PEMBINA PIPELINE CORPORATION

CORPORATE
EMERGENCY MANAGEMENT PLAN
(CANADA)

PEMBINA 24 HOUR EMERGENCY LINE
1-800-360-4706

Throughout this document, some details have been removed from the publicly posted version for the protection of private and/or confidential information. This may include names, phone numbers, addresses, locations of surface installments and information collected during consultation.

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PREFACE

Purpose

The purpose of this Corporate Emergency Management Plan (**Corporate EM Plan**) is to provide guidance and direction to Pembina personnel to ensure effective response actions during emergencies, to aid in the prevention of injury to employees, emergency responders, and members of the public, and to minimize impacts to the environment, property, and infrastructure.

Application

The Pembina Corporate EM Plan applies to Pembina Pipeline Corporation and each of its subsidiaries and/or entities operating within Canada (excluding marine operations), including but not limited to: Pembina Pipeline Corporation, Plateau Pipeline Ltd., Pouce Coupé Pipe Line Ltd., Alberta Oil Sands Limited, Pembina Gas Services, Pembina Energy Services Inc., Pembina NGL Corporation, Pembina Prairie Facilities Ltd, Pembina Empress NGL Partnership, Younger Extraction Plant Inc., 1195714 Alberta Ltd., Veresen NGL Pipeline Inc., Veresen Midstream Limited Partnership, Aux Sable Limited Partnership, Vantage Pipeline US LP, Cochin Canada LLC, PKM Canada Limited, PKM Canada GP Inc., PKM Canada Limited Partnership, PKM Canada Services Inc., PKM Canada Terminals GP ULC, PKM Canada (Jet Fuel) Inc., PKM Canada Rail Holdings GP Limited, PKM Canada North 40 Limited Partnership, PKM Canada Edmonton North Rail Terminal Limited Partnership, PKM Canada Edmonton South Rail Terminal Limited Partnership and Aux Sable Canada Ltd.

These entities are collectively referred to as **Pembina** in this plan.

Scope

The Corporate EM Plan serves as Pembina's foundational emergency management plan and includes emergency response information relevant to Canadian operations and is applicable to all sites and pipeline systems operated by Pembina, within Canada.

The Corporate EM Plan has been developed in partnership with Pembina stakeholders and response personnel to ensure the document contains helpful and relevant information. The Corporate EM Plan has been prepared to ensure compliance to applicable regulations and reporting requirements.

The Corporate EM Plan is a component of Pembina's Operating Management System (OMS) Framework and works in conjunction with other OMS documentation, including the *Operations and Maintenance Manual.*

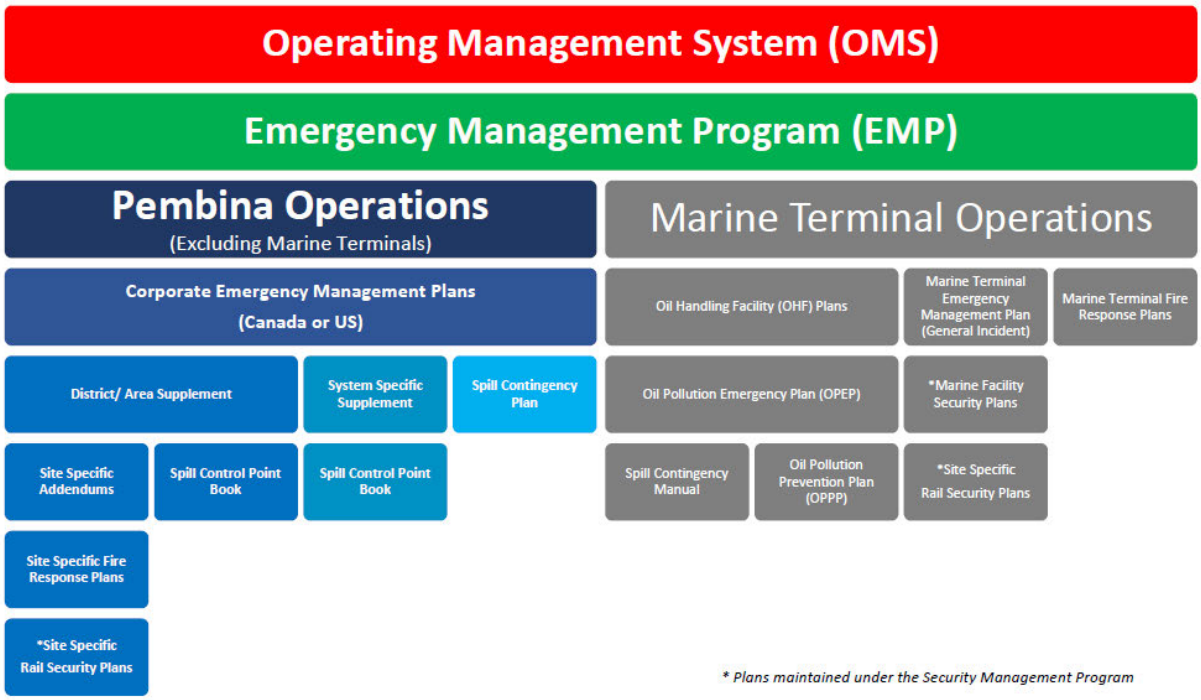
The Corporate EM Plan also works in conjunction with Area Plans, and their applicable asset specific details and information. These plans are reviewed and maintained independently from the Corporate EM Plan.

Responders are responsible to review and familiarize themselves with the contents of the Corporate EM Plan, as well as the applicable Area Plan(s), applicable to their working area(s).

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

Document Navigation

Pembina Emergency Management documentation is organized as follows:



Introduction

Pembina operations include liquid transportation pipelines, gas gathering and processing infrastructure, and midstream and marketing services within Canada and into the U.S.

Pembina is committed to protecting the health and safety of workers, the public, and safeguarding the environment and property. Pembina places a strong focus on emergency management through its **Emergency Management Program (EMP)** which includes detailed standards and processes for continued emergency management activities including planning, prevention, preparedness, and response.

Emergency Management includes, among others:

- Hazard identification and risk assessment;
- Emergency response planning;
- Emergency response training and exercises;
- Stakeholder liaison, public awareness, and engagement;
- Incident response and public protection;
- First Responder liaison, awareness, and engagement; and
- Participation in area Mutual Aid groups

The Pembina emergency response framework is based on the **Incident Command System (ICS)** – ICS principals, implementation methodologies, roles and responsibilities, and associated tools and guides to facilitate incident response activities, are discussed throughout this document. Pembina utilizes a competency-based training and exercise framework to ensure Pembina's emergency response personnel have appropriate qualifications to perform their duties, as required. Additional information on Pembina's EMP, including governing standards, procedures, and tools, is available on ***The Pipeline***.

Distribution Record

Internal Distribution

The Corporate EM Plan is readily available to employees in electronic format on ***The Pipeline***. Personnel are encouraged to use ***The Pipeline*** to access the Corporate EM Plan.

Distribution will be maintained with the applicable Area/System Plan(s).

External Distribution

The Corporate EM Plan is distributed as a stand-alone document to the following external agencies:

[redacted]

Other applicable government / regulatory agencies will receive a copy of the Corporate EM Plan in electronic format with applicable Area/System Plan(s) enclosed, as required. Distribution lists for these agencies will be maintained with the applicable Area/System Plan(s).

Revision Record

The Emergency Management Team, in coordination with Pembina Field Offices/Facilities, shall be responsible for the maintenance of the Corporate EM Plan. The Corporate EM Plan will be reviewed, validated, and updated as required, and on a regular basis to ensure compliance with applicable regulations.

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

The Corporate EM Plan documents revision records for a period of five years, in accordance with applicable regulations and the Pembina document retention policy.

Date	Version	Revision Details (reference type of revision, i.e., annual or regular)
June 2015	--	Updated to include Saskatchewan addition. Reformatting and plan enhancements submitted with September 2015 DDS 2734
January 2016	--	Update to Emergency Response Organization Chart, inclusion of security related roles and responsibilities, updates to/inclusion of the bomb threat, suspicious package, and facility search hazard response guidelines. Update ECC references to SPCC.
April 2016	--	Update to Distribution List and Corporate Call Down/Notification (Section 1)
January 2017	--	Corporate Plan review – no amendments required at this time
September 2017	--	Addition of US regulations in preparation of Vantage Pipeline Operations.
February 2018	1.0	Review of entire Corporate Plan and revisions throughout.
February 28, 2019	1.0	Corporate Plan review – no amendments required at this time
April 9, 2019	1.1	**Annual Review** and Update included minor revisions specific to OGC regulations and guidance.
April 26, 2019	1.2	**Regular Update** to the table of Contents and the addition of a Glossary
February 15, 2020	2.0	**Annual Review** and Update completed, and re-development of the Corporate Emergency Management Plan completed.
May 1, 2020	2.1	**Minor Revision and Update** to include the Corporate Incident Classification Matrix and the regulatory Levels of Emergency.
August 25, 2020	2.2	**Minor Revision and Update** to include PKM entities. *Note: Due to the administrative nature of the revision, only hard copies of internal and regulator supplied plans, supporting BC operations, were provided with a copy of the revision at this time.*
January 31, 2021	3.0	**Annual Review** and Update completed. Removed all U.S. references.
April 15, 2021	3.1	**Minor Revision** to update Corporate Incident Classification Matrix

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 Pembina's Emergency Management Team for inclusion in the next update.

Send to: **Pembina Pipeline Corporation**
4000, 585 – 8 Avenue S.W.
Calgary, AB T2P 1G1

E-mail: Emergency.Management@pembina.com

PLAN REVISION IDENTIFICATION INFORMATION		
PLAN NAME:		
VERSION NUMBER/DATE:	SECTION NUMBER:	PAGE NUMBER:
REVISION REQUESTED BY:	ORGANIZATION:	
DESCRIPTION OF REVISION		
RATIONALE		
EMERGENCY MANAGEMENT TEAM USE ONLY		
REVIEWED/APPROVED BY:	CORRECTIVE ACTION NO.:	
If not approved, provide explanation and date follow up communication to Requestor completed.:		

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1.0 INCIDENT ONSET AND PLAN ACTIVATION

All incidents, accidents, or events that occur during Pembina's operations have the potential to impact the safety and wellbeing of people, property, the environment, or Pembina's finances or reputation. This includes events occurring at, near, or with the potential to affect, Pembina owned and/or operated assets or pipeline facilities. 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, as required.

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

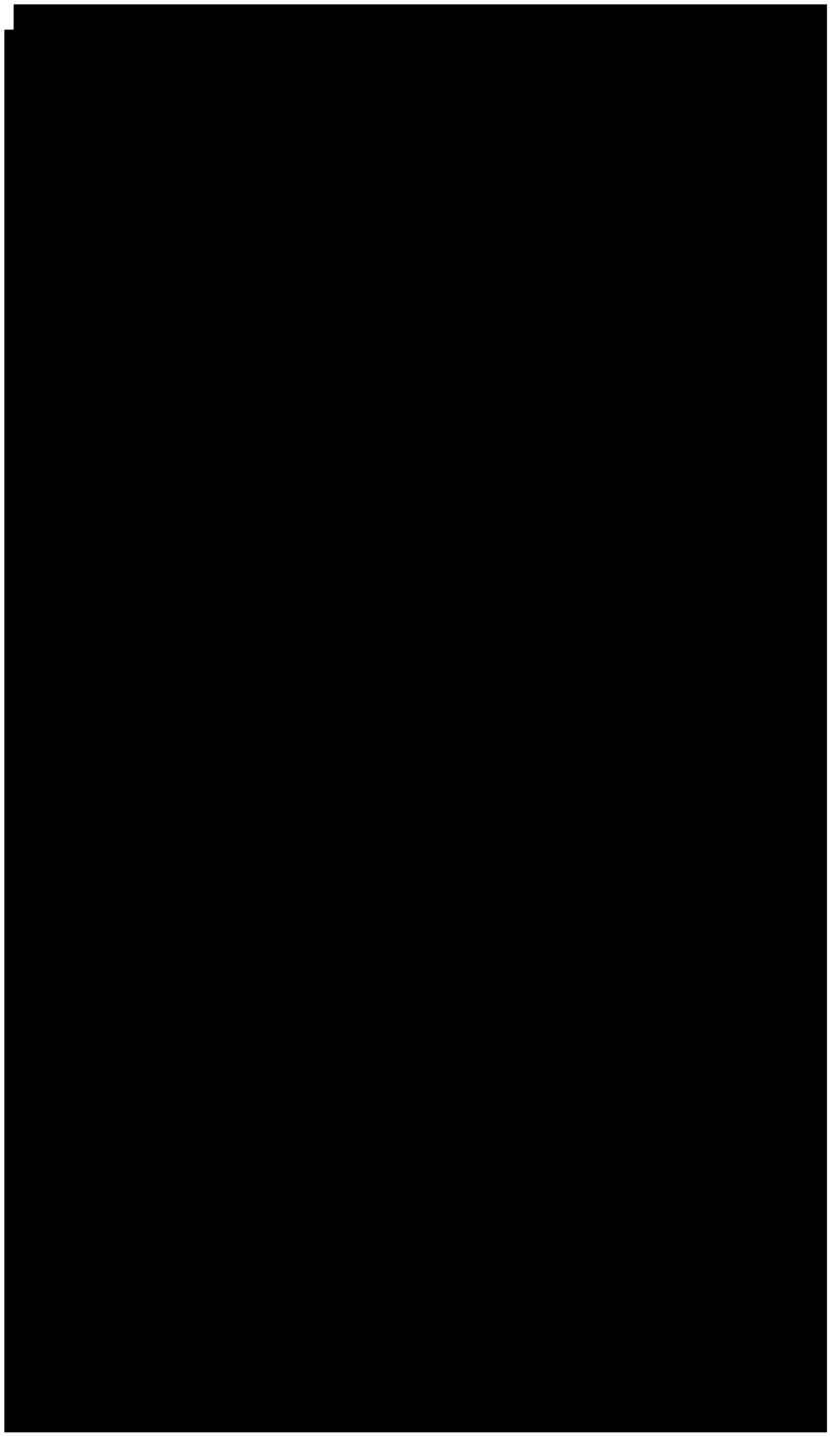
Pembina requires all potential emergencies be reported to the **Sherwood Park Control Centre (SPCC)**, and to the appropriate regulatory body, as required, in accordance with the Corporate EM Plan. Pembina has resources across its operational areas which can be dispatched to provide direction and support to personnel during an emergency.

Additional details on plan activation and subsequent response actions are provided in the following sections of this document.

Refer to the applicable Area Plan(s) for asset specific information, emergency contact details, local response/safety equipment and resource listings.

1.1 Activation Process Overview

The following diagram has been adapted from the *EM Activation Process* and details how to activate the Pembina Emergency Management System. This process is applied to all **Business Units (BUs)** within Pembina. Refer to *EM Activation Process* on ***The Pipeline*** for further details, including process maps and role specific actions and checklists. **For area specific contacts and information, refer to the applicable Area Plan(s).**



1.2 Event Notification and Validation

The detection of an incident may occur through several mechanisms including notice by the **Sherwood Park Control Centre (SPCC)**, 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.

Once a potential incident is detected, efforts to validate the event begin immediately. Depending on the number and type of indicators, the SPCC may initiate shut down procedures remotely to prevent possible escalation or other compounding factors. Subsequent visual confirmation may be required, and resources are dispatched accordingly.

Additional details and processes related to event notification are available in *EM Activation Process.*

1.3 Activation and Establishment of the ICP

Once an incident has been verified, the **Field On-Call** must activate the Plan and establish the **Incident Command Post (ICP)**, as appropriate. The established **Incident Commander (IC)** will be in charge and responsible for the overall coordination and direction of response activities until one of the following occurs:

- Transfer of Command, and the IC is relieved;
- The IC is relieved by an external authority who will assume command (i.e., a regulator, local authority);
- Incident is stood down.

Additional details and processes related to initiating an ICS response, conducting an incident size-up, and activating the ICP are available in the *EM Activation Process* and the *ICP Operating Guide.*

Additional details about ICP roles and responsibilities are available in Section 3.0 Emergency Response Roles and Responsibilities of this document and respective *ICP Role Guides.*

1.4 Activating the CEOC

If the IC determines the incident warrants additional support, they may request activation of the **Corporate Emergency Operations Centre (CEOC)**. The **Emergency Operations Manager (EOM)** will identify the required **Corporate Incident Support Team (CIST)** members, as required. If the CEOC is not activated, select corporate resources may still provide support upon request.

Additional details about CEOC roles and responsibilities are available in Section 3.0 Emergency Response Roles and Responsibilities of this document, and *CEOC Role Guides.*

1.5 Security Threat Response Assessment

Depending on the incident, there may be security or criminal elements to be assessed. The EOM, in conjunction with Corporate Security, will initiate a security threat assessment, as required.

1.6 Corporate Incident Classification

Pembina's *Operating Management System (OMS) Standard 1.1, Hazard Identification and Risk Assessment* outlines requirements, considerations and processes to systematically identify and evaluate the collective hazards and/or potential hazards and risks associated with Pembina's Programs that can affect the safety and security of personnel or the public, the safety and security of the pipeline, protection of property and environment, or ongoing and reliable operation of Pembina's owned and operated assets.

The Corporate Incident Classification is identified using the Risk Assessment Matrix Guidelines identified in this Standard. These guidelines consider the potential likelihood and severity associated with an identified hazard to classify an incident.

1.6.1 Corporate Incident Classification Matrix

STEP 1 - Estimate the Severity Score:

Severity Score	Descriptor	Health & Safety	Environmental and Regulatory	Financial	Operational	Reputation
5	Extreme	Multiple loss of life and/or serious long-term health implications as a result of the company's actions.	Major long term (10+ years) widespread environmental incident. Significant long-term mitigation required. Loss of license to operate.	Earnings or Capital Impact greater than $1 Billion	Major break with lengthy response time and extensive damage.	Sustained negative campaign against the company. Investment withdrawal. Business critical stakeholders withdraw their support (lenders, insurers, institutional investors, governments) International coverage.
4	Major	Single loss of life and/or long-term occupational health implications as a result of the company's actions.	Long term (5-10 years) environmental damage. Offsite release with significant pollution/contamination. Regulator suspends asset	Earnings or Capital Impact between $100M & $1B.	A critical event with a long recovery period which stretches plans to the limit and requires significant management effort to endure. Major failure, quickly controlled, major damage.	Long-term negative focus and/or sustained concerns raised by multiple key stakeholders. Prolonged area attention/difficult to resolve.
3	Moderate	Lost time injury and/or Restricted duty injury, and/or Short-term occupational illness	Onsite release outside designed containment (1-5 years). Significant cleanup efforts required. Non-compliance resulting in enforcement.	Earnings or Capital Impact between $10M & $100M.	A significant event which can be managed through existing processes. Major failure, quickly controlled, minor damage.	Medium-term negative focus. Short term credibility concern/quickly resolved. Brief area attention.
2	Minor	Medical Aid, and/or Minor occupational illness	Onsite release within designed containment (1 year). Minor cleanup efforts required. Reportable to regulator.	Earnings or Capital Impact between $1M and $10M	Impact of event requires actions that can be managed through existing processes. Minor failure, quickly controlled, loss.	Short-term negative focus. Isolated incidents/resolvable.
1	Insignificant	First aid or report only (no injury)	Controlled or minor non-reportable release.	Earnings or Capital Impact less than $1 Million.	Impact of event can be absorbed through normal activity. Minor Incident.	Minimal impact on public. No stakeholder attention.

STEP 2 - Assess the Likelihood of Escalation Score:

Likelihood Score	Descriptor	Description
E	Almost Certain	The incident is uncontrolled and there is little chance of bringing the hazard under control in the near term. External assistance is required to bring the event under control. The event is escalating, or it is highly likely the event will escalate.
D	Likely	Imminent and/or intermittent control is possible in the near term using internal and external resources. It is likely the incident will escalate further.
C	Possible	Incident is under control or control is probable in the near term. It is possible that the incident will escalate further.
B	Unlikely	The incident is controlled, or control is imminent. It is unlikely that the incident will escalate further.
A	Rare	The incident is controlled, or control is imminent. Escalation is highly unlikely. There is no chance of additional hazards.

STEP 3 - Determine the Corporate Incident Classification:

Severity Score	A	B	C	D	E
5	M	M	H	VH	VH
4	M	M	H	H	VH
3	L	M	M	H	H
2	L	L	M	M	M
1	L	L	L	L	M

Likelihood of Escalation Score

Low (L)

- Mitigations and/or management activities properly designed and operating.
- Routine procedures in place to address abnormal operations.
- No further mitigation required.
- Activation of the Field Incident Management Team (FIMT) is not required.
- Notification to the Corporate Incident Support Team (CIST) is not required.

Medium (M)

- Mitigations and/or management activities in place but may not be routine.
- No further mitigation required where controls are verified to be working as intended.
- Incident shall be reported to the District Manager or the Senior Manager, Engineering or Operations if controls are not deemed to be working as intended.
- Activation of the Field Incident Management Team (FIMT) may be required.
- Notification to the Corporate Incident Support Team (CIST) may not be required.

High (H)

- Incident Response continues even after controls and treatment strategies are in place.
- Further treatments and controls need to be evaluated considering the specifics of the incident.
- Activation of the Field Incident Management Team (FIMT) is required.
- Notification to the Corporate Incident Support Team (CIST) is required. Activation of the CIST may not be required.

Very High (VH)

- Incident Response continues even after controls and treatment strategies are in place.
- Further treatments and controls are required.
- Activation of the Field Incident Management Team (FIMT) is required.
- Activation of the Corporate Incident Support Team (CIST) is required.

Note: The Corporate Incident Classification Matrix is based on the Organization's accepted level of risk tolerance outlined in *OMS1.1 – Hazard Identification and Risk Assessment*

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1.7 Regulatory Notifications

Details on required immediate (verbal) and subsequent regulatory reporting are available in Section 5.0 Regulatory Support and Reporting.

For interprovincial or cross-border incidents, ensure you review the reporting requirements for all involved jurisdictions, including applicable Federal notice/reporting requirements.

1.8 Incident Priorities

The priorities by which Pembina responds to an incident are constant regardless of the incident.

1.9 Incident Site Worker Protection

The Incident Commander (or Safety Officer, if activated) is responsible for ensuring appropriate safety measures are in place to protect site workers and Pembina 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.

Additional details are available in Section 3.0 Emergency Response Roles and Responsibilities. Responders are also encouraged to seek further information from relevant Pembina personnel / **Subject Matter Experts (SME)**.

1.10 Emergency Management Tools

1.10.1 The Pipeline

The Pipeline is Pembina's intranet site. It hosts a variety of information including corporate contacts and directories, regional and asset information, site drawings and diagrams, equipment inventories, functional/ service area information and associated tools and resources.

1.10.2 The Map

The Map is Pembina's internal GIS Application for viewing and searching Pembina's assets and locations, as well as viewing spatial information including roads, water bodies, foreign pipelines and facilities, First Nations boundaries, environmental layers, and other datasets. ***The Map*** is available through ***The Pipeline***.

Responders are encouraged to use ***The Map*** in response activities.

1.10.3 Live Asset / Technical Data

Live operational, asset, and technical data is also available on ***The Map*** and readily available to responders during incidents. Basic asset and technical data are also available in the applicable Area-, Site-, or System-specific Plan(s).

1.10.4 Emergency Response Equipment Inventories by Location

Responders are encouraged to use ***The Pipeline*** or the District/Area Plan to review Pembina's Emergency Response Equipment Inventories by location.

1.10.5 Response Guides

The following guides are available in electronic format on ***The Pipeline***; hardcopies are available in the CEOC and at ICP locations:

Document Name	Description
Initial On-site Activation Guide	Provides initial on-site actions for first responders
Activation Guide	Provides supplemental information about Pembina's activation process.
ICP Operating Role Guides	Provides supplemental information on roles and responsibilities associated with the ICP and include: • ICP Operating Guide • ICP ICS Organization Guides
CEOC Operating Role Guides	Provides supplemental information on roles and responsibilities associated with the CEOC and include: • CEOC Operating Guide • CEOC ICS Organization Guides
ERAC Guide	Provides supplemental information on ERAC, including how and when to activate an ERAP.
SPCC Guide	Provides guidance to **Sherwood Park Control Centre (SPCC)** personnel on their roles and responsibilities during an emergency.
ERG2020	Designed for use at a dangerous goods incident, occurring on a highway or railroad, to provide guidance to aid first responders for quickly identifying the hazards associated with material(s) involved in an incident.

1.11 Downgrading the Incident

Pembina will make the decision to downgrade the regulatory Level of Emergency as appropriate, in consultation with the applicable regulator(s).

The Corporate Incident Classification may be reviewed and amended throughout the incident by the Incident Management Team.

Refer to Section 8.0 Post Incident and Recovery Actions for further information on downgrading and/or standing down the incident.

2.0 PREPAREDNESS ACTIVITIES

2.1 Training Requirements

The objective of staff training is to ensure incident response personnel have the knowledge, skills, and abilities to initiate and sustain the appropriate response actions. Employees and permanent contractors assigned duties in the ICS organization receive training to ensure they are competent and/or appropriately qualified for those duties. At a minimum, it is Pembina's expectation these individuals are familiar with the Corporate EM Plan, applicable supplemental plan(s) for their area(s) of operations, as well as the authority and accountabilities of their potential response role(s). Pembina Emergency Management training consists of the following:

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

Pembina considers training a continuous process – on an annual basis, Pembina 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.

Pembina has established emergency management specific training pathways for Pembina responders. These pathways are additional to the training individuals may require as part of their substantive position in the company. For example, an Operations Supervisor or Foreman will need operations training appropriate to their day-to-day job. However, as Supervisors will likely assume a role during emergencies, they will also require emergency management training for their assigned emergency role.

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

Further information on training and exercise requirements is available in the appropriate **Emergency Management Program (EMP)** documents. Training records are available in the **Pembina Learning System (PLS).**

2.2 Exercise Requirements

Pembina 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 to the **Emergency Management Program (EMP)**. Exercises are scheduled on an annual basis; type and frequency are established according to applicable regulatory requirements and best practices. Exercise reports are produced following each session and are maintained by the Emergency Management Team. Further information is available in the appropriate EMP documents.

Drills are supervised activities that test a single or specific operation or function. Drills are commonly used to provide tactical training on new equipment; test new procedures; practice and maintain skills; or prepare for more complex exercises.

2.3 Stakeholder Liaison and Public Awareness

Pembina regularly conducts liaison and public awareness / engagement activities to educate stakeholders on Pembina's assets and operations including applicable hazards; planning zones; public protection measures; preparedness and emergency response actions; as appropriate to the area, as required.

The scope of liaison / public awareness activities varies – frequency and type of activity is dependent on jurisdictional requirements, asset characteristics (e.g., Province, or sour operations, respectively), and stakeholder type. Stakeholders may include local first responders, government or regulatory agencies, public officials and/or other agencies, and public or affected parties within identified planning zones. Stakeholders may also include excavators / contractors – see Pembina's **Damage Prevention and Public Awareness (DPPA) Program** on ***The Pipeline*** for details.

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 various Program Standards on ***The Pipeline***.

2.4 Emergency Management Program (EMP) Administration

Pembina has a robust EMP which establishes the requirements for development, implementation, maintenance, and evaluation processes of Emergency Management activities. The EMP establishes the framework for emergency preparedness, planning, response and recovery activities. The Corporate EM Plan and supplemental Plan(s) are supported and administered as per defined program standards. For additional details on program administration, see the appropriate EMP documents.

2.4.1 Program Documentation and Records

The EMP sets out the minimum requirements for program documentation and records management. This includes processes for EMP document and record identification, preparation, maintenance, storage, security, preservation, retrieval and disposition.

2.4.2 Management of Change (MOC)

Pembina's EMP includes a MOC standard which is used by Pembina to confirm that changes to existing and future facilities, controlled documents, and key personnel are properly recognized, reviewed, approved, communicated, and documented.

2.4.3 Mutual Aid Agreements

Pembina participates in several mutual aid and / or other emergency services agreements. See the appropriate EMP documents for further details. Where developed, copies of specific mutual aid agreements will be referenced in the applicable Plan(s), as required.

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3.0 EMERGENCY RESPONSE ROLES AND RESPONSIBILITIES

This section outlines the roles and responsibilities for personnel who will be assigned specific emergency response tasks in the event of an emergency. Although these emergency response tasks are written specifically for certain response positions, they are not intended to be a closed list of duties that might be required. Tasks are the responsibility of the Incident Commander (IC) and/or Section Chief(s) until tasks are assumed or delegated to additional roles as an incident becomes larger expanding the structure.

All response personnel must clearly understand their assigned duties. Response personnel who are assigned duties must communicate with their designated alternate to coordinate the to transfer duties.

3.1 Incident Command System

Pembina's emergency response management approach is based on the **Incident Command System (ICS)** to ensure a coordinated and organized response to emergencies. ICS is a standardized emergency 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.

The ICS structure is an effective means of coordinating emergency response, resources, and personnel from multiple responding organizations and agencies. Pembina emergency response personnel are trained in ICS principles and practices.

A list of ICS Forms and other documentation tools can be found in Appendix - Forms.

3.1.1 Unified Command Organization

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

3.2 ICS Organization Charts

The ICS structure can expand or contract to meet the needs of the incident. Emergency response teams are activated depending on the scope and complexity of the incident, corporate incident classification, regulatory level of emergency, and anticipated resource needs. The scale and complexity of the emergency can vary from requiring one person (the IC) or the entire **Incident Management Team (IMT)**, including both the **Field Incident Management Team (FIMT)** and the **Corporate Incident Support Team (CIST)** to resolve the incident. Regardless of the size, the IC is responsible for the overall management and response of the emergency.

See the following pages for expanded ICS organizations at Pembina.

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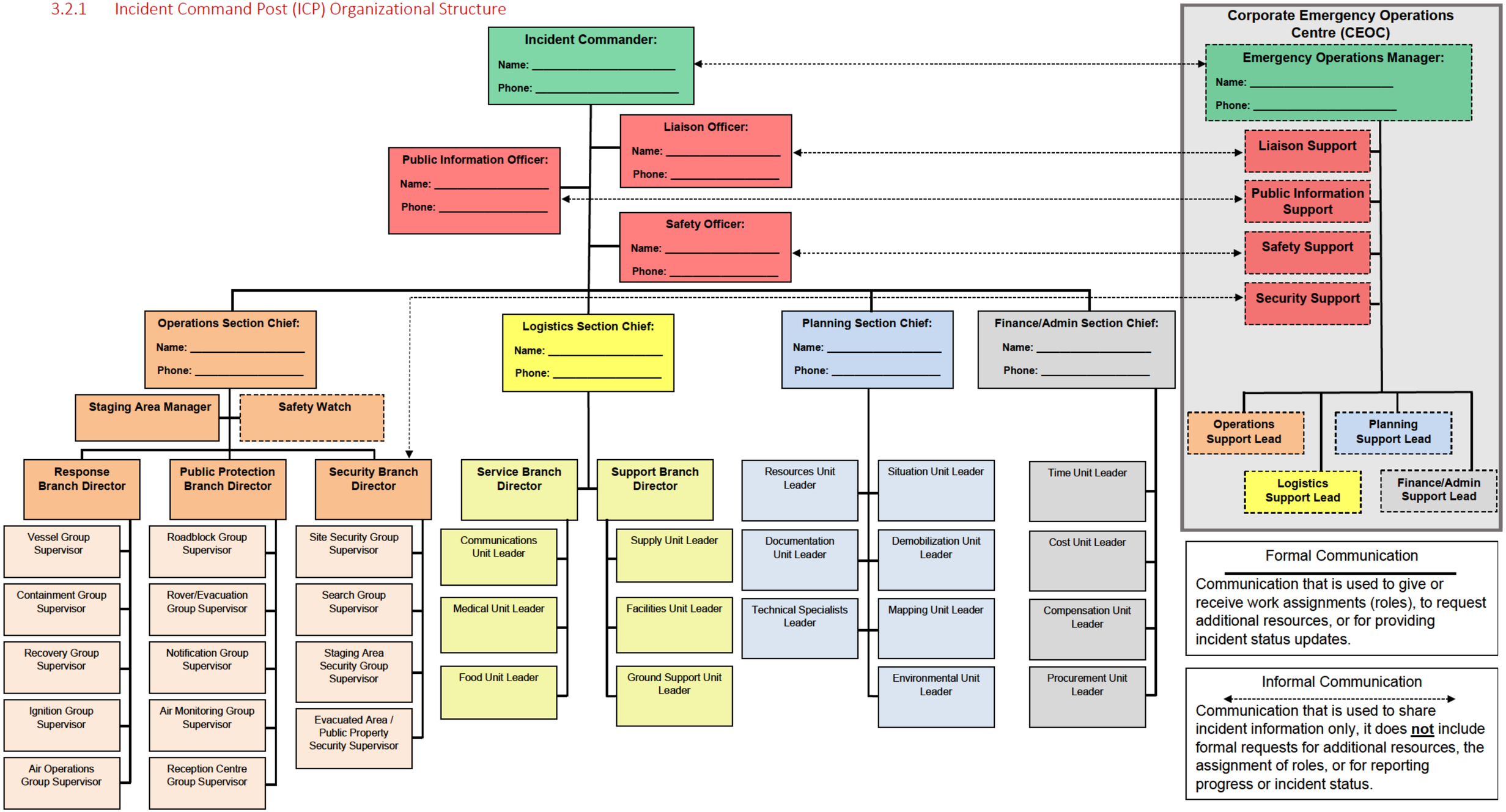
3.2.1 Incident Command Post (ICP) Organizational Structure



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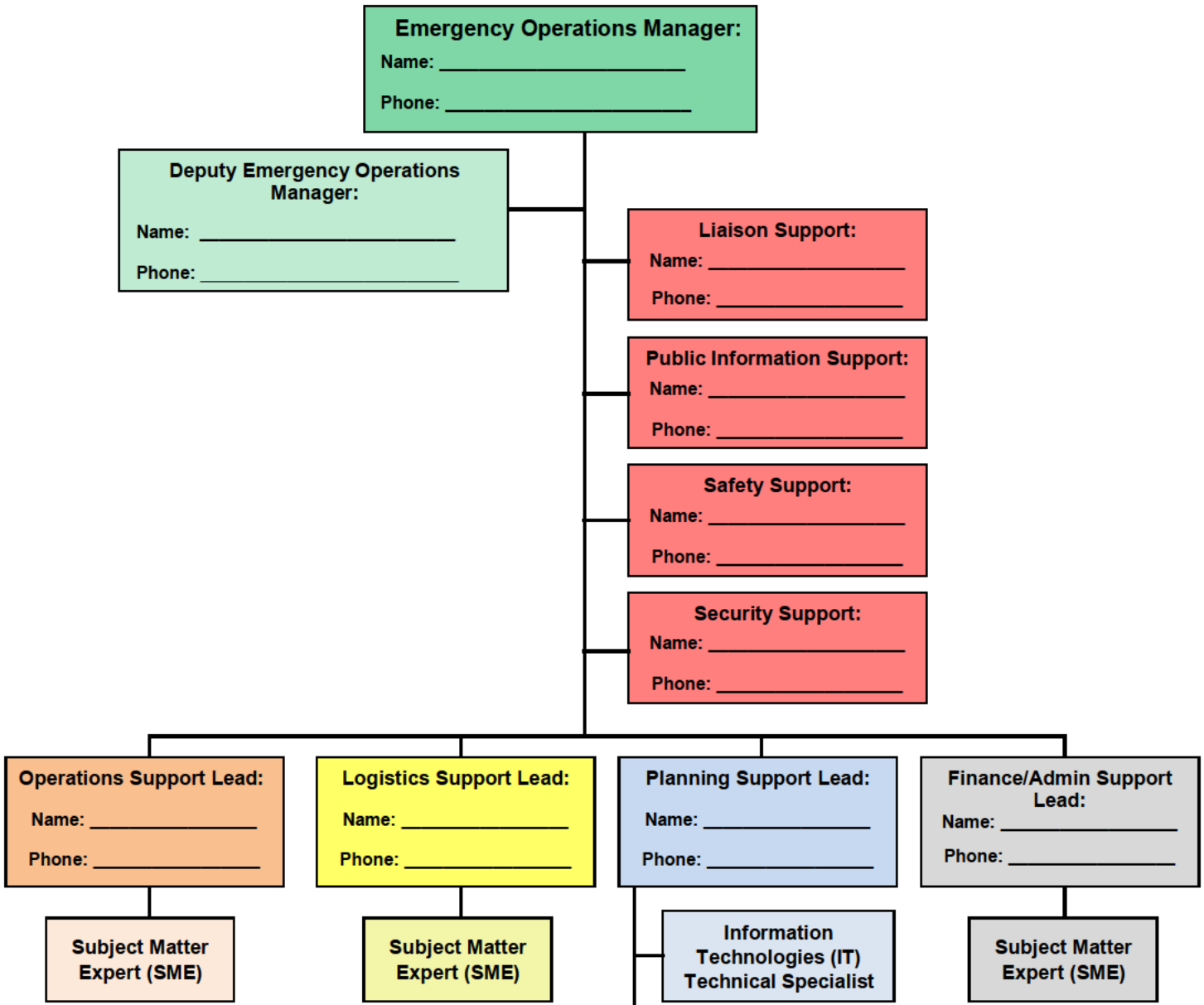
3.2.2 Corporate Emergency Operations Centre (CEOC) Organizational Structure



Technical Specialists and **Subject Matter Experts**
May include, but are not limited to representatives from the following departments:

- *Emergency Management*
- *Environment*
- *Facilities*
- *Integrity*
- *IT*
- *Legal*
- *Mapping*
- *Regulatory*
- *Safety*
- *Security*
- *Pipeline Operations*

3.3 ICS Roles and Responsibilities

Members of the **Incident Management Team (IMT)** which will be activated as required, depending on the nature and severity of the situation. Where appropriate, third parties may fill or supplement these roles, as required.

3.3.1 Incident Commander

Incident Commander	
Potential Designates	District Manager, Senior Area / Plant Manager, Area Supervisor, Area / Plant Foreman
CEOC Counterpart	Emergency Operations Manager
Forms / Tools	201 Incident Briefing Form, 202 Incident Objective, 209 Incident Status, 214a Individual Activity Log

Role	Responsibilities	
The Incident Commander (IC), is responsible for providing direction and guidance to the Field Incident Management Team (FIMT). The IC analyzes the overall requirements of the incident and determines the most appropriate direction for the FIMT to follow during the response. This is accomplished by identifying the necessary Command and General Staff functions required to deliver a response, setting priorities, identifying limitations and constraints, developing response objectives, identifying critical information requirements, making key decisions, determining FIMT operating procedures, assigning work (tasks) to Command and General Staff, and assessing progress. The IC may have one or more Deputy ICs who report directly to the IC. The Deputy IC must have the same qualifications as the IC and can assume some or all the responsibilities of the IC.	Ensure initial notifications of the incident are performed and initiate the opening of the ICP.	☐
	Determine the Corporate Incident Classification	☐
	Develop and prioritize incident objectives.	☐
	Develop and manage the ICP organizational structure including sourcing additional support to deliver the incident objectives.	☐
	Ensure plans are developed to respond to and recover from an incident.	☐
	Monitor progress of the action plan against the objectives.	☐
	Ensure regular information updates are provided to the CEOC.	☐
	Ensure internal and external communications are accurate.	☐
	If necessary, act within a Unified Command structure for the incident.	☐

See complete *Role Guide* for further details.
Digital version is available at *The Pipeline*. Hard copies are available in the ICP.

