



ENBRIDGE TECHNOLOGY

## GENERAL REFERENCE MANUAL

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The General Reference manual consists of procedures that address regulatory compliance, incident reporting, facility identification, public awareness, record-keeping, and training and qualification. Applicable industry standards, such as building and safety codes, Canadian Occupational Safety & Health Regulations, and CSA standards have been incorporated.

This manual consists of six sections:

1. Regulatory Compliance
2. Incident Reporting
3. Facility Identification
4. Public Awareness Program
5. Record Keeping
6. Training and Qualification

Section	Section Title	Section Description
1	Regulatory Compliance	<ul style="list-style-type: none"><li>• Provides information required to ensure compliance with NEB's OPR, and to assist in carrying out an NEB audit efficiently.</li></ul>
2	Incident Reporting	<ul style="list-style-type: none"><li>• Ensures immediate internal notification, accurate internal tracking, and compliance with government regulations.</li><li>• Reference is made to related corporate standards and general, environmental, and safety legislation. Forms, bulletins and certificates are included.</li></ul>
3	Facility Identification	<ul style="list-style-type: none"><li>• A system developed to label and identify all station, terminal, and mainline facilities, including mainline units, valves, electrical equipment, stations, remote locations, and the right-of-way.</li><li>• Identification of facilities reduces the risk of accidental misuse or improper operation of equipment, and allows for cross-referencing with associated drawings and flow diagrams. Specifications and drawings are included for all placards and standard signs.</li></ul>
4	Public Awareness Program	<ul style="list-style-type: none"><li>• The Public Awareness Program is intended to increase public awareness of pipeline operations</li></ul>

		<p>and products shipped among landowners, tenants, neighbors, local agencies, and utility companies.</p> <ul style="list-style-type: none"> <li>• Visits, mailings, and educational materials are used to address public safety and environmental concerns, and to answer questions about pipeline operations and the right-of-way.</li> <li>• This section contains a very detailed description of how to set up and maintain a public awareness program, including organizational charts, responsibilities, schedules, sample letters and forms, and references to applicable legislation and necessary resources and administrative materials.</li> </ul>
5	Record Keeping	<ul style="list-style-type: none"> <li>• Record-keeping standards ensure compliance with government regulations and assist in internal tracking.</li> <li>• This section summarizes the record-keeping requirements for incident reporting, safety, pipeline operations, welding, and petroleum quality and measurement. It also describes the requirements for the three “critical” types of drawings (mainline route sheets, flow diagrams, and electrical diagrams).</li> </ul>
6	Training and Qualification	<ul style="list-style-type: none"> <li>• Training and qualification standards ensure that employees are capable of safely operating and maintaining a pipeline that transports hazardous materials.</li> <li>• This section summarizes technical training and qualification requirements.</li> </ul>