid procedures, initiate first aid on the victim. • Continue to tend the victim until instructed to stand aside by the paramedics, police, or fire department. • Once treatment is complete, continue to monitor the victim for any changes in condition.
8	Secure the incident scene	• Provincial Health and Safety authorities may choose to investigate injuries. • Surround the scene with warning ribbon, and post signs to avoid having the area disturbed. • Do not disturb any equipment, tools, spilled materials, ladders, etc. Leave them exactly where they lay. • If a camera is available, photograph the area from multiple angles.

Response Procedure 3 – Injury

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7.4 Fire Response Procedure
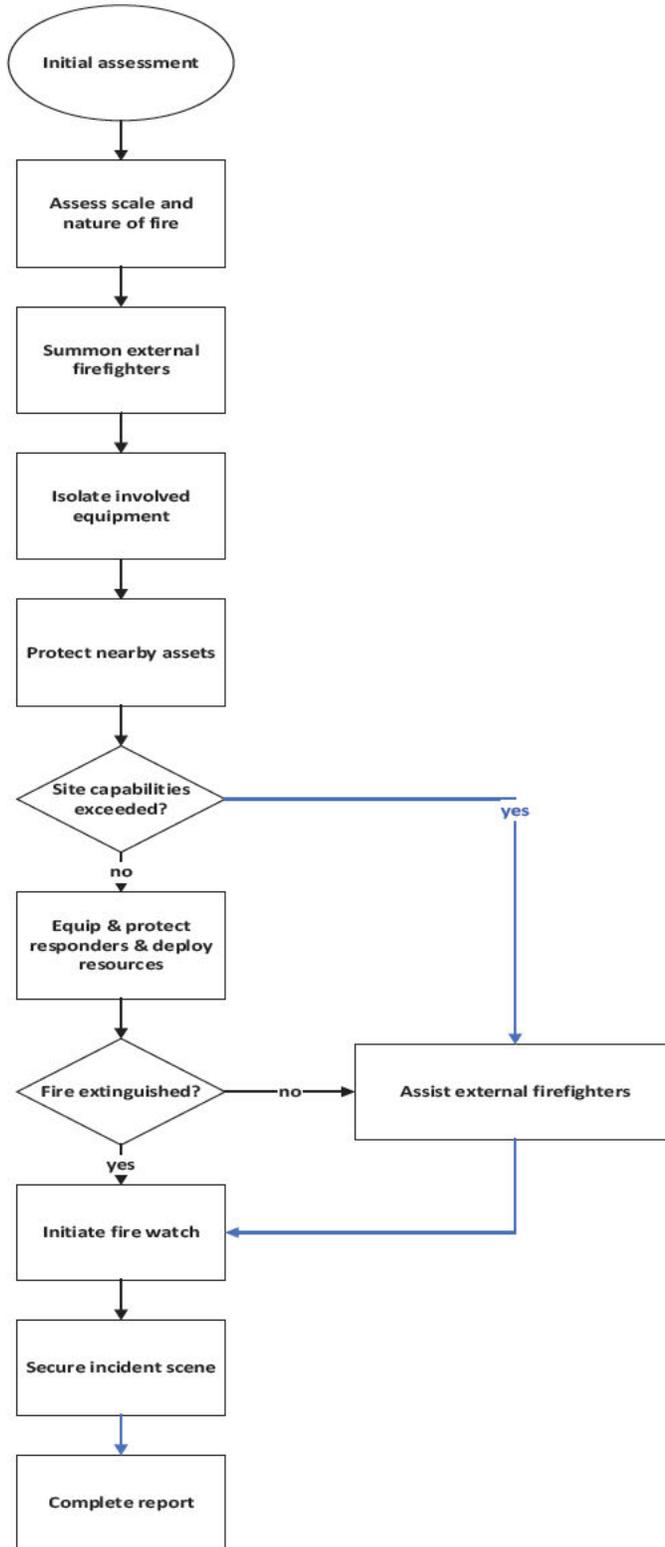
Response Procedure Flowchart 3 – Fire Response

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Fire Response Procedure

Step	Action	Description
1	Assess scale and nature of fire	Upon arrival at the scene, assess the following and report the details to the IC: • How widespread is the fire – what areas are involved? • Involved equipment, tanks & structures? • What are the primary & secondary fuel sources? • What is / was the likely source of ignition? • . What equipment, tanks, structures, and areas are like to be affected if the fire spreads? • What additional hazards might be created by the fire, s as explosion, toxic gases, environmental release, etc.? • Where are the extinguishers, hoses, hydrants, standpip and other firefighting equipment?
2	Summon Fire Services	• Contact the Incident Commander and have them summon firefighting assistance. This may come from off duty staff, local municipal fire departments, commercial firefighting services or adjacent industries through mutual aid agreements. • Prepare to work arriving units into the ICS when they arrive.
3	Isolate involved equipment	Shut down any equipment involved in or threatened by the fire. Close valves that allow product to flow to affected equipment. Turn off power at the breaker. Shut off fuel gas supplies. Shut down chemical pumps and close valves. If a large proportion of the facility is threatened, activate the Emergency Shutdown (ESD). At this point, assess the chances of success of fighting the fire with the personnel and equipment available at the site.

4	Protect nearby assets	• Identify protective measures for nearby structures and equipment and put them in place.
		• Examples include:
		  o Relocating moveable equipment and materials.
		  o Setting up water sprays to cool nearby equipment and structures.
		  o Covering sensitive apparatus with tarps (ex: computers or other electronics).
		  o Shutting down equipment.
		• Closing openings that allow smoke into unaffected parts of a structure.

5	Equip and protect responders	• If fighting the fire is within the response capability of the facility and it is safe to fight the fire, obtain the required PPE and fire extinguishing equipment. Staff should assemble at the Staging area for potential assignment based on incident needs. • Ensure that required PPE is worn by all Emergency Responders. PPE must include fire retardant clothing and a face shield in addition to normally required site PPE. If there is a possibility that toxic vapors or excessive smoke will be encountered, a SCBA must be worn. • Obtain fire extinguishers and other required firefighting equipment. Verify that they are operational and in the case of extinguishers, fully charged. Ensure that the appropriate class of extinguisher has been selected. • Ensure that at least one Emergency Responder stays back to assist in case of trouble.
6	Extinguish the fire	• Approach the fire from the upwind side, ensuring that a clear escape path is available behind you. • Operate the extinguisher(s) as directed and attempt to extinguish the fire (refer to Fire Extinguisher Procedure)
7	Assist external fire fighters	• Assist external firefighters by providing them information, equipment and manpower. • Note: If the fire fighters come from the local municipal fire department, they may take command of the situation, in which case control should be handed over and assistance provided.