3.3.2 Liaison Officer

Liaison Officer		
Potential Designates	Field / Plant Personnel or designate	
Reports to	Incident Commander	
CEOC Counterpart	Liaison Support Lead	
Forms / Tools	201 Incident Briefing Form, 202 Incident Objective Form, 214a Individual Activity Log	
Role	**Responsibilities**	
The Liaison Officer serves as the primary contact for stakeholders and representatives of other agencies to provide input on incident related matters. External stakeholders, and/or representatives from agencies and organizations coordinate through the Liaison Officer. These stakeholders will vary according to the type of incident but may include regulators, emergency services, municipal, provincial and federal jurisdictions, and private entities. The Liaison Officer will represent their concerns and objectives to the Field Incident Management Team (FIMT) throughout the planning process. The Liaison Officer coordinates closely with the Liaison Support Lead at the Corporate Emergency Operations Centre (CEOC). If requested by the IC, the Liaison Officer may delegate some of the regulatory notification responsibilities of the ICP to the Liaison Support Lead.	Conduct regulatory notifications as required by the incident. Report regulatory Level of Emergency, using appropriate matrix, where required (AB/BC).	☐
	Coordinate all activities of external stakeholders, agencies and organizations present in the ICP.	☐
	Represent the concerns and objectives of all external stakeholders, agencies and organizations to the FIMT throughout the planning process	☐
	Record all correspondence with external stakeholders, agencies and organizations.	☐
	Provide regular updates to all external stakeholders, agencies and organizations.	☐
	Maintaining a list of assisting and cooperating agencies and agency representatives	☐
See complete *Role Guide* for further details. **Digital version is available at *The Pipeline*. Hard copies are available in the ICP.**		

3.3.3 Public Information Officer (PIO)

Public Information Officer		
Potential Designates	Field / Plant Personnel or designate	
Reports to	Incident Commander	
CEOC Counterpart	Public Information Support Lead (PIS)	
Forms / Tools	201 Incident Briefing Form, 214a Individual Activity Log	
Role	**Responsibilities**	
The Public Information Officer (PIO) is responsible for developing and releasing information about the incident to the media, to the public, to incident personnel, Pembina employees and to other appropriate agencies and organizations. Within the Pembina organizational structure, most of the Communications Team reside in the Corporate Office in Calgary and it is unlikely that an experienced PIO will be available at the ICP. Consequently, much of the work of the PIO will be conducted by the Corporate Emergency Operations Centre (CEOC) with the PIO acting as a point of contact within the ICP. If required, the Incident Commander may request a Communications Strike Team be deployed from Calgary to take on the role. Once deployed at the site, this Strike Team will report to the Incident Commander and take on the role of the PIO.	Advise the Incident Commander on all public information matters relating to the incident.	☐
	Maintain regular contact with the Public Information Support (PIS) Lead in the CEOC.	☐
	Identify key information that needs to be communicated externally and internally.	☐
	Act as the point of contact for all public information issues from external agencies and organizations involved in the response.	☐
	Ensure the Incident Commander verifies the accuracy of information produced by the PIS.	☐
	Disseminate authorized messages across the response using the most effective means available.	☐
See complete *Role Guide* for further details. **Digital version is available at *The Pipeline*. Hard copies are available in the ICP.**		

3.3.4 Safety Officer

Safety Officer	
Potential Designates	Area Safety Advisor
Reports to	Incident Commander
CEOC Counterpart	Safety Support Lead
Forms / Tools	201 Incident Briefing Form, 202 Incident Objectives, 206 Medical Plan, 208 Safety Plan, 214a Individual Activity Log, Hazard Assessment / 215a Safety Analysis

Role	Responsibilities	
The Safety Officer develops and recommends measures to ensure personnel safety and occupational health of not only response workers, but also the public. This is done using Pembina's normal safety procedures and information in the Plan. They anticipate, recognize, assess, and control hazardous and unsafe conditions or situations. If the incident requires response personnel to conduct activities outside routine Pembina activities, the Safety Officer will develop mitigation strategies to ensure the continued safety of response personnel and members of the public. If necessary, they develop a specific Incident Safety Plan to cover all activities relating to the response. They may also be required to review and approve the Medical Plan.	Assess the health and safety of personnel impacted by a response and advise the Incident Commander on issues regarding safety.	☐
	Identify and mitigate hazardous situations.	☐
	Develop and recommend measures for assuring personnel and public safety.	☐
	Assess the strategies and tactics to be implemented and develop safety strategies to ensure the safety of responders.	☐
	If necessary, develop an incident specific Safety Plan.	☐
	Exercise emergency authority to stop and prevent unsafe acts.	☐
	Investigate accidents that have occurred within the incident area.	☐
	Staff and organize the safety function to ensure the safety of responders and the public	☐

See complete *Role Guide* for further details.
Digital version is available at *The Pipeline*. Hard copies are available in the ICP.

3.3.5 Operations Section Chief

Operations Section Chief	
Potential Designates	Operations / Plant Foreman or Supervisor
Reports to	Incident Commander
CEOC Counterpart	Operations Support Lead
Forms / Tools	201 Incident Briefing Form, 204 Assignments List, 214a Individual Activity Log, 215 Operational Planning Worksheet

Role	Responsibilities	
The Operations Section Chief (OSC) is responsible for managing all tactical operations at an incident. They will identify, assign and supervise all the resources needed to accomplish the incident objectives. During the planning process, the OSC also directs the preparation of strategies and tactics required to execute the Incident Action Plan (IAP), requests or releases resources and monitors / reports progress against the incident objectives. The exact structure of the Operations Section will vary according to the needs of the incident. Typically, for every objective developed, a unit in the Operations Section would be established to deliver the objective. As a result, the Operations Section can grow quite large quite quickly. The OSC must maintain an effective Span of Control throughout (min3/max7) and this may require restructuring the Operations Section. This can be done using: Branches, Divisions, Groups, Strike Teams, Task Forces or Single Resources. Each of these organizational elements will have a supervisor appointed to it, who reports only to their respective supervisor.	Developing and organizing the Operations Section to deliver the objectives considering operational efficiency, personnel safety and adequate Span of Control.	☐
	Managing and ensuring the safety of tactical operations.	☐
	Developing the operations portion of the IAP.	☐
	Supervising the execution of the operations portions of the IAP.	☐
	Requesting additional resources to support tactical operations.	☐
	Approving the release of resources from active operational assignments.	☐
	Maintaining close contact with the IC, Command Staff, Operations personnel and other agencies involved in the incident.	☐
	During the execution of the IAP, the OSC may make or approve changes to the plan but must inform the Incident Commander immediately of these changes.	☐

If required, the OSC may activate the following subunits to assist in the execution of objectives:

- Staging Areas: These are established for the temporary location of available resources prior to deployment.
- Public Protection Branch: Established to ensure the safety of the public and stakeholders
- Response Branch: Established to conduct all containment and clean-up activities in the event of a spill or release.
- Security Branch: Established to conduct tactical security activities such as security of evacuated areas.

Each of the Branches may activate additional groups to meet the needs of the incident if required.

See complete *Role Guide* for further details.
Digital version is available at *The Pipeline*. Hard copies are available in the ICP.

3.3.6 Logistics Section Chief

Logistics Section Chief		
Potential Designates	Field or Plant Personnel	
Reports to	Incident Commander	
CEOC Counterpart	Logistics Support Lead	
Forms / Tools	**General:** 201 Incident Briefing Form, 214a Individual Activity Log, 215 Operational Planning Worksheet	**As required / large scale incident:** 205 Incident Radio Communications Plan, 206 Medical Plan, 208 Safety Plan

Role	**Responsibilities**
The Logistics Section Chief (LSC) is responsible for providing facilities, services, people, and material in support of the incident. They participate in the development and implementation of the Incident Action Plan (IAP) and supervise the branches and units within the Logistics Section. The Logistics Section may be divided into two Branches: **Service Branch:** Responsible for providing medical, IT, communications and food to the responders during the response. **Support Branch:** Responsible for the sourcing and delivery of equipment, material and workers, and the establishment / maintenance of facilities to support the response. Branches are normally established to assist with span of control. When Branches are established, the Branch Director reports directly to the LSC.	**Service Branch:** **Communications Unit:** Deals with all communications issues across the response. • Ensures IT systems are operational. • Establishes a link with the CEOC. • Develops a 205 Communications Plan if required for the IAP. **Medical Unit:** Provides medical services to the responders. • Provides first aid and transportation to injured responders • Develops a 206 Medical Plan if required for the IAP. **Food Unit:** Provides food to the responders. • Food and water to all responders, in the ICP, the field and in camps. **Support Branch:** **Supply Unit**: Orders the resources required to deliver the strategies and tactics. • Orders all resources required to keep the response going. • Stores supplies for the incident. • Maintains an inventory of supplies. **Facilities Unit**: Responsible for the running of all facilities associated with the response. • Locates and lays out the ICP and camps. • Maintains the ICP and camps • Provides security at the ICP and camps. **Ground Support Unit:** Provides transportation, fuel and equipment maintenance services. • Maintains resource equipment. • Provides fuel for responders. • Provides transportation services for responders.

See complete *Role Guide* for further details.
Digital version is available at *The Pipeline*. Hard copies are available in the ICP.

3.3.7 Planning Section Chief

Planning Section Chief		
Potential Designates	Field or Plant Personnel	
Reports to	Incident Commander	
CEOC Counterpart	Planning Support Lead	
Forms / Tools	**General:** 201 Incident Briefing Form, 207 Organizational Chart, 214a Individual Activity Log, 215 Operational Planning Worksheet	**Later in the Incident:** 202 Incident Objectives, 203 Organizational Assignments List, 204 Assignments List, 205 Incident Radio Communications Plan, 206 Medical Plan, 208 Safety Plan

Role	**Responsibilities**	
The Planning Section Chief (PSC) coordinates all planning activity within the ICP. They facilitate the ICP planning process and produce the 201 Incident Briefing Form and subsequent Incident Action Plan (IAP) which includes the objectives validated by the IC. They also provide essential information regarding the organization, work assignments, and resources for the planned operational period. One of the most important functions of the (PSC) is to look beyond the current and next operational period and anticipate potential problems or events. Technical experts may supplement the planning section to assist with the development of plans. The Planning Section is busy through the entire incident life-cycle. Therefore, the (PSC) may activate additional units to assist in the delivery of the planning function.	Ensuring the Planning cycle is adhered to.	☐
	Maintaining and displaying situation status.	☐
	Collecting and managing all incident -related data and intelligence.	☐
	Preparing the IAP including documenting, assembling, printing and distribution of the IAP.	☐
	Developing alternative strategies.	☐
	Providing a primary location for technical specialists assigned to an incident.	☐
	Providing documentation services.	☐
	Tracking and identifying resource shortages.	☐
	Maintaining resource status.	☐
	Preparing the Demobilization Plan	☐
	The Planning Section may activate the following if required: • **Situation Unit:** Collects, prepares and displays information about the response. • **Documentation Unit:** Prepares the Incident Action Plan and maintains all incident documentation. • **Demobilization Unit:** Develops the plan for the safe and orderly onward movement of resources used in the response. • **Mapping Unit:** Generates incident-specific mapping. • Environment Unit: Advises on environmental impacts and develops environment related plans. • **Resources Unit:** Establishes the check-in procedure for an incident and tracks the status of key resources. • **Technical Specialist Unit:** Provides an initial location for supporting Technical Specialists.	

See complete *Role Guide* for further details.
Digital version is available at *The Pipeline*. Hard copies are available in the ICP.

3.3.8 Finance / Administration Section Chief

Finance and Administration Section Chief	
Potential Designates	Field Administration or Supply Chain Support
Reports to	Incident Commander
CEOC Counterpart	Finance and Administration Support Lead
Forms / Tools	201 Incident Briefing Form, 214a Individual Activity Log; 215 Operational Planning Worksheet

Role	Responsibilities	
The Finance and Administration Section Chief (FASC) is responsible for managing all financial and cost analysis aspects of an incident. There are four functions that are fulfilled by the Finance and Administration Section. Unless these are activated, the Finance and Administration Section Chief (FASC) will need to perform all these functions: **Time Unit:** responsible for ensuring the accurate recording of daily personnel time, compliance with specific agency time recording policies, and managing commissary operations if established at the incident. **Procurement Unit:** responsible for all financial matters pertaining to vendor contracts, leases, and fiscal agreements. **Compensation/Claims Unit:** responsible for all injury related compensation and claims made against Pembina during the response. **Cost Unit:** ensures the proper identification of all equipment and personnel requiring payment, records all cost data, analyzes and prepares estimates of incident costs, and maintains accurate records of incident costs.	Managing all the financial aspects of an incident.	☐
	Providing financial and cost-analysis information, as requested.	☐
	Ensuring compensation and claims are addressed.	☐
	Gathering pertinent information from briefings with other support agencies.	☐
	Developing an operating plan for the Finance and Administration Section to organize/staff section supply and support needs.	☐
	Determining the need to set-up and operate an incident commissary.	☐
	Meeting with other support Agency Representatives, as needed.	☐
	Maintaining regular contact with the CEOC on finance matters.	☐
	Ensuring all incident related documents are properly prepared and completed	☐
	Briefing the Command and General Staff on incident related financial issues needing attention or follow-up.	☐
	Provide input to the Incident IAP.	☐
	In the case of multi-jurisdictional incidents where a unified command is established, representatives from other agencies may be assigned to work in the Finance and Administration Section. Coordination with these agencies and agreement of how information will be tracked is essential.	

See complete *Role Guide* for further details.
Digital version is available at *The Pipeline*. Hard copies are available in the ICP.

3.3.9 Staging Area Manager

Staging Area Manager	
Potential Designates	Field or Plant Personnel, Contract Safety or Security Company
Reports to	Operations Section Chief
Forms / Tools	201 Incident Briefing Form, Incident Action Plan, 211 Check-In List, 214a Individual Activity Log, Public Information Scripts

Role	**Responsibilities**	
The Staging Area Manager establishes the Staging Area and subsequently manages the resources within it that are positioned and awaiting tactical assignment. On the direction of the Operations Section Chief, the Staging Area Manager organizes resources into Strike Teams and Task Forces. The Staging Area Manager provides briefings on the current situation and if necessary, allocated tasks to Strike Teams and Task Forces prior to deployment. The Staging Area Manager will work closely with other members of the Command and General Staff to ensure the tracking of information and management of resources is conducted efficiently. This includes: • Enabling the check-in procedure on behalf of the Planning Section Resources Unit. • Acting as a goods receiving station on behalf of the Logistics Section Resources Unit.	Establishing the staging area.	☐
	Coordinating and managing resources in the staging area.	☐
	Providing briefings to the resources at the Staging Area covering: • The current situation. • Likely tasks to be executed. • Safety procedures to be used	☐
	Organizing resources into Strike Teams and Task Forces.	☐
	Ensuring Resources are checked into the incident.	☐
	Ensuring resources arriving at the staging area match those that have been ordered.	☐
	Ensuring the security at the site is maintained.	☐
	Providing regular updates to the Operations Section Chief on the status and availability of resources in the staging area.	☐

See complete *Role Guide* for further details.
Digital version is available at *The Pipeline*. Hard copies are available in the ICP.

3.3.10 Safety Watch

Safety Watch	
Potential Designates	Field or Plant Personnel, Contract Safety or Security Company
Reports to	Operations Section Chief
Forms / Tools	201 Incident Briefing Form, Incident Action Plan, 214a Individual Activity Log, Public Information Scripts

Role	Responsibilities	
The Safety Watch Leader ensures the tactical operations carried out during the response are conducted in accordance with normal Pembina safety procedures. This may require: • Providing safety orientations to third parties involved in the response. • Reviewing certifications. • Ensuring mutual aid partners and contractors procedures meet or exceed Pembina procedures. • The support and observation of tactical actions being conducted to ensure they are being completed safely. • Identification and mitigation of hazards present at an incident site or facility. More than one person may be required to fulfill all the responsibilities of Safety Watch during a response. The Safety Watch Leader will assign individuals to specific Groups within the response to ensure activities are conducted as safely as possible. The Safety Watch Leader or any person assigned to them has the authority to stop any unsafe acts.	Ensuring the safe conduct of tactical operations.	☐
	Ensuring tactical operations are conducted in accordance with normal Pembina safety procedures and / or the Incident Safety Plan.	☐
	Ensuring enough safety personnel are available to support and observe tactical operations.	☐
	Providing orientations to response personnel.	☐
	Reviewing certifications.	☐
	Ensuring mutual aid partners and contractors conduct activities in a manner that meets or exceeds Pembina's safety procedures.	☐
	Identification and mitigation of hazards during the response.	☐
	Providing regular updates to the Operations Section Chief on the safe conduct of operations during the response.	☐
	Stopping unsafe acts.	☐

See complete *Role Guide* for further details.
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3.3.11 Response Branch Director

Response Branch Director	
Potential Designates	Field or Plant Personnel, Contract SME
Reports to	Operations Section Chief
Forms / Tools	201 Incident Briefing Form, Incident Action Plan, 214a Individual Activity Log, Public Information Scripts

Role	**Responsibilities**	
The Response Branch Director implements and coordinates all on-site response activities. In consultation with the Operations Section Chief, the Response Branch Director determines the structure of the Response Branch and activates functional Groups to maintain an effective span of control. These Groups may include: **Vessel Group:** Coordinates and supervises the activity of all vessels utilized during the containment and recovery of product on water. **Containment Group:** Coordinates and implements all land-based containment activities. **Recovery Group:** Coordinates and implements all clean-up and recovery-based activities. **Ignition Group:** If ignition criteria are met, implements the ignition of any plume. **Air Operations Group:** Coordinates the deployment of all air assets (fixed wing, helicopter, drone) in support of the response. Response activities may be conducted by Pembina personnel, contracted third parties, regulatory bodies, local authorities and mutual aid partners. The Response Branch Director may have to coordinate the tactical actions of all agencies responding to an incident. The Response Branch Director is also responsible for implementation of public protection measures at the site. Public protection measures could be implemented by: • Activating additional functional Groups e.g. Roadblock Group within the Response Branch. • Activating a Public Protection Branch, reporting to the Operations Section, to deliver the required public protection measures.	Implementing any response and recovery measures required.	☐
	Recommending strategies and tactics to the Operations Section Chief on how to respond to an incident	☐
	Ensuring all response and recovery activities are conducted in a safe manner.	☐
	Maintaining an effective structure for the Response Branch.	☐
	Managing the information gathered by the Groups within the Response Branch.	☐
	Coordinating and directing the activities of the Groups within the Response Branch.	☐
	Providing regular updates to the Operations Section Chief on the status of response activities.	☐

See complete *Role Guide* for further details.
Digital version is available at *The Pipeline*. Hard copies are available in the ICP.

3.3.12 Vessel Group Supervisor

Vessel Group Supervisor	
Potential Designates	Field or Plant Personnel, Contract SME
Reports to	Response Branch Director
Forms / Tools	201 Incident Briefing Form, Incident Action Plan, 214a Individual Activity Log, Public Information Scripts

Role	**Responsibilities**	
The Vessel Group Supervisor coordinates all on water activity to contain and clean a spill to reduce the environmental impact. They may have to coordinate this activity over a wide geographical area incorporating multiple control points. The Vessel Group Supervisor implements the defined strategies provided by the Asset Specific Plan, Control Point Data Sheet and any additional strategies developed by the Response Branch Director. The Vessel Group may contain a large number of resources that operate over a dispersed area. Consequently, the management of the Vessel Group structure and maintaining an efficient span of control, is a key element in successfully delivering the role. The Vessel Group Supervisor ensures that proper decontamination procedures are followed.	Ensuring the safe conduct all on water activity.	☐
	Implementing strategies and tactics for the defined control points.	☐
	Coordinating all Vessel Group activity.	☐
	Providing regular updates to the Response Branch Director on the progress of Vessel Group activities.	☐
	Managing the Vessel Group structure and ensuring an effective span of control is maintained throughout the response.	☐
	Ensuring proper decontamination procedures are followed.	☐

See complete *Role Guide* for further details.
Digital version is available at *The Pipeline*. Hard copies are available in the ICP.

3.3.13 Containment Group Supervisor

Containment Group Supervisor	
Potential Designates	Field or Plant Personnel, Contract SME
Reports to	Response Branch Director
Forms / Tools	201 Incident Briefing Form, Incident Action Plan, 214a Individual Activity Log, Public Information Scripts

Role	**Responsibilities**	
The Containment Group Supervisor coordinates and implements all land-based containment activities. In the event of a spill impacting a waterway the Containment Group Supervisor will coordinate and supervise deployment of anchors and booms at control points. This will require coordination with the Vessel Group Supervisor. The Containment Group Supervisor implements the defined strategies provided by the Asset Specific Plan, Control Point Data Sheet and any additional strategies developed by the Response Branch Director. The Containment Group may contain a large number of resources that operate over a dispersed area. Consequently, the management of the Containment Group structure and maintaining an efficient span of control, is as key element in successfully delivering the role.	Ensuring the safe conduct all Containment Group activity.	☐
	Implementing strategies and tactics for the site(s).	☐
	Coordinating all Containment Group activity.	☐
	Providing regular updates to the Response Branch Director on the progress of Containment Group activities.	☐
	Managing the Containment Group Structure and ensuring an effective span of control is maintained throughout the response.	☐
	Ensuring proper decontamination procedures are followed and contaminated equipment is delivered to decontamination crews before leaving the site	☐

See complete *Role Guide* for further details.
Digital version is available at *The Pipeline*. Hard copies are available in the ICP.

3.3.14 Recovery Group Supervisor

Recovery Group Supervisor		
Potential Designates	Field or Plant Personnel, Contract SME	
Reports to	Response Branch Director	
Forms / Tools	201 Incident Briefing Form, Incident Action Plan, 214a Individual Activity Log, Public Information Scripts	
Role	**Responsibilities**	
The Recovery Group Supervisor coordinates and implements all clean-up and recovery-based activities. They may have to coordinate this activity over a wide geographical area incorporating multiple locations. The Recovery Group Supervisor implements the strategies provided by the Response Branch Director. The management of the Recovery Group structure and maintaining an efficient span of control, is as key element in successfully delivering this role. The Recovery Group Supervisor ensures that all necessary decontamination procedures are established and correctly utilized across all response activities.	Ensuring the safe conduct all clean-up and recovery activities.	☐
	Implementing strategies and tactics defined by the Response Branch Director.	☐
	Coordinating all Recovery Group activity.	☐
	Providing regular updates to the Response Branch Director on the progress of Recovery Group activities.	☐
	Managing the Recovery Group structure and ensuring an effective span of control is maintained throughout the response. this may include establishing: • Waste Unit • Shoreline Units • Decontamination Unit • Site Access Control Unit	☐
	Ensuring all necessary decontamination procedures are implemented at relevant incident locations.	☐
See complete *Role Guide* for further details. **Digital version is available at *The Pipeline*. Hard copies are available in the ICP.**		

3.3.15 Ignition Group Supervisor

Ignition Group Supervisor	
Potential Designates	Field or Plant Personnel, Contract SME
Reports to	Response Branch Director
Forms / Tools	201 Incident Briefing Form, Incident Action Plan, 214a Individual Activity Log, Public Information Scripts

Role	Responsibilities	
The Ignition Group Supervisor coordinates and implements the ignition of any plume if ignition criteria are met. Note: • If an immediate threat to human life exists and there is not sufficient time to evacuate the IIZ, PAZ or EPZ, qualified onsite personnel are authorized to ignite the release. • The decision to ignite will be fully supported by Pembina as long as the decision-making process has been followed and documented. • However, if time permits, consultation with the Operations Section Chief, Incident Commander, Emergency Operations Manager, and Regulator should be conducted.	Ensuring the safe conduct ignition.	☐
	Ensuring only qualified personnel ignite the release.	☐
	Documenting all activities and decisions made by the Ignition Group.	☐
	Providing regular updates to the Response Branch Director on the progress of Ignition Group activities.	☐

See complete *Role Guide* for further details.
Digital version is available at *The Pipeline*. Hard copies are available in the ICP.

3.3.16 Air Operations Group Supervisor

Air Operations Group Supervisor	
Potential Designates	Field or Plant Personnel, Contract SME
Reports to	Response Branch Director
Forms / Tools	201 Incident Briefing Form, Incident Action Plan, 214a Individual Activity Log, Public Information Scripts, 220 Air Operations Summary

Role	**Responsibilities**	
The Air Operations Group Supervisor coordinates the deployment of all air assets (fixed wing, helicopter, drone) in support of the response. The Air Operations Group Supervisor establishes and maintains locations from which air assets can operate. The specialist nature of the Air Operations Group means vendors providing air assets provide their own fuel and maintenance. The Air Operations Supervisor will oversee these logistical elements of the Group. The Air Operations Supervisor schedules flights and advises the Response Branch Director on the utilization of air assets. The Air Operations Supervisor does **NOT** conduct air traffic control. Only suitably qualified third-party personnel can conduct this task.	Coordinating all Air Operations Group activity.	☐
	Scheduling of air asset use.	☐
	Monitoring of air asset utilization.	☐
	Establishment and maintenance of locations from which air assets can operate.	☐
	Providing regular updates to the Response Branch Director on the progress of Air Operations Group activities.	☐

See complete *Role Guide* for further details.
Digital version is available at *The Pipeline*. Hard copies are available in the ICP.

3.3.17 Public Protection Branch Director

Public Protection Branch Director	
Potential Designates	Field or Plant Personnel / Contract SME / First Responder or Local Authority
Reports to	Operations Section Chief
Forms / Tools	201 Incident Briefing Form, Incident Action Plan, 214a Individual Activity Log, Public Information Scripts

Role	**Responsibilities**	
The Public Protection Branch Director is responsible for implementing all public protection measures during a response. In consultation with the Operations Section Chief, the Public Protection Branch Director will determine the structure of the Public Protection Branch required to ensure public safety. This may include setting up the following groups: **Roadblock Group:** Control access into the EPZ. **Rover and Evacuation Group:** Locate personnel within the EPZ and assist with the evacuation of residents. **Notification Group:** Notify impacted residences and businesses to provide public safety instructions. **Air Monitoring Group:** Acquiring and providing air quality readings to the Public Protection Branch Director. **Reception Centre Group:** Responsible for liaising with and coordinating activities at a reception centre for evacuated personnel. The Public Protection Branch Director reports to the Operations Section Chief in the ICP who will provide tasks for the branch to perform. The Public Protection Branch can contain many people so maintaining an effective span of control is essential.	Determining the public protection measures required to ensure the safety of the public and stakeholders impacted by the incident.	☐
	The planning and implementation of public protection measures which may include the establishment of: • Roadblocks. • Air monitoring. • Notification of the public and stakeholders. • Ensuring the impacted area is clear of members of the public. • Providing evacuation assistance to persons impacted by the incident. • Coordination of activities at reception centres established to house displaced members of the public.	☐
	Maintaining an effective structure for the Public Protection Branch.	☐
	Managing the information gathered by the Groups within the Public Protection Branch.	☐
	Coordinating and directing the activities of the Groups within the Public Protection Branch.	☐
	Providing regular updates to the Operations Section Chief on the status of public protection measures across the response.	☐

See complete *Role Guide* for further details.
Digital version is available at *The Pipeline*. Hard copies are available in the ICP.

3.3.18 Roadblock Group Supervisor

Roadblock Group Supervisor	
Potential Designates	Field or Plant Personnel / Contract SME / First Responder or Local Authority
Reports to	Public Protection Branch Director
Forms / Tools	201 Incident Briefing Form, Incident Action Plan, 214a Individual Activity Log, Public Information Scripts

Role	**Responsibilities**	
Roadblock personnel are responsible for maintaining assigned roadblock positions, controlling access into an area and communication with transients. If necessary, they may also act as Air Monitoring stations. The locations of the roadblocks are determined by the Public Protection Branch Director. However, they may delegate the identification of roadblock locations to the Roadblock Group Supervisor. A key role is to record and report who is entering and leaving the controlled area. Impacted personnel inside the controlled area will be informed by the Notification Group so it is essential to confirm if they have left. Other personnel will require access into the controlled area such as emergency services or response personnel. The recording of entry into, and out of, controlled areas is vital in ensuring the safety of the public and responders.	Coordinating and directing the activities of personnel within the Roadblock Group.	☐
	Controlling access into and out of any controlled areas.	☐
	Ensuring the logging of details for all personnel entering and leaving the controlled area.	☐
	Providing regular updates to the Public Protection Branch Director on personnel who have entered of left the controlled area.	☐
	Providing Air Monitoring results to the Public Protection Director as required.	☐

See complete *Role Guide* for further details.
Digital version is available at *The Pipeline*. Hard copies are available in the ICP.

3.3.19 Rover/Evacuation Group Supervisor

Rover/Evacuation Group Supervisor	
Potential Designates	Field or Plant Personnel / Contract SME / First Responder or Local Authority
Reports to	Public Protection Branch Director
Forms / Tools	201 Incident Briefing Form, Incident Action Plan, 214a Individual Activity Log, Public Information Scripts

Role	**Responsibilities**	
The Rover and Evacuation Group travel to assigned locations to locate the public and provide public safety instructions. Difficult terrain and large areas may require the Rover and Evacuation Group to utilize helicopters or drones to locate members of the public in controlled areas. If necessary, they will provide assistance with evacuation. Locating, evacuating and accounting for personnel in controlled areas is a vital task to ensure public safety. Therefore, information needs to be accurately recorded and passed frequently to the Public Protection Branch Director.	Coordinating and directing the activities of personnel within the Rover and Evacuation Group.	☐
	Assisting those who need evacuation assistance.	☐
	Clearing locations where telephone contact cannot be made.	☐
	Locating and notifying transients and seasonal/casual area users of the emergency and appropriate actions.	☐
	Monitoring activity within the Emergency Planning Zone (EPZ).	☐
	Posting notices on empty vehicles or buildings notifying occupants of an evacuation in progress.	☐
	Providing regular updates to the Public Protection Branch Director on the status of personnel within the EPZ.	☐

See complete *Role Guide* for further details.
Digital version is available at *The Pipeline*. Hard copies are available in the ICP.

3.3.20 Notification Group Supervisor (Telephoners)

Notification Group Supervisor (Telephoners)	
Potential Designates	Field or Plant Personnel / Contract SME
Reports to	Public Protection Branch Director
Forms / Tools	201 Incident Briefing Form, Incident Action Plan, 214a Individual Activity Log, Notification Scripts, Public Information Scripts

Role	**Responsibilities**	
The Notification Group Supervisor is responsible for notification of members of the public located within the EPZ. Public Notification may be conducted in two ways. • Through automated notification system. • Through manual calling of personnel listed in the confidential versions of the Asset Specific Plan. Personnel who may require notification may include: • Residents. • Schools / School Bus Transportation. • Businesses including other oil and gas companies, rail, logging, farming etc. • Public Facilities and Recreation Areas. • Urban Centres (contact local authority to coordinate). • Trappers, Guides / Outfitters. • Grazing Lease / Allotment Holders. Note: Information pertaining to residents within an EPZ who may require notification of an event and subsequent evacuation are contained in the copies of the Area or Asset Specific Plan marked "Confidential."	Coordinating and directing the activities of personnel within the Notification Group.	☐
	Ensuring members of the public are provided the appropriate public protection messages.	☐
	Logging and tracking the status of resident notifications throughout the response.	☐
	Providing regular updates to the Public Protection Branch Director on the status of residents within the impacted area. This includes: • Those requiring assistance. • Residents who cannot be contacted. • Residents who are not in the area. • Residents who are at or moving to a reception centre.	☐
	Maintaining contact with residents throughout the response.	☐

See complete *Role Guide* for further details.
Digital version is available at *The Pipeline*. Hard copies are available in the ICP.

3.3.21 Air Monitoring Group Supervisor

Air Monitoring Group Supervisor	
Potential Designates	Field or Plant Personnel / Contract SME
Reports to	Public Protection Branch Director
Forms / Tools	201 Incident Briefing Form, Incident Action Plan, 214a Individual Activity Log, Public Information Scripts

Role	**Responsibilities**	
The Air Monitoring Group is responsible for acquiring and providing air quality readings. This may be done directly using Pembina personnel or through third parties contracted to provide the service. Multiple responders within the Public Protection Branch may also provide air monitoring results through their own personal monitors. The Air Quality Group is responsible for coordinating all these results and producing a single consolidated report. H_2S, SO^2, LEL or other toxic substance concentrations are monitored continuously during an incident response. It is crucial that Air Monitors continuously update the Public Protection Branch Director with monitored results. If air monitoring readings show high levels of H_2S, SO^2, or LEL the Public Protection Branch Director may need to initiate evacuation / shelter of additional residences, change the location of the roadblocks, or ignite the release.	Coordinating and directing the activities of personnel within the Air Monitoring Group, including any subcontracted third parties or mutual aid partners.	☐
	Providing regular, consolidated reports to the Public Protection Branch Director on the results of Air Monitoring across the response area.	☐
	Tracking vapor plumes (if required.)	☐
	Monitoring Air Quality at the boundary of any urban centre potentially impacted by a release.	☐

See complete *Role Guide* for further details.
Digital version is available at *The Pipeline*. Hard copies are available in the ICP.

3.3.22 Reception Centre Group Supervisor

Reception Centre Group Supervisor	
Potential Designates	Field or Plant Personnel / Contract SME / First Responder or Local Authority
Reports to	Public Protection Branch Director
Forms / Tools	201 Incident Briefing Form, Incident Action Plan, 214a Individual Activity Log, Public Information Scripts

Role	**Responsibilities**	
The role of the Reception Centre Group Supervisor will vary depending on if the Local Authority or Pembina establish the reception centre. **Local Authority Reception Centre** In most cases, the reception centre will be established by the Local Authority. In these cases, the Reception Centre Group will coordinate with the Local Authority Reception Centre Manager and exchange incident information. This includes the incident status and number of evacuees expected. **Pembina Reception Centre** Where Pembina establishes their own reception centre, the Reception Centre Group will coordinate all activity, including establishing accommodation, feeding, communication and documentation for compensation purposes. No matter who establishes a reception centre the following apply: • In order to account for evacuees, close coordination within the Public Protection Branch will be required. • Community relations support must be deployed. This will be provided by the CEOC based in Calgary and should be requested through the Public Protection Branch Director.	Liaison with the Local Authority Reception Centre Manager.	☐
	Coordinating and directing the activities of Pembina personnel within the Reception Centre Group.	☐
	Logging all personnel who arrive at the reception centre.	☐
	Providing regular updates to the Public Protection Branch Director on: • The status of activities at the reception centre. • Residents who have arrived at the reception centre.	☐

See complete *Role Guide* for further details.
Digital version is available at *The Pipeline*. Hard copies are available in the ICP.

3.3.23 Security Branch Director

Security Branch Director	
Potential Designates	Field or Plant Personnel / Contract SME
Reports to	Operations Section Chief
Forms / Tools	201 Incident Briefing Form, Incident Action Plan, 214a Individual Activity Log, Public Information Scripts

Role	Responsibilities	
The Security Group Supervisor coordinates all security activities all incident facilities. These could include: • Staging Areas. • Reception Centres. • Incident Sites. • Incident Facilities. This includes implementing security measures and controlling access. A Security Group Supervisor reports to the Security Branch Director. **Security Groups and Security Units** If necessary, Security Branch Units may be allocated to other elements of the response to aid in efficient command and control of the incident. For example, a Staging Area Security Unit Leader may report to the Staging Area Manager directly rather than the Security Branch Director. In these cases, the title Security Unit Leader rather than Security Group Supervisor is used. The Security Unit Leaders report to the relevant Group supervisor rather than the Security Branch Director. The roles and responsibilities of a Security Group Supervisor and a Security Unit Leader are identical, only their assigned supervisor differs.	Implementing and coordinating security measures.	☐
	Ensuring only authorized personnel have access to the response location.	☐
	Implementing strategies and tactics for the defined security locations.	☐
	Coordinating all Security Group / Unit activity.	☐
	Reporting all interactions with the public or media to their supervisor.	☐
	Providing regular updates to their assigned supervisor on the progress of Security Group / Unit activities.	☐

See complete *Role Guide* for further details.
Digital version is available at *The Pipeline*. Hard copies are available in the ICP.

3.3.24 Search Group Supervisor

Search Group Supervisor	
Potential Designates	Field or Plant Personnel / Contract SME / First Responder or Local Authority
Reports to	Security Branch Director
Forms / Tools	201 Incident Briefing Form, Incident Action Plan, 214a Individual Activity Log, Public Information Scripts

Role	Responsibilities	
The Search Group Supervisor coordinates and implements all search activities required during a response. This may include searching for missing personnel and / or confirming the existence of threats to personnel, equipment or facilities. If searching for people, the Search Group may be required to conduct evacuation of injured personnel identified during the search. The Search Group Supervisor plans the conduct of the search and coordinates personnel conducting the search. The Search Group Supervisor reports to the Security Branch Director.	Planning how a search will be conducted.	☐
	Ensuring the safety of Search Group personnel.	☐
	Coordinating Search Group activities.	☐
	Providing regular updates to the Security Branch Director on the progress of Search Group activities.	☐

See complete *Role Guide* for further details.
Digital version is available at *The Pipeline*. Hard copies are available in the ICP.

