EMERGENCY RESPONSE MANUAL

Our Emergency Response Plan (ERP) outlines procedures vital to an immediate and effective emergency response. These procedures help ensure employee actions are safe, the public is protected and environmental disturbance is minimized. Because of the unpredictable nature of emergencies, most procedures are presented as general guidelines rather than rigid rules.

The ERP contains procedures for pre-emergency planning, emergency notification and incident reporting, general safety and environmental considerations, along with media relations. Procedures are also provided for specific emergencies affecting company facilities, such as fires, explosions, natural disasters and bomb threats. Two sections deals specifically with spill response, outlining procedures for containment, recovery and clean-up. As well, area-specific emergency response equipment lists, sensitivity maps and control point information are appended.

The ERP is intended for use at a spill site itself and at the spill site command post. This information is necessary at the spill site and is to be used as a reference by the Incident Commander and other response team members to ensure prompt positive action. All company employees are expected to become familiar with these procedures, ensuring they know their responsibilities in an emergency. Knowledge of procedures and responsibilities is reinforced through emergency response training.

The emergency procedures outlined in the ERP are to be employed in the event of an emergency (or deemed emergency) at any company owned facility such as pumping stations, valve sites and the right-of-way on which the pipeline traverses. The locations and means of access to facilities, along with specific pipeline information are included in the ERP.

The emergency organization structure is based upon a modified version of the Incident Command System (ICS) adopted by many industry and emergency agencies. ICS provides a flexible approach to managing any type or size of incident.

Advantages of the ICS include:

- Developing an organization right for the emergency;
- Developing an organization where all elements of the incident are considered as part of the emergency organization (i.e. logistics, finance, planning, public relations, etc.);
- Providing a transition procedure for small incidents which grow into large incidents;
- Identifying an individual in charge of the incident, and allowing this individual to determine the organization required to effectively manage the incident;
- Using common terms within the organization, allowing two organizations using ICS to merge into one organization, if required; and

- Creating an organization that supports emergency operations at the site.

This manual consists of 11 sections:

1. Introduction
2. Pre-Emergency Planning
3. Emergency Notification and Reporting Procedures
4. Safety Precautions
5. Public Relations
6. General Emergency Procedures
7. Petroleum Response Guidelines
8. NGL Leak Response Guidelines
9. Other Emergencies
10. Emergency Response Unit/ Cooperative Agency Information
11. Control Point Information

Section	Section Title	Section Description
1	Introduction	• Describes the policy, purpose and organization of the ERP. • Identifies where copies of the ERP are to be located.
2	Pre-Emergency Planning	• Identifies emergency planning measures. • Outlines departmental responsibilities during an emergency, and the responsibilities of specific company personnel. • Identifies the various types of incidents that can occur (Levels 1 through 3).
3	Emergency Notification and Reporting Procedures	• Explains notification and reporting responsibilities and procedures for company personnel.
4	Safety Precautions	• Describes management, employee, and contractor responsibilities with respect to safety during an emergency. • Identifies safety hazards and precautions during a variety of emergency conditions, including leak exploration, weather changes, decontamination, first aid, public access, and more.

		• Includes detailed information on boating safety, including boating rules, working at water's edge, use of skimmers and booms, towing, anchoring, docking, and more. • Contains product information sheets.
5	Public Relations	• Explains the role of the media and appropriate responses to media inquiries. • Describes documentation requirements. • Explains how to control access to an emergency site. • Explains how to prepare media releases and statements.
6	General Emergency Procedures	• Explains the requirements for incident logs and Command Posts. • Describes procedures for on-site communications, site security, and how to protect the public from dangerous conditions. • Summarizes waste management strategy during emergency conditions. • Identifies the conditions under which emergency response is terminated.
7	Petroleum Response Guidelines	• Contains detailed information on response strategies, containment, recovery, and clean-up operations for petroleum spills, on land, wetlands, muskeg, rivers, lakes, and ice. • Includes procedures for spills in environmentally sensitive areas.
8	NGL Leak Response Guidelines	• Describes safety considerations when dealing with NGL leaks, and identifies conditions under which flaring is required. • Includes procedures for isolating, digging out, repairing, and cleaning up an NGL leak.
9	Other Emergencies	• This section contains notification and procedural requirements when dealing with non-leak related

		emergencies, such as bomb threats, fires or explosions, medical evacuations, natural disasters, and more.
10	Emergency Response Unit/ Cooperative Agency Information Emergency Response Unit/ Cooperative Agency Information Emergency Response Unit/ Cooperative Agency Information	• This chapter outlines the role and contents of Emergency Response Units, which are mobile containers used for rapid deployment to spill sites. • Emergency Response Units are filled with a variety of emergency response equipment (such as pumps, boom, rope, shovels, sorbents, fuel, and more). • Cooperative agencies are also identified; these agencies share emergency response resources with companies to help respond to emergencies.
11	Control Point Information	• Control points are pre-designated locations to be used as response set up areas in case of a leak in or near a river or stream. They have been pre-selected considering many factors, including natural area drainage basins, river flow patterns, seasonal river flow variations, and accessibility to the area, available work area, and prevailing weather conditions. When selecting the proper Control Point to set up, it is important to have an understanding of the localized drainage pattern in order to contain a release. • Control point information includes geographical location, directions to the site, specific environmental considerations for that site, photographs of the area, and more.

EMERGENCY RESPONSE DIRECTORY (HANDBOOK)

The Emergency Response Handbook summarizes much of the information from the Emergency Response Plan, acting as a “quick reference” tool for employees who play a role in emergency operations. The Emergency Response Handbook contains detailed information on reporting relationships, notification responsibilities, employee telephone numbers, radio communication procedures, product hazard information, emergency response procedures, and more.