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Fire Response Procedure

8	Initiate fire watch	• Assign an individual to maintain a watch on the area involved in the fire to ensure that the fire does not start up again. • Equip the individual with a two-way radio or cell phone. • If a fire does start, report it to the Incident Commander before taking action to extinguish it. • Maintain the watch for at least four (4) hours – longer for larger, more involved fires, as determined by the Incident Commander.
9	Secure incident scene	• Provincial fire and health and safety authorities and Inter Pipeline's insurance company may choose to investigate fires • Surround the scene with warning ribbon, and post signs to avoid having the area disturbed. • Do not disturb any equipment, spilled materials, debris, etc. Leave them exactly where they lay. • If a camera is available, photograph the area from multiple angles.

Response Procedure 4 - Fire Response

Fire Extinguisher Procedure

1. Cooling and Quenching:

- Check Safety Data Sheets (SDS) for firefighting procedure.
- Protect surrounding equipment and piping.
- Be aware of other hidden hazards, e.g., electrical conduit, high pressure in surrounding piping, possible toxic fumes.
- Monitor fire pumps, river pumps, and portable monitors.

2. Isolation:

- Contain and reduce the amount of feed to the fire.
- Block in primary block valves if possible.
- Block in secondary block valves if primary valves are inaccessible.
- Block in and depressurize surrounding piping if hazard exists.

3. Drain and Depressurize:

- Continue to reduce the amount of feed.

4. Extinguish

- After the fuel feed has been reduced to the point that the danger of re-ignition, explosion or flash fire is minimal, extinguish using fire extinguisher.
- Aqueous Film Forming Foam (AFFF) foam used for Heat Medium Oil and Compressor Oil, will have very little effect on N.G.L. as the high pressure vapor will come through the foam.
- Continue to cool and quench until all equipment is cool.
- Once the fire is out, inspect for smoldering areas, sparks and secondary fires. Extinguish them as well.

Response Procedure 5 - Fire Extinguisher

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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.
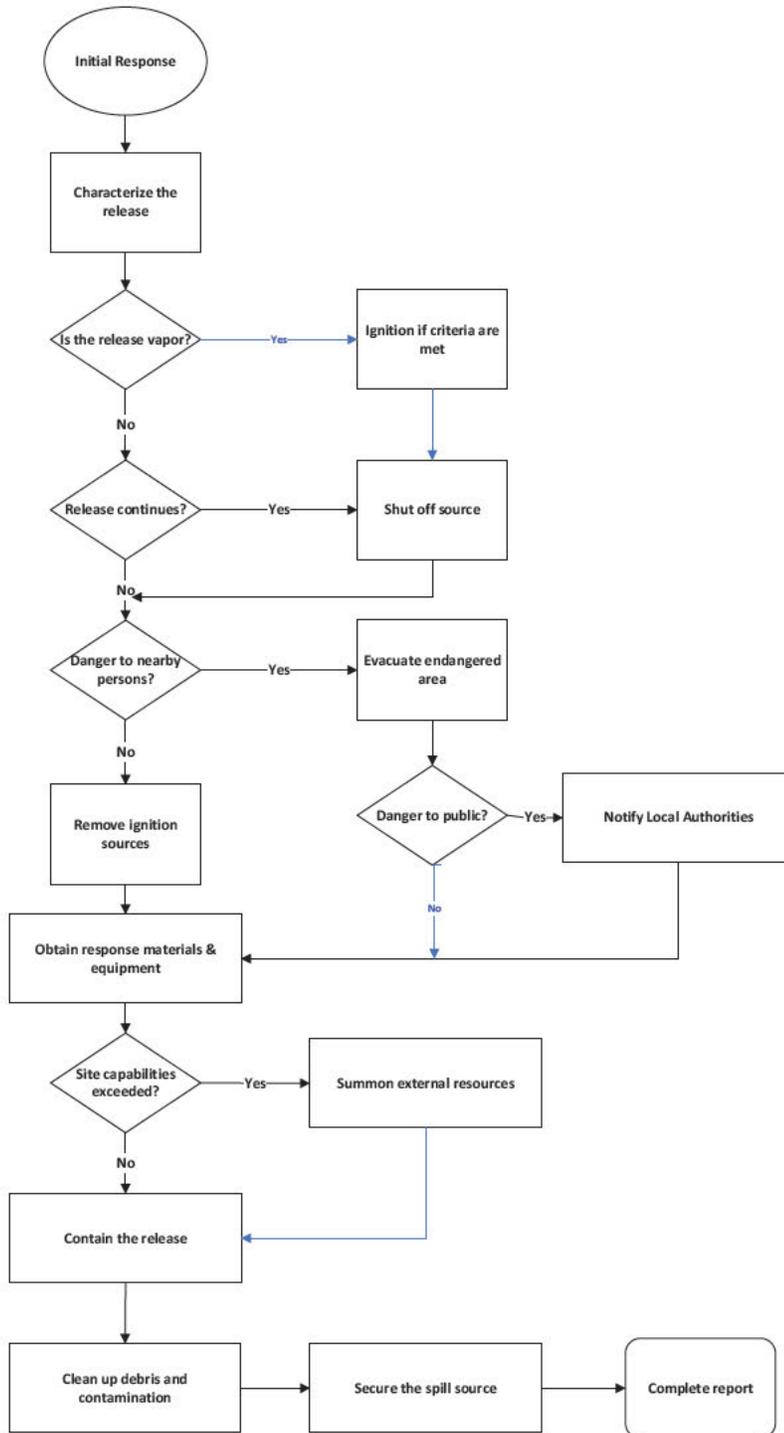
Response Procedure Flowchart 4 - Spill / Release Response

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Spill Response Procedure

Step	Action	Description
1	Characterize the release	Upon arrival at the scene, assess the following: • What is the source of the spill or release? • What product is or has been released? • Is it gas, liquid or solid? • What is the wind direction and what areas are down-wind? • How much has been released? • Is the release continuing or has it stopped • What area has been affected by the releas • What areas, including waterways, are threatened by the release? Report this information to the Incident Commander. Proceed to consult the SDS sheet to identify: • Whether the product is toxic, corrosive, flammable, or an oxidizer. • If the product is volatile. • What is the required PPE for spill cleanup? • In case of fire, what types of extinguisher can be used, and what hazardous combustion products may be released.
2	Shut off source	• If the release of material continues and it is safe to do so, locate and shut off the source. • If the source is the pipeline or facility piping, have the Control Centre shut down the facility and any upstream operations. Alternatively, activate the ESD. • Close valves both up and downstream of the release to limit the amount of product that can be released. • If the source is a tank, shut off any feed to the tank and attempt to transfer the remaining contents into another tank or the pipeline. • If the source is a drum or container, attempt to reposition the container so that the breach is above the liquid level or attempt to transfer the contents to another container. • Use proper lifting techniques to avoid back injuries.
3	Evacuate endangered area	• Determine if the release presents a hazard to site personnel or the public. • If the release presents a hazard to personnel on site, evacuate the endangered area. • If the release presents an immediate hazard to nearby residents, proceed to notify them that evacuation is required. Conduct notifications within a radius determined by the Incident Commander. The notification may be coordinated by the Incident Commander if it will significantly detract from the time required for response activities. Refer to Public Notification and Evacuation Requirements • Inform the Incident Commander of your actions.
4	Notify local authorities	• If evacuation of the public may be required, ensure local authorities are notified by telephoning 9-1-1 • Inform the Incident Commander, who will conduct additional notifications for you.
5	Remove ignition sources	• Keep vehicles away from the spill. Do not drive or park down-wind from the spill. Prohibit smoking. • Shut down any operating equipment near to the release. If controls are inaccessible, request that the Control Center shut the equipment down remotely or activate the ESD. • Use non-sparking tools when working near the spill. Refer to Ignition Procedure for additional details
6	Obtain response materials & equipment	• Secure the spill scene to ensure no one enters the area prior to or during the clean-up. • Refer to SDS to determine recommended spill response equipment and materials • Obtain the recommended materials or a suitable alternative.
7	Summon external resources	• If site capabilities are insufficient to contain the release, contact the Incident Commander to summon external assistance. This may come from contracted services, spill cooperatives (WCSS) or adjacent industries through mutual aid agreements. • Prepare to assist external resources with information, equipment, and manpower when they arrive.