3.3.25 Evacuated Area and Public Property Group Supervisor

Evacuated Area and Public Property Group Supervisor		
Potential Designates	Field or Plant Personnel / Contract SME / First Responder or Local Authority	
Reports to	Security Branch Director	
Forms / Tools	201 Incident Briefing Form, Incident Action Plan, 214a Individual Activity Log, Public Information Scripts	
Role	**Responsibilities**	
The Public Property and Evacuated Area Group Supervisor maintains security of controlled areas and all public property within the evacuated area. A key role is to record and report who is entering and leaving the controlled area. Other personnel will require access into the controlled area such as emergency services or response personnel. The recording of entry into, and out of, controlled areas is vital in ensuring the both the safety and security of the public and responders.	Coordinating and directing the activities of personnel within the Public Property and Evacuated Area Group.	☐
	Controlling access into and out of controlled areas.	☐
	Maintaining security of all public property within the controlled area.	☐
	Ensuring the logging of details for all personnel entering and leaving the controlled area.	☐
	Providing regular updates to the Security Branch Director on personnel who have entered or left the controlled area.	☐
See Role Guide for further details. **Digital version is available at *The Pipeline*. Hard copies are available in the ICP.**		

3.3.26 Emergency Operations Manager

Emergency Operations Manager		
Potential Designates	Business Unit VP, General Manager, Sr. Operations Manager, Operations Manager	
ICP Counterpart	Incident Commander	
Forms / Tools	201 Incident Briefing Form, 214 Activity Log, 214a Individual Activity Log 215 Operational Planning Worksheet	
Role	**Responsibilities**	
The Emergency Operations Manager oversees the overall coordination of activities within the CEOC. The Emergency Operations Manager is responsible for activating the CEOC, ensuring that it has the appropriate organizational support to successfully support the incident and adjusting the organizational structure to meet the requirements of the incident with the resources available. The Emergency Operations Manager provides information updates to the Executive and if necessary, works with the Executive to establish priorities to guide the actions of CEOC staff. If necessary, the Emergency Operations Manager ensures accurate information is shared with other jurisdictions, regulators, and with the public through the appropriate channels. This is often performed in conjunction with the Public Information Support Lead.	Initiate the opening of the CEOC.	☐
	Acknowledge assigned objectives from the Incident Commander and establish any CEOC specific objectives.	☐
	Develop the CEOC organizational structure	☐
	Approve the 201 Incident Briefing Form for the CEOC.	☐
	Monitor progress of the action plan against the objectives.	☐
	Ensure information updates are provided to the Executive.	☐
	Ensure internal and external communications are accurate.	☐
	If necessary, ensure recovery plans are developed to return service levels to normal.	☐
See *Role Guide* for further details. **Digital version is available at *The Pipeline*. Hard copies are available in the CEOC.**		

3.3.27 Deputy Emergency Operations Manager

Deputy Emergency Operations Manager	
Potential Designates	Emergency Management On-Call, Business Unit VP, General Manager, Sr. Operations Manager, Operations Manager
Reports to	Emergency Operations Manager
ICP Counterpart	Incident Commander / Deputy Incident Commander
Forms / Tools	201 Incident Briefing Form, 214 Activity Log, 214a Individual Activity Log 215 Operational Planning Worksheet

Role	Responsibilities	
The Deputy Emergency Operations Manager supports and advises the Emergency Operations Manager on the running of the CEOC. If necessary, they may replace the Emergency Operations Manager in the event the Emergency Operations Manager needs to take a break from the running of the incident. When standing in for the Emergency Operations Manager the Deputy should hold the same decision making authority as the Emergency Operations Manager. In the event the Deputy Emergency Operations Manager assumes command of the CEOC, the Emergency Operations Manager must conduct a shift change brief to the Deputy Emergency Operations Manager which should include the transfer of any specific Delegation of Authority held by the Emergency Operations Manager for the incident. The roles and responsibilities of the Deputy Emergency Operations Manager are therefore identical to those of the Emergency Operations Manager. However, if the Emergency Operations Manager deems it necessary, the Deputy Emergency Operation Manager may be directed to support or even fill any of the other roles within the CEOC.	Initiate the opening of the CEOC.	☐
	Acknowledge assigned objectives from the Incident Commander and establish any CEOC specific objectives.	☐
	Develop the CEOC organizational structure.	☐
	Approve the 201 Incident Briefing Form for the CEOC.	☐
	Monitor progress of the action plan against the objectives.	☐
	Ensure information updates are provided to the Executive.	☐
	Ensure internal and external communications are accurate.	☐
	If necessary, ensure recovery plans are developed to return service levels to normal	☐

See *Role Guide* for further details.
Digital version is available at *The Pipeline*. Hard copies are available in the CEOC.

3.3.28 Liaison Support

Liaison Support	
Potential Designates	SME or Regulatory Representative
Reports to	Emergency Operations Manager
ICP Counterpart	Liaison Officer
Forms / Tools	201 Incident Briefing Form, 214 Activity Log, 214a Individual Activity Log 215 Operational Planning Worksheet

Role	Responsibilities	
The Liaison Support Lead serves as the central point of contact for stakeholders not otherwise represented in the CEOC organization. The Liaison Support Lead coordinates closely with the Liaison Officer at the ICP. If requested by the Incident Commander, the Liaison Support Lead may assume some of the regulatory notification responsibilities of the ICP. External stakeholders coordinate through the Liaison function to provide the CEOC with timely and accurate information regarding their activities, objectives, requirements, and resources pertaining to their role within the incident. These stakeholders will vary according to the type of incident but may include regulators, emergency services, municipal, provincial and federal jurisdictions, and private entities. The stakeholders the Liaison Support Lead deals with may change through the course of an incident. If necessary, the Liaison Support Lead may have to handle requests from other stakeholders to have Pembina representatives present at their command posts. If requests for Pembina representation are received, it is the Emergency Operations Manager who will sanction the deployment of Pembina Liaison Representatives with the CEOC Liaison Support Lead handling the communication between them and the CEOC.	Act as the conduit for information from external agencies into the CEOC. If necessary, coordinate any external agencies present in the CEOC.	☐
	Communicate information to the CEOC from external agencies throughout the planning cycle.	☐
	Handle requests from other agencies to send Pembina liaison personnel to their command centres.	☐
	Act as the conduit into the CEOC for any Pembina liaison personnel deployed with other agencies.	☐
	Support and advise the Liaison Officer at the ICP.	☐
	Maintain a 214a Individual Activity Log to record key events, decisions and timings.	☐

See *Role Guide* for further details.
Digital version is available at *The Pipeline*. Hard copies are available in the CEOC.

3.3.29 Public Information Support

Public Information Support	
Potential Designates	Crisis Communications Team
Reports to	Emergency Operations Manager
ICP Counterpart	Public Information Officer
Forms / Tools	201 Incident Briefing Form, 214 Activity Log, 214a Individual Activity Log 215 Operational Planning Worksheet

Role	Responsibilities	
The Public Information Support Lead is responsible for interfacing with the public, the media, and with other jurisdictions / organizations with incident related information needs in accordance with the Pembina Crisis Communications Plan. The Public Information Support Lead gathers, verifies, coordinates, and disseminates accurate, accessible, and timely information about the incident. This often includes the monitoring of social media and the implementation of strategies to manage messaging being delivered about the incident from individuals and organizations not directly related to the response. The role of the Public Information Support Lead in the CEOC has similar responsibilities to the Public Information Officer at an ICP and may, at the request of the Incident Commander assume many of the responsibilities of the ICP PIO. In many cases multiple agencies will be involved in a response and the Public Information Support Lead should ensure coordination of messaging is achieved across all these agencies.	Advise the Emergency Operations Manager on all public information matters relating to the incident.	☐
	Identify key information that needs to be communicated externally and internally.	☐
	Maintain close contact with the Public Information Officer at the ICP.	☐
	Coordinate messaging across all agencies and organizations involved in the response.	☐
	Prioritize messages to ensure timely delivery of information without overwhelming the audience.	☐
	Verify accuracy of information through appropriate channels.	☐
	Disseminate messages using the most effective means available.	☐

See *Role Guide* for further details.
Digital version is available at *The Pipeline*. Hard copies are available in the CEOC.

3.3.30 Safety Support

Safety Support	
Potential Designates	Safety Representative
Reports to	Emergency Operations Manager
ICP Counterpart	Safety Officer
Forms / Tools	201 Incident Briefing Form, 214 Activity Log, 214a Individual Activity Log 215 Operational Planning Worksheet

Role	Responsibilities	
The Safety Support Lead is responsible for the ongoing assessment and communication of hazardous conditions. The Safety Support Lead monitors operations and advises the Emergency Operations Manager on matters relating to the health and safety of personnel dealing with the response, including the Corporate Incident Support Team. As such, they interact regularly with both the Emergency Operations Manager and Operations Support Lead. If necessary, the CEOC Safety Support Lead will work closely with the ICP Safety Officer to advise, and if necessary, develop mitigation strategies to permit the conduct of tasks that fall outside the normal Pembina safety procedures.	Develop and maintain the CEOC Safety Plan	☐
	Monitor, assess, and advise on the presence of hazardous conditions throughout the incident.	☐
	Monitor hazardous weather conditions that may impact personnel	☐
	Support the Safety Officer at the ICP in the maintenance of safe-work practices at the incident site.	☐
	Cooperate with the Operations Support Lead in the development of strategies and tactics that meet Pembina safety procedures.	☐
	Ensure proper risk management practices are applied throughout the incident	☐
	Recommend interventions as necessary to support the physical and mental wellbeing of staff.	☐

See *Role Guide* for further details.
Digital version is available at *The Pipeline*. Hard copies are available in the CEOC.

3.3.31 Security Support

Security Support		
Potential Designates	Security Representative	
Reports to	Emergency Operations Manager	
ICP Counterpart	Incident dependent	
Forms / Tools	201 Incident Briefing Form, 214 Activity Log, 214a Individual Activity Log, 215 Operational Planning Worksheet	
Role	**Responsibilities**	
The principle role of the Security Support Lead is to advise the Emergency Operations Manager on all matters pertaining to security of the incident. This can manifest itself in many forms and may require interaction with many of the Corporate Incident Support Team members. In circumstances where physical deterrents or security equipment need to be deployed, the Security Support Lead coordinates with the Operations Support Lead, the Incident Commander, or the Operations Section Chief at the ICP.	Collect and disseminate security related information pertaining to the incident. This may include the production of intelligence type products from multiple sources with the intent of enhancing situational awareness within the CEOC	☐
	Activate and implement the Security Threat Response Plan, if required	☐
	Support for mass fatality and missing persons investigations	☐
	Investigate incident source/cause	☐
	Coordinate with the Safety Support Function to ensure the safety and security of all response personnel	☐
	Provide appropriate intelligence to external agencies conducting investigations	☐
	Provide appropriate intelligence to the Corporate Incident Support Team to assist in developing evolving threats or hazards	☐
	Identify, document, collect and create a chain of custody for evidence pertaining to the incident	☐
	Provide physical security deterrents at the CEOC and/or the ICP	☐
See *Role Guide* for further details. **Digital version is available at *The Pipeline*. Hard copies are available in the CEOC.**		

3.3.32 Operations Support

Operations Support	
Potential Designates	Business Unit Operations or Engineering Manager
Reports to	Emergency Operations Manager
ICP Counterpart	Operations Section Chief
Forms / Tools	201 Incident Briefing Form, 214 Activity Log, 214a Individual Activity Log 215 Operational Planning Worksheet

Role	**Responsibilities**	
The Operations Support Lead is responsible for providing resource support and strategic coordination to activities focused on reducing the immediate hazard, saving lives and property, reducing harm to the environment, establishing situational control, and restoring normal operations. When the CEOC is activated, the Operations Support Lead coordinates with field personnel to identify and deploy required resources so the ICP Operations Section staff can apply them to achieve incident objectives. When necessary for geographically widespread or complex incidents or when establishing a local ICP is not possible, staff in this function can also support operational activity directly from the CEOC. The exact structure of the Operations Support Section within the CEOC will vary according to the needs of the incident. Typically, for every objective developed by the CEOC, a group would be established to deliver that objective with the group reporting to the Operations Support Lead. If multiple objectives are developed, care should be taken to ensure an effective span of control is maintained by the Operations Support Lead.	Coordinate with on-scene responders to identify and meet needs related to mass care, emergency services, infrastructure, and operations management	☐
	Clarify resource requirements, deploy available resources requested by the ICP, and identify gaps in resource availability	☐
	Provide the Planning Support Lead with updates from on-scene contacts.	☐
	Coordinate with the Logistics Support Lead to implement mutual aid or purchasing agreements when internal resources cannot meet a requirement.	☐
	Coordinate with internal and external organizations to identify long-term incident impacts and recovery requirements. If necessary, coordinate with the Liaison Support Lead to identify long-term incident impacts and recovery requirements for external stakeholders.	☐
	Serve as conduits of information between Corporate Incident Support Team staff and operational personnel on the ground	☐
	Coordinate the process for initial and ongoing assessment of incident-related damage.	☐
	Coordinate with the Planning Support Lead to develop incident-specific recovery plans.	☐
	Coordinate with the Safety Support Lead to integrate hazard mitigation into response and recovery activities.	☐

See *Role Guide* for further details.
Digital version is available at *The Pipeline*. Hard copies are available in the CEOC.

3.3.33 Logistics Support

Logistics Support	
Potential Designates	Procurement Team
Reports to	Emergency Operations Manager
ICP Counterpart	Logistics Section Chief
Forms / Tools	201 Incident Briefing Form, 214 Activity Log, 214a Individual Activity Log 215 Operational Planning Worksheet

Role	**Responsibilities**	
The Logistics Support Lead provides resource support to the incident. They work closely with the Operations Support Lead to source and procure resources through emergency contracts or mutual aid agreements. The Logistics Support Lead coordinates closely with the ICP Logistics Section to ensure that resources, such as mutual aid equipment, are not being duplicated. If necessary, the Incident Commander may request direct support for resource ordering from the CEOC Logistics Support Lead. The Logistics Support Lead also provides resources and services to support the needs of staff in the CEOC. This includes providing information technology support, resource tracking, resource acquisition, arranging for food, lodging, and other support services as needed.	Order commodities, teams, and personnel required by Corporate Incident Support Team members.	☐
	Activate mutual aid agreements and existing contracts as necessary to obtain required resources and services.	☐
	Develop mission assignments and draft statements of work for new contracts using requirements provided by the Operations Support Lead.	☐
	Oversee information security efforts. Provide support and maintenance for all technology used during the activation.	☐
	Plan, prepare, implement, and evaluate all logistics functions needed to support the CEOC and Corporate Incident Support Team.	☐

See *Role Guide* for further details.
Digital version is available at *The Pipeline*. Hard copies are available in the CEOC.

3.3.34 Planning Support

Planning Support	
Potential Designates	Technical Services Team
Reports to	Emergency Operations Manager
ICP Counterpart	Planning Section Chief
Forms / Tools	201 Incident Briefing Form, 214 Activity Log, 214a Individual Activity Log 215 Operational Planning Worksheet

Role	Responsibilities	
The Planning Support Lead is responsible for collecting, evaluating, and disseminating information about the status of the incident and ongoing incident activities. They facilitate the CEOC planning process and produce the 201 Incident Briefing Form. The 201 Incident Briefing Form includes the objectives validated by the Emergency Operations Manager and provides essential information regarding the organization and work assignments of the Corporate Incident Support Team and resources for the planned operational period. The Planning Support Lead is also responsible for collating damage assessment information, gathering pertinent incident information, and analyzing data. The intent is to provide situational awareness to the CEOC to enable better decision making. To enable this, a dedicated Graphical Information System (GIS) function may be allocated to the Planning Support Section to assist in the development of situational awareness. If the nature of the incident requires it, Planning Support may be required to develop and disseminate contingency and long-term plans which may include the development of recovery plans.	Assist the Emergency Operations Manager in developing objectives and ensuring objectives are achievable.	☐
	Facilitate the CEOC planning process and develop and distribute the 201 Incident Briefing Form.	☐
	Anticipate long-term impacts and possible cascading effects, including potential resource requests and policy issues in conjunction with the Operations Support Lead.	☐
	Conduct contingency planning as needed, in conjunction with Operations Support Lead and Technical Specialists.	☐
	Collate data from initial and ongoing assessment of incident-related damage and needs, conduct impact analyses, and inform plans and resource decisions with assessment results. Enable and support information sharing with senior Pembina leadership.	☐
	Support incident modeling and mapping requests. If necessary, employ the use of a dedicated GIS Unit.	☐
	Meet information requirements to support decisions.	☐

See *Role Guide* for further details.
Digital version is available at *The Pipeline*. Hard copies are available in the CEOC.

3.3.35 Finance and Administration Support

Finance and Administration Support		
Potential Designates	Business Unit Controller	
Reports to	Emergency Operations Manager	
ICP Counterpart	Finance and Administration Section Chief	
Forms / Tools	201 Incident Briefing Form, 214 Activity Log, 214a Individual Activity Log 215 Operational Planning Worksheet	
Role	**Responsibilities**	
The Finance and Administration Support Lead manages all financial, administrative, and cost analysis aspects of the emergency under the control of the CEOC. The Finance and Administration Support Lead also provides administrative support to other CEOC sections. The Finance and Administration Support Lead works closely with personnel in the ICP Finance and Administration Section. The responsibilities of the CEOC Finance and Administration section closely align with those of the ICP Finance and Administration Section. In some circumstances and if requested by the Incident Commander, the CEOC Finance and Administration staff can assume some of the responsibilities of their ICP counterparts and perform functions on their behalf. If necessary, the Finance and Administration Support Lead will deal with compensation claims received because of the incident. In these cases, close liaison with the Legal Technical Specialist will be required	Track CEOC costs throughout the duration of the incident, through cooperation with the Logistics Support Lead.	☐
	Analyze cost data, make estimates, and recommend cost savings measures that can be implemented by the response.	☐
	Track purchases and fiscal agreements, ensuring Pembina procurement policies are followed.	☐
	Execute contracts and procurements required for the response. Consider the mobilization of a Procurement Unit to assist with the legal implications of signing contracts.	☐
	Track working hours in accordance with normal Pembina Human Resources protocols and procedures. Develop procedures and protocols to deal with overtime issues resulting from the response.	☐
	Coordinate with the Safety Support Lead to track worker injuries and manage worker compensation claims. Consider the deployment of a Human Resources Technical Specialist.	☐
	Track compensations claims received from members of the public, government agencies and other organizations. Request a Legal Technical Specialist to support this function if required.	☐
	Support the Finance and Administration Chief in the ICP with the execution of their duties. If necessary, be prepared to assume some or all their responsibilities.	☐
See *Role Guide* for further details. **Digital version is available at *The Pipeline*. Hard copies are available in the CEOC.**		

3.3.36 Legal Support

Legal Support	
Potential Designates	SME or Legal Representative
Reports to	Planning Support Lead or Emergency Operations Manager
ICP Counterpart	Incident dependent
Forms / Tools	201 Incident Briefing Form, 214 Activity Log, 214a Individual Activity Log 215 Operational Planning Worksheet

Role	Responsibilities	
The role of the Legal Support Technical Specialist reports to the Planning Support Lead. The primary role is to advise the Emergency Operations Manager and if necessary, the Incident Commander, on the all legal implications pertaining to the incident response. The exact duties will vary according to the incident but may require interaction with all elements of the Corporate Incident Support Team. Normally, a Technical Specialist works under the Planning Support Lead. However, depending on the nature of the incident, this may not be appropriate. The Emergency Operations Manager is responsible for creating the CEOC organization and will determine the best functional area for you to operate in.	The Legal Support Technical Specialist should be prepared to advise on the following:	
	Public Information Support	
	Release of sensitive information.	☐
	Release of factually accurate information.	☐
	Data protection	☐
	Liaison Support	
	Corporate exposure to legal liability	☐
	Response to Government inquiries and enforcement	☐
	Regulatory requirements for response and recovery activities	☐
	Safety and Operations Support	
	Consequences of actions undertaken during the response	☐
	Planning Support	
	Insurance documentation requirements.	☐
	Protection of privileged and confidential information	☐
	Logistics Support	
	Corporate standards for contracts and procurement	☐
	Finance and Administration Support	
	Compensation claims received because of the incident	☐

See *Role Guide* for further details.
Digital version is available at *The Pipeline*. Hard copies are available in the CEOC.

3.3.37 Human Resources Support

Human Resources Support	
Potential Designates	SME or Human Resources Representative
Reports to	Planning Support Lead or Emergency Operations Manager
ICP Counterpart	Incident dependent
Forms / Tools	201 Incident Briefing Form, 214 Activity Log, 214a Individual Activity Log 215 Operational Planning Worksheet

Role	Responsibilities	
The role of the Human Resources Support Lead reports to the Planning Support Lead. The primary role is to advise the Emergency Operations Manager and if necessary, the Incident Commander, on matters pertaining to Human Resources during a response. The exact duties will vary according to the incident but may require interaction with all elements of the Corporate Incident Support Team. Normally, a Technical Specialist works under the Planning Support Lead. However, depending on the nature of the incident, this may not be appropriate. The Emergency Operations Manager is responsible for creating the CEOC organization and will determine the best functional area for you to operate in.	The Human Resources Support Technical Specialist should be prepared to advise on the following:	
	Public Information Support	
	The release of sensitive information.	☐
	The release of factually accurate information.	☐
	Data protection.	☐
	Liaison Support	
	Liaison with police during Next of Kin notifications.	☐
	Coordination with police and OH&S with information regarding injuries and fatalities.	☐
	Safety and Operations Support	
	Health and wellness support to responders.	☐
	Provision of Critical Incident Stress Management resources.	☐
	Planning Support	
	Provision of training standards to allow resource allocation.	☐
	Logistics Support	
	Provision of people to meet the needs of the response.	☐
	Finance and Administration Support	
	Payroll and time tracking.	☐
	Emergency payroll policy / overtime	☐

See *Role Guide* for further details.
Digital version is available at *The Pipeline*. Hard copies are available in the CEOC.

3.3.38 Executive

Executive		
Potential Designates	Incident Dependent	
Forms / Tools	Business Impact Analysis	
Role	**Responsibilities**	
The primary role of an executive during an incident is the focus on the continuity of Pembina operations. Not only should executives be developing the plans and strategies for the long-term recovery, but also ensuring the company can function during an incident as well. Where appropriate, they can task the CEOC to undertake the tactical level activities necessary required to deliver Business Continuity throughout the incident duration.	Ensuring the required preparedness activities have been conducted prior to an incident occurring.	☐
	Delegating authority to the Emergency Operations Manager act on behalf of Pembina Corporation. If necessary (and permitted) the Emergency Operations Manager can further delegate authority to the Incident Commander.	☐
	Providing direction, policy, and guidance to the Emergency Operations Manager during a response. This is particularly relevant with respect to political, economic, and reputational issues pertaining to the incident	☐
	Supporting and enabling a multi-agency approach to manage the incident.	☐
	Identifying and enabling the strategic plans required to enable the long-term recovery from an incident.	☐
See *Role Guide* for further details. **Digital version is available at *The Pipeline*. Hard copies are available in the CEOC.**		

3.4 Pembina Command Centres

To coordinate response efforts Pembina and will establish various command centres to manage required emergency response actions. These centres represent the location of specific response team members and may be set up temporarily or on a long-term basis depending on the nature of the emergency. Pembina utilizes the following command centres:

Type	Description	Location
On-scene site management **Field Level Response**	The focal point for control and containment activities as well as communications to the ICP, at or as close to the actual incident site as possible given safety concerns. In many cases, activities may be coordinated from a temporary and / or mobile location, such as the Initial IC's truck. As the event becomes more serious or complex, it may become necessary to activate the ICP. Refer to the applicable Initial Action Guide and Activation Guide for further information.	As required by incident. See applicable supplemental Plan(s)
Incident Command Post (ICP) **Field Level Response**	The ICP will be activated during an emergency, as appropriate, usually at the area field office or plant site. The established ICP should be near the site of the emergency, but outside the hazard area. The ICP conducts tactical operations and is staffed by the Field Incident Management Team (FIMT). The ICP must have the appropriate equipment, personnel, and materials resources to manage the emergency.	As required by incident. See applicable supplemental Plan(s).
Corporate Emergency Operations Centre (CEOC) **Corporate Level Response**	The ICP is supported by the CEOC which provides centralized and coordinated support, guidance, and strategic planning. The CEOC will be activated during an emergency, as appropriate, at the Calgary head office. The **Corporate Incident Support Team (CIST)** operates out of the CEOC, which must have the appropriate equipment, personnel, and materials resources to manage the emergency. SMEs and Technical Specialists should be available to provide support to the ICP, as requested.	As required by incident. CEOC

Additional Pembina response locations, such as a reception centre or staging area, may be stood up to serve a specific function, as required by the incident.

3.5 Other Response Locations

Depending on the size or nature of the emergency, other stakeholders such as governments or regulators, may establish their own centres to coordinate response efforts. In such events, regulators generally encourage the formation of a single **Regional Emergency Operations Centre (REOC)** for industry and municipal response personnel to form **Unified Command.**

The following table provides information about other possible response locations and their activities:

Name/Type	Purpose	Activities	Potential Location
Reception Centre	A registration centre for members of the public that have been evacuated. May provide temporary lodging. Alternative checkpoint for workers to report to on a designated schedule.	• Registers evacuees • Addresses immediate needs for food, housing and information • Records destination details of evacuees leaving the area • Addresses immediate compensation claims (short term claims) • Provides information to Public Safety Section Chief on the status of evacuation activities	Determined by incident location. Refer to Asset Specific Plan(s)
Municipal (MEOC) **Regional (REOC)** **Provincial (POC)** **Provincial (PREOC)** (BC Only)	Focal point for Provincial and Municipal Government local response.	• MEOC mobilized at a Level 2 • REOC Mobilized at a Level 2 • POC Mobilized at a Level 3 • May assist with public safety • Activates and assists with Government fan-out communication • Monitors activities of Pembina • Provides technical support and regulatory direction to the Company • Sends representative to the Incident Command Post	• Regional Provincial Energy Board Office • Local County Disaster Services Office • City Offices • Provincial Emergency Management Office
Joint Information Centre (JIC)	May be established as a central location for facilitating operation of the Joint Information System. Provides the mechanism to organize, integrate, and coordinate information to ensure timely, accurate, accessible, and consistent messaging across multiple jurisdictions and/or disciplines with nongovernmental organizations and the private sector.	Perform critical emergency information functions of crisis communications and public affairs. Includes the plans, protocols, procedures, and structures used to provide public information.	Established at various levels of government, at incident sites, or can be components of Multi-agency Coordination (MAC) Systems (e.g., MAC Groups or EOCs). A single JIC location is preferable, but the system is flexible and adaptable enough to accommodate virtual or multiple JIC locations, as required.

3.6 Sherwood Park Control Centre

3.7 Governmental/Regulatory

Refer to Section 5.0 External Support and Regulatory Reporting.

3.8 Local First Responders

Refer to Section 5.0 External Support and Regulatory Reporting.

3.9 External Support Providers

Where support providers (i.e., contractors, vendors, suppliers) are required to support Pembina in carrying out emergency response related activities, Pembina will ensure support providers are appropriately qualified / competent to complete the required tasks.

To facilitate this, Pembina will endeavor to utilize pre-identified / pre-qualified stakeholders for the required activities. See the applicable Area or supplemental plan for support services information and contacts. For further information on external stakeholder competency and pre-qualification, refer to Pembina's *Safety Management Program* on ***The Pipeline***.

3.10 Volunteers / External Workers

Depending on the size and scope of the incident, volunteers or other external workers may need to be engaged to assist with response activities – these may be individuals from local response agencies or members of the public at or near potential response locations (e.g., staff at facility established for reception centre, volunteer organizations, members from the local community, etc.). In the event an incident requires the use of volunteers, Pembina will develop a management plan specific to the requirements of the incident.

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4.0 EMERGENCY RESPONSE ZONES AND PUBLIC PROTECTION MEASURES

4.1 Emergency Response Zones

The type of emergency response zone(s), and the method in which it is calculated, vary from one regulatory jurisdiction to another. Refer to the appropriate site/system data for details.

4.1.1 Emergency Planning Zone

An **Emergency Planning Zone (EPZ)** is a geographical area surrounding a pipeline or facility that requires specific emergency response procedures based on a hazardous product. The extent of an EPZ is determined using industry accepted dispersion modeling software and/or analysis.

4.1.1.1 EPZs for HVP Pipelines

The primary hazard associated with High Vapour Pressure (HVP) products is flammability.

HVP EPZs below are based on the recommended *CAPP Companion Planning Guide to Directive 71* below:

Pipeline Size		Ethane, Propane & Butane Mix (without Ethylene)
3"	88.9 mm	250 m
4"	114.3 mm	300 m
6"	168.3 mm	500 m
8"	219.1 mm	700 m
10"	273.1 mm	900 m
12"	323.9 mm	1100 m
16"	406.4 mm	1600 m
20"	508.0 mm	Modeled
24"	609.6 mm	Modeled

Although these zones are referenced only in the Alberta regulations, it is expected that public protection measures will be initiated in this manner, where similar regulations do not exist.

4.1.1.2 EPZs for LVP Pipelines

There are no pre-determined or calculated EPZs; however, the Right of Way (ROW) distance is the minimum recommended zone from the AER. Response Zones may be established in an LVP incident to help manage the area around the incident site as follows:

Hot Zone	• May also be named the red or work zone. • Defines the area affected by and in proximity to the release (i.e. release site). • This area is restricted to authorized personnel only. • All personnel in this area must be equipped with PPE, as required
Warm Zone	• May also be named the yellow or decontamination zone. • This is the clearly defined buffer area around the hot zone. • This area is critical in keeping contaminants within the impacted area, therefore reducing and/or eliminating the spread of contaminants to clean areas.
Cold Zone	• May also be named the green or clean zone. • This is the clearly defined buffer area adjacent to or surrounding the warm zone. • Staging management, planning areas, and onsite command centres are in the clean zone.

Pembina has assumed a 50 m EPZ for sweet crude pipeline corridors based on the radiant heat of the initial ignition of a pool of crude oil resulting from a catastrophic release. Refer to the Corporate Spill Contingency Manual for further information.

4.1.1.3 EPZs for Sour Pipelines (Alberta)

The AER has developed a software program that calculates EPZs using thermodynamics, fluid mechanics, atmospheric dispersion, and toxicology modelling. This software includes both user input variables and model parameters to determine the size of the EPZ for pipelines containing sour gas with a H_2S concentration of 0.1 mol/kmol (100 ppm / 0.01 % / 0.0001 mole fraction) or greater.

4.1.1.4 EPZs for Sour Pipelines (BC)

Planning zones are determined by reference to the maximum potential H2S release volume from the pipeline, calculated in accordance with the prescribed regulated equations. EPZs for Facilities

For facilities with HVP products, the EPZ of the facility is equal to the largest HVP pipeline EPZ entering or leaving the facility.

For facilities that are licensed for H_2S, the EPZ of the facility is equal to the largest H_2S pipeline EPZ entering or leaving the facility.

For facilities that have storage vessels on site, EPZs are calculated for each of the vessels as per *Canadian Environment Protection Act* (CEPA) Environmental Emergencies (E2) Regulations. These calculations are based on the Guide for Major Industrial Accidents Reduction Council or independent plume dispersion modeling.

If a combination of HVP lines, sour lines, and storage vessels, or wells and caverns are on site, the facility EPZ is assumed to be the largest calculated radius from the boundary of the facility.

4.1.2 Initial Isolation Zone (Alberta Only)

The **Initial Isolation Zone (IIZ)** is the area immediately surrounding the source of an emergency that represents the greatest hazard to the public. Members of the public in this area should receive top priority because they are located near the highest concentration of the hazard.

If safe to do so, an attempt to evacuate residents in this zone must occur.

4.1.3 Protective Action Zone (Alberta Only)

The **Protective Action Zone (PAZ)** is the downwind portion of the EPZ. Members of the public in this area should receive notification once the IIZ has been notified. This area is determined using wind direction and monitors that measure the appropriate hazard.

4.1.4 Hazard Planning Zone (BC Only)

A **Hazard Planning Zone (HPZ)** is a geographical area determined by using the hazard planning distance as a radius, and within which persons, property or the environment may be affected by an emergency.

A hazard planning distance is a horizontal distance and is measured from the site of an oil and gas activity that is subject to a Plan.

In BC, the geographical area that encompasses all the hazard planning zones for an oil and gas activity that is subject to a Plan will be referred collectively as the EPZ.

4.1.5 Hazard Response Zone (BC Only)

A Hazard Response Zone (HRZ) is the area affected by an incident/emergency.

4.1.6 High Consequence Areas

High Consequence Areas (HCA) are areas and/or receptors identified as having significant biophysical or socio-economic value, where an unplanned release could have the most significant adverse consequences and require additional focus, efforts, and analysis to ensure integrity. If a pipeline is in proximity to, or upstream of an HCA, increased contingency planning may be required, such as the development of critical control points. Additionally, if an unplanned release occurs into an HCA, recovery efforts must increase in these areas to maintain their integrity and to return the area to its pre-disturbance state.

HCAs may include, but are not limited to:

- High population areas
- Waterways
  - Rivers
  - Lakes
  - Streams
  - Wetlands
  - Dams and reservoirs
- Environmentally Significant Areas
  - Drinking water supplies
  - Ecological reserves
  - Parks
  - Biodiversity areas
  - Critical habitats
  - Species and ecosystems at risk
- Heritage features
- Traplines and fur management areas

4.1.7 Entry Procedures into the EPZ

- Only authorized personnel may enter the response zones.
- Use the "Buddy System" when required.
- Schedule reports or “Check-in” every 10 to 15 minutes while in the response zones.
- Wear personal protective equipment (PPE).
- Continuously monitor the concentration of combustible gas (LEL) in the area.

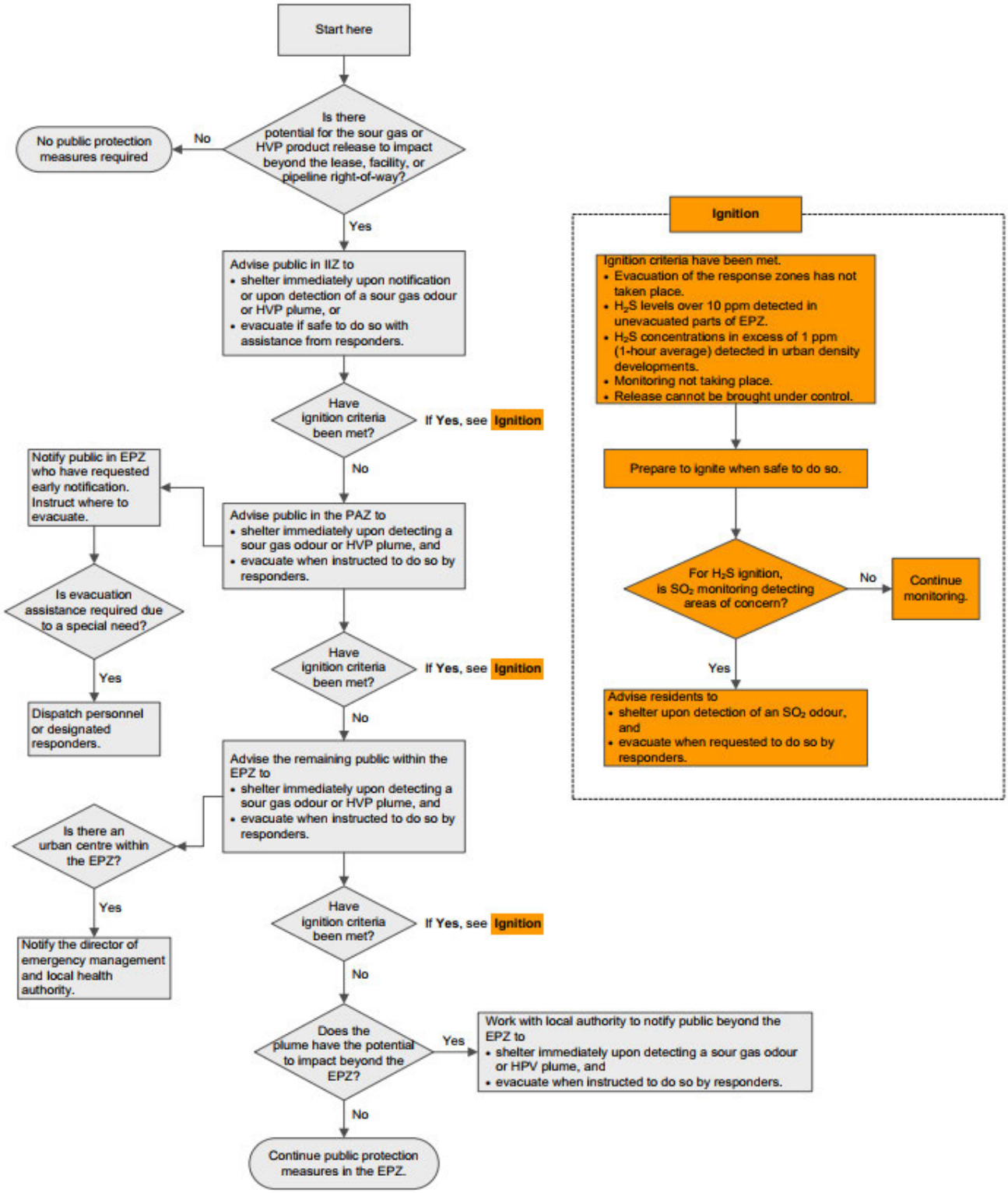
4.2 Public Protection

Public protection measures will be implemented at any level of emergency (or incident classification) when members of the public may be affected. Public protection measures can be implemented individually or simultaneously depending on the requirements of the emergency:

- Area Isolation – setting up roadblocks and barriers to prevent entry into a hazard area;
- Shelter-in-Place – requesting members of the public to shelter indoors until the hazard ends or until it is safe to evacuate;
- Evacuation – requesting members of the public to evacuate the area until safe to return; and
- Ignition – planned or intentional ignition of a release. This may be used in circumstances where regulated ignition criteria are met.

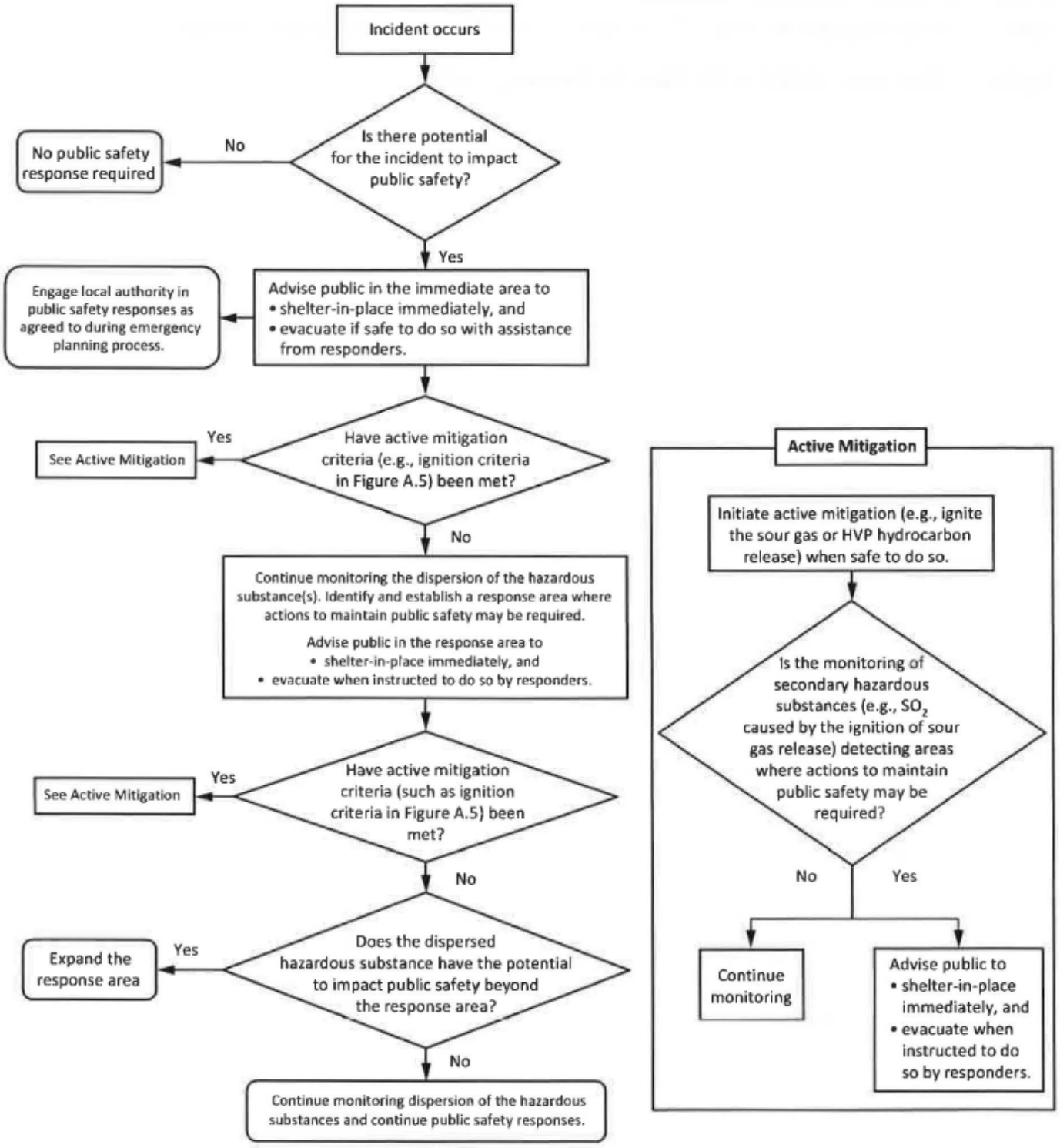
Additional information about each method is available further in this section.

4.2.1 Public Protection Measures Flowchart – Alberta



Source: AER Directive 71

4.2.2 Public Safety Decision Process – Other Jurisdictions



Source: CSA Standard Z246.2-18, Figure A.4

4.3 Air Quality Monitoring

Pembina facilities are designed, constructed, and operated in a manner that minimize emissions and ensures that regulatory air quality standards are met or exceeded. Facilities are equipped appropriately with remote monitoring devices (e.g., leak detection, gas detection, pressure, etc.) to alarm when equipment is being operated outside of normal conditions or when situations exist that may result in a potential hazard to the public, the environment, or personnel and facilities.

In addition to the remote monitoring, operations and maintenance personnel are responsible to conduct scheduled site inspection and surveillance.

In the event of an emergency, air quality monitoring will be dispatched to track and measure the concentration of product in an area regardless of the established level of emergency (or incident classification). Initial monitoring will be accomplished using Pembina personnel. As soon as possible, additional monitoring resources with portable or mobile air monitoring equipment will be contacted to monitor the atmosphere in conjunction with provincial/state environmental agencies.

Monitoring may occur downwind or upwind depending on how the plume is tracking. Priority should be directed to the nearest un-evacuated residence(s) or area(s) where people may gather, as well as any nearby urban density developments.

Monitoring information must be provided on a regular basis throughout an emergency to the regulators, provincial environmental agencies, health authorities, local authorities, and to members of the public that request it.

4.3.1 Equipment

Air quality monitoring equipment is used to:

- Track the plume,
- Determine if ignition concentration criteria are met,
- Determine whether evacuation and/or sheltering concentration criteria have been met,
- Determine concentration levels in areas considered for evacuation/being evacuated to ensure that evacuation is safe;
- Determine roadblock locations, and
- Assist in determining when the emergency can be downgraded.

The type of air monitoring units and the number of monitors required are based on site-specific information, including:

- Access and egress points;
- Area topography;
- Population density and proximity to urban density developments, and
- Local conditions.

Hand-held monitors may be readily available and easier to access but should not replace continuous monitors stationary or mobile monitors which can be requested from contractors/vendors, provincial/state environment agencies, regulators, or mutual aid groups.

4.4 Area Isolation (Roadblocks)

As a safety precaution, potentially hazardous area(s) should be isolated and secured using roadblocks to prevent unauthorized entry into response zones during emergencies.

Isolating the area prevents people from jeopardizing their own personal safety and could reduce the potential for unplanned ignition to occur.

All access roads to and from the incident site should be blocked. Roadblocks should be placed in locations that are clearly visible to oncoming traffic. The roadblocks should also be located at intersections or pullouts to enable traffic to easily turn around or take detour routes.

Roadblock personnel will be assigned as required; additional roadblock assistance may also be obtained from police, highway crews, local authorities, or contractors. For areas where there is a high volume of recreational activity, roadblocks may also need to be set up to block trailheads and waterways

If a Regulatory Level 2 or 3 Emergency has been declared, roadblocks must be set up at the boundaries of the EPZ.

4.4.1 Major Highways / Traffic Control / Railways / Airspace

Where major highways and/or railways pass through the hazard area or EPZ, the provincial transportation authority and/or the railway company must be contacted for approval and assistance with road closures or blockades.

The public must be protected by restricting any travel through affected airspace. For incidents in Canada, NAV Canada can be contacted to assist with the issue of a Notice to Airmen (NOTAM).

4.4.2 Identifying Members of the Public / Transients within the EPZ

A confidential database of contact information is maintained for residents who live within rural areas of the EPZs for HVP and H_2S pipelines and associated facilities, as well as E2 regulated assets.

In the event of an incident related to an HVP or H_2S pipeline or facility, members of the public must be notified within the EPZ radius around the location of the release/incident site.

Resident and business locations are referenced on the map by letter and corresponding contact information is maintained within the applicable supplemental Plan(s).

Transient populations (e.g., recreational users, trappers, industrial operators, etc.) are identified in the applicable supplemental Plan(s). Rovers will be dispatched to search the EPZ for individuals who may not have received the public protection notification(s).

If safe to do so, and weather permitting, a helicopter will be dispatched to visually identify the locations of recreational users, hunters, trappers, and others who may require notification and/or evacuation. These land users may be notified by air horns or loudspeakers, or their locations will be radioed to ground rover personnel to locate using appropriate search vehicles. Mutual aid support may also be used to support locating transient land users.

Refer to the *Corporate Spill Contingency Manual* for further information pertaining to isolating a liquid release area.

4.5 Conducting Notifications

Public notifications must begin as soon as possible upon confirmation of an emergency.

If a release has the potential to impact beyond the lease, facility boundary, or pipeline right-of-way, the licensee must notify:

- The public in the response zones and EPZ;
- The Director of Emergency Management (DEM), if an urban centre is within the EPZ;
- Individuals within the EPZ that have requested early notification and wish to voluntarily evacuate; and
- The local authority and provincial/state health authority.

4.5.1 Notifications within the EPZ

Members of the Public and Stakeholders within the EPZ will be provided with directions relevant to the incident, including shelter-in-place, and/or evacuation instructions, as required.

As appropriate, the Public Protection Branch Director will designate a Notification Group Supervisor who will assemble a team of Telephoners to deliver the appropriate public protection messaging. The Notification Group Supervisor will report notification status to the Public Protection Branch Director.

Surface developments within the EPZ may be identified as "special needs" based on early notification requirements for reasons such as requiring evacuation assistance, no means to contact by telephone, communication barriers, or significant health or personal concern for which they have requested early notification.

Company or contract personnel will visit worksites and transient locations to deliver public protection messaging. All known transient locations, vacant residences, or locations with unknown telephone numbers are deemed special needs and must be personally contacted, if safe to do so.

When required, Pembina personnel will work with the local authorities to determine the best methods to protect the public based on parameters such as the magnitude of the incident, wind speed and direction, secondary fires, time of day, etc.

4.5.1.1 Notification System

Pembina may utilize a manual and/or electronic notification system to complete notifications to surface developments located within the EPZ, as appropriate to the incident.

4.5.1.2 Notifications by Regulatory Level of Emergency (AB/BC)

Level 1 Emergency declared (and confirmed with the appropriate regulator) only public identified as special needs must be notified.

Level 2 or 3 Emergency declared (and confirmed with the appropriate regulator), notifications will occur in the following order of priority:

1. Public located immediately adjacent to the incident site (in Alberta, the IIZ).
2. Public located immediately downwind of the emergency site (in Alberta, the PAZ)
3. Public identified as having special needs.
4. Public located within the remainder of the EPZ.

4.5.1.3 Urban / Population Centres

If an urban or population centre is located within the EPZ, notification of the public will be coordinated with the local or municipal authority. Communication will be made by local emergency responders, local media, and provincial alert systems.

4.5.2 Notifications outside the EPZ

In the unlikely event that public protection measures are required outside of the EPZ, they will be coordinated with Local Authorities. Provincial alerting or warning systems and/or broadcast media may be used to notify the public outside of the EPZ for immediate shelter or evacuation situations.

4.5.3 Information for Public Dissemination

Notifications, sheltering, and/ or evacuation messages must be edited to suit the nature of the emergency and be confirmed by the Incident Commander prior to public dissemination. Scripts are found with the Appendix – Forms at the back of this Plan. Initially, members of the public will be advised of:

- The type of incident;
- Approximate location of the incident;
- Public protection measures to follow;
- Actions Pembina is taking to respond to the situation; and
- Contact numbers they can call for additional information.

During the incident, the public within the EPZ must receive regular communication to keep them informed of the situation and actions being taken. Additional details are provided in the table below

To those evacuated or sheltered – at the onset	**To those evacuated or sheltered – during**
• 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 period • Contacts for additional information	• Description of the products involved and their short term and long term effects • Effects the incident may have on people in the vicinity • Areas impacted by the incident • Action the affected public should take if they experience adverse effects
To the general public – during	
• Type and status of the incident • Location of the incident • Areas impacted by the incident • Description of the products involved • Contacts for additional information • Actions being taken to respond to the situation, including anticipated time period	(*Source: Adapted from AER Directive 71, Appendix 8):*

4.6 Shelter-in-Place

Sheltering is considered the safest form of public protection in the following circumstances:

- There is insufficient time or warning to safely evacuate the public that may be at risk;
- Residents are waiting for evacuation assistance;
- The release will be of limited size and/or duration;
- The location of a release has not been identified;
- The public would be at higher risk if evacuated;
- Buildings considered to be within/near toxic or explosive gas plumes; and
- Escape routes traverse the hazards.

Sheltering is recommended until the extent of the plume can be assessed and a safe evacuation can occur.

4.6.1 HVP Operations

Sheltering indoors is the primary public protection measure for an HVP product release.

4.6.2 Sour Operations

If evacuation is not possible, then sheltering in place can be used to protect members of the public, under certain conditions.

Depending on the volume, size, duration, or meteorological conditions, sheltering-in-place may not be a viable public protection measure within the IIZ during an H_2S release. In this situation, the public safety aspects of sheltering-in-place will have to be continuously re-evaluated during the incident and assisted evacuation may be necessary to ensure public safety.

Members of the public within the EPZ but outside of the PAZ may be contacted and advised to initially shelter-in-place pending further instructions from a Pembina representative.

4.6.3 General Shelter-in-Place Instructions

Advise impacted public to immediately gather everyone indoors and complete the following:

☐ Close and lock windows and outside doors – if possible, tape the gaps around door frames.
☐ Extinguish fires in fireplaces - if possible, close the damper.
☐ Turn off appliances or equipment that either uses inside air, blows out inside air or sucks in outside air, such as:
  - Gas stoves and gas fireplaces
  - Clothes dryers
  - Air conditioners
  - Bathroom and kitchen fans
  - Built in vacuum systems
☐ Turn down furnace thermostats to the minimum setting.
☐ Leave all inside doors open.
☐ Avoid using the telephone, except for emergencies, so that you can be contacted by emergency personnel.
☐ Stay tuned to local radio for possible information updates or for further instructions.
☐ Even if you see people outside do not leave until told to do so.
☐ Remain indoors until further instructions are provided.
If you are unable to follow these instructions, please notify emergency response personnel.

4.6.4 Post Shelter-in-Place Instructions

After the hazardous substance has passed through the area, emergency response personnel will contact all sheltered persons with instructions to:

- ☐ Ventilate the building by opening all windows and doors
- ☐ Turn on fans, turn up thermostats, and furnace circulating fans
- ☐ Once the building is ventilated, return all heating, ventilating and other equipment to normal

Additional instructions may need to be provided based on the specifics of the emergency.

4.7 Evacuation

Pembina can advise members of the public to evacuate; however, mandatory evacuation can only occur when the local authority / health authority / or applicable governing body issues a **State of Local Emergency (SOLE)** allowing for the closure of roads and mandatory evacuations.

The Police may assist with evacuation efforts, as required; however, would be discouraged from entering the EPZ unless safe to do so.

During a hazardous release, the decision to evacuate should only be made by qualified individuals with access to appropriate monitors. Evacuation of the public should only proceed when it is safe to do so and after an assessment of:

- The size and expected duration of the release,
- Egress routes,
- Current and expected meteorological conditions, and
- The potential for unexpected ignition.

In the event of evacuation, Rovers in the field and/or Telephoners designated at the ICP or CEOC will notify residents and businesses to evacuate to the appropriate Reception Centre and provide the following information:

- Gather all persons in the residence/business, secure your location, and immediately leave the area.
- Follow the provided travel directions – this will take you away from any suspected unsafe areas by the safest route.
- If required, transportation and support will be provided to those persons who require assistance.
- Proceed to a designated Reception Centre where a Pembina representative will meet you. They will provide evacuation information, answer any questions, and attempt to address any immediate concerns that you may have.

Members of the public located within the EPZ identified as having special needs will be notified at a **Regulatory Level 1 Emergency,** so they can be offered voluntary evacuation.

Evacuation, if safe to do so, must be initiated for all other members of the public within the EPZ including trappers, guide/outfitters, and transients within the EPZ upon the declaration of a **Regulatory Level 2 Emergency or higher.**

If large numbers of people are present in the EPZ, Pembina will provide evacuation assistance or a change in the normal notification procedures, as required. Busses may be used to transport large numbers of evacuees and helicopters may be used to locate transients in the EPZs.

Public located outside the EPZ must be notified and evacuated in the event that the hazard extends past the pre-determined EPZ. Broadcast media may be used to notify these residents located outside the EPZ if immediate evacuation or sheltering actions need to occur. Pembina will work with the local authority to coordinate response actions, as required, outside the EPZ

Prior to evacuation, ensure the following:

- Reception/evacuation centres have been established,
- Clear evacuation routes are identified and communicated,
- Evacuated locations check-in with established roadblock personnel and/or reception centre representatives, and
- Special needs locations are identified and assisted, as required.

4.7.1 HVP Operations

Evacuation is recommended for incidents in which the plume is visible, and egress can occur in any direction away from the plume.

4.7.2 Sour Operations

For incidents where the public may be exposed to sour gas for long durations, evacuation should be used as the primary public protection measure when the public can be safely removed from the area during or prior to an emergency. Evacuation begins in the IIZ and expands outward into the PAZ (downwind of the release) so that members of the public are not exposed to H2S.

Typically, residents within the EPZ but outside of the PAZ will be contacted and advised to initially shelter-in-place pending further instructions. A shift in wind direction will require immediate re-evaluation of the PAZ and the need for additional evacuation and/or sheltering.

Pembina must continually perform air quality monitoring within the EPZ. Monitoring results will dictate areas where evacuation is required. In the absence of monitored readings, responders should advise residents to shelter-in-place.

4.7.2.1 Sour Operations – Alberta Evacuation Requirements

H_2S Concentrations in Unevacuated Areas	Requirement
1 to 10 ppm (3 minute average)	Individuals who requested notification so that they can voluntarily evacuated before any exposure to H_2S must be notified.
Above 10 ppm (3 minute average)	Local conditions must be assessed, and all persons must be advised to evacuate and/or shelter.
Note: if monitored levels over the 3 minute interval are declining (i.e., three readings show a decline from 15 ppm to 10 ppm to 8 ppm over 3 minutes) evacuation may not be necessary even though the average over the 3 minute interval would be 11 ppm. Licensees should use proper judgment in determining if evacuation is required.	
SO_2 Concentrations in Unevacuated Areas	Requirement
5 ppm (15 minute average)	Immediate evacuation of the area must take place.
1 ppm (3 hour average)	Immediate evacuation of the area must take place.
0.3 ppm (24 hour average)	Immediate evacuation of the area must take place.

4.7.2.2 Sour Operations – BC Evacuation Requirements

H_2S Concentration	Requirement
1 to 9 ppm	Individuals who requested notification so that they can voluntarily evacuate before any exposure to H_2S must be notified.
10 ppm and above	Local conditions must be assessed, and all persons must be advised to evacuate and/or shelter.
Note: if monitored levels over the 3 minute interval are declining (i.e., three readings show a decline from 15 ppm to 10 ppm to 8 ppm over 3 minutes) evacuation may not be necessary even though the average over the 3 minute interval would be 11 ppm. Licensees should use proper judgment in determining if evacuation is required.	
SO_2 Concentrations	Requirement
1 to 4 ppm	Individuals who requested notification so that they can voluntarily evacuate before any exposure to H_2S must be notified.
5 ppm and above	Local conditions must be assessed, and all persons must be advised to evacuate and/or shelter.

4.7.3 Rover Personnel

Pembina and/or contract personnel will be dispatched to identify and advise public protection measures to transients, area users or locations where the public may gather within the EPZ or impacted area. Rover personnel will also confirm evacuation of residents and businesses contacted by telephone or where no telephone contact has been made.

4.7.4 Reception Centre

A Reception Centre will be activated when members of the public within the EPZ are displaced due to an emergency. It is established at a safe distance from the release source and may be established in conjunction with the local authority. Depending on the duration of the emergency, arrangements for lodging and food will be made for the evacuees, as required.

- The Reception Centre Group Supervisor is responsible for activating the reception centre, and meeting and registering evacuees.
- Telephone callers (if residents are contacted by phone) or Rovers (if residents are contacted in person) must ask for alternate destinations and phone numbers in the event evacuees choose not to check in at the Reception Centre.
- Designated Reception Centre locations are referenced in the applicable Area or Supplemental plan(s).

A *Reception Centre Registration Form* is located in Appendix – Forms located at the back of this Plan.

4.7.5 Special Considerations

Special procedures may be required for evacuating public facilities. If large numbers of people are involved, assistance with transportation (e.g., using buses) or changes in the normal notification procedures may be required. Pembina will coordinate efforts with the person in charge of that specific facility and the local authority.

Public concerns about livestock and pets are to be expected in emergency situations. Most emergencies involving HVP pipelines or releases from facilities have a limited duration and will likely not require residents to be away from their homes for extended periods of time. Public safety is the primary purpose of the response; however, when possible, residents will be advised to take their pets to the Reception Centre and/or to another pet-friendly accommodation. Actions involving livestock will be addressed on a case-by-case basis.

4.7.6 Return of Evacuees

The decision to permit the return of persons shall be made by Pembina, in consultation with the regulatory agency (i.e., AER, CER, OGC etc.), local authority, health authority and provincial emergency management agency.

4.8 Ignition

Until such time that a decision has been made to intentionally ignite a release, steps should be taken to minimize any chance of unplanned ignition in the area.

Ignition criteria and considerations are different for HVP and Sour Gas (H2S) products.

The decision to ignite is assigned to a company representative on site and is based upon the following ignition considerations below. Time permitting; consultation with the Incident Commander, Emergency Operations Manager, and Regulator should be conducted.

Lead regulatory agencies may make the decision to ignite a release if the licensee does not agree to ignite the release or is not prepared to take the necessary steps.

4.8.1 Ignition – HVP Operations

Ignition considerations may include, but not be limited to:

- Has the area been isolated?
- Has the public and personnel been evacuated from the hazard area?
- Has the wind direction been established and is it being continually monitored? Indicators should be clearly visible. Examine weather conditions and analyze potential changing circumstances.
- Will ignition worsen the situation by endangering the environment, public, private property or equipment?
- Is there a possibility of an explosion due to obstructions or regions of congestion within the perimeter of the dispersing vapour cloud?
- Is the appropriate personal protective equipment available?
- Has the local fire department and medical support been mobilized? Is firefighting equipment readily accessible?

Situations where planned ignition would not be considered:

- Injury and death to the public located inside and outside residences
- Inability to control resulting fire (e.g. crops, structures, timber)
- Potential for employees or the public to inadvertently enter the cloud prior to or during ignition (isolation boundaries not sufficiently established)
- Unfavorable wind conditions impacting the size of the flammable cloud

Flammability Range

The Flammable Range (Explosive Range) is the concentration range of a gas or vapor that will burn (or explode) if an ignition source is introduced. Below the explosive or flammable range, the mixture is too lean to burn; above the upper explosive or flammable limit the mixture is too rich to burn. The limits are commonly called the "Lower Explosive or Flammable Limit" (LEL/LFL) and the "Upper Explosive or Flammable Limit" (UEL/UFL). The following information is provided to assist with the initiation of worker and public protection measures.

Product	Lower Explosive or Flammable Limit (LEL/LFL) *(% by volume of air)*	Upper Explosive or Flammable Limit (UEL/UFL) *(% by volume of air)*	IDLH (ppm)
Butane	1.8	8.41	-U-
Ethane	3	12.4	-A-
Methane	5	15	-A-
Pentane	1.5	7.8	1500
Propane	2.1	10.1	2100

Legend					
A	Asphyxiant	IDLH	Immediate danger to life and health	U	Date not available

The Alberta OH&S Occupational Limit 20% of the LEL.

Pembina's limit is 10% of the LEL. Based on monitoring data if the concentration of a flammable vapour or gas is greater than 10% of the LEL, consideration to evacuate members of the public should be evaluated.

4.8.2 Ignition – H_2S Release

Ignition is the final means of providing public protection from a release of sour gas the following criteria are met. Ignition does not, by itself, negate the need for continuing with an evacuation. It does however, have an impact on the urgency of the notification or evacuation activities being carried out.

If an immediate threat to human life exists and there is not sufficient time to evacuate the Initial IIZ, PAZ or EPZ, qualified onsite personnel are authorized to ignite the release, and their decision to ignite will be fully supported by Pembina.

4.8.2.1 H_2S Ignition Criteria - Alberta

Ignition must take place when one of the following conditions has been met:

- Although required, evacuation of the response zones has not taken place.
- Monitoring results indicate H2S concentrations in excess of 10 ppm over a 3-minute average in unevacuated portions of the EPZ.
- Monitoring H2S concentrations exceed 1 ppm (1 hour average) in urban density developments.
- Monitoring is not taking place due to weather or other unforeseen circumstances.
- The release cannot be under control in the short term (ignition decisions will be made in consultation with the regulator).

If monitoring levels are declining, then the situation needs to be continually assessed for ignition.

If ignition criteria are met for a sour gas release, ignition must take place within 15 minutes of the decision to ignite.

4.8.2.2 H_2S Ignition Criteria – British Columbia

In certain circumstances, the ignition of flammable products being released into the atmosphere may be the recommended option for mitigating the risk of human exposure to hazardous substances such as hydrogen sulfide. The following criteria should be considered:

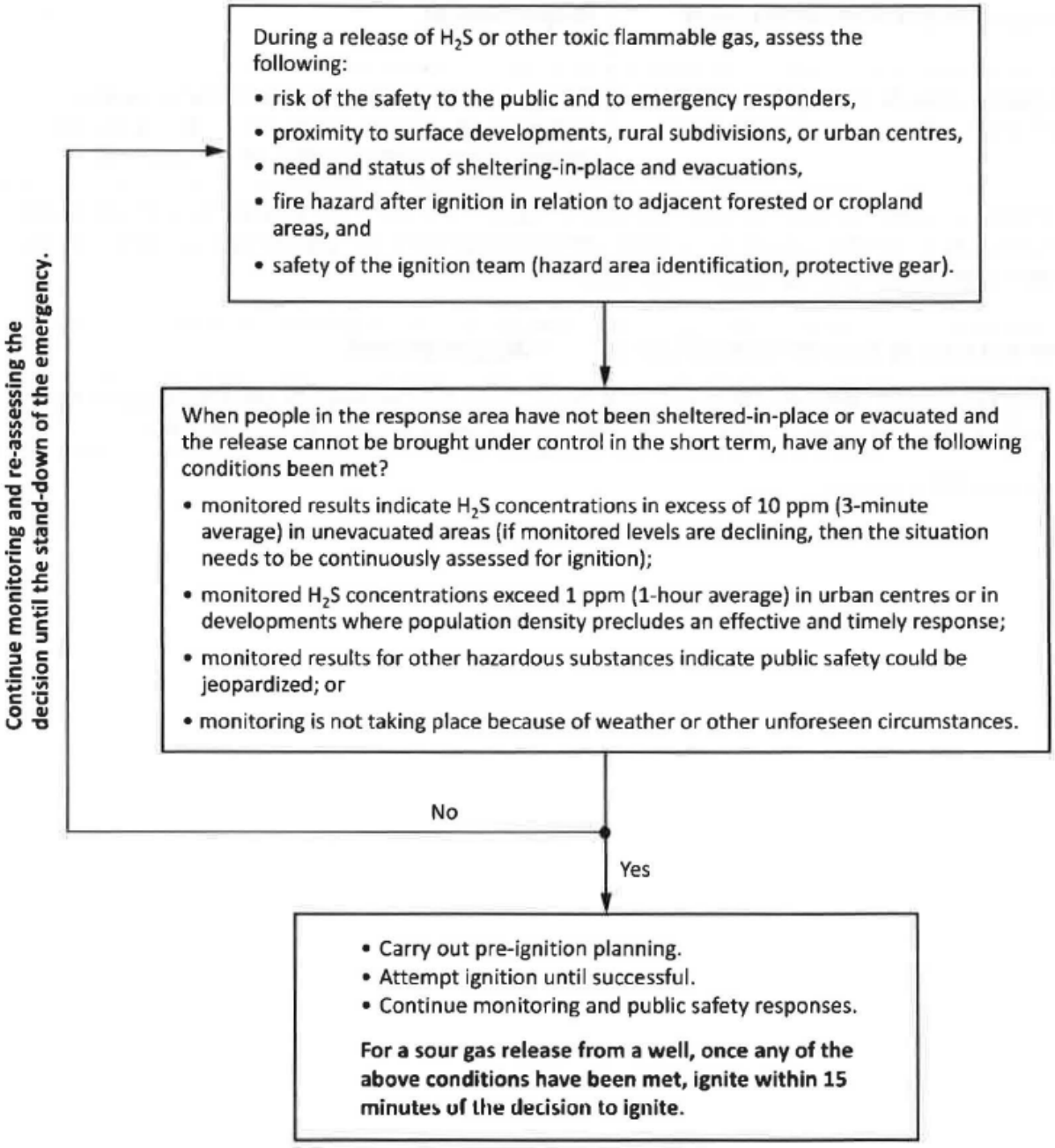
- Safety and health risks to emergency personnel;
- Proximity of release to public areas;
- Availability of air monitoring equipment and personnel;
- Detectable concentration of H2S and/or flammable gases near the source of the release and within the EPZ;
- Weather conditions;
- Duration of the release and potential volume;
- Impacts to livestock; and
- Impacts to other values at risk including property, timber, or infrastructure.

Decision to Ignite

In the event of planned ignition or immediate unplanned ignition:

- Evacuate incident site;
- Relocate hazard boundaries to isolate based on heat exposure and air monitoring data;
- Continue air quality monitoring for health hazards in conjunction with health services;
- Conduct public notifications and shelter or evacuate as directed by health services;
- Prepare to re-ignite if required.

4.8.2.3 Ignition Criteria – Other Jurisdictions



Source: CSA Standard Z246.2-18, Figure A.5

4.8.2.4 Ignition Procedure – Manual / Flare Gun

The ignition team should be certified in HVP product and/or H2S ignition and be properly equipped to ignite the release. Follow ignition procedures:	
1	Evacuate all people not directly involved in the actual ignition.
2	Evaluate the terrain for a protected ignition position. When igniting a vapor cloud or large gas cloud, workers must remain as far back from the vapor as possible and sheltered if possible, due to the large forces produced and heat radiated.
3	Make sure an equipped back-up team, ambulance, and first aid are available.
4	A two-person ignition team equipped with and wearing breathing equipment, heat protective clothing, gloves, and hearing protection will be assembled. The ignition team will have monitors calibrated to the product being ignited and will monitor incident area prior to ignition.
5	The attachment of safety lines to ignition team members will be at the discretion of the Response Branch Director who will evaluate terrain, effluent characteristics and routes in and out of the ignition area.
6	Approach the ignition area to approximately 100 metres from plume; monitor the lower explosive limit; if a safe atmospheric environment exists, ignite the effluent from the upwind side.
7	Using a flare shotgun or pistol, aim the flare to a point above the main plume where air and gas have mixed to form a combustible mixture. Approximately 30 flare shells must be available in case some do not work, and for relighting if the fire goes out.
8	The Response Branch Director will advise the Ignition Group Supervisor and ignition team of the possible air shock and heat flash that will occur upon a vapor ignition. Upon firing the flare, the team will assume a physical position that is the most protective – turn away from the flash area and lie flat on the ground or behind a solid barrier.
9	The Response Branch Director will advise the Incident Commander and Emergency Operations Manager once ignition has occurred

4.9 Toxic Gas Toxicity / Exposure Tables

Toxicity tables are available for Hydrogen Sulphide (H2S) and Sulphur Dioxide (SO2) on the next pages (Alberta and British Columbia jurisdictions).

Refer to Safety Data Sheets (SDS) for complete product details, including exposure limits, potential health effects, and response measures.

4.9.1 Hydrogen Sulphide (H_2S)

Acute Health Effects of H2S – Alberta	
Concentration H_2S in Air (ppm)	**Description of Potential Health Effects**
1	A noticeable odour that may be offensive to some individuals. People may temporarily experience mild symptoms of discomfort, including nausea, headache, and irritability due to the odour. Asthma symptoms may worsen.
10-20	An obvious offensive odour. Temporary eye irritation may occur after a single exposure and last several hours. Symptoms include mild itchiness, dryness, increased blink reflex and slight watering. Some people may experience headaches, nausea and vomiting. Symptoms of asthma, bronchitis or other forms of chronic respiratory disease may worsen.
50	A strong, intense offensive odour that may irritate eyes and breathing passages. Eyes may be itchy, stinging, and red with increased blinking, tearing and tendency to rub eyes. Breathing passages could feel tingly or sting, with increased tendency to clear throat and cough. Symptoms of pre-existing respiratory disease may worsen. No permanent injury to eyes or breathing passages is expected unless exposure is prolonged. Odour–sensitive individuals may experience headaches, nausea, vomiting and diarrhea.
100	Initially there is a strong objectionable odour that lessens with prolonged exposure due to olfactory "fatigue." Eyes and breathing passages are often irritated within one hour of exposure. Eyes may be sore, stinging, burning, tearing, redness, swelling of eyelids, and possible blurred vision. Respiratory irritation may include sore throat, cough, soreness or stinging of breathing passages, and wheezing. The symptoms of asthma, bronchitis or other forms of chronic respiratory disease will worsen. Odour may cause headache, nausea, vomiting and diarrhea.
250	There may or may not be an odour present due to olfactory paralysis. Eyes and breathing passages will become irritated within minutes of exposure, and the irritation will worsen with longer exposure. The outer surface of the eyes and inner eyelids will be inflamed, red and sore. Eyes will begin watering and tearing immediately and vision may be blurred. Eyes may be permanently harmed if exposure is prolonged. Respiratory irritation will include sore throat, cough, difficulty breathing, soreness of chest, and wheezing. Asthma symptoms will worsen. People may experience "systemic" effects, including headache, nausea and vertigo depending on duration of exposure.

Acute Health Effects of H_2S – Alberta	
Concentration H_2S in Air (ppm)	**Description of Potential Health Effects**
500	No odour is present due to olfactory paralysis. Severe irritation and possible permanent injury to the eyes and breathing passages within 30 minutes of exposure. Lung and breathing passage damage may cause „chemical pneumonia" following exposure if the exposure was prolonged. Systemic effects involving the central nervous system may occur within one hour of exposure and include headache, anxiety, dizziness, loss of coordination and slurred speech. People may lose consciousness or collapse suddenly and die if exposure persists.
750	No odour is present due to olfactory paralysis. Central nervous system effects will be most obvious, and could include anxiety, confusion, headache, slurred speech, dizziness, stumbling, loss of coordination, and other signs of motor dysfunction. People may lose consciousness, collapse suddenly and possibly die, if exposure continues for more than a few minutes. Lung and breathing passage damage will likely cause „chemical pneumonia" among survivors.
1000	Immediate "knock-down" and loss of consciousness. Death within moments to minutes. Immediate medical attention needed if victim is to survive.

*Source: **Alberta Health Services.** Information adapted from Technical Advisory Committee on Public Health and the Oil and Gas Industry, Environmental Public Health Manual for Oil and Gas Activities in Alberta, 2007*

H_2S Toxicity Table – British Columbia	
Concentration in parts per million (ppm)*	**Observations and health effects**
<1	Odor threshold, most people smell "rotten eggs."
3 to 5	Odour is moderate to strong. May create nausea, tearing of the eyes, headaches or loss of sleep upon prolonged exposure – effects are moderate.
10	Occupational exposure limit (OEL) / Ceiling Limit. At levels above this ceiling, only workers who are trained in the hazards of H2S and are wearing required protective equipment may enter the work area.
20-150	Nose and throat feel dry and irritated. Eyes sting, itch, or water; and "gas eye" symptoms may occur. Prolonged exposure may cause coughing, hoarseness, shortness of breath, and runny nose.
150 to 200	Sense of smell is blocked (olfactory fatigue).
200 to 250	Major irritation of the nose, throat, and lungs occurs, along with headache, nausea, vomiting, and dizziness. Prolonged exposure can cause fluid buildup in the lungs (pulmonary edema), which can be fatal.
300 to 500	Symptoms are the same as above, but more severe. Death can occur within 1 to 4 hours of exposure.
>500	Immediate loss of consciousness. Death is rapid, sometimes immediate.
* 1 ppm = 1 part of gas per million parts of air by volume H2S levels of 100 ppm and higher are considered immediately dangerous to life and health (IDLH).	

*Source: **WorkSafeBC**. Hydrogen Sulfide in Industry Factsheet (R02/10) / PH16*

4.9.2 Sulphur Dioxide (SO_2)

Acute Health Effects of SO_2 – Alberta	
Concentration SO2 in Air (ppm)	**Description of Potential Health Effects**
0.1	Transient bronchoconstriction[1] in sensitive exercising asthmatic individuals that ceases when exposure ceases.[2]
0.3-1	Possible detection by taste or smell.
0.75	Transient lung function changes in healthy, moderately exercising, non-asthmatic individuals.
1-2	Lung function changes in healthy non-asthmatics. Symptoms in asthmatics would likely increase in severity. There may be a shift to clinical symptoms from changes detectable only via spirometry.
3.0	Easily detected odour.
6-12	May cause nasal and throat irritation.
10	Upper respiratory irritation, some nosebleeds.
20	Irritating to the eyes; chronic respiratory symptoms develop; respiratory protection required
50-100	Maximum tolerable exposures for 30 – 60 minutes.
>100	Immediate Danger to Life (NIOSH recommendation).

1. At low levels, bronchoconstriction was generally observed as changes in airway conductance detectable by spirometry rather than as clinical symptoms.
2. It should be noted that clinical studies on humans are generally designed to elicit a response and consequently subject study volunteers to challenging conditions such as exercising, mouth breathing, cold, dry air, etc. Real-life responses in asthmatics should be viewed as being individual-specific dependent on severity of asthma, whether the individuals are medicated or not, how cold and/or dry the air is, mouth breathing (vs. nose-breathing, which can act as an effective scrubber mechanism), and exercise.

*Source: **Alberta Health Services**. Adapted from: Technical Advisory Committee on Public Health and the Oil and Gas Industry, Environmental Public Health Manual for Oil and Gas Activities in Alberta, 2007*

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5.0 EXTERNAL SUPPORT AND REGULATORY REPORTING

This section provides information on the regulatory agencies specific to our areas of operations, including the role and authority of regulator(s) / governments agencies, notice and reporting requirements, support capacity during incidents, and contact info, where appropriate.

Pembina recognizes that every incident is unique and will require specific response actions, supports, and resources. Accordingly, notification requirements should be reviewed in context of the specific event, and actioned by the appropriate responder or SME, as required.

Engaging SMEs to advise on notification requirements will ensure the appropriate information is available to all responders.

5.1 CANADA – Alberta

5.1.1 Alberta Overview

The Alberta Energy Regulator (AER) is the default lead agency in Alberta as they are the regulator for the petroleum industry – they will engage the expertise, assistance and cooperation of other agencies as determined by the individual incident.

The Government of Alberta, Petroleum Industry Incident Support Plan details the responsibilities of government departments, boards, and agencies designated to provide special services during an emergency. If the emergency escalates in seriousness, the municipality may establish a Municipal Emergency Operations Centre (EOC), and Alberta Emergency Management Agency (AEMA) may establish a Provincial Operations Centre (POC).

During a response when an EOC is required, the AER will establish an EOC at the Local AER Field Office. The AER encourages combining the industry and municipal EOCs into a single Regional (REOC) location. The location of the REOC will be determined by discussion between Pembina and Municipal Emergency Management at a Level 2 Emergency. The AER will expand their EOC if a REOC is not established. This would make for enhanced coordination of all resources engaged in the emergency, as well as easily facilitate a Unified Command System.

5.1.2 Establishing a Regulatory Level of Emergency

The AER uses a prescribed matrix to determine the regulatory Level of Emergency. The Liaison Officer (or Incident Commander, where a Liaison Officer is not assigned), supported by the Incident Management Team, and the AER will determine the Regulatory Level of Emergency as soon as possible. First responders, applicable government agencies, and impacted stakeholders must be kept informed of the status of the regulatory Level of Emergency throughout the response.

In Alberta, the AER may consult other applicable government agencies and confirm with the licensee that the emergency downgrade or stand-down is appropriate.

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5.1.3 Regulatory Level of Emergency Classification Matrix – Alberta Energy Regulator (AER)

Table 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-lease 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, impacting water or sensitive terrain. • Gas release impact extends beyond lease-public health/safety jeopardized.

able 2. Likelihood of Incident Escalating**

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

*What is the likelihood that the incident will escalate, resulting in n increased exposure to public health, safety, or the environment?

Sum the rank of both these columns to obtain the risk level and incident

Table 3. Incident Classification

Risk Level	Assessment Results
Very Low – 2-3	Alert
Low – 4-5	Level-1 emergency
Medium - 6	Level-2 emergency
High – 7-8	Level-3 emergency

Table 4. Incident Classification

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

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5.1.4 External Contact Matrix – Alberta

NOTES FOR RESPONDERS

This matrix provides guidance on conducting regulatory and agency notifications.