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Spill Response Procedure		
8	Contain the release	• Ensure that required PPE is worn by all Emergency Responders. PPE must include clothing resistant to the product and impermeable gloves (usually nitrile) in addition to normally required site PPE. If there is a possibility that toxic vapors, including hydrogen sulphide (H2S) will be encountered, a SCBA must be worn. • Approach the spill from the upwind side, ensuring that a clear escape path is available behind you. Ensure that at least one Emergency Responder stays back to assist in case of trouble. • Refer to the WCSS manual for the Oil Spill Co-Op area where the spill is located. These manuals contain information regarding equipment, contact lists, control points and information on cleanup and recovery procedures. The manuals are in each ECC, and the main conference room at the Cochrane Extraction Plant administration building. A generic Spill Contingency Manual and equipment locations can be found at: http://www.wcss.ab.ca/ • Specialized spill containment and recovery procedures and techniques should be implemented only under the direction of the Operations Chief. • Particular attention must be paid to preventing spills from reaching water bodies.
9	Clean up debris &contamination	• Once the release is contained, take steps to recover as much free product as possible. • Contact the Incident Commander to determine how contaminated soil will be handled. Normally, contaminated soil will be dug up for disposal. Larger volumes may be treated in-situ or in an on-site bio-cell. • Contaminated equipment should be cleaned. Dirty rags, absorbents, etc. must be placed in an appropriate container or bin for proper disposal by a waste contactor following provincial regulatory requirements.
	Secure the spill source	• An investigation may be conducted by provincial environmental and/or industry authorities, as well as by Inter Pipeline's insurance company and internal investigation team. • Unless permission is given by the Incident Commander to restore the entire site, surround the source with warning ribbon or temporary fencing, and post signs to avoid having the area disturbed. • Do not disturb any equipment or operate any valves. Leave them exactly as they are. Ensure that nobody else disturbs the area. • If a camera is available, photograph the area from multiple angles.

Response Procedure 6 - Spill / Release

7.5.1 Release Reporting

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

Refer to **Government Agencies / Reporting Contacts** for details and requirements.

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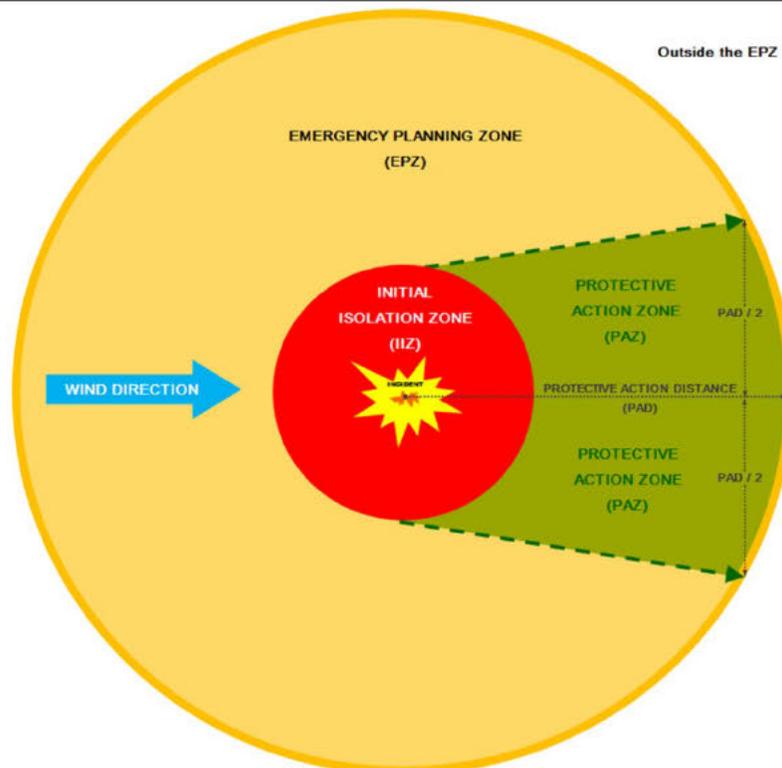
7.5.2 Responding to Environmental Emergencies

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

7.6   Defining the Hazard Area

7.6.1   Response Zone Descriptions

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

Response Procedure Figures 3 - Emergency Planning and Response Zones

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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.

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7.6.2.4 Danger Conditions

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

7.6.3   Isolation Perimeter and Response Area

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

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

7.6.3.1   Public re-entry

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

7.6.4   Hot, Warm and Cold zones

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

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7.6.4.1 Roadblocks

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

Roadblock kits may be available from the nearest District Field offices and at the CEP Administration Building Entrance. This request can be made via the Operations or Logistics Chief or Incident Commander.

7.6.5   Public Notification and Evacuation Requirements during sour release

H2S Concentrations in Occupied Areas	Requirement
1 ppm H2S (1 hour average)	Notification of affected individuals must begin. Hyper-susceptible individuals should be advised to leave the area.
Below 10 ppm H2S (1 hour average)	Hyper-susceptible individuals must be informed of the concentrations and advised to leave the area if health symptoms persist or increase. All other individuals should consider leaving the area and seek medical advice if health symptoms develop.
Exceeds 10 ppm H2S (3-minute average) for 8 hours or more	Local conditions must be assessed, and all persons may be advised to evacuate.
Approaching 20 ppm H2S (3-minute average)	Immediate evacuation of the area must take place, or the release must be ignited.
SO2 Concentrations in Occupied Areas	Requirement
0.3ppm SO2 (24 hour average) 1ppm SO2 (3 hour average) 5ppm SO2 (15 minute average)	Immediate evacuation of the area must take place.