- Select all Incident Types that apply
- Refer to Provincial and Federal Regulator(s) sections for specific instructions ***(how to contact)***
- **Refer to Asset-Specific Plan for Contacts**

LEGEND

L	Local / Municipal	**R**	Regional
P	Provincial	**F**	Federal
✔	Required Contact		
o	Contact if applicable to incident		

Responder Tip:
Engage Technical Specialists / SMEs for support in determining notification requirements to Supporting / Coordinating and Other Agencies. Consider delegating notification tasks to relevant SMEs.

INCIDENT TYPE / AGENCY / RESOURCE	Initial Responders			Lead Agencies					Supporting / Coordinating Agencies and Other Government Contacts																Other
	L	L	L	P	P	L	P	F	F	P	P	P	P	P	P	P	P	P	F	F	F	F	F	F	R
	Ambulance Services	Local Fire Department / Industrial Fire Service	Police / RCMP	AER – Alberta Energy Regulator	AEP – Alberta Environment and Parks	Local Authorities	AHS Alberta Health and Safety	CER – Canadian Energy Regulator	TSB – Transportation Safety Board	AEMA - Alberta Emergency Management Agency	Alberta Occupational Health and Safety (OHS)	Alberta Agriculture and Forestry	Alberta Transportation (EDGE)	Alberta Justice Solicitor General (JSG)	Alberta Communications and Public Engagement (CPE)	Alberta Boilers Safety Association	Workers' Compensation Board (WCB)	Alberta Electric al Administrator	Environment and Client Change Canada (ECCC)	Transport Canada CANUTEC	ERAC – Emergency Response Assistance Canada	Department of Fisheries / Oceans	ISC / RO / FHIHB	Indian Oil and Gas Canada	WCSS – Oil Spill Cooperative
Product Release – Liquids	o	o	o	✔	✔	✔	o	✔	✔	o	o	o	o	o	o	o	o	o	o	o	o	o	o	o	o
Product Release – Gas	o	o	o	✔	✔	✔	o	✔	✔	o	o	o	o	o	o	o	o	o	o	o	o	o	o	o	
Transportation incident involving product release (Roads/Rail/Pipeline/Air/Marine)	o	o	✔	✔	✔	✔	o	✔	✔	o	o	o	✔	o	o		o		o	✔	✔	o	o	o	o
Fire / Explosion / BLEVE	o	✔	o	✔	✔	✔	✔	✔	✔	o	✔	o	o	o	o	o	o	o	✔	o	o	o	o	o	
Medical Emergency – serious injury or fatality	✔	o	✔	✔			o	✔	✔		✔						o							o	
Motor Vehicle Accident – employee	o	o	o								o						o								
Security Related Incident	o	o	✔	o	o	o	o	o	o		o			o	o										
Radiation Related Incident	o	✔	✔	✔	o	o	✔	o	o	o	o			o	o					o					
Crosses international / interprovincial boundary	o	o	o	o	o	o		✔	✔					o											
Involves an E2 regulated substance	Review requirements in the ECCC section in the CANADA – Federal Agencies tab. ECCC may be notified by the AER.																								
Impacts rail	Notify rail company involved – details available in the Area-/Asset-specific plan(s)																								
Involves First Nations and Indigenous groups	Contact through Pembina Crisis Communication Call-down to Aboriginal and Community Relations																								
Impacts airspace	Request a Notice to Airman (NOTAM) as required – can be requested on AER notification call, see Lead Agencies tab for details.																								

Alberta

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5.1.5 Agency Information

Alberta Agencies

1. *External Contact Matrix – Alberta* will describe who you need to call – this table will provide the details about Alberta Lead Agencies.
2. Ensure you also check *Canada – Federal Regulator(s)* for additional information and directions for immediate and subsequent notifications
3. Area specific contacts are available in the applicable Area-/Asset-specific ERP
4. Responders are also encouraged to seek further information from relevant Pembina personnel / **Subject Matter Expert (SME).**

Agency	Roles and Responsibilities During Emergencies What they do / How they can help	Immediate Notice / Verbal Report	Subsequent Reporting	Additional Supports
Alberta Energy Regulator (AER)	**The AER is the default lead agency in Alberta as they are the regulator for the petroleum industry – they will engage the expertise, assistance and cooperation of other agencies as determined by the individual incident.** • Alert other applicable government and emergency agencies such as Alberta Environment & Parks, Agriculture & Forestry, Health Services, Alberta Emergency Management Agency, and Employment & Immigration - Occupational Health & Safety. • Provide representation at the incident site or ICP. • In conjunction with Pembina, estimate the product release rate. • If required, can issue a Fire Hazard (FH) order, which prevents anyone from entering the hazardous area. This allows legal road and access closure. • If required, can request a Notice to Airmen (NOTAM) restricting passage of aircraft over a designated hazardous area • If required, can establish an EOC at the local AER Field Centre until Pembina or the local authority establishes a Regional EOC. • Ensure Pembina is advising the public of potential danger and conducting evacuation or sheltering in place. • If required, ensures Pembina establishes communications links with, and/or provide representation at, the government EOC. • Carry out investigations. • Notify all participants when the event has concluded and there is no longer any hazard to the public. AER may notify the ECCC in the event of incidents involving regulated substances at E2 registered facilities, incidents involving PCBs or any spills on first nations lands, in National Parks, into river or lake systems containing fish, or onto railway right-of-way. This notification does not remove Pembina's requirement to notify ECCC.	**What must be reported:** • Any substance release that may cause, is causing, or has caused an adverse effect* • Any unrefined product release of more than 2 m3 on lease • Unrefined product release off lease • Any substance release into a waterbody • Any pipeline release or pipeline break (including during pressure testing) • Pipeline hits • Any uncontrolled gas release of more than 30 000 m3 • Any well flowing uncontrolled • Any fire caused by a flare or incinerator • Any fire causing a loss of more than 2 m3 of oil or 30 000 m3 of gas, or causing damage to a wellhead • Any fire that occurs on an oilsands site that results in the deployment of major fire-fighting equipment **How to report** The release should be reported as soon as a person knows (or ought to have known of the release). **This means reporting immediately at the first available opportunity.** Calls can be made to the 24-Hour Energy & Environmental Response Line at 1-800-222-6514. **This is a one call number for AER and Alberta Environment & Parks (AEP)** **Minimum information to include** • The location and time of the release • A description of the circumstances leading up to the release • The type and quantity of the substance released • Details of any actions taken and proposed to be taken at the release site to contain, recover, and remediate the release • A description of the release location / immediate surrounding area • The AER authorizations number(s) if available *When preparing the information for the verbal report, it's recommended you use the AER First Call Form (Corporate ERP Forms section) – it's understood you may not have all the information to complete the form, but using the available form will help organize your thoughts and make sure you're asking the right questions*	After notifying about a release, companies must complete a release report to record the release type, volume, location, any adverse effects on the environment, and other information. Once completed, the report must be submitted to the appropriate AER field centre within **seven days of the incident.** *Check with appropriate SME for further details.*	**Mobile Incident Command Units:** can deploy to incidents to establish the base of operations for government agencies working to coordinate the government response to an emergency **Air Monitoring Units (AMU)** The AER has two high-tech AMUs (Southern and Northern Alberta) that monitor for SO2 and H2S. May be deployed in response to incidents to monitor the air, detect leaks

Alberta Agencies			
Agency	**Roles and Responsibilities During Emergencies What they do / How they can help**	**Immediate Notice / Verbal Report**	**Additional Supports**
Alberta Environment & Parks (AEP)	**Spills / Releases / Fish & Wildlife** AEP is responsible for ensuring environmental impacts are mitigated during non-energy industry emergencies. They may support during energy industry emergencies, as required or requested. • Management of all off-site air/water quality monitoring activities – reports to the Response Branch Director. • Determine the area(s) of risk from the gas release; ensure that adequate equipment is available for monitoring. • Monitor discharges and mitigate impact of release related liquids entering watercourses. • Provide representatives to the incident site or the REOC on a 24-hour basis as required. • Monitor impacts on the environment and impacted species and provide direction on recovery efforts.	The 24-Hour Energy & Environmental Response Line (1-800-222-6514) is a one call number. **See AER for reporting details.**	Maintains emergency response resources, including a specialty air monitoring team and equipment used to oversee and verify air monitoring during incident response. Can act as SME, as required.
Alberta Health Services (AHS)	**Provides technical expertise on potential health impacts to the public, linkages to health resources and considers provincial health system impacts.** • AHS will assess the potential for and implications of human health issues and coordinate the provision of information and support to and from AHS. • Provide health and medical technical expertise as requested and as appropriate. • AHS in collaboration with AHS will monitor and assess the impact of health system and collaboration with AHS and other GoA ministries to communicate knowledge of situation to stakeholders (federal and provincial) • AHS will provide scientific advice and recommendations on human health risk assessments when addressing site specific cleanup, site specific de-commissioning and process impact assessments.	Contact Alberta Health Services (AHS) if the incident has the potential to impact public health (e.g., contaminated drinking water) Verify that AHS and/or FNIH (First Nations & Inuit Health) have been notified of the emergency – use the 24-Hour Emergency Notification number and email below for all notifications across Alberta: Phone: 1-844-755-1788 Email: edp@ahs.ca Check with appropriate Pembina SME for further details on reporting requirements.	AHS may provide safety messaging to the public and will relay situational information to the local health system.
Local Authorities	**County/MD/Municipality Emergency Management Services / Public Works** Emergency Services Act requires Local Authorities to be responsible for emergency planning and for the direction and control of emergency response in their jurisdiction. The plans outline measures and sources of assistance that can be obtained to support Pembina Energy's emergency response effort. The local authority will provide assistance with resources and manpower as follows and in accordance with their Municipality/County policy: • If required, activates their municipal emergency operations centre and coordinates municipal activities at this centre • Upon request, may assist with setting up and administration of the Reception Centre. • May assists with arrangements of temporary accommodations for residents who have been evacuated • May assist with the establishing, set up and maintenance of roadblocks as resources and staff training permit / initiates public protection methods as required • Ensures that if available, local emergency services and resources are available to the level that they are trained • May assist with off-site fire protection where accessible • Establish a public information service, including use of the news media to inform and instruct the public of the emergency, as required.	**Report immediately at the first available opportunity** Contact information available in the applicable Site-Specific Plan.	Activates the Emergency Public Warning System (EPWS) to alert public to life threatening hazards as required according to criteria set out by Alberta Emergency Management Agency (AEMA) If necessary, declares a "**State of Local Emergency**" to provide local authorities with special powers (mandatory evacuation, use of or entry into private property, conscription, demolition of private property structures for safety reasons, etc.) Assist as required with post incident damage assessment

Alberta Agencies				
Agency	**Roles and Responsibilities During Emergencies What they do / how they can help**	**Immediate Notice / Verbal Report**		**Additional Supports**
Alberta Emergency Management Agency (AEMA)	**AEMA is an agency of Alberta Municipal Affairs. They are responsible for coordinating Government of Alberta (GoA) emergency management and assisting local authorities with emergency response, if required.** • Request that Alberta Emergency Management Agency identify the affected local authorities and implement Emergency Services. The Emergency Management Field Officer may provide assistance in contacting some or all of the local authorities. • Coordinate notification of affected government departments, including affected municipalities and Alberta Health Services. Note: The AER or AEP will advise, as required. • Coordinate requests for provincial/federal resources. • Responsible to assist in the coordination of evacuation and reception plans within municipalities. • Provide ongoing situation reports to appropriate provincial officials. • Activates a POC if required.	Notify as indicated by the *External Contact Matrix - Alberta* Check with appropriate Pembina SME for further details on reporting requirements.		As requested/available, depending on incident requirements.
Alberta Occupational Health and Safety (OHS)	**When the response plan has been put into effect Occupational Health and Safety evaluates the safety of occupants at the work site and ensures that necessary precautions are taken to protect the workers' health and safety during the emergency.** • Ensure that the appropriate employers provide equipment and personnel required on site to monitor worksite hazards. • Provide a representative to the incident site and the REOC on a 24-hour basis, as required.	The Director of Work Site Services Inspection must be notified immediately in the event of a serious accident or death at the work site as to the time, place and nature of the serious accident or death. Contact OHS and report when: an injury or accident results in death; an injury results in a worker being admitted to a hospital; a "potentially serious" incident that had the potential to cause serious injury, but did not; there is an unplanned or uncontrolled explosion, fire or flood that causes a serious injury or that has the potential to cause a serious injury; there is a collapse or upset of a crane derrick or hoist or; there is a collapse or failure of any component of a building or structure necessary for its structural integrity.	Check with appropriate Pembina SME for further details on reporting requirements.	
Alberta Agriculture and Forestry (AAF)	**AAF provides technical expertise and information on the impact of an emergency on agriculture and livestock. If a forest fire is associated with the emergency, forestry personnel:** • Maintain emergency response resources to provide firefighting assistance. • Provide advice and input on the ignition decision. • Act as the liaison between farming/ranching community and the Government of Alberta (GoA). • Assist with campground and transient evacuation procedures. • Notify all forestry personnel of the incident hazards. • Provide a representative to the incident site and the REOC on a 24-hour basis, as deemed necessary.	Notify as indicated by the *External Contact Matrix - Alberta* Check with appropriate Pembina SME for further details on reporting requirements.		

Alberta Agencies			
Agency	**Roles and Responsibilities During Emergencies What they do / How they can help**	**Immediate Notice / Verbal Report**	**Additional Supports**
Alberta Transportation (EDGE)	**Alberta Environmental and Dangerous Goods Emergencies (EDGE)* is a 24-hour emergency response centre for reporting releases, or anticipated releases of dangerous goods during any aspect of transport.** **Formerly Alberta Transportation Coordination and Information Centre (CIC).* • Manages TDG emergency calls and assesses the severity of dangerous goods incidents. • Liaises with AER/AEP and handles inter-departmental communication as needed during energy resources industry emergencies. • Provide response support if dangerous goods are released. • Provide assistance to emergency response personnel attending the scene of an incident in which dangerous goods are involved or may become a matter for concern.	AT-EDGE is the first call for all transportation related spills/incidents. If spill is contained on-site, Alberta Transportation will contact the AER. If the spill moves off-site or into a waterbody, Alberta Transportation will contact Alberta Environment and Parks (AEP) and/or Environment & Climate Change Canada (ECCC). Contact Alberta Transportation or the Police if an oil & gas emergency affects a highway designated by 1, 2, or 3 digits (e.g., Hwy 2, Hwy 47, Hwy 837). Check with appropriate Pembina SME for further details on reporting requirements.	Provide information on the impacts to transportation routes. Supplies technical information to industry about TDG Regulations and associated standards.
Alberta Justice and Solicitor General (JSG)	**Provides intelligence and threat risk assessments in relation to human induced intentional threats/hazards in relation to critical infrastructure and key assets.** • Communicate with owners and operators of critical infrastructure and key assets, through normal communication channels, or if necessary through the Emergency Notification System maintained by ASSIST.	Notify as indicated by the *External Contact Matrix - Alberta* Check with appropriate Pembina SME for further details on reporting requirements	Maintains list of critical infrastructure and key assets in Alberta
Alberta Communications and Public Engagement (CPE)	**CPE (formerly Alberta Public Affairs Bureau) is a cross-governmental department that provides communications, public relations and marketing services to government ministries.** CPE assists the AER and Pembina in keeping the public informed: • Maintains a team of trained Communications and Public Engagement personnel • Coordinate key messaging with the AER • Confirms distribution of AER messaging and provides support as required. • Can assign a Public Affairs representative to the incident. • Staffs a "public media inquiry room", having a publicized telephone number to support the Provincial Operations Centre. This number allows the public and the media to obtain current basic facts about the emergency. • Can activate crisis communications plan and crisis communications response. • Can provide updates on provincial emergencies and recovery information.	Notify as indicated by the *External Contact Matrix - Alberta* Check with appropriate Pembina SME for further details on reporting requirements	
ABSA	**Alberta Boilers Safety Authority (ABSA)** **Safety regulator for pressure vessels and equipment in Alberta.**	Unsafe conditions, accidents or fires involving pressure equipment are to be reported. Refer to ABSA Information Bulletin IB18-004 for further details on reporting requirements. Notify as indicated by the *External Contact Matrix - Alberta* Check with appropriate Pembina SME for further details on reporting requirements	

Alberta Agencies			
Agency	**Roles and Responsibilities During Emergencies What they do / How they can help**	**Immediate Notice / Verbal Report**	**Additional Supports**
AEA	**Alberta Electrical Administrator** **Safety regulator for electrical incidents / accidents.**	Notify as indicated by the *External Contact Matrix - Alberta* Reporting of electrical incidents/accidents is governed under Safety Codes Act (Administrative Items Regulation) – Check with appropriate Pembina SME for further details on reporting requirements.	
Workers Compensation Board (WCB)	**WCB has the overall responsibility for the administration of the workers' compensation system in Alberta.**	Immediately report fatalities and serious injuries to the OHS Contact Centre 1-866-415-8690 Employer must report to WCB within 72 hours of being notified of an injury/illness that results in or will likely result in: • Lost time or the need to temporarily or permanently modify work beyond the date of accident • Death or permanent disability (amputation, hearing loss, etc.) • A disabling or potentially disabling condition caused by occupational exposure or activity (poisoning, infection, respiratory disease, dermatitis, etc.) • The need for medical treatment beyond first aid (assessment by a physician or chiropractor, physiotherapy, etc.) • Medical aid expenses (dental treatment, eyeglass repair/replacement, prescription medications, etc.) • Determines whether the injury or illness is caused by work. • Responds to all client inquiries forwarded by the Minister and all other elected officials.	
Western Canada Spill Services (WCSS)	**WCSS maintains spill contingency plans and strategically placed OSCARS (Oil Spill Containment and Recovery units) that are available to member companies in the area.** Pembina is a member of the Western Canadian Spill Services Co-op (WCSS). WCSS manuals provide detailed information, including spill control points for oil spill response in Alberta, BC and Saskatchewan. The WCSS manuals are used in conjunction with the Pembina Emergency Response Plans.	As soon as practicable, contact WCSS for assistance. They can dispatch equipment as necessary based on the specific emergency (wildlife equipment, airboats, winter response units, drum skimmers, containment and recovery equipment, regional OSCAR etc.).	

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5.2 CANADA – British Columbia

5.2.1 BC Overview

British Columbia uses the British Columbia Emergency Response Management System (BCERMS) as a comprehensive management system that ensures a coordinated and organized response to all major emergency incidents. BCERMS utilizes a unified approach to managing emergencies, with personnel trained for any type of emergency through Temporary Emergency Assignment Management System (TEAMS), and not necessarily responding as a representative of a specific government agency.

The first contacts for any emergency will be Emergency Management British Columbia (EMBC) and BC Oil and Gas Commission (OGC) who will determine the seriousness of the emergency, and the actions to be taken. The BC Ministry of Environment and Climate Change Strategy (MOE) may also be a lead agency depending on the incident type.

If the EMBC determines that the emergency is of a minor nature, they may call down the required government ministries/departments for emergency response assistance. The OGC may initiate an EOC if required.

If the EMBC determines the emergency is a major emergency that will require an integrated response (i.e., several ministries/departments), the EMBC may establish a Provincial Regional Emergency Operations Centre (PREOC) manned by TEAMS personnel. The emergency will be managed from this location and Pembina representative(s) will be required to re-locate to assist in directing operations.

Listed below are various government ministries/agencies that may be involved in an emergency response, and their potential responsibilities. The OGC and/or EMBC may assist in calling down the required ministries/departments.

5.2.2 Establishing a Regulatory Level of Emergency

The OGC uses a prescribed matrix to determine the regulatory Level of Emergency. The Liaison Officer (or Incident Commander, where a Liaison Officer has not been assigned), supported by the Incident Management Team, and the OGC will determine the Regulatory Level of Emergency as soon as possible. First responders, applicable government agencies, and impacted stakeholders must be kept informed of the status of the regulatory Level of Emergency throughout the response.

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5.2.3 Regulatory Level of Emergency Classification Matrix – BC OGC

Instructions: Start at the top and continue down until you check off any one box in both consequence and probability to determine the incident classification. **This matrix is required as an attachment upon submission of an incident through the Online Minor Incident Reporting System**

TABLE 1. CONSEQUENCE RANKING	
RANK	CONSEQUENCE (any one of the following)
4	☐ Major on-site equipment or infrastructure loss ☐ Major act of violence, sabotage, or terrorism which impacts permit holder assets ☐ Reportable liquid spill beyond site, uncontained and affecting environment ☐ Gas release beyond site affecting public safety
3	☐ Threats of violence, sabotage, or terrorism ☐ Reportable liquid spill or gas release beyond site, potentially affecting public safety, environment, or property ☐ HAZMAT worker exposure exceeding allowable ☐ Major on-site equipment failure
2	☐ Major on-site equipment damage ☐ A security breach that has potential to impact people, property or the environment ☐ Reportable liquid spill or gas release potentially or beyond site, not affecting public safety, environment, or property
1	☐ Moderate on-site equipment damage ☐ A security breach that impacts oil and gas assets ☐ Reportable liquid spill or gas release on location ☐ **Occurrence of magnitude 4.0 or greater induced earthquake within 3 km of oil and gas operations or any earthquake which is felt on surface within a 3 km radius of oil and gas operations
0	☐ No consequential impacts

**** For this consequence criteria, a probability score of 2 or higher must be used.**

TABLE 2. PROBABILITY RANKING	
RANK	PROBABILITY (any one of the following)
4	☐ Uncontrolled, with control unlikely in near term
3	☐ Escalation possible; under or imminent control
2	☐ Escalation unlikely; controlled or likely imminent control
1	☐ Escalation highly unlikely; controlled or imminent control
0	☐ Will not escalate; no hazard; no monitoring required

TABLE 3. INCIDENT RISK SCORE AND CLASSIFICATION	
CONSEQUENCE _____ + PROBABILITY _____ = RISK SCORE _____ (this must be completed)	
RISK SCORE	ASSESSMENT RESULT
Minor (1-2)	Notification Only; permit holder must notify the Commission online within 24 hours using the Form A: Minor Incident Notification Form. In addition to Form A, spills must also be reported to EMBC.
Moderate (3-4)	Level-1 Emergency; immediate notification (call EMBC)
Major (5-6)	Level-2 Emergency; immediate notification (call EMBC)
Serious (7-8)	Level-3 Emergency; immediate notification (call EMBC)

OGC Incident Classification Matrix

CONSEQUENCE		PROBABILITY 4: Uncontrolled, with control unlikely in near term	PROBABILITY 3: Escalation possible; under or imminent control	PROBABILITY 2: Escalation unlikely; controlled or likely imminent control	PROBABILITY 1: Escalation highly unlikely; controlled or imminent control	PROBABILITY 0: Will not escalate; no hazard; no monitoring required
4	☐ Major on-site equipment or infrastructure loss Major act of violence, sabotage, or terrorism which impacts permit holder assets ☐ Reportable liquid spill beyond site, uncontained and affecting environment ☐ Gas release beyond site affecting public safety	**Level 3**	**Level 3**	**Level 2**	**Level 2**	**Level 1**
3	☐ Threats of violence, sabotage, or terrorism ☐ Reportable liquid spill or gas release beyond site, potentially affecting public safety, environment, or property ☐ HAZMAT worker exposure exceeding allowable ☐ Major on-site equipment failure	**Level 3**	**Level 2**	**Level 2**	**Level 1**	**Level 1**
2	☐ Major on-site equipment damage ☐ A security breach that has potential to impact people, property or the environment ☐ Reportable liquid spill or gas release potentially or beyond site, not affecting public safety, environment, or property	**Level 2**	**Level 2**	**Level 1**	**Level 1**	**Minor Notification Form**
1	☐ Moderate on-site equipment damage ☐ A security breach that impacts oil and gas assets ☐ Reportable liquid spill or gas release on location ☐ ** Occurrence of magnitude 4.0 or greater induced earthquake within 3 km of oil and gas operations or any earthquake which is felt on surface within a 3 km radius of oil and gas operations	**Level 2**	**Level 1**	**Level 1**	**Minor Notification Form**	**Minor Notification Form**
0	☐ No consequential impacts	**Level 1**	**Level 1**	**Minor Notification Form**	**Minor Notification Form**	**No notification required**

**** For this consequence criteria, a probability score of 2 or higher must be used.**

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SPILL REPORTING CRITERIA

Where the permit holder holds or maintains rights, the permit holder must report to the BC Oil and Gas Commission, all spills of materials as identified below:

- A spill or release of any amount of materials which impacts water ways
- Hydrocarbons; 100 litres where the hydrocarbon contains no toxic materials and does not impact water ways
- Produced/saltwater; 200 litres where the fluid contains no toxic materials
- Fresh water; 10,000 litres
- Drilling or invert mud; 100 litres
- Sour Natural gas; 10Kg or 15 m3 by volume where operating pressure is >100 PSI
- Condensate; 100 litres
- Any fluid including hydrocarbons, drilling fluids, invert mud, effluent, emulsions, etc. which contain toxic substances; 25 litres

Please refer to the BC Environmental Management Act; Spill Reporting Regulations Schedule "Reporting Levels for Certain Substances" for determining reportable spillage amounts of other substances:

OTHER REPORTABLE INCIDENTS

The Commission's Incident Risk Classification Matrix is designed to assist permit holders in determining which incidents must be reported. However, some incidents, which do occur, may not meet the criteria outlined in the Incident Classification Matrix but still require notification to the Commission as a minor notification. These include the following:

- Spills or release of hazardous substances which are not provincially regulated, such as radioactive substances;
- Major damage to oil and gas roads or road structures;
- Drilling kicks when any one of the following occur:
    - pit gain of 3 m3 or greater
    - casing pressure 85% of MA
    - 50% out of hole when kicked
    - well taking fluid (LC)
    - associated spill
    - general situation deterioration, i.e. leaks, equipment failure, unable to circulate, etc.
- Pipeline incidents, such as spills during construction phase, exposed pipe caused by flooding, pipeline over pressure, failure (without release) of any pressure control or ESD device during operations
- Security related issues which are relatively minor; such information may be required for tracking and monitoring purposes only

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5.2.4 External Contact Matrix – British Columbia

NOTES FOR RESPONDERS

This matrix provides guidance on conducting regulatory and agency notifications.

- Select all Incident Types that apply
- Refer to Provincial and Federal Regulator(s) sections for specific instructions ***(how to contact)***
- **Refer to Asset-Specific Plan for Contacts**

LEGEND

L	Local / Municipal	**R**	Regional
P	Provincial	**F**	Federal
✔	Required Contact		
o	Contact if applicable to incident		

British Columbia

INCIDENT TYPE / AGENCY / RESOURCE	Initial Responders			Lead Agencies						Supporting / Coordinating Agencies and Other Government Contacts												Other
	L	L	L	P	P	P	L	P	F	F	P	P	P	P	P	F	F	F	F	F	F	R
	Ambulance Services	Local Fire Department / Industrial Fire Service	Police / RCMP	EMBC – Emergency Management BC	BCOGC – BC Oil and Gas Commission	MOE –BC Ministry of Environment and Climate Change Strategy	Local Authorities	WorkSafe BC	CER – Canadian Energy Regulator	TSB – Transportation Safety Board	MFLNRO – BC Ministry of Forests/Lands	BC Ministry of Transportation	HEMBC – Health Emergency Management BC	BC Ministry of Agriculture	Technical Safety BC	Environment and Client Change Canada (ECCC)	Transport Canada CANUTEC	ERAC – Emergency Response Assistance Canada	DFO – Department of Fisheries / Oceans	ISC / RO / FHIHB	Indian Oil and Gas Canada	WCSS – Oil Spill Cooperative
Responder Tip: Engage Technical Specialists / SMEs for support in determining notification requirements to Supporting / Coordinating and Other Agencies. Consider delegating notification tasks to relevant SMEs.																						
Product Release – Liquids	o	o	o	✔	✔	✔	✔	✔	✔	✔	o	o	o	o	o	o	o	o	o	o	o	o
Product Release – Gas	o	o	o	✔	✔	✔	✔	✔	✔	✔	o	o	o	o	o	o	o	o	o	o	o	
Transportation incident involving product release (Roads/Rail/Pipeline/Air/Marine)	o	o	✔	✔	✔	✔	✔	✔	✔	✔	o	o	o	o	o	o	✔	✔	o	o	o	o
Fire / Explosion / BLEVE	o	✔	o	✔	✔	✔	✔	✔	✔	✔	o	o	o	o	o	✔	o	o	o	o	o	
Medical Emergency – serious injury or fatality	✔	o	✔	✔	o	o		✔	✔	✔										o		
Motor Vehicle Accident – employee	o	o	o					o														
Security Related Incident	o	o	✔	o	o		o	o	o	o												
Radiation Related Incident	o	✔	✔	✔	✔		o	✔	o	o			o				o	o				
Crosses international / interprovincial boundary	o	o	o	o	o	o	o		✔	✔		o										
Involves an E2 regulated substance	Review requirements in the ECCC section in the CANADA – Federal Agencies tab.																					
Impacts rail	Notify rail company involved – details available in the Area-/Asset-specific plan(s)																					
Involves First Nations and Indigenous groups	Contact through Pembina Crisis Communication Call-down to Aboriginal and Community Relations																					
Impacts airspace	Request a Notice to Airman (NOTAM) as required – can be requested on notification call, see Lead Agencies tab for details.																					

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5.2.5 Agency Information

British Columbia Agencies

1. *External Contact Matrix – BC* will describe who you need to call – this table will provide the details about Lead Agencies.
2. Ensure you also check *Canada – Federal Regulator(s)* for additional information and directions for immediate and subsequent notifications
3. Area specific contacts are available in the applicable Area- / Asset-specific Plan
4. Responders are also encouraged to seek further information from relevant Pembina personnel / Subject Matter Experts (SME).

Agency	Roles and Responsibilities During Emergencies: What they do / how they can help	Immediate Notice / Verbal Report	Subsequent Reporting	Additional Supports
Emergency Management British Columbia (EMBC)	**EMBC acts as a 24-hour incident reporting line and initiates a government notification fan-out to the OGC and/or MOE, as required. EMBC will contact other government agencies only if directly involved.** • ECC Victoria will notify the OGC on call Emergency Response Officer and initiate British Columbia's notification of government agencies including MOF, MOE, MOT, Health Unit, WorkSafe BC, affected municipalities and all other level of government and industry, depending on the level of "coding" (notification Code: 1,2,3 is determined by the Lead Agency MOE or OGC); depending on the code level Standard Operating Procedures (SOP's) in ECC will determine who is notified). • Provide representatives to help coordinate provincial response as required.	**When a spill occurs, or there is the risk of one occurring, it must be reported immediately by calling 1-800-663-3456. This is known as the initial report or Dangerous Goods Incident Report (DGIR).** The Initial Report must be completed by the responsible person (spiller) if the quantity for the substance of the spill is equal to or greater than the quantity outlined in the schedule of the Spill Reporting Regulation; or if the spill has, or might, impact a body of water. Additional information on spill reporting requirements is available in the Spill Reporting Regulation of the Environmental Management Act. **When reporting a spill, the following information must be provided to the dispatcher:** • The contact information for the individual making the report, the responsible person in relation to the spill, and the owner of the substance spilled • The date and time of the spill • The location of the spill site • A description of the spill site and the surrounding area • A description of the source of the spill • The type and quantity of the substance spilled • A description of the circumstances, cause and adverse effects of the spill • Details of any action taken or proposed to comply with Section 91.2 (2) of the Act (Responsible Persons - spill response fact sheet (PDF)) • Names of any provincial, federal, local, and/or first nation government agencies at the spill site • The names of any other persons or government agencies advised about the spill	Note to responders: The following spill reports do not apply to oil or gas activity(ies) governed by the Emergency Management Regulation, B.C. Reg. 204/2013: • section 5 [updates to minister] • section 6 [end-of-spill report]; and • section 7 [lessons-learned report].	

British Columbia Agencies				
Agency	**Roles and Responsibilities During Emergencies: What they do / how they can help**	**Immediate Notice / Verbal Report**	**Subsequent Reporting**	**Additional Supports**
BC Oil and Gas Commission (OGC)	**During emergencies the OGC acts as a liaison between industry operators and EMBC to provide situation updates related to threatened oil and gas assets.** • Notified by EMBC of incidents within OGC's jurisdiction. • Oversees the operator's response to an incident. • Establishes communication with the operator. • Confirms incident level with operator. • Confirms ignition decision with operator if time permits. • Confirms media releases to be sent out by operator. • Issues road closure order upon request from the operator. • May send an OGC representative to the incident site and/or Reception Centre • May establish a Government EOC at the OGC office, as required • Confirms downgrade of incident level.	**MINOR INCIDENT (Form A)** • This form is to be used for incidents which do not meet OGC Level 1, 2, or 3 Classification • Minor incidents must be reported to the Commission within 24 hours through the Commission's Online Minor Incident Reporting System, operated through KERMIT. • If the minor incident involves a spill, EMBC must also be called at 1-800-663-3456 for the Ministry of Environment (MOE) to be notified. **LEVEL 1, 2, OR 3 EMERGENCY (Form C)** This form is to be used for emergencies which meet OGC Level 1, 2, or 3 Classification. The emergency must be reported to the Commission within 1 hour of the incident. OGC 24hr emergency # 250-794-5200 | EMBC 24hr emergency # 1-800-663-3456 **OIL AND GAS ROAD CLOSURES** In Emergency situations, permit holders must phone the Commission's 24-hour Incident Reporting line to notify the Commission of needed emergency oil and gas road closures.	Form D: Permit Holder Post Incident Report Form must be submitted within 60 days for: 1. Any Level 1, 2 or 3 emergency incident: complete Part A-P; or 2. Any pipeline incident (including minor incident): complete Part A-U; or 3. Upon request by the Commission. This report and accompanying documentation can be found on the OGC's website under Emergency Response and Planning and must be emailed electronically to EMP@bcogc.ca	
Ministry of Environment (MOE)	**The Ministry of Environment and Climate Change Strategy (MOE) is responsible for the effective protection, management and conservation of B.C.'s water, land, air and living resources.** • A Ministry representative – Environmental Emergency Response Officer (EERO) – will provide regulatory oversight and monitor the situation to ensure appropriate response actions. • Monitors discharges to the land, atmosphere and all water bodies. • May provide a representative to the incident site and the OGC EOC and/or the PREOC on a 24-hour basis. In a larger scale incident, based on risk, additional ministry resources such as Incident Management Teams (IMT) may be deployed to establish unified command and monitor, augment, or take over the response if Pembina fails to take appropriate action as deemed necessary by the EERO or Provincial Incident Commander. • May assist to ensure other required agencies and affected stakeholders are contacted. • May provide assistance with hazardous waste management. • May conduct sampling for monitoring and enforcement purposes	If a spill occurs, or is at imminent risk of occurring, responsible persons (spillers) must ensure that it is immediately reported to the Provincial Emergency Program (PEP)/ Emergency Management British Columbia (EMBC) by calling 1-800-663-3456 (EMBC one call number). An Initial Report must be made immediately if any of the following occur or is at imminent risk of occurring: 1. If the volume spilled, or likely to be spilled, is equal to or greater than the minimum quantity outlined in the Spill Reporting Regulation. 2. If the spill enters, or is likely to enter, a body of water, the spill is reportable. A release of natural gas is reportable if: 1. The spill is caused by a breakage in a pipeline or fitting operated above 100 pounds per square inch (psi) that results in a sudden release of natural gas; and 2. The amount of the spill is, or is likely to be, equal to or greater than 10 kilograms (kg).	Note to responders: The following spill reports do not apply to oil or gas activity(ies) governed by the Emergency Management Regulation, B.C. Reg. 204/2013: • section 5 [updates to minister] • section 6 [end-of-spill report]; and • section 7 [lessons-learned report].	As requested / available, depending on incident requirements.

British Columbia Agencies				
Agency	**Roles and Responsibilities During Emergencies: What they do / how they can help**	**Immediate Notice / Verbal Report**	**Subsequent Reporting**	**Additional Supports**
Local Authorities	**Regional Districts and Municipalities have formal Emergency Management Plans, which outline the measures and sources of assistance that can be obtained to protect the public and support emergency response efforts within their jurisdiction.** Upon request from the OGC, the Regional District may address emergency response capabilities, expectations and preparedness. If required, the Regional District may activate their emergency plan in order to achieve any of the following: • Dispatch representative(s) to the OGC's EOC, if established • Ensure notification of endangered area residents. • Coordinate Emergency Social Services (ESS). • If necessary, declare a State of Local Emergency • Assist in a public information service.	**Report immediately at the first available opportunity** Contact information available in the applicable Site-Specific Plan.		
WorkSafe BC	**Supports injured workers and promotes workplace health and safety across B.C.** • Evaluates the safety of occupants at the work site, and ensures necessary precautions are taken to protect worker health and safety during the emergency. • Ensures that the appropriate employers provide equipment and personnel required on-site to monitor worksite hazards. • May provide a representative to the emergency operations centre as required.	You must immediately notify WorkSafe BC of any incident that: • resulted in serious injury to or the death of a worker, • involved a major structural failure or collapse of a building, bridge, tower, crane, hoist, temporary construction support system or excavation, • involved the major release of a hazardous substance, • involved a fire or explosion that had a potential for causing serious injury to a worker, or • was an incident required by regulation to be reported.	Check with appropriate Pembina SME for further details on reporting requirements. NOTE: If you're required to report to OGC / EMBC, ensure you also report to WorkSafe BC. Do not assume OGC or EMBC has notified them. **Except as otherwise directed by an officer of the Board or a peace officer, you must not disturb an incident scene unless it is necessary to attend to persons injured or killed, prevent further injuries or death, or protect property that is endangered as a result of the accident.**	
MFLNRO	**Ministry of Forests, Lands, Natural Resource Operations and Rural Developments (MFLNRO)** Responsible for the stewardship of provincial Crown land and natural resources, and for the protection of B.C.'s archaeological and heritage resources. Oversees BC Wildfire Service for the province. If a forest fire (designated as a provincial emergency only) is associated with the emergency, Forestry Personnel will fight forest fires within their jurisdiction	Notify as indicated by the *External Contact Matrix – BC* Check with appropriate Pembina SME for further details on reporting requirements.		Maintains up-to-date information on current wildfires of note – these wildfires can also be viewed on the active wildfires map.

British Columbia Agencies				
Agency	**Roles and Responsibilities During Emergencies: What they do / how they can help**	**Immediate Notice / Verbal Report**	**Subsequent Reporting**	**Additional Supports**
MTI	**Ministry of Transportation & Infrastructure (MTI)** Role and function in an emergency would be to manage any impacts to traffic both on numbered highways as well as on side roads in the event of an emergency. • Authorizes the closure of provincial transportation routes, including highways and inland ferries, where the safety of the public is at risk. • Assists in public notification through the DriveBC website, as well as posting advisories on overhead message boards along designated routes.	Notify as indicated by the *External Contact Matrix – BC* Check with appropriate Pembina SME for further details on reporting requirements.		
HEMBC	**Health Emergency Management BC (HEMBC)** • Notifies Health Region of incident and assists Region in preparing for and responding to the incident. • Monitors facilities and developments. • Enforces health legislation.	Notify as indicated by the *External Contact Matrix – BC* Check with appropriate Pembina SME for further details on reporting requirements.		Educates the public on public health issues.
MoA	**The Ministry of Agriculture assists industry mitigate impacts to agricultural stakeholders/producers during emergencies.** • Maintains various emergency management guides for farmers • May provide information to support Pembina SMEs with the development of a livestock management / relocation plan	Notify as indicated by the *External Contact Matrix – BC* Check with appropriate Pembina SME for further details on reporting requirements.		
Technical Safety BC	Technical Safety BC administers the *Safety Standards Act* and associated regulations that apply throughout British Columbia, including on lands that are subject to federal regulation for other purposes. Technical Safety BC may investigate incidents involving regulated work or regulated equipment.	Technical Safety BC is to be notified immediately in cases of Boilers, Pressure Vessels, Piping and Fittings, Electrical & Gas incidents resulting in a moderate, major and fatal injury or moderate, major or severe property damage. All other incidents must be reported within 24 hours (or as soon as practical). Rail accidents where a person sustains a serious injury or is killed as a result of being on board or getting on or off the rolling stock, or coming into contact with any part of the rolling stock or its contents, or the rolling stock is involved in a grade crossing collision or a derailment, sustains damage that affects its safe operations, or causes or sustains a fire or explosion, or causes damage to the railway, that poses a threat to the safety of any person, property or the environment, or any dangerous good is released.	Additional reporting may be required depending on the incident or involved technology. Check with appropriate Pembina SME for further details on reporting requirements.	
WCSS	Pembina is a member of the Western Canadian Spill Services Co-op (WCSS). WCSS manuals provide detailed information, including spill control points for oil spill response in Alberta, BC and Saskatchewan. The WCSS manuals are used in conjunction with the Pembina Emergency Response Plans. WCSS maintains spill contingency plans and strategically placed OSCARS (Oil Spill Containment and Recovery units) that are available to member companies in the area.	As soon as practicable, contact WCSS for assistance. They can dispatch equipment as necessary based on the specific emergency (wildlife equipment, airboats, winter response units, drum skimmers, containment and recovery equipment, regional OSCAR etc.).		

5.3 CANADA – Saskatchewan

5.3.1 Saskatchewan Overview

Upstream oil and gas operators are required to notify and report any incidents that occur in the field to the Government of Saskatchewan's Ministry of Energy and Resources (MER).

Incident Classification / Level of Emergency

MER has not specified a matrix to be used to classify the regulatory Level of Emergency. The Corporate Incident Classification Matrix will be used for internal classification purposes.

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5.3.2 External Contact Matrix - Saskatchewan

NOTES FOR RESPONDERS

This matrix provides guidance on conducting regulatory and agency notifications.

- Select all Incident Types that apply
- Refer to Provincial and Federal Regulator(s) sections for specific instructions ***(how to contact)***
- **Refer to Asset-Specific Plan for Contacts**

LEGEND

L	Local / Municipal	**R**	Regional
P	Provincial	**F**	Federal
✔	Required Contact		
o	Contact if applicable to incident		

AGENCY / RESOURCE	Initial Responders			Lead Agencies						Supporting / Coordinating Agencies and Other Government Contacts										Other
	L	L	L	P	P	P	L	P	F	F	P	P	P	F	F	F	F	F	F	R
INCIDENT TYPE	Ambulance Services	Local Fire Department / Industrial Fire Service	Police / RCMP	MER – Ministry of Energy and Resources	MOE – Ministry of Environment	Saskatchewan Emergency Management Organization	Local Authorities	Regional Health Authorities	CER – Canadian Energy Regulator NE	TSB – Transportation Safety Board	Saskatchewan OHS Division	WorkSafe Saskatchewan	Ministry of Highways and Infrastructure	Environment and Client Change Canada (ECCC)	Transport Canada CANUTEC	ERAC – Emergency Response Assistance Canada	Department of Fisheries / Oceans	ISC / RO / FHIHB	Indian Oil and Gas Canada	WCSS – Oil Spill Cooperative
Responder Tip: **Engage Technical Specialists / SMEs for support in determining notification requirements to Supporting / Coordinating and Other Agencies. Consider delegating notification tasks to relevant SMEs.**																				
Product Release – Liquids	o	o	o	✔	✔	✔	✔	✔	✔	✔	o	o	o	o	o	o	o	o	o	o
Product Release – Gas	o	o	o	✔	✔	✔	✔	✔	✔	✔	o	o	o	o	o	o	o	o	o	
Transportation incident involving product release (Roads/Rail/Pipeline/Air/Marine)	o	o	✔	✔	✔	✔	✔	✔	✔	✔	o	o	o	o	✔	✔	o	o	o	o
Fire / Explosion / BLEVE	o	✔	o	✔	✔	✔	✔	✔	✔	✔	✔	✔	o	✔	o	o	o	o	o	
Medical Emergency – serious injury or fatality	✔	o	✔	✔	o	o		o	✔	✔	✔	✔						o		
Motor Vehicle Accident – employee	o	o	o					o												
Security Related Incident	o	o	✔	o	o		o	o	o	o										
Radiation Related Incident	o	✔	✔	✔	✔	o	o	✔	o	o			o		o	o				
Crosses international / interprovincial boundary	o	o	o	o	o	o	o		✔	✔		o								
Involves an E2 regulated substance	Review requirements in the ECCC section in the CANADA – Federal Agencies tab.																			
Impacts rail	Notify rail company involved – details available in the Area-/Asset-specific plan(s)																			
Involves First Nations and Indigenous groups	Contact through Pembina Crisis Communication Call-down to Aboriginal and Community Relations																			
Impacts airspace	Request a Notice to Airman (NOTAM) as required – can be requested on notification call, see Lead Agencies tab for details.																			

Saskatchewan

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5.3.3 Agency Information

Saskatchewan Agencies

1. *External Contact Matrix – Saskatchewan* will describe who you need to call – this table will provide the details about Lead Agencies.
2. Ensure you also check *Canada – Federal Regulator(s)* for additional information and directions for immediate and subsequent notifications
3. Area specific contacts are available in the applicable Site-Specific ERP
4. Responders are also encouraged to seek further information from relevant Pembina personnel / Subject Matter Experts (SME).

Saskatchewan Ministry of Energy and Resources (MER)

MER (formerly Ministry of Economy) is the primary regulatory authority for the oil and gas industry in Saskatchewan. MER mandates the following process:

1. NOTIFY MER in accordance with the requirements of this Directive; see below table for list of reportable incidents *Source: Directive PNG014*
2. ACTIVATE ERP where required and take immediate steps to resolve the incident;
3. REMEDIATE or, where necessary, reclaim the affected area to the satisfaction of ER officials;
4. SUBMIT detailed information and reports in the Integrated Resource Information System (IRIS) on the incident and the actions taken to resolve the matter.

MER Incident Subject to Notification and Reporting

Type	Incident	Substance	Location	Description
General Field Operations	Fire	All	All	Any fires resulting from the operation of a licensed well, facility, pipeline or flowline.
	Release or Spill	Naturally Occurring Radioactive Materials (NORMS)	All	Any volumes
		Oil by-products or oily produced sands	All	Any volume released that is not approved under GL97-02[1]
	Blow-out	All	All	Any uncontrolled release of gases or fluid from a well
	Kicks	All	All	Any controlled diversion of gases or fluid from the well to a flare tank.
Pipeline or Flowline Operation	Contact Damage	All	All	Any contact damage to a flowline or pipeline
	Break	All	All	Any break to a flowline or pipeline
	Leak, malfunction of any equipment or a worker error resulting in the escape or release of a substance	Oil, salt water, condensate or other product	Off Lease	Any volume
			On Lease	All releases that are > 2.0 cubic meters (m^3) of fluid.
		Gas Containing H2S	All	Any volume at any concentration.
		Natural Gas	All	Any volumes where: 1. the released volume exceeds 30 000 m^3; 2. the release is within a road or railway right-of-way; or 3. the release is within 150 metres of any dwelling.
Horizontal Directional Drilling (Pipeline/Flowline Installation)	Release, Spill or Frac-Out	Drilling Fluid	All	Any volume
Drilling / Fracturing Operation	Release or Spill	Drilling wastes	All	Any volume released that is not approved under GL99-01[2]
		Fracturing Wastes	All	Any volume released that is not approved under GL2000-01[3]
Well or Facility Operation	Break, leak, malfunction of any equipment or intentional / unintentional action resulting in an escape or release	Oil, salt water, condensate, oil & gas waste, emulsion or product	On-lease	All volumes ≥2.0 m^3 or 2000 liters requires reporting but only volumes ≥10.0 m^3 or 10000 liters require notification
			Off-lease	Any volume
		Refined Chemical	On-lease	All volumes ≥0.5 m^3 or 500 liters
	Escape or Release	Gas Containing H2S	All	Any volumes where: 1. The concentration of H2S exceeds 0.1 % or 1000 ppm or 1.0 mole H2S/kilomole from solids, liquids or gas during production or transportation (truck or transmission via pipeline/flowline); or 2. The released volume poses a danger to human health, domestic animals, wildlife or the environment.

Immediate Telephone Notification by Operator
An operator is required to immediately notify MER's Emergency Support line at 1-844-764-3637 on the discovery of any incident listed in Appendix 1 except for the following types of incidents:

- Contact damage to a flowline or pipeline that does not result in a break or leak; or
- Any on-lease release of oil, condensate, emulsion or saltwater that is less than 10.0 m3

On-lease releases or contact damage that are exempt from immediate telephone notification still require ER notification using IRIS.

Determine the Ministry's Field Office responsible for the area where the incident has occurred; you will be prompted for this information when you call the Emergency Support Line. Refer to the Corporate ERP Forms section "MER Details for Immediate Telephone Notification by Operator" for further details on what to report.

IRIS Notification by Operator
All incidents listed in Appendix 1 must be promptly reported in IRIS not later than five (5) business days after the discovery of the incident.

1. Refer to the *Directive PNG014* to ensure you have the required information and documentation available.
2. Log in to IRIS and complete the initial incident report process.

Detailed Incident Report
Upon successful submission of the initial report a countdown calendar is initiated in IRIS – you must complete the subsequent detailed incident report within 90 days to avoid penalty:

1. Refer to the *Directive PNG014* to ensure you have the required information and documentation available.
2. Log in to IRIS and complete the detailed incident report process.

Reclamation Report
When the initial incident notification indicated that a reclamation report **is** required, you must submit the report within six months of completing the remediation of the incident.

1. Refer to the *Directive PNG014* to ensure you have the required information and documentation available.
2. Log in to IRIS and complete the reclamation report information process.

- Provide representatives to the site of the incident, as required.
- Provide consultation regarding emergency response levels, decisions, activities.
- Directly alert other provincial agencies and responders

Saskatchewan Agencies				
Agency	**Roles and Responsibilities During emergencies: What they do / how they can help**	**Immediate Notice / Verbal Report**	**Subsequent Reporting**	**Additional Supports**
Saskatchewan Ministry of Environment (MOE)	**The Ministry of Environment (MOE) provides science-based solutions, compliance and mitigation measures aimed at protecting the environment, and safeguarding communities. They will work with Environment Canada during emergencies to ensure appropriate response, clean up and remediation to product release.** Any spill, release or emergency that may harm the environment or pose a risk to public health or safety must be reported immediately. If you're unsure if a spill is reportable, you should call it in right away.	To report a spill, call the 24/7 Spill Control Centre at **1-800-667-7525.** Provide detailed information about the discharge and discovery, including: • Site location • Responsible party • Substances involved in the occurrence • Surrounding land use • Agencies involved in the discharge	For spills exceeding reportable limits as defined by legislation, the responsible party must also submit a Written Spill Report within 30 days. Refer to the Corporate ERP Forms section "MOE 30 Day Written Spill Report Form" for report.	MOE has a Wildfire operations / management program.
Saskatchewan EMO	**The Saskatchewan Emergency Management Organization (EMO) coordinates activation of provincial resources and equipment.** • Activates the Provincial Emergency Operations Centre in the event an emergency escalates beyond the capacity of a local jurisdictional authority. • Assists in providing notification to communities. • Provides guidance and support in emergency planning to ministries and agencies. • Operates the Single Engine Aircraft Tanker (SEAT) program, which aids local municipalities to arrange for third-party aerial applicator planes to respond to grass fires and wildfire situations in central and southern areas of the province. Local fire departments may hire a SEAT plane by contacting the Provincial Emergency Communications Centre (PECC). • Provincial Public Safety Telecommunications Network (PPSTN) is a public safety radio network managed through a partnership between the Ministry of Government Relations, SaskPower and the Police. It provides public safety users such as fire departments, police services, emergency medical services, and volunteer search and rescue groups with interoperable radio communications during times of emergency.	**Report immediately at the first available opportunity** Contact information available in the applicable Site-Specific Plan.		
Local Authorities	**Municipalities/Band Councils** Municipalities are obligated to establish emergency plans; their role and function in an emergency may include but is not limited to: • Maintain an emergency line (24/7) where incidents can be reported. • Provide representatives to the site of the incident or Operator Emergency Operations Centre. • Declare a "State of Local Emergency" to exercise special powers • Activate warning systems • Initiate public protection measures as required, and coordinate municipal resource and equipment support			
RHA	**Regional Health Authorities** • Establish health and safety levels for hazard releases, substances • Ensures local health facilities are notified of potential impacts from an incident • Monitor health effects and ensures appropriate data is collected.			

Saskatchewan Agencies				
Agency	**Roles and Responsibilities During emergencies: What they do / how they can help**	**Immediate Notice / Verbal Report**	**Subsequent Reporting**	**Additional Supports**
Saskatchewan Supporting Agencies				
Saskatchewan OHS Division	**Saskatchewan Occupational Health and Safety Division** • Supports injured workers and promotes workplace health and safety • Evaluates the safety of occupants at the work site, and ensures necessary precautions are taken to protect worker health and safety during the emergency.	Notify as indicated by the External Contact Matrix. Saskatchewan OHS Division and WorkSafe Saskatchewan share a reporting hotline. Contact information available in the applicable Site-Specific Plan. Report incidents of serious injury, fatalities and dangerous occurrences as soon as is reasonably possible. A dangerous occurrence is any occurrence at a place of employment that did not result in, but could have resulted in, the death of a worker or required a worker to be admitted to a hospital as an in-patient for 72 hours or more, and includes: • The structural failure or collapse of: • A structure, scaffold, temporary falsework or concrete formwork; or • All or any part of an excavated shaft, tunnel, caisson, coffer dam, trench or excavation; • The failure of a crane or hoist, or the overturning of a crane or unit of powered mobile; • An accidental contact with an energized electrical conductor; • The bursting of a grinding wheel; • An uncontrolled spill or escape of a toxic, corrosive or explosive substance; • A premature detonation or accidental detonation of explosives; • The failure of an elevated or suspended platform; and • The failure of an atmosphere-supplying respirator. Check with appropriate Pembina SME for further details on reporting requirements.		
WorkSafe Saskatchewan	**WorkSafe Saskatchewan ensures proper work safe activities during an emergency and provides support and conducts investigations of worksite incidents**			
MH&I	**Ministry of Highways and Infrastructure assists with road closures and safe highway management.**	Notify as indicated by the *External Contact Matrix*.		

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5.4 CANADA – Manitoba

5.4.1 Manitoba Overview

Manitoba Growth, Enterprise, and Trade (GET) – Petroleum Branch is the Lead provincial government organization in oil and gas industry emergency response in Manitoba.

Incident Classification / Level of Emergency

GET has not specified a matrix to be used to classify the regulatory Level of Emergency. The Corporate Incident Classification Matrix will be used for internal classification purposes.

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5.4.2 External Contact Matrix - Manitoba

Manitoba

NOTES FOR RESPONDERS

This matrix provides guidance on conducting regulatory and agency notifications.

- Select all Incident Types that apply
- Refer to Provincial and Federal Regulator(s) sections for specific instructions ***(how to contact)***
- **Refer to Asset-Specific Plan for Contacts**

LEGEND

L	Local / Municipal	**R**	Regional
P	Provincial	**F**	Federal
✔	Required Contact		
o	Contact if applicable to incident		

INCIDENT TYPE / AGENCY / RESOURCE	Initial Responders			Lead Agencies					Supporting / Coordinating Agencies and Other Government Contacts											Other
	L	L	L	P	P	P	L	F	F	P	P	P	P	P	F	F	F	F	F	R
	Ambulance Services	Local Fire Department / Industrial Fire Service – *see also Office of the Fire Commissioner*	Police / RCMP	GET – Manitoba Growth, Enterprise and Trade	MEMO – Manitoba Emergency Measures Organization	Manitoba Environment	Local Authorities	CER – Canadian Energy Regulator	TSB – Transportation Safety Board	Manitoba Regional Health (RHA)	Manitoba Environmental Health	Manitoba Workplace Safety and Health	Manitoba Highways and Infrastructure	Manitoba Hydro	Environment and Client Change Canada (ECCC)	Transport Canada CANUTEC	ERAC – Emergency Response Assistance Canada	Department of Fisheries / Oceans	ISC / RO / FHIHB	Indian Oil and Gas Canada	WCSS – Oil Spill Cooperative
Responder Tip: Engage Technical Specialists / SMEs for support in determining notification requirements to Supporting / Coordinating and Other Agencies. Consider delegating notification tasks to relevant SMEs.																				
Product Release – Liquids	o	o	o	✔	✔	✔	✔	✔	✔	o	o	o	o	o	o	o	o	o	o	o
Product Release – Gas	o	o	o	✔	✔	✔	✔	✔	✔	o	o	o	o	o	o	o	o	o	o	
Transportation incident involving product release (Roads/Rail/Pipeline/Air/Marine)	o	o	✔	✔	✔	✔	✔	✔	✔	o	o	o	o	o	o	✔	✔	o	o	o
Fire / Explosion / BLEVE	o	✔	o	✔	✔	✔	✔	✔	✔	o	o	✔	o	o	✔	o	o	o	o	
Medical Emergency – serious injury or fatality	✔	o	✔	✔	o	o		✔	✔	o		✔							o	
Motor Vehicle Accident – employee	o	o	o									o	o							
Security Related Incident	o	o	✔	o	o		o	o	o					o						
Radiation Related Incident	o	✔	✔	✔	✔	o	o	o	o	o	o	o				o	o			
Crosses international / interprovincial boundary	o	o	o	o	o	o	o	✔	✔				o							
Involves an E2 regulated substance	Review requirements in the ECCC section in the CANADA – Federal Agencies tab.																			
Impacts rail	Notify rail company involved – details available in the Area-/Asset-specific plan(s)																			
Involves First Nations and Indigenous groups	Contact through Pembina Crisis Communication Call-down to Aboriginal and Community Relations																			
Impacts airspace	Request a Notice to Airman (NOTAM) as required – can be requested on notification call, see Lead Agencies tab for details.																			

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5.4.3 Agency Information

Manitoba Agencies

1. *External Contact Matrix – Manitoba* will describe who you need to call – this table will provide the details about Lead Agencies.
2. Ensure you also check *Canada – Federal Regulator(s)* for additional information and directions for immediate and subsequent notifications
3. Area specific contacts are available in the applicable Site-Specific ERP
4. Responders are also encouraged to seek further information from relevant Pembina personnel / Subject Matter Experts (SME).

Agency	Roles and Responsibilities During emergencies: What they do / how they can help	Immediate Notice / Verbal Report	Subsequent Reporting	Additional Supports
GET	**Manitoba Growth, Enterprise, and Trade (GET) – Petroleum Branch** • Lead provincial government organization in oil and gas industry emergency response. • GET, Petroleum Branch may request involvement and consultation depending on the emergency.	You must report if a spill occurs from a well or oil and gas facility if: a) The spill occurs on, or spreads to land off the wellsite or the site of the oil and gas facility; or b) The volume of fluid spilled is more than $0.5m^3$ Notify the district office of the size and location of the spill, plans for disposal of any oilfield waste, and any other information that an inspector may request, **no later than 12 hours after the spill is discovered/reported to you.** As soon as practicable, notify the owner of the land.	You must submit a spill report to the district office **within 7 days after the day the spill was discovered.**	
MEMO	**Manitoba Emergency Measures Organization (MEMO)** • Maintain an emergency line (24/7) where petroleum incidents can be reported. • Provide MEMO representatives to the site of the incident, as required. • Provide consultation regarding emergency response levels, decisions, activities.	**Report immediately at the first available opportunity** Contact information available in the applicable Site-Specific Plan.		
Manitoba Environment	**Manitoba Environment** • Assists in evaluating the incident and potential risks from product releases. • Assists in monitoring discharges and ensuring appropriate mitigation and response actions are taken. • Monitors environmental recovery, when required.			
Local Authorities	**Rural Municipalities and First Nations** Municipalities are obligated to establish emergency plans; their role and function in an emergency may include but is not limited to: • Assist in setting up roadblocks, posting bulletins, and evacuating if required. • Declare a "**State of Local Emergency**" if evacuation is required.			

Manitoba Agencies				
Agency	**Roles and Responsibilities During emergencies: What they do / how they can help**	**Immediate Notice / Verbal Report**	**Subsequent Reporting**	**Additional Supports**
Manitoba Supporting Agencies				
RHA	**Manitoba Regional Health Authorities** Manitoba has five RCAs that govern public safety and health care in their respective regions. Public Health Staff work with all health programs and other service organizations to offer care and support in times of disasters or emergencies, such as evacuations related to flood or fire.	Notify as indicated by the *External Contact Matrix – Manitoba*. Check with appropriate Pembina SME for further details on reporting requirements.		

Manitoba WSH	**Manitoba Workplace Safety and Health Branch (WSH)**
	Supports injured workers and promotes workplace health and safety.
	• Evaluates the safety of occupants at the work site, and ensures necessary precautions are taken to protect worker health and safety during the emergency.
	• Ensures that the appropriate employers provide equipment and personnel required on-site to monitor worksite hazards.
	• Conducts incident investigations, where required.
	• May provide a representative to the emergency operations centre as required.
		When a serious incident occurs at a workplace, the employer is required to notify the Workplace Safety and Health Branch (WSH) of the incident immediately, and by the fastest means of communication available.
		1-855-957-SAFE (7233) (toll-free in Manitoba) | 204-957-SAFE (7233) (in Winnipeg) Select 'Option 1'
		
		The Workplace Safety and Health Regulation defines a serious incident as one:
		• in which a worker is killed;
		• in which a worker suffers
		  ○ an injury resulting from electrical contact,
		  ○ unconsciousness as the result of a concussion,
		  ○ a fracture of his or her skull, spine, pelvis, arm, leg, hand or foot,
		  ○ amputation of an arm, leg, hand, foot, finger or toe,
		  ○ third degree burns,
		  ○ permanent or temporary loss of sight,
		  ○ a cut or laceration that requires medical treatment at a hospital, or
		  ○ asphyxiation or poisoning; or
		• that involves
		  ○ the collapse or structural failure of a building, structure, crane, hoist, lift, temporary support system or excavation,
		  ○ an explosion, fire or flood, an uncontrolled spill or escape of a hazardous substance, or
		  ○ the failure of an atmosphere-supplying respirator.
		
		When reporting an incident to WSH, please have the following information ready:
		• the name and address of each person involved in the incident;
		• the name and address of the employer, or any other employers involved;
		• the name and address of each person who witnessed the incident;
		• the date, time and location of the incident;
		• the apparent cause of the incident and the circumstances that gave rise to it
		
		If you realize that any of the above information you provided was incorrect or incomplete, you must immediately contact WSH again with the new information.	

Manitoba Agencies				
Agency	**Roles and Responsibilities During emergencies: What they do / how they can help**	**Immediate Notice / Verbal Report**	**Subsequent Reporting**	**Additional Supports**
MEH	**Manitoba Environmental Health (MEH)** The Environmental Health Branch of the Public Health Division responds to chemical, microbiological and social public health issues. • Monitors the status of, and participates in a coordinated response to environmental health threats; • contributes to provincial responses to environmental health emergencies; co-ordinates the health component of environmental risk assessments.	Notify as indicated by the *External Contact Matrix - Manitoba*. Check with appropriate Pembina SME for further details on reporting requirements.		
WCB	**Workers Compensation Board (WCB)**	Notify as indicated by the *External Contact Matrix - Manitoba*. Check with appropriate Pembina SME for further details on reporting requirements.		
	Manitoba Highways and Infrastructure			
	Manitoba Hydro			
	Manitoba Office of the Fire Commissioner Provides emergency response to all areas in the province when: • requested by a municipality or government agency • an incident is too large/complex for the responding agency to handle • an effective Incident Command model is not demonstrated • a lost person GSAR is required • where the responding Agency does not have the capabilities to handle any hazardous materials incident or CBRN event • any USAR is required • any emergency is deemed to be provincial in nature			Operates the Manitoba CISM network: CISM team 24-hour emergency hotline: 1-888-389-3473

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5.5 CANADA – Ontario

5.5.1 Ontario Overview

The only Pembina facility in Ontario is the Corunna Terminal. Pembina is a member of the Chemical Valley Emergency Coordinating Organization (CVECO), which has its own emergency level designations.

See the Site-Specific plan for further information.

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5.5.2 External Contact Matrix – Ontario

NOTES FOR RESPONDERS

This matrix provides guidance on conducting regulatory and agency notifications.

- Select all Incident Types that apply
- Refer to Provincial and Federal Regulator(s) sections for specific instructions ***(how to contact)***
- **Refer to Asset-Specific Plan for Contacts**

LEGEND

L	Local / Municipal	**R**	Regional
P	Provincial	**F**	Federal
✔	Required Contact		
o	Contact if applicable to incident		

INCIDENT TYPE / AGENCY / RESOURCE	Initial Responders			Lead Agencies					Supporting / Coordinating Agencies and Other Government Contacts										Other
	L	L	L	P	P	P	L	F	F	P	P	P	F	F	F	F	F	F	R
	Ambulance Services	Local Fire Department / Industrial Fire Service – *see also Office of the Fire Marshall*	Police / RCMP	Ministry of Natural Resources and Forestry	Ministry of Environment, Conservation and Parks	TSSA – Technical Standards/Safety	Ministry of Labour	CER – Canadian Energy Regulator	TSB – Transportation Safety Board	Emergency Management Ontario	Ministry of Transportation	Ontario Hydro / Hydro One	Environment and Client Change Canada (ECCC)	Transport Canada CANUTEC	ERAC – Emergency Response Assistance Canada	Department of Fisheries / Oceans	ISC / RO / FHIHB	Indian Oil and Gas Canada	WCSS – Oil Spill Cooperative
Responder Tip: **Engage Technical Specialists / SMEs for support in determining notification requirements to Supporting / Coordinating and Other Agencies. Consider delegating notification tasks to relevant SMEs.**																			
Product Release – Liquids	o	o	o	✔	✔	✔	o	✔	✔	o	o	o	o	o	o	o	o	o	o
Product Release – Gas	o	o	o	✔	✔	✔	o	✔	✔	o	o	o	o	o	o	o	o	o	
Transportation incident involving product release (Roads/Rail/Pipeline/Air/Marine)	o	o	✔	✔	✔	✔	o	✔	✔	o	o	o	o	✔	✔	o	o	o	o
Fire / Explosion / BLEVE	o	✔	o	✔	✔	✔	o	✔	✔	o	o	o	✔	o	o	o	o	o	
Medical Emergency – serious injury or fatality	✔	o	✔	✔	o	✔	✔	✔	✔	o							o		
Motor Vehicle Accident – employee	o	o	o								o								
Security Related Incident	o	o	✔	o	o	o		o	o	o		o							
Radiation Related Incident	o	✔	✔	✔	o		o	o	o	o				o	o				
Crosses international / interprovincial boundary	o	o	o	o	o			✔	✔	o	o								
Involves an E2 regulated substance	Review requirements in the ECCC section in the CANADA – Federal Agencies tab.																		
Impacts rail	Notify rail company involved – details available in the Area-/Asset-specific plan(s)																		
Involves First Nations and Indigenous groups	Contact through Pembina Crisis Communication Call-down to Aboriginal and Community Relations																		
Impacts airspace	Request a Notice to Airman (NOTAM) as required – can be requested on notification call, see Lead Agencies tab for details.																		

Ontario

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5.5.3 Agency Information

Ontario Agencies

1. *External Contact Matrix – Ontario* will describe who you need to call – this table will provide the details about Lead Agencies.
2. Ensure you also check *Canada – Federal Regulator(s)* for additional information and directions for immediate and subsequent notifications
3. Area specific contacts are available in the applicable Site-Specific ERP
4. Responders are also encouraged to seek further information from relevant Pembina personnel / Subject Matter Experts (SME).

Agency	Roles and Responsibilities During emergencies: What they do / how they can help	Immediate Notice / Verbal Report	Subsequent Reporting	Additional Supports
MNRF	**Ministry of Natural Resources and Forestry (MNRF)** Provides provincial support when local authorities are unable to cope with the capacity of emergency response operations.	**All reporting of incidents involving hydrocarbons is done through the Ontario Spills Action Centre. They can be reached at 1-800-268-6060 or 1-416-325-3000, 24 hours a day, seven days a week.** *One call agency – MNFR receives calls reported through the Ontario Spills Action Centre (24/7 Call Centre). Landowner(s) should also be notified as soon as practicable.	Further written reporting will be required for reportable releases. **See Ontario Petroleum Industry Release Reporting Requirements for thresholds**	
MOE & C/F	**Ministry of Environment, Conservation and Parks (MOE & C/F)** **Formerly Ontario Ministry of Environment and Climate Change* • Responsible for spills of pollutants to the natural environment and drinking water. • Coordinates and manages provincial effort to detect, identify, contain, clean up and dispose or minimize release of hazardous materials.	**All reporting of incidents involving hydrocarbons is done through the Ontario Spills Action Centre. They can be reached at 1-800-268-6060 or 1-416-325-3000, 24 hours a day, seven days a week.** *One call agency – MNFR receives calls reported through the Ontario Spills Action Centre (24/7 Call Centre).	Further written reporting may be required for reportable releases. **See Ontario Petroleum Industry Release Reporting Requirements for thresholds**	
TSSA	**Technical Standards and Safety Authority (TSSA) promotes and enforces public safety.** Operates in four sectors in Ontario: • Boilers and Pressure Vessels and Operating Engineers • Elevating Devices, Amusement Devices and Ski Lifts • Fuels • Upholstered and Stuffed Articles	Receives calls reported through the Ontario Spills Action Centre (24/7 Call Centre). Reporting an incident to SAC meets the regulatory requirement of reporting incidents to TSSA.		
Ministry of Labour (MOL)	**Labour and Health and Safety authority in Ontario.** Once notified of an incident, MOL will assign an inspector who will respond to the report. The inspector may: • view the incident location • take photographs and measurements • interview witnesses, co-workers, supervisors, employers and anyone else who might have relevant information (for example, equipment manufacturers) • examine and test the equipment involved The inspector may identify hazards and issue orders, which the workplace parties must address to prevent this type of incident from happening again. Once the investigation is complete, the inspector may recommend that charges be laid when there has been a violation of the OHSA related to a worker fatality or injury. No one should change or disturb the accident scene before an inspector gives permission to do so.	In workplaces that fall under the OHSA, the employer must immediately report any critical injury or fatality to the Ministry of Labor. Refer to appropriate Safety SME for further information and reporting requirements.		
Ontario Supporting Agencies				
Emergency Management Ontario (EMO) Provides emergency framework to all ministries and communities. Coordinates response when multiple ministries are required for emergency response. Responsible to invoke the Provincial Emergency Plan if required.		Notify as indicated by the *External Contact Matrix - Ontario*. Check with appropriate Pembina SME for further details on reporting requirements.		
Ontario Ministry of Transportation				
Ontario Hydro / Hydro One				
Ministry of Community Safety and Correctional Services Assist the local authorities with emergency response operations, including the evacuation of persons and property.				

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5.6 CANADA – Federal Regulator(s)

Canadian Federal Agencies		
Roles and Responsibilities	**Immediate Notice / Verbal Report**	**Subsequent Reporting**
Canadian Energy Regulator (CER) The Canadian Energy Regulator (CER) – formerly National Energy Board (NEB) – regulates companies that own and/or operate interprovincial or international pipelines. During the implementation of the CER Act, decisions and orders made by the NEB stand and will be enforceable by the CER; regulations made under the *Onshore Pipeline Regulations (OPR)* or *NEB Act* also stand and will be in force until repealed or replaced. **Immediate Notice / Verbal Report** The OPR requires companies to notify CER of all incidents relating to the construction, operation, or abandonment of their pipelines. An "incident" is defined as an occurrence that results in: • the death of or serious injury to a person; • a significant adverse effect on the environment; • an unintended fire or explosion; • an unintended or uncontained release of low-vapour pressure (LVP) hydrocarbons in excess of 1.5 m^3; • an unintended or uncontrolled release of gas or high-vapour pressure (HVP) hydrocarbons; • the operation of a pipeline beyond its design limits as determined under CSA Z662 or CSA Z276 or any operating limits imposed by the Board. It is CER's expectation that companies take a precautionary approach to the reporting of events– when in doubt, report. In addition to above criteria, when reporting incidents, also consider whether the event meets any of the following: **An Incident that Harms People or the Environment:** • an unintended or uncontrolled LVP hydrocarbon release in excess of 1.5 m^3 that leaves company property or occurs on or off the right of way; • an unintended or uncontrolled sweet natural gas or HVP release >30,000 m^3; • any unintended or uncontrolled release of sour natural gas or hydrogen sulfide; and/or **A Rupture:** • an instantaneous release that immediately impacts the operation of a pipeline segment such that the pressure of the segment cannot be maintained. **A Toxic Plume:** • a band of service fluid or other contaminant (e.g. hydrogen sulfide or smoke) resulting from an incident that causes people, including employees, to take protective measures (e.g. muster, shelter-in-place or evacuation). If an event meets any of the above, you must also notify the Transportation Safety Board of Canada (TSB). The CER may, on its own or working with other government bodies (e.g., the TSB), open a formal investigation of an event.	The CER and the Transportation Safety Board of Canada (TSB) have adopted a single window approach for event reporting, the Online Event Reporting System (OERS). Companies are required to notify the TSB Reporting Hotline at (819) 997-7887 and report the following information into OERS: • company contact information; • date and time of occurrence and/or discovery; • how the incident was discovered (e.g., routine patrol, landowner/public reported); • type of incident being reported (e.g. death, release of substance, fire/explosion); • type of substance released and initial release volume estimate, if applicable; • qualitative details of incident type (e.g., broken bone if serious injury, exposure of a pipeline in a water body if operation beyond design limits, etc.); • nearest populated centre; • GPS coordinates of the event in decimal degrees; • facility name/pipeline name; • narrative that includes a description of the events leading up to the occurrence or discovery and any immediate actions taken to protect the safety of the public, the company's employees, and/or the environment (e.g., evacuation, containment of product); • initial narrative information on the component that failed, if applicable; and • affected lands (e.g., restricted to company owned land, right-of-way, private land, crown land). **The phone notification and the input of information into OERS are required to occur as soon as possible and no later than three hours of the incident being discovered**. The goal of the initial phone notification is to allow the relevant agencies to mobilize a response to an incident, if required. OERS will automatically determine whether the event meets the definition of an "Incident that Harms People or the Environment", however the company will be responsible for specifically indicating whether the incident meets the definitions of "Rupture" and "Toxic Plume". For all other events that do not meet any of the definitions in this section, companies are not required to phone the TSB Reporting Hotline but must report the event as soon as possible and no later than twenty-four hours after the event was discovered.	Section 52 of the OPR also requires the submission of a Preliminary Incident Report (PIR) and a Detailed Incident Report (DIR) "as soon as is practicable". Generally, the initial notification of an incident through OERS will satisfy the PIR requirements. The information required for a DIR must be submitted within 12 weeks of reporting an incident. For complex incidents, companies may request an extension for submission of a DIR.

Canadian Federal Agencies

Roles and Responsibilities	Immediate Notice / Verbal Report	Subsequent Reporting
Transportation Safety Board of Canada (TSB) TSB operates a 24/7 emergency hotline. They investigate and provide support to partner agencies such as CER and Transport Canada during air, marine, pipeline, and rail transportation incidents.	Call the TSB reporting hotline as soon as possible after discovery of a reportable occurrence. Follow the steps indicated in Section *CER Immediate Notice / Verbal Report*. Information must be entered in the OERS as well as by telephone. Information required by the TSB is separately identified in the OERS. It is the responsibility of the company to ensure the information required by the TSB is entered into OERS in accordance with their 30-day timeline. OERS will automatically forward this information to the TSB within the timeline.	Provide the remainder of the information required by the TSB through the OERS as soon as it becomes available and no later than 30 days after the occurrence.
Emergency Response Assistance Canada (ERAC) Pembina has registered Emergency Response Assistance Plans (ERAPs) with ERAC which provides first response to road, rail, and stationary tank incidents involving flammable gases, or for rail incidents involving flammable liquids (>450L).		
Transport Canada CANUTEC CANUTEC is the **Canadian Transport Emergency Centre** operated by the Transportation of Dangerous Goods (TDG) Directorate of Transport Canada. The Directorate's overall mandate is to promote public safety in the transportation of dangerous goods by all modes. CANUTEC staff do not go to the site of an incident, however, should on-site assistance be required, CANUTEC can assist in the activation of industry emergency response plans. CANUTEC may also provide communication links with the appropriate industry, government or medical specialists. **Responders are encouraged to review the *Emergency Response Guidebook 2016* (available online).**	**In the event of an emergency involving dangerous goods, call CANUTEC at 1-888-CAN-UTEC (226-8832), 613-996-6666 or *666 on a cellular phone.** Federal TDG regulations require that CANUTEC be contacted in the event of a dangerous goods incident involving the road, rail, marine transportation modes when the incident results in: • The death of a person; • A person sustaining injuries that required immediate medical treatment; • An evacuation of people or their shelter in place; • The closure of a facility used in loading or unloading of dangerous goods; • The closure of a road, a main railway or a main waterway; • The means of containment has been damaged to the extent that its integrity is compromised, or; • The centre sill or stub of a tank car is broken or there is a crack in the metal equal to or greater than 15 cm Contact local authorities / emergency services if the release or anticipated release of the dangerous goods are, or could be, in excess of the following quantities: Refer to Part 8 of the TDG Reporting Requirements for further information, including details to include in the report, report distribution, and manner of submission. A follow-up report in writing is required to be submitted to the Minister within 30 days after the day on which the initial report was made. Refer to Part 8 of the TDG Reporting Requirements for further information, including details to include in the report, report distribution, and manner of submission.	