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

7.6.6   Shelter-In-Place and Evacuation

7.6.6.1   Considerations for Selecting Evacuation or Shelter in Place

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

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

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7.6.6.2 Shelter-In-Place Procedure

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

Response Procedure 9 – Shelter-in-Place

7.6.6.3 Evacuation

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

This may be done by means of:

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

7.6.7 Reception Centre

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

Options for reception centres may include:		
Frank Wills Memorial Hall	405 1 Street East, Cochrane AB	Admin: 403-932-7805
Spray Lakes Sawmills Family Sports Centre	800 Griffin Road East, Cochrane AB	Admin:403-932-1635
Sandman Hotel – Calgary West	11 West Side Drive NW, Calgary, AB	Admin: 844-838-0484

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7.7   Isolating the Hazard Area

		Isolating the Hazard Area Procedure
Step	**Action**	**Description**
1	Set roadblocks	• The area will be isolated by Roadblocks to prevent entry of unauthorized persons • If Shelter or evacuation is necessary, roadblocks will be utilized to secure the IIZ initially and then expanded to the PAZ, EPZ or outside the EPZ as required • Roadblocks will be established and manned by IPL or contracted personnel in conjunction with the police or transportation authority • The Public Safety Coordinator in consultation with the Incident Commander will determine the number of roadblocks required to effectively isolate the area • Only personnel authorized by either the Incident Commander, Operations Section Chief, and Public Safety Coordinator may enter the area
2	Isolate area	• Use the "Buddy System" where possible • Keep in contact with the Public Safety Coordinator or Roadblock Leader using two-way radio or cell phones. Report in as often as is appropriate for the type of incident being responded to. • Have available pressure demand Self Contained Breathing Apparatus (SCBA) • Continuously monitor the concentration of gases/toxins for the Lower Explosive Limit (LEL), toxicity (H_2S/SO_2) and oxygen deprivation. • Restrict access into the area to authorized personnel only and maintain a record of persons entering or leaving the area using the Roadblock Record form • **Responder Note: Establishing a Roadblock does not provide any special powers to stop traffic. It is an opportunity to warn residents, transients, and others of an emergency and hopefully to persuade them to leave the hazard area.** • Instruct residents leaving the area to proceed to, and register at, the designated Reception Centre that is established to attend to their needs and concerns. • If someone chooses to proceed through the roadblock despite warnings, report this to the Public Safety Coordinator immediately • Do not attempt to stop them yourself • The police will be called in to handle these types of situations
3	Closure order and Notice to Airmen NOTAM	It may be necessary to obtain a fire hazard order (issued by the AER) or to declare a State of Local Emergency (SOLE) to restrict access to a designated area A SOLE may be declared by the local authority if it decides that it is prudent to do so If an emergency occurs that requires isolation of the hazard, immediately contact the AER to discuss issuance of a Fire Hazard Order. It may also be necessary for NAV Canada to issue a Notice to Airmen (NOTAM) to advise pilots of restrictions in the airspace above the EPZ or to close the airspace for a certain radius from the release (a no-fly zone) NOTAMs or closure of airspace may be requested by the AER at a Level 2 or 3 emergencies
4	Local Authority Assistance with Roadblocks	An ongoing situation will require the call out of additional safety personnel. A Locate State of Emergency may be called by the local authority. When contacting the police, determine a mutually agreeable location to meet, then provide them with the following information: The nature, location, and extent of the hazard area Suggestion of where to put up the roadblocks Wind speed and direction Number of people living within the affected area

Response Procedure 10 - Isolating the Hazard Area

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7.7.1 Access Control

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

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

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

7.7.2 Roadblock Equipment Checklist (Kits)

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

Response Procedure Checklist 1 - Roadblock Kit/Equipment

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7.8   Air/Plume Monitoring

7.8.1   General Monitoring Requirements

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

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

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

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

7.8.2   Air Monitoring Equipment

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

7.8.3   Monitoring Considerations

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

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7.9   Public Protection Measures - Alberta
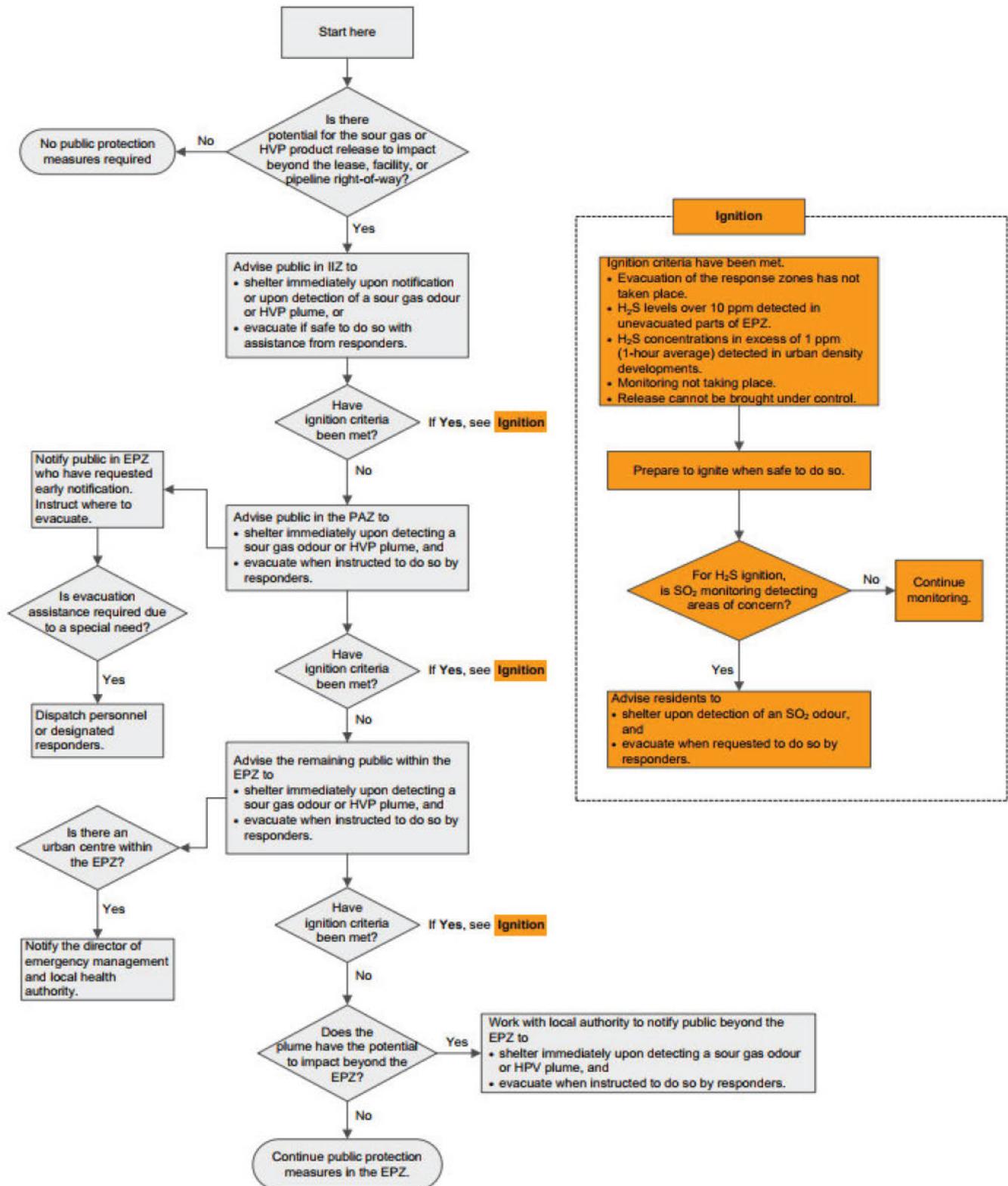
Response Procedure Flowchart 5 - Enacting Public Protection Measures