Class	Description	Packing Group or Category	Quantity
1	Explosives	II	Any quantity
2	Gases: Compressed, deeply refrigerated, liquefied or dissolved under pressure	Not applicable	Any quantity
3	Flammable and combustible liquids	I or II	Any quantity
4	Flammable solids	III	30 L or 30 kg
5	Oxidizing substances; organic peroxides	A or B	Any quantity
6	Poisonous (toxic) and infectious substances		
7	Nuclear substances that are radioactive	Not applicable	A level of ionizing radiation greater than the level established in section 39 of the "Packing and Transport of Nuclear Substances Regulation, 2015"
8	Corrosives		
9	Miscellaneous products, substances or organisms dangerous to life, health, property or the environment when handled	II or III, or without packing group	30 L or 30 kg

Canadian Federal Agencies

Roles and Responsibilities	Immediate Notice / Verbal Report	Subsequent Reporting
Environment and Climate Change Canada (ECCC) Pembina has several sites that meet the criteria for a Canadian Environmental Protection Act (CEPA) Environmental Emergency (E2) Plan. These locations have storage vessels and/or tanks that contain reportable flammable or toxic substance(s) in amounts specified by E2 regulations, either in a pure form or as a flammable mixture. Note: ECCC may be contacted by the applicable provincial regulator. Despite this, if you meet the reporting requirements, you must still independently report to ECCC.	**E2 Regulations – reporting a spill or release** **You must report any environmental emergency that:** a) has or may have an immediate or long-term harmful effect on the environment; b) constitutes or may constitute a danger to the environment on which human life depends; or c) constitutes or may constitute a danger in Canada to human life or health. A verbal notification is to be made as soon as possible under the circumstances to the authorities identified in the Release and Environmental Emergency Notification Regulations (Notification Regulations) under CEPA 1999. **Guidance for responders:** Refer to the written report section for details on what to include in the verbal report –it is understood you may not have all the details during the initial notification. The person notifying Environment and Climate Change Canada must take all reasonable measures consistent with the protection of the environment and public safety, including preventing, mitigating or recovering from any negative effects on the environment or on human life or health. The person must make a reasonable effort to notify any member of the public who may be adversely affected by the environmental emergency.	A written report should be made as soon as possible under the circumstances to the Regional Director, Environmental Enforcement Directorate, Enforcement Branch, Department of the Environment, in the region where the environmental emergency occurs. **Information to Be Included in the Written Report of Environmental Emergency** 1) The name, civic address and telephone number of the person who is providing the written report. 2) If applicable, the name of the entity or person that is responsible for the facility that is associated with the environmental emergency. 3) If applicable, the North American Industry Classification System codes, consisting of at least four digits, that describe the operations at the facility that is associated with the environmental emergency. 4) The date and time of the environmental emergency and the location where it occurred, including the latitude and longitude, expressed in decimal degrees to five decimal places, and, if applicable, the civic address of that location. 5) The name, CAS registry number and, if applicable, UN number of the substance that was released or likely to be released. 6) The quantity of the substance that was released or likely to be released or, if the quantity cannot be determined, an estimate of it. 7) If the substance is or was in a container system, a description of the container system, including a description of its condition. 8) A description of the harmful effects or potential harmful effects of the environmental emergency on the environment and on human life or health, including effects on any surrounding hospitals, schools, residential, commercial or industrial buildings, highways, public transit infrastructure, parks, forests, wildlife habitats, water sources or water bodies. 9) A description of the circumstances of the environmental emergency and its cause, if known, and of the measures taken to mitigate any harmful effects on the environment or on human life or health. 10) A description of all measures taken or planned to be taken to prevent similar environmental emergencies from occurring. *(Source: Adapted from Environmental Emergency Regulations, 2019: SOR/2019-51)*

Canadian Federal Agencies		
Roles and Responsibilities	**Immediate Notice / Verbal Report**	**Subsequent Reporting**
Royal Canadian Mounted Police (RCMP) Federal police agency. Notify as required for initial response and support. May provide the following supports during emergencies: • Notifies applicable lead agencies (i.e., AER, OGC, EMBC) and other municipal authorities / authorities with jurisdiction of reported release • Provides security and traffic control, and supports public protection measures; may assist in initial area isolation, roadblocks, evacuation, etc. Conducts incident investigation, as required. • Clarifies responsibility when fatalities are involved and assist the coroner in the event of a fatality in which there is no criminal wrong-doing.	**RCMP must be notified in the case of a fatality**; request that the RCMP contact the Medical Examiner. The RCMP must also be notified in the case of lost, stolen or misplaced explosives, radioactive materials or infections substances.	Dependent on situation – refer to appropriate Pembina SMEs (Safety, Security)
Department of Fisheries and Oceans (DFO) DFO monitors impacts to the environment and species; they investigate all reports of marine pollution in Canada in conjunction with other federal departments. DFO may send personnel to the site if there has been or could be an impact to fish or fish habitat(s). They can also aid in search and rescue operations. Note: DFO may be initially notified of incidents by ECCC.	Any amount of hydrocarbons entering a waterway frequented by fish or occupied by waterfowl is deemed in contravention of the Federal Fisheries Act and must be reported to DFO.	Dependent on situation – refer to appropriate Pembina SMEs (Environmental or Regulatory).
Indigenous Services Canada (ISO) **Indigenous Services Canada (ISC**) partners with First Nations communities to prevent, prepare for, respond to, and recover from emergencies.	Dependent on situation – refer to appropriate Pembina SMEs for direction (Aboriginal, and other LARE service areas).	
Regional Operations (RO) **Regional Operations (RO)** liaise, communicate, cooperate, coordinate and collaborate with First Nations and public, private, and non-government sector partners in support of on reserve emergency management service delivery.		
First Nations and Inuit Health Branch (FNIHB) **First Nations and Inuit Health Branch (FNIHB)** carries out the Public Health preparedness and response related to natural and man-made disasters including communicable disease control and environmental public health services. FNIHB also provides non-insured health benefits, extending coverage for medical transportation, pharma-care, medical devices, and crisis mental health support via funding of community-based counsellors and crisis support workers.		
Indian Oil and Gas Canada (IOGC) IOGC is an operating agency within Indigenous Services Canada (ISC) that manages and regulates oil and gas resources on First Nation reserve lands.	As soon as practicable, notify IOGC of any unforeseen incident that occurs during operations that results, or could result, in bodily injury or death, or in damage to First Nation lands or property. Spill reporting: Off-lease spills, and on-lease spills greater than 1 m^3 must be reported immediately	Dependent on situation – refer to appropriate Pembina SMEs for direction (Aboriginal).

6.0 COMMUNICATIONS PLANNING

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

6.1 Internal Communication

6.1.1 Within Emergency Response Organization(s)

Internal communication refers to communication within or between Pembina emergency response personnel and/or Pembina's ICS organization(s) – i.e., how we communicate with each other. This includes response specific communications taking place at or between the incident site, the SPCC, the **Incident Command Post (ICP)**, and the **Corporate Emergency Operations Centre (CEOC)**. Status updates and the sharing of incident related information will follow the ICS chain of command.

Communications related to the response that go beyond the responders are external and are only to be conducted by the appropriate response roles within the ICS organization given the appropriate authority and approvals.

6.1.1.1 Communications Equipment

Pembina will ensure appropriate communications equipment is made available to key response personnel. Equipment may include, telephones, two-way radios, computer networks, and/or the **Virtual Command Post (VCP)** tool. Outside resources should be procured to assist with equipment needs, as required.

Any site-specific radio and communications infrastructure existing within an area owned either by Pembina, or through mutual aid, should be integrated into the response communication plan. Specific telephone lines may be identified for incoming and outgoing purposes.

6.2 External Communication

Pembina 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 vitally important that all external communications are brief, appropriate to the audience, and factually accurate.

6.2.1 First Responders

Pembina will ensure appropriate communications equipment is made available to first responders, as required, to facilitate communications during emergencies.

6.2.2 Government and Regulatory Agencies

The Liaison Officer is responsible for ensuring that the appropriate government agencies are notified and kept informed throughout the emergency. If requested, the Liaison Support role in the CEOC may assist the Liaison Officer with this task.

The appropriate regulator, environmental agency, local authority, and regional health authority will be notified. If an urban centre is located within the EPZ, that urban centre must also be notified.

6.2.3 Members of the Public and Affected Parties

If an incident occurs that has the potential to impact beyond the facility boundary or pipeline **right-of-way**, Pembina will determine the Corporate Incident Classification and the Regulatory Level of Emergency, where applicable. Pembina will then notify the public within the EPZ. Members of the public within the EPZ must be advised of any public protection measures required.

The Public Protection Branch Director, with the assistance of the Notification Group and Rover/Evacuation Group, is responsible for ensuring that the public within the EPZ are notified and kept informed throughout the emergency.

6.2.4 Media

Media communications are conducted in accordance with Pembina's *Crisis Communications Plan*. The Public Information Officer (PIO) at the ICP coordinates with the Public Information Support (PIS) role, filled by a member of the Crisis Communications Team in Calgary, to ensure information for external communications is reviewed and approved by the Incident Commander prior to release to employees, the general public, and the media.

Clarification must be established immediately with contractors, suppliers, or partners as to who the Pembina spokespersons are. Pembina employees must not respond to media requests, but instead refer them to the Public Information Officer or the Media Relations line.

7.0 HAZARDS / EMERGENCY TYPES

This section has been developed to support an "All Hazards" approach to emergency management. The provided response actions may be applied to incidents at any site operated by Pembina and should be reviewed in context of the specific event, and actioned by the appropriate responder, as required.

Responders are reminded to follow Pembina's *Initial On-Site Actions* when responding to emergencies:

	**1**	**EVACUATE – STOP, THINK. PROTECT YOURSELF** ➢ Identify the correct PPE. ➢ Evacuate or have people shelter in place. ➢ Is it quicker to move upwind or cross wind to get to a safe location?
	**2**	**PROVIDE MEDICAL AID** ➢ DO NOT put yourself or anyone else in harm's way when providing medical attention. ➢ Contact 911 and request emergency services. Provide them with the location and nature of the emergency, # and condition of affected people, and call-back number. ➢ Provide First Aid to any persons injured if safe to do so. ➢ Record information about casualties and provide this information to emergency services personnel when they arrive. ➢ Maintain care of casualties throughout.
	**3**	**RAISE THE ALARM** ➢ Assume command of the current situation. ➢ Call the Pembina Emergency Hot-line number to activate the call down procedure: 1-800-360-4706. Provide them with: Location and nature of emergency - what BU is involved, call-back number, and a time for the Activation Conference Call. This must be within 30 minutes of the incident occurring
	**4**	**ASSESS THE SITUATION** ➢ Perform a size-up. ➢ Identify an initial hazard area – identify and prioritize hazards. ➢ Consider impacts to members of the public ➢ Allocate tasks for people to conduct such as: conducting a head count, and dispatching people to meet emergency services (any actions that can stabilize the incident and prevent it from getting worse). ➢ If safe to do so, act to shut down, isolate, control or contain the incident.
	**5**	**SECURE THE SCENE** ➢ Control access into and out of the impacted areas. ➢ Maintain a list of areas cleared. ➢ Record details of any person entering or leaving a potentially hazardous area
	**6**	**CONTROL THE SITUATION** ➢ Ensure people are briefed on the hazards in the area. ➢ Continue to monitor the hazardous area. ➢ Provide regular updates to your supervisor on the status of the incident.

7.1 Preparing for Operational Upset / Failure

Hazard Assessment

Management of hazards and risk is a continuous process, and it is the foundation of all safety, environment, and security elements.

Risk is managed by actively identifying hazards, assessing consequences and probabilities, and evaluating and implementing prevention and mitigation measures. Risk assessments are conducted for ongoing operations, for projects, and for products in order to identify and address potential hazards to personnel, the public, the environment, and Pembina assets.

Health and safety hazards need to be identified, assessed, controlled, and communicated to all impacted personnel prior to the commencement of any work and/or visits. Hazards that are not identified, assessed, eliminated, or controlled have the potential to result in loss, including workplace injuries, property damage, environmental impacts, or operational down time.

Often emergency response efforts will require Non-Routine tasks to be carried out by personnel. Pembina's Hazard Identification, Assessment, and Control Standard requires workers, who have identified the work they are about to perform as Non-Routine, to develop a Task Hazard Assessment (THA) or procedure to control the hazard. A THA is an evaluation used to document job steps and health and safety hazards. Potential hazards are to be identified for each step of the task, and controls are to be listed.

Mitigation and Leak Detection

Pipeline routes are chosen to avoid geologically unstable areas and to minimize environmental impact. To further mitigate the risk and impact of an incident, pipelines are designed so that they can be safely shut down and that segments can be isolated by installing block valves at strategic intervals along the system. Where appropriate, extra safety precautions such as increasing pipe wall thickness or depth-of-cover are undertaken to help mitigate risks.

Inspectors oversee all phases of pipeline construction. Each weld is assessed using appropriate technology to ensure they are sound and prior to installation, Pembina coats the entire external surface of pipelines with materials that are designed to safeguard against environmental damage and corrosion. As part of pipeline operations, a very low-voltage electrical current called cathodic protection is applied to the external surface of the pipeline, which further protects the pipe from external corrosion. Once construction is complete, above-ground warning signs are erected to clearly mark pipeline right-of-way so that the risk of third-party damage to the below-ground pipeline is minimized.

Pembina's Operators monitor our pipeline flow and leak detection software 24 hours a day, 365 days per year. Through our Integrity Management Program, we use in-line inspection technologies such as magnetic flux leakage to detect corrosion and ultrasonic devices to detect cracks. Our extensive geotechnical database is designed to help minimize integrity hazards associated with ground movement and watercourse channeling.

7.2 Product Release – Liquids

This section will provide initial actions and general response strategies - Detailed spill response procedures can be found in the *Corporate Spill Contingency Manual* and applicable Area, or site-/system Plan(s).

In the event of a spill (liquids release), responders should follow Pembina's *Initial On-Site Actions*:

1. Evacuate – Stop, Think. Protect Yourself
2. Provide Medical Aid
3. Raise the Alarm
4. Assess the Situation
5. Secure the Scene
6. Control the Situation

Containment and recovery efforts focus on minimizing the effects of the spill on the surrounding areas. Should it become apparent that the entire spill cannot be contained; procedures for the protection of sensitive areas will be considered.

7.2.1 Land Based Containment

A spill is considered land based if it is into any area lacking the presence of water at the time of the release. Land based receptors include agricultural land, private residences, public facilities, crown land, forested areas and rights-of-way (ROW).

General Response Actions

- ☐ *Initial On-Site Actions*.
- ☐ Evacuate and complete any required notifications;
- ☐ Isolate the spill source and complete lock out/tag out operations, if safe to do so (refer to Pembina policies and procedures for additional information);
- ☐ Assess the properties and hazards of the released product, refer to Safety Data Sheet (SDS);
- ☐ If required promote ventilation;
- ☐ Based on chemical composition, wear the appropriate PPE (refer to SDS for additional information);
- ☐ Assess the release and determine the extent of visual impacts;
- ☐ Block any open drainage ports using universal absorbent and/or plastic booms or available non-reactive materials;
- ☐ Recover any free liquids utilizing suction equipment and remove any residuals using universal absorbent materials if safe to do so;
- ☐ Place a plastic tarp over solid chemicals, such as powders or granular, to prevent airborne distribution and to prevent leachate should chemical come in contact with water; and
- ☐ Shovel solid and contaminated material in an empty drum and seal for disposal.
- ☐ Review *Corporate Spill Contingency Manual*.

7.2.2 Wetland Containment

Wetlands are classified as areas of land covered by or saturated with water for enough time to support water tolerant vegetation, promote development of water altered soils and other biological activities adapted to wet environments. Wetlands are considered sensitive receptors due to their species diversity, sensitivity to disturbance and importance in maintaining a healthy watershed.

In the event of a spill (liquids release), responders should follow Pembina's:

- ☐ *Initial On-Site Actions*.
- ☐ General Response Actions
- ☐ Review *Corporate Spill Contingency Manual*

7.2.3 Open Water Containment

Open water is classified as any water body with primarily wind driven surface movement and negligible subsurface flow. This can include large open water wetlands, lakes, reservoirs or dugouts.

In the event of a spill (liquids release), responders should follow Pembina's:

- ☐ *Initial On-Site Actions*
- ☐ Review *Corporate Spill Contingency Manual*

7.2.4 Flowing Water Containment

Receptor Types: This type of containment encompasses any other water body with flowing water along a defined route or channel, not influenced by wind driven movement. This includes rivers, creeks, streams, tributaries, ephemeral watercourses and ditches.

In the event of a spill (liquids release), responders should follow Pembina's:

- ☐ *Initial On-Site Actions*
- ☐ Review *Corporate Spill Contingency Manual*

7.2.5 Crude/Condensate Rail Incident

Pembina is a member of Emergency Response Assistance Canada (ERAC). ERAC acts on behalf of Pembina to develop, submit, update, and respond to the requirements of the Pembina Emergency Response Assistance Plan (ERAP) submitted to and approved by Transport Canada. ERAC provides a network of experienced, trained Technical Advisors, Remedial Measures Advisors, and Response Teams who respond to rail, road, and stationary tank Liquefied Petroleum Gas (LPG) emergencies and Flammable Liquids rail transport emergencies.

For LPG incidents (road, rail, and stationary tanks), ERAC's scope of work includes technical advice, containment, transfer, flaring, and purging. For flammable liquids incidents (rail transport), ERAC's scope of work includes technical advice, containment, confinement, transfer, and fire suppression.

ERAC is Pembina's provider of emergency preparedness and response for rail transportation incidents.

If a railcar(s) derailment occurs that causes a leak, the car to flip on its side, or poses a safety or environmental threat, the following actions shall be taken:

- ☐ Contact Incident Commander (On-Call Area Supervisor) and inform of the incident.
- ☐ Activate the Plan
- ☐ Contact ERAC at 1-800-265-0212
- ☐ Provide the following information**:**

[redacted]

- ☐ Name & telephone number
- ☐ Location
- ☐ Incident Location
- ☐ Incident type/description
- ☐ Injuries
- ☐ Rail shut down
- ☐ Evacuation of public required or underway
- ☐ Environmental and climatic conditions
- ☐ Container information, e.g., tank type, size and status of tank (damaged, leaking, etc.)
- ☐ ERAP No. from shipping document
- ☐ Consignor
- ☐ Carrier
- ☐ Company responsible for tank
- ☐ Name and contact number of Pembina Incident Commander

7.3 Product Release – Gaseous

In the event of a gaseous product release responders should follow Pembina's *Initial On-Site Actions*:

1. Evacuate – Stop, Think. Protect Yourself
2. Provide Medical Aid
3. Raise the Alarm
4. Assess the Situation
5. Secure the Scene
6. Control the Situation

7.3.1 HVP

The primary hazard associated with HVP products is direct exposure to flame. Upon release, immediate ignition could occur resulting in a jet fire, or a dense gas cloud which could travel to a delayed ignition source, resulting in a flash fire or an explosion. Vapors may travel to the source of ignition and flashback.

Indications of a potential leak include:

- ☐ Noise of escaping vapour – hissing or roaring noise coming from the pipeline
- ☐ Slight mist of ice or frozen area on the pipeline
- ☐ Plume of white spray – condensation and freezing moisture in atmosphere
- ☐ Moisture forming on windshields Stalling vehicles or racing diesel engines
- ☐ An unusual odour or scent of gas
- ☐ Dense white cloud or fog
- ☐ Discolored or dead vegetation
- ☐ Yellow-stained snow, which may indicate NGL accumulation under the snow
- ☐ Continuous bubbling in wet, flooded area
- ☐ A rainbow or sheen on water

General Response Actions

- ☐ *Initial On-Site Actions*.
- ☐ Assess the situation and identify additional hazards which may include:
  - Flammable / toxic vapors, fire / flashback, temperatures / freezing, lack of oxygen surrounding the leak. The danger from fire / explosion exists when an escaping vapour mixes with air to within the upper explosive limit (UEL).
  - Ignition sources can include vehicles, electrical switches, cell phones, lighters, furnaces / hot water heaters, static electricity, earthworks construction near escaping gas (e.g., stones / rocks being moved violently against other hard objects).
  - Topography / low lying areas such as river valleys, coulees where plume / drifting gases may collect.
- ☐ Consider the possibility of an explosion. Eliminate ignition sources.
- ☐ Ensure personal safety. Don appropriate personal protection equipment and reassess requirement as the incident progresses.
- ☐ Determine how to respond to any persons injured or trapped. If safe to do so, treat and/or evacuate injured
- ☐ Account for all personnel on site. Establish personnel accountability system for onsite responders. If safe to do so, conduct search and rescue procedures for anyone missing.
- ☐ If safe to do so, shutdown, isolate and depressurize and/or contain the release.
- ☐ In the event of an LPG / NGL release, allow liquids to evaporate and disperse.
- ☐ Initiate initial monitoring for toxic or explosive gas mixtures. Warn people in the immediate vicinity and down wind.

- ☐ Initiate public protection measures in the EPZ, as required.
- ☐ If an evacuation has occurred, set up a Reception Centre and address evacuee needs and concerns. Coordinate evacuation beyond EPZ with the local authority, if required.
- ☐ Determine the Corporate Incident Classification and the Regulatory Level of Emergency, where applicable, and complete any required notifications/reporting.
- ☐ Notify local authorities and health authorities, as required.
- ☐ Notify Police and provincial highway authorities for approval to close and detour municipal and/or provincial highways, as required.
- ☐ Request a Fire Hazard Order, Closure Order, or NOTAM, as required.
- ☐ Develop an Incident Action Plan.

7.3.1.1 Sour gas release

In addition to the above *General Response Actions:*

- ☐ Prepare for ignition.
- ☐ Place an Ignition Team on standby or activate if ignition criteria are met.
- ☐ Continue air monitoring for H_2S/SO_2 after ignition takes place.

7.3.1.2 Release contained inside a diked area

In addition to the above *General Response Actions*:

- ☐ Do not walk into a product contaminated area.
- ☐ Apply film forming firefighting foam on the spill area to suppress vapors, if available.
- ☐ Test the area for explosive atmosphere with explosion meter, if spilled material is flammable.
- ☐ Flush spilled material to water treatment facilities.
- ☐ Use vacuum trucks to remove pools of spilled material if safe to do so.

7.3.1.3 Release into tank farm where tanks have heaters and fire tubes

In addition to the above *General Response Actions:*

- ☐ Shutdown equipment.
- ☐ Be aware of indirect heat from the fire tubes

7.3.2 Liquified Petroleum Gas

The primary concern in responding to a Liquified Petroleum Gas (LPG) release is to ensure the safety of all on-site personnel and public that could be affected, especially if the release increases in size or is ignited – removing potential ignition sources to avoid detonation of the vapour plume is critical.

LPG vapors are heavier than air and will tend to collect in low lying areas, well cellars, and sumps if winds are calm. LPG bullets are fitted with self-closing valves. If a sudden drop in feeder line pressure occurs, the valve closes. However, a release may continue if it is because of a small tear or pin hole in a line or fitting where the pressure drop is insufficient to actuate the valve. In this case, manually closing the valve may stop the release, if the release is downstream of the valve. The most appropriate course of action if the release cannot be safely stopped is to evacuate, isolate the release site and allow the LPG to escape and disperse into the atmosphere. Residual environmental consequences associated with an LPG /butane release are unlikely.

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For LPG incidents (road, rail, and stationary tanks), ERAC's scope of work includes technical advice, containment, transfer, flaring, and purging. For flammable liquids incidents (rail transport), ERAC's scope of work includes technical advice, containment, confinement, transfer, and fire suppression.

ERAC provides emergency response support to road, rail and stationary tank incidents (≥450L) involving flammable gases (Class 2.1) including:

▪ Propane	UN 1978
▪ Butane	UN 1011
▪ Propylene	UN 1077
▪ Butylene	UN 1012
▪ Isobutene	UN 1969
▪ Isobutylene	UN 1055
▪ Butadiene 1.3 (stabilized)	UN 1010

All of which may also be placarded and transported as UN1075 Liquefied Petroleum Gas (LPG)

[redacted]

- ☐ Isolate release location (e.g. mobilize roadblocks) for 1.6 km around incident site.
- ☐ Assess hazards and remove potential ignition sources, if safe to do so.
- ☐ Stop product flow and isolate source, if possible / safe to do so.
- ☐ Protect the public by advising residents to evacuate a safe distance (more than 1.6 km from incident site).
- ☐ Inform first responders (e.g., police/sheriff, fire, or ambulance) about the hazards.
- ☐ Do not direct water at spill or source of leak.
- ☐ Notify the appropriate oil and gas regulator(s) and complete any required notifications/reporting.
- ☐ If the release cannot be safely stopped, keep the release site isolated and allow the LPG to escape and disperse into the atmosphere, if safe to do so.
- ☐ Airspace above release can be closed by NAV CANADA using a Notice to Airman (NOTAM)
- ☐ If possible, monitor air quality at incident site to ensure safety of responders.

For transportation related incidents, notify ERAC, if required:

- ☐ Activate the Plan.
- ☐ Contact ERAC at 1-800-265-0212 and provide the following information:

Pembina Plan Reference #2-0010-154 (LPG)

☐ Name & telephone number	☐ Environmental and climatic conditions
☐ Location	☐ Container information, e.g., tank type, size and status of tank (damaged, leaking, etc.)
☐ Incident Location	☐ ERAP No. from shipping document
☐ Incident type/description	☐ Consignor
☐ Injuries	☐ Carrier
☐ Road or rail shut down	☐ Company responsible for tank
☐ Evacuation of public required or underway	☐ Name and contact number of Pembina Incident Commander

The following identify the responsibilities of the ERAC and Pembina Pipeline when there is an LPG emergency and the ERAP has been activated:

Detail	Accountability		
	1st Responder	Pembina	ERAC
Security at accident site – First responders; ERAC on arrival	**X**		**x**
Technical advice to first responders			**X**
Conduct site assessment to identify hazards			**X**
Implement emergency response procedures outlined in the Plan			**X**
Conduct formal accident assessment			**X**
Notify appropriate regulatory authorities		**X**	
Contact/evacuate residents		**X**	
Transfer dangerous goods from damaged containment			**X**
Replace means of containment for dangerous goods		**X**	
Conduct media related tasks		**X**	
Conduct post-accident review			**X**
Provide transportation to incidents that cannot be accessed by land		**X**	

7.4 Fire/Explosion

In the event of a fire or explosion responders should follow Pembina's *Initial On-Site Actions*:

1. Evacuate – Stop, Think. Protect Yourself
2. Provide Medical Aid
3. Raise the Alarm
4. Assess the Situation
5. Secure the Scene
6. Control the Situation

IMPORTANT – YOUR PERSONAL SAFETY IS PRIORITY.
Pembina personnel are not expected or required to perform the duties of professional firefighters. Local first responders will be engaged to respond as required to incidents involving fire / explosion hazards. For all types of fires, Pembina personnel must not attempt to fight any fire unless they have been trained, are competent to do so, and are using the correct extinguishing equipment with the goal of preventing a small fire from becoming a large fire.

General Response Actions

- ☐ *Initial On-Site Actions*
- ☐ Ensure personal safety. Don appropriate personal protection equipment and reassess requirement as the incident progresses.
- ☐ Complete a visual hazard assessment; assess for further hazards (e.g., subsequent explosions from chemical storage areas, gas migration).
- ☐ Call for assistance, as needed: Industrial Firefighting service providers, Emergency Services, Backup Personnel, Response Specialists. Guide fire-fighting personnel to the scene upon arrival.
- ☐ Determine how to respond to any persons injured or trapped. If safe to do so, treat and/or evacuate injured
- ☐ Account for all personnel on site. Establish personnel accountability system for onsite responders. If safe to do so, conduct search and rescue procedures for anyone missing.
- ☐ Remove combustible materials and equipment from threatened areas if possible.
- ☐ Shut off source of the fuel and other energy sources if applicable.
- ☐ Isolate the area and allow fire to burn out or try to extinguish fire if safe to do so.
- ☐ Internal investigation will be conducted and submitted to Pembina Site Supervisor.
- ☐ Perform investigations with any appropriate regulatory agencies and insurance companies.
- ☐ Institute cleanup and recovery activities.
- ☐ Ensure all extinguishers are recharged after the fire.

7.4.1 Storage Tanks and Vessel Fires

In addition to the above *General Response Actions:*

- ☐ In the event of a fire or explosion involving product storage tanks or vessels, additional regulatory response actions may be required. Refer to Section 5.0 External Support and Regulatory Reporting.

7.4.2 Small Grass Fires

In addition to the above *General Response Actions:*

- ☐ If safe to do so, use shovels, backpack water sprayers and/or ABC type handheld portable fire extinguishers. Use only a defensive strategy. If grass fires enter coulees, river or creek banks or forests, do not continue.
- ☐ Call for assistance, as needed: Industrial Firefighting service providers, Emergency Services, Backup Personnel, Response Specialists. Guide fire-fighting personnel to the scene upon arrival.

7.4.3 Large Grass / Forest Fires

In addition to the above *General Response Actions:*

- ☐ Do not attempt to extinguish. Call for assistance, as needed: Industrial Firefighting service providers, Emergency Services, Backup Personnel, Response Specialists. Guide fire-fighting personnel to the scene upon arrival.
- ☐ For large threatening grass/forest fires that have the possibility of involving pipelines, facilities, plants, or well sites etc., contact the appropriate Wildfire Reporting Line and/or local forest protection office for assistance.

7.4.4 Wildfire

Wildfires are uncontrolled fires noted for the speed at which they can spread from their original source, their potential to change direction unexpectedly, and ability to jump gaps such as roads, rivers and fire breaks. Wildfires have been deemed a high-risk hazard to our operations.

In addition to the above *General Response Actions:*

- ☐ Do not attempt to extinguish. Call for assistance, as needed: Industrial Firefighting service providers, Emergency Services, Backup Personnel, Response Specialists. Guide fire-fighting personnel to the scene upon arrival.
- ☐ For large threatening grass/forest fires that have the possibility of involving pipelines, facilities, plants, or well sites etc., contact the appropriate Wildfire Reporting Line and/or local forest protection office for assistance.
- ☐ If there is potential for the main access to be cut off by a wildfire, alternative emergency evacuation routes (two-way access) should be identified and developed including potential helicopter landing sites for remote sites.
  - ☐ Identify adjacent waterways that can be accessed by boat if applicable

7.5 Extreme Weather / Natural Hazards

This section includes guidelines and response information for the types of natural hazards deemed higher risk to Pembina based on our areas of operations. In the event of extreme weather or natural hazards, responders should follow Pembina's *Initial On-Site Actions*:

1. Evacuate – Stop, Think. Protect Yourself
2. Provide Medical Aid
3. Raise the Alarm
4. Assess the Situation
5. Secure the Scene
6. Control the Situation

7.5.1 Flood

In the event of a flood, responders should follow Pembina's:

- ☐ *Initial On-Site Actions*
- ☐ Ensure personal safety. Don appropriate personal protection equipment and reassess requirement as the incident progresses.
- ☐ Complete a visual hazard assessment; assess for further hazards.
- ☐ Act to shut down, isolate and de-pressure equipment, as required. Do not attempt to shut off electricity if water is already present. The combination of water and live electrical current can be lethal.
- ☐ Evacuate area as directed.

7.5.2 Severe Storms

Severe weather can happen anywhere, at any time. Severe weather can include hazardous conditions produced by thunderstorms, including damaging winds, tornadoes, large hail, flooding and flash flooding, and winter storms associated with freezing rain, sleet, snow and strong winds.

- ☐ *Initial On-Site Actions*
- ☐ Assess potential hazards and take actions to reduce the danger of equipment falling and causing other damage during a storm. Secure everything that might be blown around or torn loose. Flying objects can injure people and damage property.
- ☐ If you are in a vehicle, stop the vehicle away from trees or power lines that might fall on you. Report where you are and stay there.

Subsequent actions depend upon potential hazards and the type of damage anticipated.

For a complete list of workplace hazards resulting from extreme weather and the associated safe work practices and response actions, please see Pembina's *Safety Management Program* on ***The Pipeline***.

7.6 Other Emergencies

7.6.1 Imminent Worker Safety Issue

Worker health and safety is managed through Pembina's *Safety Management Program* – for a complete list of workplace hazards and associated safe work practices and response actions, please see ***The Pipeline***.

7.6.2 Medical Emergencies

This section has been developed to address the requirements and methods of dealing with an emergency medical situation which requires more than basic first aid and most likely transport of an injured or sick worker to hospital.

☐ *Initial On-Site Actions*
☐ Complete a visual hazard assessment of the incident scene.
☐ Ensure personal safety. Don appropriate personal protection equipment and reassess requirement as the incident progresses.
☐ Conduct first aid within qualification limits until a health care professional takes over.
☐ Notify Medical Aid as required (ground or air ambulance) and provide/request the following:

- Your name and location (GPS coordinates if appropriate based on location).
- Description of injuries and assistance required.
- Mechanism of injuries.
- What response is coming and when.
- Situational awareness to responders including description of hazards in the area.
- Directions to your location.

☐ Stay on the line until you receive clearance to hang up.
☐ A crew vehicle should be sent to the nearest road crossing to await and direct incoming medic. When the medic(s) arrive on site, they will assume assessment and treatment. Crew first aiders should continue to support and help the situation by supporting the medic(s).
☐ The patient may be loaded into the emergency transport vehicle and taken to a landing zone to meet with an incoming helicopter, intercepting ambulance or directly to hospital.
☐ For injury or medical evacuation, notify the next of kin as to status and hospital that will receive the injured (prepared statement). All fatality reporting through Police.
☐ Ensure the incident site is not disturbed for any required investigations.

Work at the scene of an injury or fatality may not be resumed until permission has been obtained from the Medical Examiner's Office, the police, and appropriate provincial Occupational Health and Safety Department.

7.6.2.1 Air Ambulance Activation

Refer to District/System Plan(s), as applicable, for established air ambulance activation information and directions.

7.6.3 Motor Vehicle Accident (MVA)

This is a general guideline for any motor vehicle collision involving company personnel, company vehicles, or company operated roads.

- ☐ *Initial On-Site Actions*
- ☐ Move the vehicle out of the traveled roadway, if it is clear, safe and legal. Turn off the ignitions of the cars involved, if safe to do so. Turn on your emergency flashers.
- ☐ Secure the area and make sure that people are not out in traffic (in harm's way) to prevent potential additional accidents. Mark the scene of the accident with flares or reflective triangles.
- ☐ Notify your Supervisor/Field Office/Plant of the accident before going to investigate the possibility of injuries.
- ☐ Request any other Pembina or contract vehicles in the area be sent to assist and set up roadblocks if necessary.
- ☐ If safe to do so, make a first aid check of all persons involved in the accident. Conduct first aid within qualification limits until a health care professional takes over.
- ☐ If a person is unconscious or complains of neck or back pain, it is best not to move them until qualified medical personnel arrive. DO NOT move victims with possible spine or neck injuries unless a fire or other hazard is present.
- ☐ Do not attempt a rescue if it requires you to endanger your own life.
- ☐ If the vehicle is transporting any kind of product, a fire or toxic atmosphere could occur. Pay attention to fuel leaks and possible ignition sources.
- ☐ Conduct ongoing hazard assessments and adjust response actions accordingly.
- ☐ Exchange insurance information with any other parties involved in the collision.
- ☐ Obtain the names and contact information of any witnesses to the collision.
- ☐ If possible, make a quick diagram of where the vehicle occupants were seated and indicate the vehicles' direction of travel and lane. Also note the date, time and weather conditions. If possible, get a copy of the police report of the accident.
- ☐ If a fatality has occurred do not move the victim; leave the accident scene undisturbed for investigation by the Police.

7.6.4 Security Related Incident

As part of the Security Management Program, the *Security Threat Response Plan (STRP)* assists management in responding to and mitigating the identified threat in an effective and efficient manner. Security countermeasures are employed appropriately at each threat level to enhance the security of any Pembina asset that may be under threat of harm. Contact Pembina Corporate Security for actual or suspected incidents involving:

- ☐ Bomb threats / suspicious packages;
- ☐ Active protest / civil disobedience;
- ☐ Trespass / vandalism
- ☐ Harassment / violence
- ☐ Kidnap and ransom

Refer to ***The Pipeline*** for further information and direction.

7.6.5 Radiation Related Incidents

Pembina's 24 hour emergency response number is posted on all warning signs for company radiation devices (nuclear densitometers). In the event of an incident involving radiation devices, callers will contact the SPCC who will then notify Corporate and Site Radiation Safety Officers (RSO). RSO(s) will then provide direction on appropriate response actions.

Radiation devices are designed to withstand normal physical damage; however, if shielding fails, contamination and radiation exposure can result. To minimize unnecessary radiation exposure, personnel and emergency responders must remain at least five meters or more away from the device.

Refer to the *Radiation Safety Policy & Procedures Manual* for additional information.

7.7 General Guidance for Responders

The following general guidance has been provided for responders. It contains high-level information based on topics responders may encounter during emergencies while conducting response actions. Responders are reminded that if they are not sure what actions they should be taking, to request support or direction.

7.7.1 Managing Complaints and Threats

Your safety is paramount – If at any time you feel unsafe, remove yourself from the situation.

If you receive complaints, or experience threats while carrying out emergency response related activities, advise your supervisor at once, or as soon as practicable. Public interaction / conflict resolution is managed through Pembina's *Security Management Program.* Refer to ***The Pipeline*** for further details.

7.7.2 Notification of Next of Kin

Death is never to be presumed and first aid must be administered, by trained personnel, until relieved by a health care professional. Notification of a fatality does not occur until the casualty has been pronounced dead by a medical doctor or medical examiner. Under no circumstances are the names of casualties or missing persons to be released before the next of kin are notified. No telephone or radio discussion is to take place regarding the name(s) of the injured.

In the case of an incident that results in the death of, or serious injury to, a Pembina employee or contract person, or where a Pembina employee or contract person is missing, it will be the responsibility of the Incident Commander or Management appointed individual to ensure the immediate family is notified in coordination with, and following approval from, the applicable policing agency.

If the incident involves contract personnel, the Incident Commander will inform the contractor's management who, in turn, will be responsible for assisting police in notifying the next of kin.

If the incident involves a member of the public, the police will notify the next of kin.

Prior to notification:

- Ensure you have approval from the appropriate policing agency to notify the next of kin.
- Triple check the victim's identity before notifying the family.
- Confirm the relationship of the victim to the relative being notified.

When carrying out the notification:

- Identify the time and location of the accident and the current location of the casualty.
- Provide the relatives with as much factual information as possible.
- Offer assistance, such as transportation, if necessary.
- Leave your name and telephone number with the family members.
- Advise the family that a senior Pembina Representative will be contacting them to discuss any immediate and future needs.
- Ensure that notified individuals are not left alone.

Following an incident where a fatality or serious injury has taken place, government agency representatives will probably carry out an investigation into the cause of the injury/fatality. After presenting their credentials, these representatives should be given full cooperation in the execution of their duties.

Work at the scene of an injury or fatality may not be resumed until permission has been obtained from the Medical Examiner's Office, the police, and appropriate Occupational Health and Safety Department.

8.0 POST INCIDENT AND RECOVERY ACTIVITIES

8.1 Incident Close

Once a situation improves, the decision to downgrade the Corporate Incident Classification (or Regulatory Level of Emergency, where declared) is made by the Incident Commander and the Emergency Operations Manager. This decision may be based on monitoring data, control/ containment of the situation, or reduced risk to the public or environment.