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7.10 Ignition Procedures

7.10.1 Authority

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

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

7.10.2 Ignition Equipment Checklist

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

Response Procedure Checklist 2 - Ignition Equipment

7.10.3 Sour Gas Release (H2S) & HVP Ignition

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

Response Procedure 11 - Assessing Sour Gas & HVP Ignition

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7.10.4 Ignition Procedure

Ignition Procedure		
Step	**Action**	**Description**
1	Pre-Ignition	Prior to ignition, the Incident Commander shall: • Determine post-ignition emergency service needs • Isolate the IIZ or PAZ using manned roadblocks • Ensure complete evacuation of non-essential personnel • Assemble and brief the Ignition Team (min. 2 people) • Ensure Ignition Team is protected with appropriate PPE • Cover any exposed skin • Erect windsock or other means to determine wind direction and strength (if time permits) • Monitor the area for combustible gas • Fully discuss ignition procedures • Ensure radio communications are maintained
2	Approach	Select position to attempt safe ignition which will: • Allow for a safe retreat • Be upwind of the release • 200m minimum from the edge of the plume • Approach to no closer than 100m on repeated ignition attempts • Be in an area where no combustible gas is detected
3	Attempt Ignition	Fire Flare gun to hit vapor cloud at the perimeter where air to fuel mixtures are correct for ignition • Near outer edge and ground level • Turn away from target
4	Repeat Ignition	Continue approach and repeat until successful • 100m minimum from edge of identified vapor plume • Do not proceed until Ignition Team is determined to be in a safe area
	Post Ignition	• Advise the Incident Commander or, if activated, the Operations Section Chief • Maintain security around the immediate area • Assist emergency service crews with any fire control measures needed • Continue to monitor downwind for gas accumulations ○ SO2 for ignited H2S • Advise residents to shelter-in-place upon detection of an SO2 odor, and evacuate when requested to do so by responders
	Attempt Ignition	• Fire Flare gun to hit vapor cloud at the perimeter where air to fuel mixtures are correct for ignition • Near outer edge and ground level • Turn away from target

Response Procedure 12 – Ignition

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7.11 Rail Incident Response

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

Membership and participation in the organizations described in this section meet the expectations required within TDG Regulations Part 7, and the U.S. Department of Transportation regulation 49 CFR § 172.604.

Responder Note: Inter Pipeline's current responsibilities regarding rail response do not specifically require activation of our response or incident management teams. However, Inter Pipeline still has emergency response related activities, as included in this section.

Responder Note: If contacted to activate it is understood that IPL will always activate. Inter Pipeline may not have responsibility; financial or otherwise for the incident but will not delay or impede any response if the call for assistance is made.

7.11.1 TDG Shipments moving in / through Canada
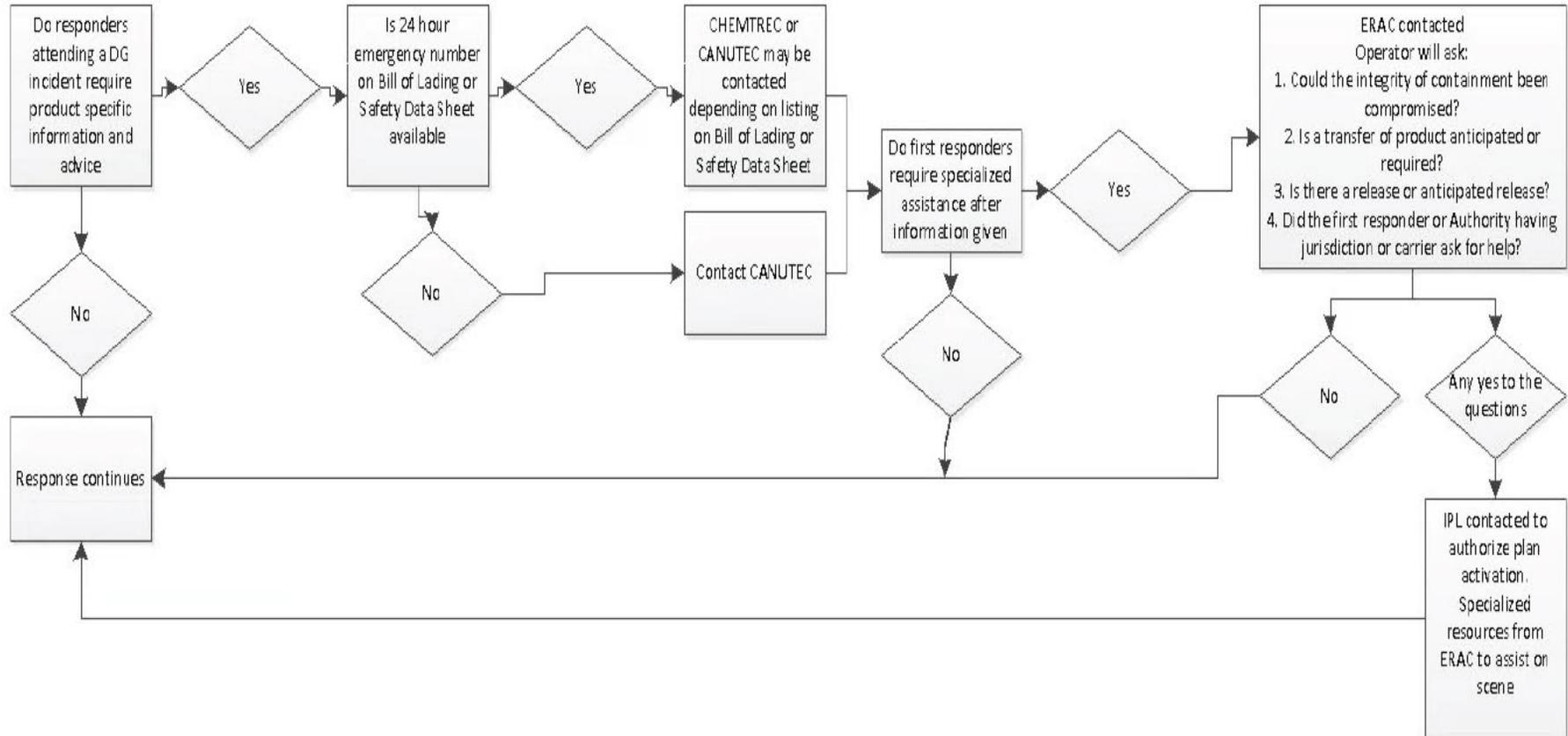
Response Procedure Flowchart 6 - Rail Incident

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7.11.1.1 CANUTEC

CANUTEC 24 Hour Emergency Number is 1-888-226-8832

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

Inter Pipeline's Emergency Response Assistance Plan (ERAP) is on file with Transport Canada, and we may use the CANUTEC number on our SDS sheets. Inter Pipeline; as a manufacturer of products, publishes its Safety Data Sheets on its external website so that, if necessary, this information can be relayed to first responders.

7.11.1.2 Emergency Response Assistance Plan (ERAP)

ERAC 24 Hour Emergency Number is 1-800-265-0212 |

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

Step	Procedure
Assessment	ERAC operator conducts an initial assessment asking the party notifying of the incident: 1. Could the integrity of the means of containment have been compromised? 2. Is a transfer of product anticipated or required? 3. Is there a release or anticipated release? 4. Did the First Responder or AHJ or Carrier ask for help?
Activation	If "yes" is answered to one or more of the questions, the plan participant (IPL) will be contacted and encouraged to active the plan, as activation of assistance can only be done with authorization of the plan owner. ERAC will contact IPL representatives for authorization; in the order listed: 1. Business Continuity and Emergency Management Advisor 2. Environmental Advisor 3. Supervisor, Health, Safety, Security & Emergency Management
Tier 1 Implementation	ERAC responds by remotely monitoring the response to the release / anticipated release yet is still actively engaged in the conversations and decisions involving TDG and/or the means of containment.
Tier 2 Implementation	ERAC responds to the site of the incident by remotely or onsite monitoring and bringing emergency response resources to the location of the release / anticipated release. Note: If the situation warrants response resources to be deployed to site immediately Tier 1 may be skipped and direct implementation to Tier 2 engaged.
Communication/ Reporting	The Inter Pipeline individual authorizing plan activation will report and communicate the event via a rail incident email distribution list.

Response Procedure 13- ERAP Notification & Activation

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7.11.2 TDG Shipments through the United States

7.11.2.1 CHEMTREC

CHEMTREC's 24 Hour Emergency Number is USA:1-800-424-9300

█████████████████████████

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

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

7.11.2.2 Reporting Incidents

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

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

7.12 Other Responses Procedures

7.12.1 Vehicle Collision

Step	Action
Motor Vehicle Collision (Self)	
1	If safe to do so, remain in the vehicle.
2	Contact local emergency services (i.e., fire, ambulance, police) as required.
3	Notify the Supervisor or a Field Operations Manager.
4	Request to have deployed additional resources to the scene as required.
5	Complete an Internal Vehicle Accident Report Form
Motor Vehicle Collision (Other vehicles)	
1	Determine if there are injuries.
2	Contact local emergency services (i.e., fire, ambulance, police) as required.
3	If victims are at risk by remaining in vehicle, remove them to a safe area away from the vehicle.
4	If safe to do so, carry out first aid treatment on victims.
5	Notify the Supervisor or a Field Operations Manager.
6	Remain on the scene until dismissed by the Police

Response Procedure 14 - Vehicle Collision

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7.12.2 Equipment or Structural Failure

Step	Action
1	Shut down and isolate affected equipment.
2	Flag the area with warning ribbon and signs.
3	Report the problem to your supervisor or Manager.
4	Assess what other equipment or structures may be affected.
5	Shut down threatened equipment and flag threatened areas with warning ribbon and signs.
6	If the failure has resulted in a fire, spills, or releases, proceed to address the situation using Plan procedures

Response Procedure 15 - Equipment / Structural Failure

7.12.1 Severe Weather

Step	Action
Employee is caught/stranded in severe weather	
1	Stop work, and suspend all work permits
2	Take shelter if possible. If not, Stay where you are until the situation changes (if stranded in your vehicle, stay with the vehicle, and have the hood up to signal distress).
3	Try to stay calm, warm, and dry.
4	During lightning or tornadoes, stay away from windows and doors, and do not handle electrical equipment or telephones (i.e., use only battery powered appliances).
5	During a tornado, if caught outdoors and away from a shelter, lie flat in a ditch or ravine and preferably holding onto the base of a small tree or bush

Response Procedure 16 - Severe Weather

7.12.1 Forest or Wildfire

Step	Action
Before an external fire affects the site	
1	Proceed to an area of safety.
2	Report the fire immediately to the Control Room, your supervisor, and the appropriate provincial agencies (Alberta wildfire 403-310-3473)
3	Stop all work on the site and cancel all work orders. Instruct contractors to pack up their equipment and vacate the site.
4	Determine the rate of movement and direction of the fire through visual observation, media reports or contacting local or provincial authorities.
5	Estimate the amount of time until the fire reaches the site. Report this estimate to your supervisor.
6	Do not attempt to take any protective measures or salvage activities on a site unless directed by your supervisor and the fire is less than one hour away. Evacuate the site instead.
7	Shut down the facility only if directed by your Supervisor, the Control Room, or the fire authorities. The decision to shut down must be based on a number of considerations, including the cooling capacity of a flowing system vs. the risk of release from a pressurized system and subsequent more severe fire.
8	Prepare to assist Emergency Responders. Provide guidance to them on moving heavy equipment across pipelines.

Response Procedure 17 – Wildfire

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7.12.2 Floods

Step	Action
Before the flood/ After warning received	
1	Inspect water crossings that will be affected by the flood and identify any conditions that may make the crossing more susceptible to damage.
2	Inspect block valves located on either side of affected water crossings and verify that they are operational.
3	Contact producers and notify them that they may have to be shut-in if flood conditions require shut down of the line.
4	If a severe flood is predicted, the line is trenched in instead of directionally drilled and the stream bed or banks have deteriorated, shut down and purge the line.
5	Conduct Risk assessment of any other infrastructure that may be affected and take mitigation actions to prevent property or environmental damage
During the flood	
6	Continue to monitor the water crossings.
7	If manual block valve sites are threatened with flooding, consult with operations management to determine whether to shut down the line while the block valves are still accessible.
8	If a line becomes exposed during the flood, immediately shut down the line. Inform operations management of the situation and arrange to have spill response equipment standing by.
9	If oil is observed on the water, mobilize spill response equipment and emergency responders, and address the spill following the spill response procedure (Section 6.5)
After the flood	
10	When flood waters have receded, inspect the water crossing and flooded block valve sites for damage or deterioration.

Response Procedure 18 - Flood

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

A person will be deemed missing based on the criteria set out within the IPL working Alone Policy and procedures.

Step	Action
1	Determine the person's likely location(s) and the likely route(s) to and from the location, if this information is not otherwise available via a working alone device, and/or other means.
2	Assign individuals to check each identified area and if necessary to travel possible routes of travel to them. Ensure they can communicate their status via radio, cell phone, or otherwise. Record routes and locations they will be checking.
3	If a period of over 4 hours has passed and employee has not been found, contact local police service(s). Record which departments and individuals spoken too.
4	Those assigned to this task should check in at intervals of no more than 30 minutes. Should a second employee go missing during the search inform others involved of the situation and have them muster at a known safe location so a re-evaluation of the situation can take place. Contact local police service(s) and update them of the escalation.
5	If employee is found, responding employee is to perform a hazard assessment before approaching. (Stop Look Analyze and Manage). Once situational awareness is established, respond as necessary
6	If employee is found to be injured; see **Injury Response Procedure** in the Emergency Response Plan

Response Procedure 19 - Missing Worker

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7.12.4 Pipeline contact

Refer to the IPL Ground Disturbance Standard for additional information.

Step	Action
1	Order all personnel in the immediate area to evacuate to an area of safety
2	Stop all work on the site and cancel work permits.
3	Remove all sources of ignition in proximity to the location.
4	Report the incident to your supervisor, who will report the incident to government authorities
5	Observe the pipeline to determine the extent of the damage. Note: Do this from the side of the excavation. Do not enter the excavation
6	If the contact has or may result in a breach of the pipe and release of product, immediately contact the Cochrane Extraction Plant Control Room to shut down the line and proceed to close manual block valves upstream and downstream of the breach.
7	Check the air in proximity to the equipment for flammable vapors Lower Explosive Limit (LEL) using your gas detector. If none are detected, have the equipment operator back the offending piece of equipment away from the excavation.
8	If there was a release of product, implement Spill/Release Response procedures
9	Arrange with the Inter Pipeline Engineering and Pipeline Integrity Groups to examine the pipeline and affect any required repairs.

Response Procedure 20 - Pipeline Contact

7.12.5 Power Line contact

Refer to the IPL Guideline for Working Near Overhead Power Lines for additional information.

Step	Action
Mechanical equipment has contacted an above or below-ground powerline	
1	Order all personnel in the immediate area to evacuate to an area of safety at least 10 meters away. Do not allow anyone to come near the vehicle.
2	Order the equipment operator to stay in the vehicle unless it is unsafe to do so due to fire. Warning: DO NOT attempt to fight the fire if the power line is still energized.
3	If the operator must leave the vehicle because it is unsafe to stay, instruct him to jump from the vehicle using both feet, landing as far away as possible.
4	Stop all work on the site and cancel work permits.
5	Contact the power company to have them de-energize the line. Wait for confirmation that this has been done.
6	Report the incident to your supervisor.
After power line has been de-energized	
7	Fight any resulting fires and address any other damage.
8	Report the incident to the Inter Pipeline Electrical Quality Management Plan Coordinator, who will, in turn, report the incident to the Alberta government.

Response Procedure 21 - Powerline Contact

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7.12.6 Notification of Next-of-Kin

Role	Responsibilities
Incident Commander	• Inform police & health care authority of injuries or deaths
Health Care Agency (e.g., hospital, coroner, etc.), Law enforcement	• Determine that death has occurred • Confirm deceased's identity • May perform death notification

Trained IPL HR staff, or upper management with HR support/consultation	• Communicate death details in an appropriate manner to next-of-kin
	• Provide medical or other necessary assistance to the recipient of the death notification
	• Coordinate with families for:
	  o Identifying the contact person for benefits and insurance information
	  o Return of personal belongings
	  o Distribution of final paycheck
	  o Return of IPL property (e.g., keys, laptop computers, cell phones, etc.)

Employee's Supervisor or Manager	• Assist police as necessary • If the employee is a contractor, may assist the police with contacting contract company if requested • Box up all the decedent's belongings and deliver them to the HR representative for distribution to the appropriate next of kin. (This step will ensure that the correct next of kin receives the belongings.)

IPL Personnel	• May not perform death notification
	• If grieving relatives reach out:
	  o Refer all questions regarding the decedent's employment status (e.g., personal belongings, paycheck, benefits, etc.) to Human Resources.
	  o Refer questions about work-related cause of death to Trained IPL HR staff
	  o For questions about any response to the event, left to the appropriate designate representative.

Responder Note: IPL will not:
- Allow the decedent's family members or friends direct access to the decedent's office, locker, or other workplace storage areas.
- Discuss the name(s) of the injured during radio and telephone discussions.
- Release the names of casualties or missing persons to be released before the next-of-kin are notified

Response Procedure 22 - Notification of Next of Kin

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8   SECURITY PROTOCOLS

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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).

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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.

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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.

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

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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.**

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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.

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10.2 Safety Equipment – Internal Resources

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10.4   Mutual Aid

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10.5 Government Consultation & Resources Summary

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11 POST INCIDENT AND RECOVERY ACTIONS

11.1 Incident Close

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

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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;

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- 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.

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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.

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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	
███████████████████████████	
	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.

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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 m³ • Any well flowing uncontrolled or Pipeline hits • Any unrefined product release of more than 2 m³ 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 m³ of oil or 30,000 m³ 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**

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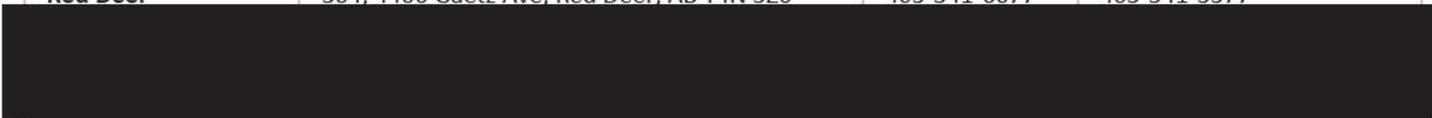
ALBERTA EMERGENCY MANAGEMENT AGENCY			
Agency	Emergency Management Field Officer	24-Hour/Cell	Admin/Office
	Duty Officer	1-866-618-2362	
South Central Region			
South Central Region			
South First Nations			

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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	████████	████████	████████

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) | ████████		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	

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12.5 Local Authorities

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

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12.5.1 Municipal Contacts

EMERGENCY MANAGEMENT			
	Location	Phone	Other / Email
Town of Cochrane			
Town of Cochrane – Administration	Cochrane	403-851-2540	403-932-6032 Fax

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Rocky View County			
Rocky View County - Administration	RVC	O: 403.230.1401	F: 403.277.5977 questions@rockyview.ca

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12.5.2 First Nations Contacts

Community	Contact	24/7	Administrative
Blood Tribe			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

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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

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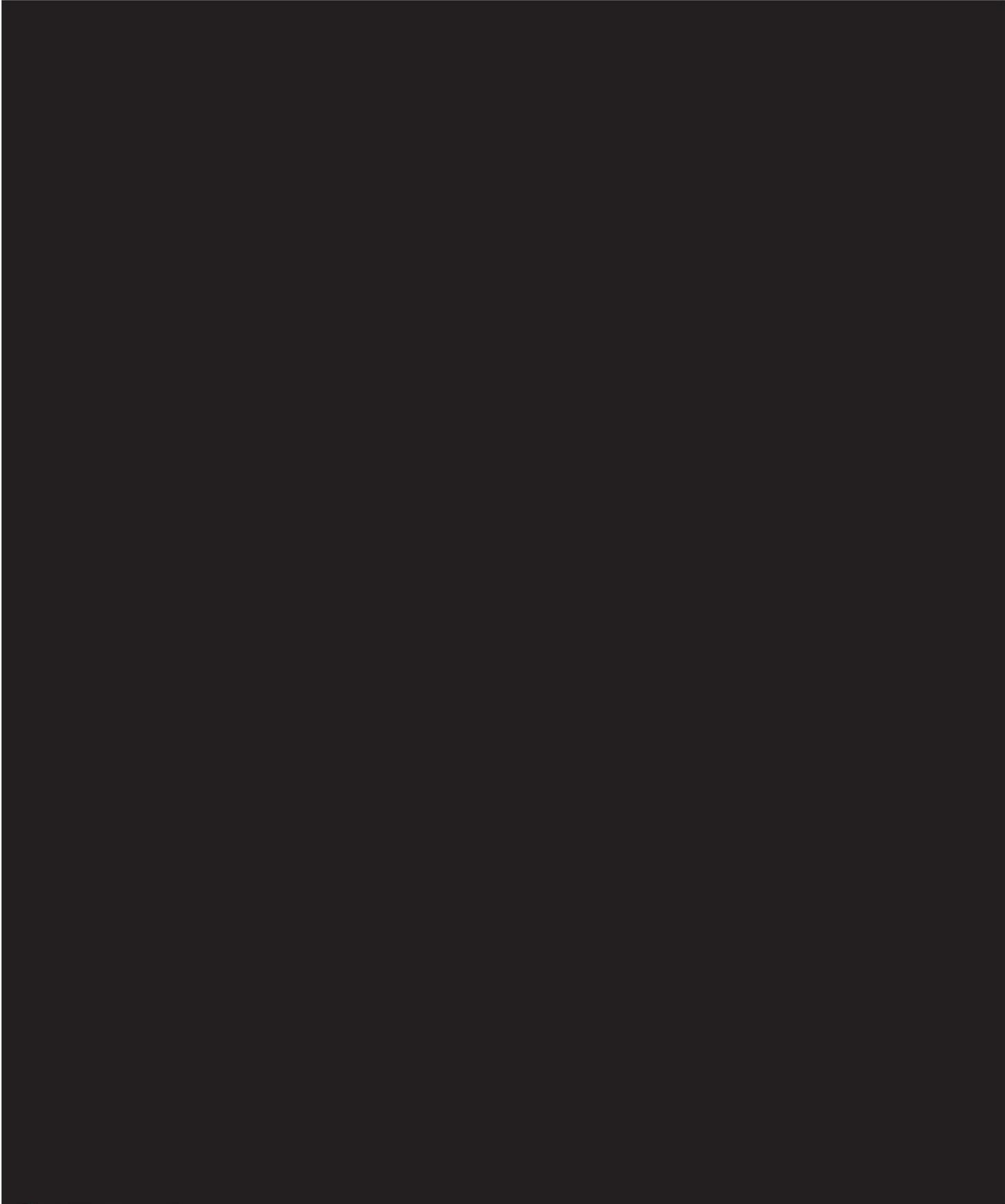
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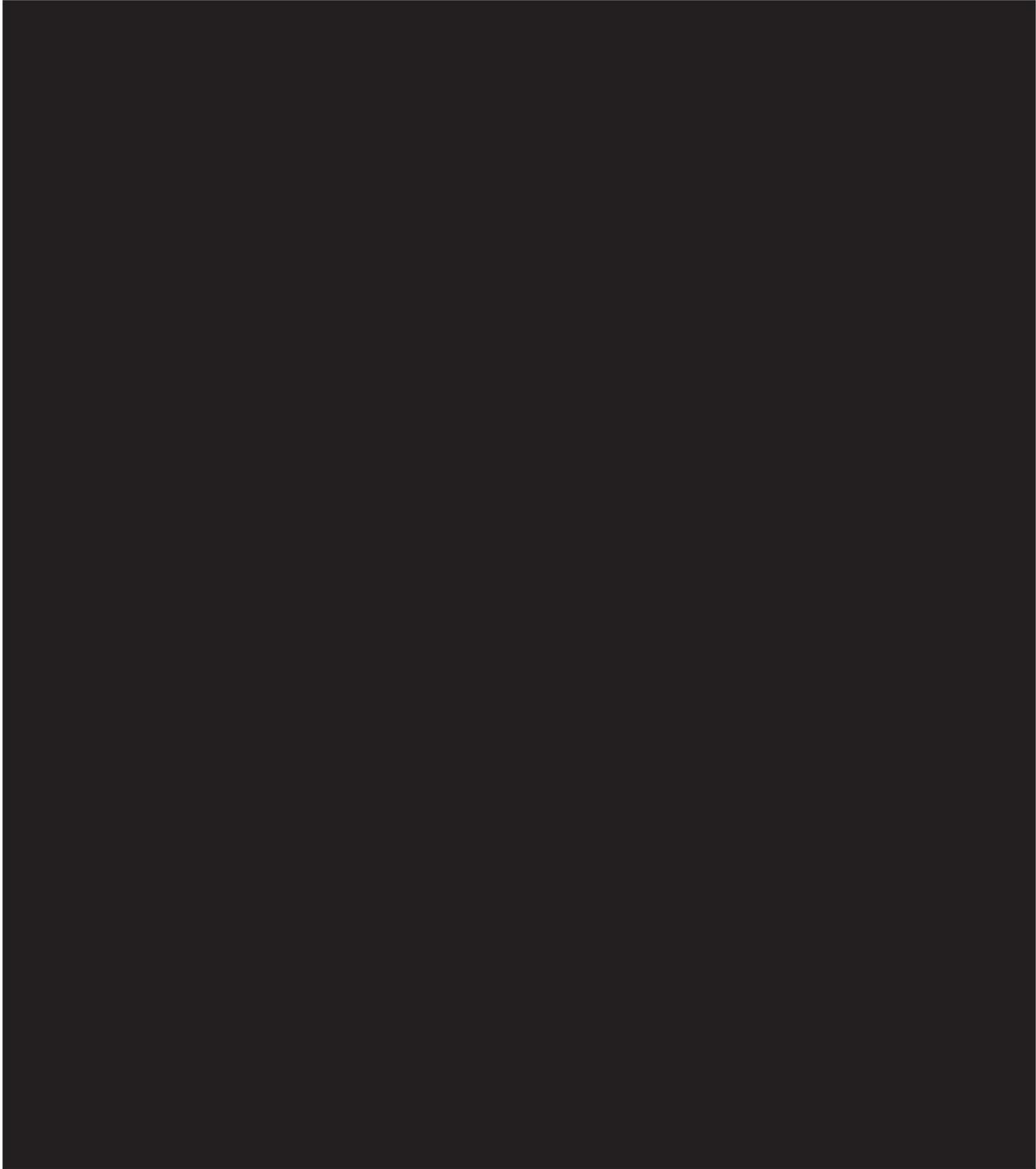
12.8 NGO & Utilities

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		Main Reception: 403-945-4000 Transportation: 403-945-4100 Fax: 403-945-4001	-
Calgary Catholic School District		403-500-2000	-
Cochrane Home Educators	-	Main switchboard: 403-235-0294 Cochrane Campus: 403-235-0294	-

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12.10   Area Industry Contacts

12.11   Area Users / Transients