Note: When a Regulatory Level of Emergency (AB/BC) is declared, the decision to downgrade is made by the Incident Commander and the Emergency Operations Manager in coordination with the energy regulator.

If there has been an evacuation, the health authority may also want to be included in the decision to return evacuees to their homes.

Action Summary

- All response team members and on-site personnel, including contract personnel and emergency services, will be notified of the change of status.
- All previous contacts including public, Government, and industrial operators must also be notified.
- Maintain security of any evacuated area until it is deemed safe and all residents and workers have returned to their home or worksites. Provide assistance as required.
- Provide instructions for settlement of costs directly caused by the emergency. Ensure any claims are promptly processed.
- Prepare a media statement in coordination with the Regulator and provide to all those previously notified.
- Debriefing meetings with Pembina personnel (e.g., insurance, legal, human resources) should be conducted.
- Arrange critical stress de-briefing if appropriate.
- Post-incident investigation procedures will be conducted, ensuring all activities are documented appropriately. All reporting requirements will be completed.

8.2 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 Pembina is doing to prevent a recurrence.

All communications to the general public will be prepared and/or approved by Pembina's Crisis Communications Team as per the procedures outlined in the *Crisis Communication Plan*.

8.3 Critical Incident Stress Management

Pembina will engage a contract medical consulting firm to complete debriefing, as required. The debriefing should occur within 24-72 hours post-incident. When scheduling the debriefing, it is important to be flexible and sensitive to events and demands related to the incident.

8.4 After Action Review / Post Incident Analysis

8.4.1 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 a **Post-Incident Analysis (PIA)**
- 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

8.4.2 Post-Incident Analysis

A **Post-Incident Analysis (PIA)** is a detailed, step-by-step review of the response that took place as a result of the incident. The PIA 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 PIA should consider/utilize all the following:

- Maps, charts, and forms used in the response;
- A review of the events leading up to the incident;
- A review of all external notifications, including government agencies and area stakeholders;
- An evaluation of the safety procedures used;
- An evaluation of the communications between command posts;
- An evaluation of public relations efforts, e.g., website updates, media statements;
- An evaluation of the Plan(s), and how emergency responders executed their roles;
- Gaps in process, procedures, policies, plans, or training;
- An evaluation of any legal or environmental issues raised;
- A summary of all recommendations for follow-up;
- Assignment of action items to responsible parties.

Once all available data has been assembled, key responders should verify that the details in the PIA have been accurately reported. The PIA should focus on the following:

- 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?

8.4.3 Critiquing the Response

The purpose of a critique is to improve response efficiency and address areas for improvement. A critique should:

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

8.5 Incident Investigation

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

Where loss or damage to Pembina property or loss of revenue has occurred, evidence will not be disturbed until permission has been received from the Pembina insurance contact, the insurance company adjuster or any government agencies involved.

8.6 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 Pembina 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 Pembina's response is documented.

Personal documentation tools, such as day timers or personal notebooks, are not to be used for record keeping during an incident and may be confiscated following the incident to complement the documentation record. Forms completed during an emergency response, including those logged in the

Virtual Command Post (VCP), are to be submitted to the Emergency Management Team. The information collected on these forms will be reviewed in the post-emergency debriefing session. They may also be reviewed for auditing and training purposes.

All incidents are recorded in Pembina's Incident Reporting System. Reports may be selected for presentation to and review by Pembina's Executive Incident Review Panel. Incident documentation and reports will be retained for the life of the impacted asset(s).

8.7 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.

8.8 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 during the emergency
- Procedures (e.g., Incident Action Plan, SDS)
- Personal protective equipment for the crew
- Contract specialist cleanup services, if necessary
- Restoration of the area(s) affected

Once permission has been given for 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.

8.9 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.

8.10 Restoration of the ICP/CEOC

See the applicable *ICP/CEOC Operations Guide* for specific instructions on how to return the ICP/CEOC to a state of readiness following the incident.

APPENDIX – GLOSSARY

Glossary	
Business Unit (BU)	A Pembina operating group that manages a set of operating assets.
Corporate Emergency Management (EM) Plan	The EM plan provides guidance and direction to Pembina personnel to ensure effective response actions during emergencies, to aid in the prevention of injury to employees, emergency responders, and members of the public, and to minimize impacts to the environment, property, and infrastructure.
Corporate Emergency Operations Centre (CEOC)	The Command Centre used to house the CIST during an incident response.
Corporate Incident Support Team (CIST)	A team of response personnel working under the EOM to support a field driven incident response.
Damage Prevention and Public Awareness (DPPA) Program	DPPA Program outline the processes, procedures and practices for Pembina pipeline operations. The Programs are developed to protect stakeholders, the environment and property.
Emergency Management Program (EMP)	EMP is based on a comprehensive suite of policies, procedures and processes that supports Pembina's commitments to the safety of the public, workers, protection of the environment and minimizing business interruptions and impacts to our customers.
Emergency Operations Manager (EOM)	The EOM directs activities from the CEOC in support of a field driven incident response.
Emergency Planning Zone (EPZ)	An EPZ is a geographical area surrounding a pipeline or facility that requires specific emergency response procedures based on a hazardous product. The extent of an EPZ is determined using industry accepted dispersion modeling software and analysis. In BC, an emergency planning zone is a geographical area that encompasses all the hazard planning zones for an oil and gas activity that is subject of an ERP.
Field Incident Management Team (FIMT)	The FIMT is a field level emergency response group which, under the direction of the IC, responds to an emergency and conducts tactical operations.
Field On-Call	A local Pembina Operations representative assigned to receive incident notification from the SPCC.
Hazard Planning Zone (HPZ) (BC Only)	A Hazard Planning Zone is a geographical area determined by using the hazard planning distance as a radius, and within which persons, property or the environment may be affected by an emergency.
High Consequence Areas (HCA)	Specific locales and areas where a release could have the most significant adverse impacts.

Glossary	
Incident Commander (IC)	Manages the overall response to emergency incidents. The Incident Commander is responsible for: developing objectives, strategies and tactics that guide the response; assigning personnel to fill necessary positions; ensuring the safety of all personnel; keeping internal and external stakeholders updated; coordinating with other response agencies.
Incident Command Post (ICP)	The field location where the primary functions are performed. The ICP may be co-located with the Incident Base or other incident facilities.
Incident Command System (ICS)	A standardized, on-scene, all-hazard incident management system. The Incident Command System is flexible in that it can be adapted for large and small incidents.
Incident Management Team (IMT)	An Incident Commander and the appropriate Command and General Staff personnel assigned to an incident. The level of training and experience of the IMT members, coupled with the identified formal response requirements and responsibilities of the IMT, are factors in determining "type," or level, of IMT.
Initial Isolation Zone (IIZ) (Alberta)	The IIZ is a circular area surrounding the source of an emergency that represents the greatest hazard to the public.
Pembina Learning System (PLS)	PLS is a centralized and standardized program where Pembina personnel will access and control their own learning. The PLS will provide each employee with a customized assignment of training activities (tasks) that is unique to their individual job role. The PLS links out to Pembina's document control system so Learners will always be presented with the most current, up to date documents. The PLS allows supervisors to track and report on staff competency.
Protective Action Zone (PAZ) (Alberta)	The PAZ is the downwind portion of the EPZ. This area is determined using wind direction and monitors that measure the hazard.
Post Incident Analysis (PIA)	A PIA is the reconstruction of an incident to assess the chain of events that took place, the methods used to control the incident, and how the actions contributed to the eventual outcome.
Regional Emergency Operations Centre (REOC)	An operations centre established in a suitable location to manage the larger aspects of the emergency that is manned jointly by government and industry staff.

Glossary	
Sherwood Park Control Centre (SPCC)	Pembina's Control Centre that monitors incoming SCADA information.
State of Local Emergency (SOLE)	A declaration enabling local authorities to take actions necessary to provide maximum protection to people, property and the environment.
Subject Matter Experts (SME)	A SME is a person with a deep understanding of a particular process, function, technology, machine, material or type of equipment.
Supervisory Control Data Acquisition System (SCADA)	A real time system of hardware and software elements designed to monitor and control industrial processes and data.
The Map	Pembina's internal GIS Application for viewing and searching assets and locations, as well as viewing spatial information and various other datasets.
The Pipeline	Pembina's internal intranet site, which acts as a repository for information within the organization.
Unified Command	An Incident Command System application used when more than one agency has incident jurisdiction or when incidents cross political jurisdictions. Agencies work together through the designated members of the UC, often the senior persons from agencies and/or disciplines participating in the UC, to establish a common set of objectives and strategies and a single Incident Action Plan.
Virtual Command Post (VCP)	A tool based on the Microsoft Teams platform used to communicate in real-time during an emergency. Additional functions allow for report development and the sharing of ongoing response activities between command posts.

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APPENDIX – FORMS

ICS Forms	
Copies of the following ICS Forms, typically used for initial incident site assessment and/or documentation of the response, are included in printed copies of the *Corporate EM Plan*. Hard copies of the below forms are also stored at ICP and CEOC locations.	
Name / Description	**Typically Prepared By**
ICS Form 201: Incident Briefing	Initial Incident Commander
ICS Form 214: Activity Log	All Sections and Units
Copies of the following ICS Forms, typically included in an Incident Action Plan (IAP), are included in printed copies of the *Corporate EM Plan*. Hard copies of the below forms are also stored at ICP and CEOC locations.	
ICS Form 202: Incident Objectives	Planning Section Chief
ICS Form 203: Organization Assignment List	Planning Section
ICS Form 204: Assignment List	Planning Section or Operations Section
ICS Form 205A: Communications List	Operations Section
ICS Form 206: Medical Plan	Safety Watch / Safety Officer
ICS Form 208: Safety Message / Plan	Safety Officer
The following additional ICS forms are available through ***The Pipeline*** or the *ICS Canada Website*. Hard copies of the forms are stored at ICP and CEOC locations.	
ICS Form 205: Incident Radio Communications Plan	Operations Section
ICS Form 207: Incident Organization Chart	Planning Section
ICS Form 209: Incident Status Summary	Planning Section
ICS Form 211: Incident Check-In	All Sections and Units
ICS Form 213: General Message	Any Message Originator
ICS Form 215: Operational Planning Worksheet	Operations Section
ICS Form 215A: Incident Action Plan Safety Analysis	Safety Officer
ICS Form 216: Radio Requirements Worksheet	Operations Section
ICS Form 217: Communications Resource Availability Worksheet	Operations Section
ICS Form 218: Support Vehicle / Equipment Inventory	Operations Section
ICS Form 220: Air Operations Summary	Operations Section
ICS Form 221: Demobilization Checklist	Operations Section
ICS Form 224: Crew Performance Rating	Section Chiefs or Leads
ICS Form 225: Incident Personnel Performance Rating	Section Chiefs or Leads
ICS Form 230: Daily Meeting Schedule	Planning Section
ICS Form 232: Resources at Risk Summary	Operations Section
ICS Form 233: Incident Open Action Tracker	Planning Section
ICS Form 234: Work Analysis Matrix	Operations Section Planning Section
ICS Form 260: Resource Order	Logistics / Supply Unit
ICS Form 309: Communications Log	All Sections and Units

Corporate EM Plan Forms	
Copies of the following forms are included in printed copies of the Corporate EM Plan. Hard copies of the below forms are also stored at ICP and CEOC locations.	
Name / Description	**Typically Prepared By**
Air Monitoring Log	Air Monitoring Group
Bomb Threat Form	Individual Receiving a Bomb Threat
Incident Action Plan Cover Sheet	Planning Section Chief or Planning Support Lead
Media Holding Statement	Public Information Officer
Public Notification/Verification Record	Notification Group
Reception Centre Registration Form	Reception Centre Group
Resident Expense Claim Form	Reception Centre Group
Roadblock Vehicle Log	Roadblock Group
Script: Shelter-In-Place Script	Notification Group
Script: Mandatory Evacuation Notification Script	Notification Group
Security Witness Statement Form	Witness to Security Event
Missing Person Report	Individual reporting a missing person

Government Reporting Forms	
The following forms are available to responders through government agencies to aid in the collection of information during a response effort.	
Agency	**Form Description / Guidance**
Alberta Energy Regulator (AER)	**AER First Call Communication Form** - This form is to be used when taking information for spills/releases and during verbal notification. It will assist in consistent gathering of data and should be attached to the FIS record.
	AER Release Report - After verbal notification, companies must complete a release report to record the release type, volume, location, any adverse effects on the environment, and other information. Once completed, the report must be submitted to the AER field centre closest to where the release occurred.
BC Oil and Gas Commission (OGC)	**OGC Form A: Minor Incident Notification Form** - This form is to be used for incidents which do not meet OGC Level 1, 2, or 3 Classification. Minor incidents must be reported to the Commission within 24 hours through the Commission's Online Minor Incident Reporting System, operated through KERMIT.
	OGC Form C: Emergency Incident Form - This form is to be used for emergencies which meet OGC Level 1, 2, or 3 Classification. The emergency must be reported to the Commission within 1 hour of the incident.
	OGC Form D - Permit Holder Post Incident Report - Permit Holder Post Incident Report is to be submitted by the permit holder within 60 days following a Level 1, 2 or 3 emergency, any pipeline incident, or upon request from the Commission.
Canadian Energy Regulator (CER)	**Online Event Reporting System (OERS)** - This is an online form and must be completed for all incidents under CER jurisdiction. OERS is the automated single-window pipeline occurrence notification system established by the CER and TSB.
Saskatchewan Ministry of Environment (MOE)	**Saskatchewan Ministry of Environment (MOE) 30 Day Written Spill Report** form to be completed within 30 days from the date that the discharge occurred. Online version available.

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Incident Briefing (ICS 201)

1. INCIDENT NAME/NUMBER	2. DATE PREPARED	3. TIME PREPARED

4. MAP SKETCH

5. SITUATION SUMMARY AND SAFETY BRIEFING

6. PREPARED BY (Name and Position)	SIGNATURE

Incident Briefing (ICS 201)

7. CURRENT AND PLANNED OBJECTIVES

8. CURRENT AND PLANNED ACTIONS, STRATEGIES AND TACTICS

Time:	Actions:

6. PREPARED BY (Name and Position)

SIGNATURE

Incident Briefing (ICS 201)

9. CURRENT ORGANIZATION

6. PREPARED BY (Name and Position)

SIGNATURE

Incident Briefing (ICS 201)

10. RESOURCES SUMMARY

Resources Ordered	Resource Identification	ETA	On Scene	Location/Assignment

6 PREPARED BY (Name and Position)

SIGNATURE

Activity Log (ICS 214)

1. INCIDENT NAME	2. DATE PREPARED	3. TIME PREPARED

4. NAME	5. ICS POSITION	6. OPERATIONAL PERIOD
		From:Date _____ Time _____ To: Date _____ Time _____

7. PERSONNEL ASSIGNED

Name	ICS Position	Home Base

8. ACTIVITY LOG

Time	Major Events

9. PREPARED BY (Name and Position)	SIGNATURE

Activity Log (ICS 214)

1. INCIDENT NAME	2. DATE PREPARED	3. TIME PREPARED

4. NAME	5. ICS POSITION	6. OPERATIONAL PERIOD
		From:Date _____ Time _____ To: Date _____ Time _____

8. ACTIVITY LOG

Time	Major Events

9. PREPARED BY (Name and Position)	SIGNATURE

Incident Objectives (ICS 202)

1. INCIDENT NAME	2. DATE PREPARED	3. TIME

4. OPERATIONAL PERIOD (Date/Time)	Date From:	Date To:
	Time From:	Time To:

5. GENERAL CONTROL OBJECTIVES FOR THE INCIDENT (Include alternatives)

6. WEATHER FORECAST

7. GENERAL SAFETY MESSAGE

8. ATTACHMENTS (Check if attached)

- ☐ Organization List (ICS 203)
- ☐ Medical Plan (ICS 206)
- ☐
- ☐ Assignment List (ICS 204)
- ☐ Incident Map
- ☐
- ☐ Communications Plan (ICS 205)
- ☐ Traffic Plan
- ☐

9. PREPARED BY (Planning Section Chief)	10. APPROVED BY (Incident Commander)
SIGNATURE	SIGNATURE

Organization Assignment List (ICS 203)

1. INCIDENT NAME	2. DATE	3. TIME	4. OPERATIONAL PERIOD
			From:Date _____ Time _____ To: Date _____ Time _____

5. INCIDENT COMMAND AND STAFF

Incident Commander/ Unified Commanders	
Deputy	
Safety Officer	
Information Officer	
Liaison Officer	

6. AGENCY/ORGANIZATION REPRESENTATIVES

Agency/Organization	Representative

7. PLANNING SECTION

Chief	
Deputy	
Resources Unit	
Situation Unit	
Documentation Unit	
Demobilization Unit	
Technical Specialists	

8. LOGISTICS SECTION

Chief	
Deputy	
a. SUPPORT BRANCH	
Director	
Supply Unit	
Facilities Unit	
Ground Support Unit	
b. SERVICE BRANCH	
Director	
Communications Unit	
Medical Unit	
Food Unit	

9. OPERATIONS SECTION

Chief		
Deputy		
a. BRANCH		
Branch Director		
Deputy		
Division/Group		
Division/Group		
Division/Group		
Division/Group		
Division/Group		
b. BRANCH		
Branch Director		
Deputy		
Division/Group		
Division/Group		
Division/Group		
Division/Group		
Division/Group		
c. BRANCH		
Branch Director		
Deputy		
Division/Group		
Division/Group		
Division/Group		
Division/Group		
Division/Group		
d. AIR OPERATIONS BRANCH		
Air Operations Br. Dir.		
Air Tactical Group Sup.		
Air Support Group Sup.		

10. FINANCIAL/ADMINISTRATION SECTION

Chief	
Deputy	
Time Unit	
Procurement Unit	
Compensation/Claims Unit	
Cost Unit	

11. PREPARED BY (Resources Unit)	SIGNATURE

Assignment List (ICS 204)

1. BRANCH	2. DIVISION/GROUP/STAGING

3. INCIDENT NAME	4.OPERATIONAL PERIOD	From:Date _____ Time _____ To: Date _____ Time _____

5. OPERATIONAL PERSONNEL

Operations Chief _____ Division/ Group Supervisor _____

Branch Director _____ Staging Area Manager _____

6. RESOURCES ASSIGNED TO THIS PERIOD

Resource Identifier	Leader	No. of Persons	Contact Cell #, radio freq. etc.	Reporting Location, Special Equipment and Supplies, Remarks

7. WORK ASSIGNMENTS

8. SPECIAL INSTRUCTIONS

9. DIVISION/GROUP COMMUNICATIONS SUMMARY

Function		Frequencies	System	Chan.	Function		Frequencies	System	Chan.
Command	Local				Logistics	Local			
	Repeat					Repeat			
Div./Group Tactical					Ground to Air				

PREPARED BY (Resource Unit Leader)	APPROVED BY (Planning Section Chief)	Date	Time
Signature	Signature		

COMMUNICATIONS LIST (ICS 205A)

1. Incident Name:	2. Operational Period: Date/Time From: Date/Time To:

3. Basic Local Communications Information:

Incident Assigned Position	Name (Alphabetized)	Method(s) of Contact (phone, pager, cell, etc.)

4. Prepared by: Name: _____ Position/Title: _____ Date/Time: _____

Signature: _____

This document may contain sensitive personal information.

Not to be posted on information boards or in documents distributed to general incident population or the public.

Medical Plan (ICS 206)

1. INCIDENT NAME	2. DATE/ TIME PREPARED	3. OPERATIONAL PERIOD
	Date Time	From:Date _____ Time _____ To: Date _____ Time _____

4. INCIDENT MEDICAL AID STATION

Medical Aid Stations	Location	Contact (number or frequency)	Paramedics Yes	Paramedics No
			☐	☐
			☐	☐
			☐	☐
			☐	☐
			☐	☐

5. TRANSPORTATION (indicate air or ground)

Ambulance Service	Location	Contact (number or frequency)	Level of Serv. ALS	Level of Serv. BLS
			☐	☐
			☐	☐
			☐	☐
			☐	☐
			☐	☐

6. HOSPITALS

Hospital Name	Address (Lat. and Long. if Helipad)	Travel Time Air	Travel Time Grnd	Contact (number or frequency)	Helipad Yes	Helipad No	Burn Ctr. Yes	Burn Ctr. No
					☐	☐	☐	☐
					☐	☐	☐	☐
					☐	☐	☐	☐
					☐	☐	☐	☐
					☐	☐	☐	☐

7. SPECIAL MEDICAL EMERGENCY PROCEDURES

8. PREPARED BY (Medical Unit Leader)	9. APPROVED BY (Safety Officer)
SIGNATURE	SIGNATURE

Safety Message/Plan (ICS 208)

1. INCIDENT NAME	2. OPERATIONAL PERIOD: From:Date _____ Time _____ To: Date _____ Time _____

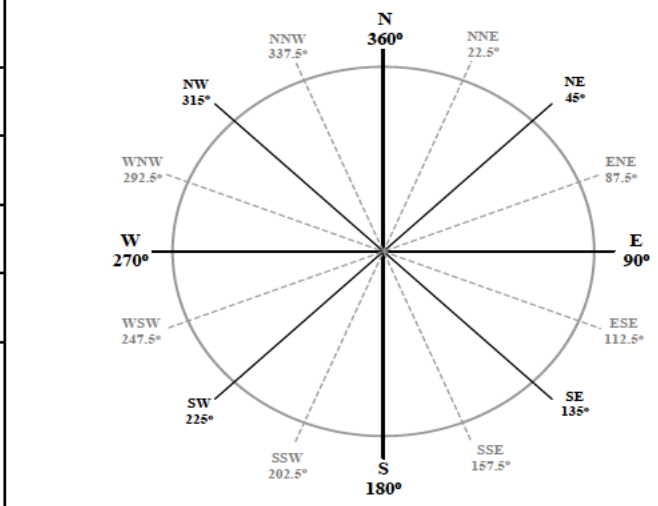
3. SAFETY MESSAGE/EXPANDED SAFETY MESSAGE, SAFETY PLAN, SITE SAFETY PLAN:

4. SITE SAFETY PLAN REQUIRED? Yes ☐ No ☐

Approved Site Safety Plan(s) Located At:

5. PREPARED BY (Name and Position)	Date Prepared:
SIGNATURE	Time Prepared:

AIR MONITORING LOG

AIR MONITORING LOG	
DATE:	
NAME:	
TITLE:	
ICS POSITION:	
PAGE NO.:	
NOTE: Take readings at ground level.	

TIME	LEL %	H_2S	SO_2	O_2 %	WIND DIRECTION		WIND SPEED/ TEMP. (Est.)	LOCATION OF READING AND COMMENTS
					FROM	TO		

BOMB THREAT FORM

GENERAL INFORMATION		
CALL RECEIVED BY (Name):	DATE (mm/dd/yyyy):	TIME OF CALL: ☐ AM ☐ PM

THREAT
Note: Try to use exact wording.

QUESTIONS TO ASK THE CALLER
When will the bomb go off?
Where is the bomb?
What does the bomb look like?
Where exactly (e.g., office/building/facility/pipeline, etc.) did you put the bomb?
Where are you calling from?
Why are you planting the bomb?
Who are you?
Are you alone?

VOICE AND BACKGROUND SOUNDS CHECKLIST

VOICE	ATTITUDE	BACKGROUND SOUNDS	ACCENT
☐ Male or ☐ Female	☐ Calm	☐ Office Machines	☐ English
☐ Adult or ☐ Child	☐ Angry	☐ Airplanes	☐ French
☐ Slurred	☐ Laughing	☐ Factory Sounds	☐ Italian
☐ Distorted/Synthesized	☐ Emotional	☐ Traffic	☐ German
☐ Deep	☐ Accusatory	☐ Trains	☐ Asian Specify:
☐ Raspy	☐ Incoherent	☐ Music	☐ Other:
☐ Intoxicated	☐ Nasal	☐ Children	
☐ Stutter	☐ Nervous	☐ Voices	
☐ Nasal	☐ Other:	☐ Other:	
☐ Deep Breathing			
☐ Lisp			
☐ Other:			

INCIDENT ACTION PLAN COVER SHEET

To be completed by the Planning Section Chief.

INCIDENT INFORMATION	
1. INCIDENT NAME:	**2. OPERATIONAL PERIOD TO BE COVERED BY IAP (Date/Time)** From: / To: /

3. APPROVED BY INCIDENT COMMANDER(S)

Organization:	Name:	Signature:

4. INCIDENT ACTION PLAN
The items checked below are included in this Incident Action Plan.

- ☐ ICS 202 – Incident Objectives
- ☐ ICS 203 – Organization Assignment List
- ☐ ICS 204 – Assignment List
- ☐ ICS 205A – Communications List
- ☐ ICS 206 – Medical Plan
- ☐ ICS 208 – Safety Message / Plan
- ☐
- ☐
- ☐
- ☐
- ☐

5. PREPARED BY: **DATE/TIME:** /

PUBLIC INFORMATION HOLDING STATEMENT

If you are approached by media, please feel empowered to say the following as appropriate to the situation.

I am not a company spokesperson but will gladly put you in touch with our Media Relations team. Please contact 403-691-7601 or 1-844-775-6397 or media@pembina.com.

I am responding to an operational incident which requires my full attention. Please contact our Media Relations team for information at 403-691-7601 or 1-844-775-6397 or media@pembina.com.

Direct all media inquiries to Pembina's media relations team at:
403-691-7601
1-844-775-6397
media@pembina.com

Due to the sensitive nature of a response, refrain from any social media or contact with media related to the incident. Please be mindful that today's technology enables your actions and conversations to be recorded covertly and shared instantly

PUBLIC NOTIFICATION / VERIFICATION RECORD

PUBLIC NOTIFICATION / VERIFICATION RECORD							
PREPARED BY:						**DATE:**	
NAMES (List Everyone)	**MAP AND LOCATION**	**CONTACT TIME**	**SHELTERING?**		**EVACUATING?**		**DETAILS** (Destination, Phone, Help Required, etc.)
			YES	**NO**	**YES**	**NO**	
			☐	☐	☐	☐	
			☐	☐	☐	☐	
			☐	☐	☐	☐	
			☐	☐	☐	☐	
			☐	☐	☐	☐	
			☐	☐	☐	☐	
			☐	☐	☐	☐	
			☐	☐	☐	☐	
			☐	☐	☐	☐	

RECEPTION CENTRE REGISTRATION FORM

RECEPTION CENTRE REGISTRATION FORM					
NAME AND NO. OF PEOPLE	RESIDENCE PHONE NO.	DESTINATION PHONE NO.	ARRIVAL TIME	DEPARTURE TIME	COMMENTS

RESIDENT EXPENSE CLAIM FORM

RESIDENT EXPENSE CLAIM FORM								
INCIDENT NAME:								
DATE SUBMITTED:								
RESIDENT NAME:								
MAILING ADDRESS:								
LOCATION/ADDRESS OF RESIDENCE/BUSINESS/EMERGENCY RESPONSE PLAN MAP NO.:								
HOME PHONE:				**PHONE WHILE EVACUATED:**				
ADDRESS WHILE EVACUATED:								
EXPENSES (Attach Receipts)*	**DATE**	**DATE**	**DATE**	**DATE**	**DATE**	**DATE**	**DATE**	**TOTAL**
Accommodation:								
Meals:								
Transportation (kms):								
							TOTAL EXPENSES:	
OTHER EXPENSES (Describe)	**DATE**	**DATE**	**DATE**	**DATE**	**DATE**	**DATE**	**DATE**	**TOTAL**
							TOTAL OTHER EXPENSES:	
							ALL EXPENSES TOTAL:	
** If not pre-arranged and paid for directly by Pembina.*								
PEMBINA CONTACT:				**PHONE NO.:**				
				SUBMITTED BY:				

PPL0000 V.XX MM-YYYY

ROADBLOCK VEHICLE LOG

ROADBLOCK VEHICLE LOG						
PREPARED BY:					**DATE:**	
VEHICLE MAKE/ MODEL	**LICENSE PLATE NO.**	**DRIVER'S NAME**	**NO. OF PASSENGERS**	**TIME ENTERING EPZ**	**TIME LEAVING EPZ**	**COMMENTS**

SHELTERING NOTIFICATION SCRIPT

At *(time)* on *(Date)*, Pembina *(identified an OR is currently investigating a potential incident)* located at *(Incident Location)*.

As a safety precaution, we are asking members of the public in the area to remain indoors.

Close and lock all windows and exterior doors.

Turn off all fans, reduce heating and air conditioning systems to a minimum, and close fireplace dampers.

Upon check-in at the Reception Centre, a representative will provide you with additional information.

Keep your phone lines clear so we can contact you with updates.

Can you confirm:

- Are all occupants in the building able to shelter indoors?
- Is additional assistance required?

For additional information please call 1-888-920-1979 or email community@pembina.com

EVACUATION NOTIFICATION SCRIPT

At *(time)* on *(Date)*, Pembina identified an incident located at *(Incident Location)*.

For your safety, we are evacuating the immediate area. A Reception Centre has been established at *(Reception Centre Location)*.

- Please follow these evacuation instructions:
- Bring personal identification, required medications, and pets.
- Turn off all fans, reduce heating and air conditioning systems to a minimum, and close fireplace dampers.
- Close and lock all windows and exterior doors.
- Evacuate all building occupants to the reception centre avoiding the incident location.

Upon check-in at the Reception Centre, a representative will provide you with additional information.

Can you confirm:

- Are all occupants in the building evacuating?
- Is additional assistance required?

For additional information please call 1-888-920-1979 or email community@pembina.com

SECURITY WITNESS STATEMENT FORM

REPORTER INFORMATION		
PROJECT:		
NAME:	TITLE/POSITION:	
WORK PHONE:	CELL PHONE:	EMAIL:
DATE (mm/dd/yyyy):	TIME:	LOCATION:

DESCRIPTION OF CIRCUMSTANCES

Who was present? Exactly what happened and was said?:

STATEMENT OF:

DESCRIPTION OF PERSON(S)/PERPETRATOR(S)

If Person(s)/Perpetrator(s) are unknown, describe as best you can:

HEIGHT:	WEIGHT:	EYE COLOUR:
COLOUR OF HAIR:	FACIAL HAIR, IF ANY:	

GENDER: ☐ Male ☐ Female

CLOTHING (for example, colour of cap, jacket, pants, gloves, and type of footwear):

DISTINCTIVE MARKINGS, SUCH AS TATTOOS AND SCARS:

VOICE AND BACKGROUND CHARACTERISTICS:

SECURITY WITNESS STATEMENT FORM

DESCRIPTION OF VEHICLE		
If a vehicle was involved:		
TYPE:	MAKE:	MODEL:
COLOUR:	LICENCE NO.:	PROVINCE:
DISTINCTIVE MARKINGS ON THE VEHICLE, SUCH AS DAMAGE ANYWHERE:		
OTHER:		

ADDITIONAL DETAILS
If a threat was uttered/directed at you – what exactly was said and describe any physical actions (for example, clenching of fists, brandishing an object) the person did when making the threat:
If you were assaulted, describe in exactly the nature (for example, pushed, punched in the face or elsewhere, etc.). Include if you sustained injuries and type (for example, cut, bruised, etc.) and if you obtained medical attention:
Did you report the threat or assault to the police? If so, provide the name of the officer receiving your complaint and any related file number given to you.
Note: Continue on additional paper if you run out of room.

MISSING PERSON REPORT

Record completed by	
Role	
Contact details (email/mobile)	
GENERAL DETAILS	
Name of missing person	
Role	
Organization	
Address	
Home country	
Staying at	
Last seen where, when and by whom	
Reported missing by	
Time reported missing	
Contact details	
Efforts to find person up until now	
Who has been notified (police case #, etc.)	
Do they have a prominent profile or are they connected to someone who does	
Physical appearance (attach recent photograph)	
MISSING PERSON SPECIFICS	
Primary language	
Familiarity with the area	
Possible reason for disappearance	
Possible/stated destination	
Possible route/means travel	
Vehicle description (make, model, colour etc.)	
Possible causes of disappearance	
Wearing what clothes (glasses/hat/coat, etc.)	
Carrying (computer/cash/passport/ blackberry, etc.)	
Hobbies/habits	
Impairment	

MISSING PERSON SPECIFICS *continued*	
Medical conditions/disabilities (carrying medication?)	
Recent injuries/trauma/lifestyle changes	
Any known problems	
Suicidal / dangerous to others	
Last known conversation / topic	
Facebook / social media user	
Recent access to a computer/ work device (#)	
Has the person previously been abducted?	

NEXT OF KIN/FAMILY DETAILS					
Name		Relation		Contact	
Name		Relation		Contact	
Name		Relation		Contact	
Name		Relation		Contact	
Special notes on next of kin					

ESCALATION	
To	
From	
At what date and time	

APPENDIX – DISTRICT/AREA OR SYSTEM SUPPLEMENTS

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REDACTED

HYTHE/STEEPROCK DISTRICT

HYTHE SOUR GAS PLANT, STEEPROCK SOUR GAS PLANT & PIPELINE SYSTEMS

EMERGENCY MANAGEMENT PLAN

PEMBINA EMERGENCY RESPONSE LINE:
1-800-360-4706

AER 24 HOUR EMERGENCY RESPONSE LINE: 1-800-222-6514
BC OGC 24 HOUR INCIDENT REPORTING NUMBER: 1-800-663-3456
CER 24 HOUR LINE (VIA TRANSPORTATION SAFETY BOARD): 1-819-997-7887

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

The Hythe/Steeprock District Emergency Response Plan applies to Veresen Midstream General Partner Inc. and Veresen Midstream Limited Partnership (together Veresen Midstream) and its contract operator, Pembina Pipeline Corporation (Pembina).

HYTHE-STEEPROCK DISTRICT

TABLE OF CONTENTS

ADDENDUM(S)

Hythe Sour Gas Plant Site Specific Details
Steeprock Sour Gas Plant Site Specific Details
Pipeline Systems Specific Details

Throughout this document, some details have been removed from the publicly posted version for the protection of private and/or confidential information. This may include names, phone numbers, addresses, equipment details, locations of surface installments and information collected during consultation.

DISTRIBUTION LIST

Copies of this site-specific section work in conjunction with the Corporate Emergency Management Plan and are distributed according to the following distribution list. Overall responsibility for the distribution of the manuals rests with the Emergency Management (EM) Team.

Internal Manuals				
Number	**Name**	**Title**	**Location**	**Plan Type**
[redacted]				

Internal Manuals				
Number	Name	Title	Location	Plan Type
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

***Note:** For internal copies of the EM Plans containing confidential data, where large data sets exist, a separate binder may be issued containing printed copies of the data, organized by map number. This data is to be kept in a secure location. For digital copies of the data, contact the EM Team.

External Manuals				
Number	Name	Title	Address	Plan Type
[redacted]				
[redacted]				
[redacted]				
[redacted]				
[redacted]				
[redacted]				
[redacted]				
[redacted]				
[redacted]				
[redacted]				
[redacted]				
[redacted]				
[redacted]				
[redacted]				

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REVISION RECORD

The Emergency Management (EM) Team in coordination with the appropriate District or Area Field Offices/Facilities shall be responsible for the maintenance of this plan.

This plan will be reviewed, validated, and updated regularly, or on an as-needed basis, to ensure all applicable regulations are met.

All updates shall be distributed to each individual plan holder, who will be responsible for incorporating them into their copy of the plan, as they are received.

Version	Date of Revision	Description of Revisions
--	Prior to 2019	Revision records have been archived. Outdated manuals are to be recalled.
1.0	October 15, 2019	Annual review/revision. Adopted new format and completed updates where required.
1.1	November 25, 2019	Regular revision. Updated following OGC review and ERP exercises.
1.2	December 9, 2019	Regular revision to individual pages. Revised pages are marked with version 1.2 and the December 2019 date.
2.0	October 1, 2020	Annual review/revision. Adopted new format and completed updates where required.
3.0	August 31, 2021	Annual review/revision. Reviewed and completed necessary revisions to content. Operations now covered under Pembina's Corporate (Core) Emergency Management Plan.

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Emergency Management Plan
Revision Request Form

NOTE: If you find any errors in the plan, or if you become aware of regulatory or industry procedural changes, please document that information and forward to Pembina's Emergency Management (EM) Team for inclusion in the next update of the Emergency Management Plan.

Send to: **Pembina Pipeline Corporation**
4000, 585 – 8 Avenue S.W.
Calgary, AB T2P 1G1

Or E-mail: Emergency.Management@pembina.com

REVISION IDENTIFICATION INFORMATION		
EM PLAN NAME:		
VERSION NUMBER/DATE:	SECTION NUMBER:	PAGE NUMBER:
REVISION REQUESTED BY:	ORGANIZATION:	
DESCRIPTION OF REVISION		
RATIONALE		
EM TEAM USE ONLY		
REVIEWED/APPROVED BY:	CORRECTIVE ACTION NO.:	
If not approved, provide explanation and date follow up communication to Requestor completed.:		

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1.0 INTRODUCTION

This supplement is intended to work in conjunction with the Pembina Corporate Emergency Management (EM) Plan, which is based on the Incident Command System (ICS).

The Hythe/Steeprock District Emergency Response Plan applies to Veresen Midstream General Partner Inc. and Veresen Midstream Limited Partnership (together Veresen Midstream) and its contract operator, Pembina Pipeline Corporation (Pembina).

The Corporate EM Plan includes:

- Internal notification and activation guidelines
- Response management / organizational details
- Incident classification tools
- Responder roles and responsibilities
- Public protection measures
- Communication strategies and protocols
- Incident investigation and recovery considerations
- Training and exercise expectations
- Forms for incident documentation

It is imperative that company personnel and contractors become familiar with site or system specific related duties and responsibilities outlined in this supplemental plan. An effective response to any emergency requires preplanning and testing, to ensure all personnel are aware of their duties and that they can effectively implement them.

In preparing this supplement, the following factors were considered, as appropriate:

- Properties/characteristics and quantities of product being transported and/or stored
- Regular activities on site or within the Emergency Planning Zone (EPZ), where established
- Potential consequences to human life and health, as a result of an operational upset
- Potential consequences to the environment, as a result of an operational upset

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2.0 CONTACT NUMBERS

2.1 Pembina Corporate Locations

Name	Location	Phone Number
Corporate Contact Numbers		
Pembina Emergency Response Line (ERL)		1-800-360-4706
Emergency Management 24-Hour On-Call	Calgary	[redacted]
Crisis Communication Team 24-Hour On-Call	Calgary	[redacted]
Environment 24-Hour On-Call	Calgary	[redacted]
Corporate EOC – Room 34-103	Calgary	[redacted]
Head Office – Main Reception	Calgary	403-231-7500
Aboriginal and Community Relations	Calgary	[redacted]
Sherwood Park Control Centre Foreman 1	Sherwood Park	[redacted]
Calgary Business Unit Contact Numbers		
Senior Manager, GBU Operations	[redacted]	[redacted]

Radiation Safety - Emergency Response

[redacted]

Corporate Radiation Safety Officers (RSO)

Name	Office	Phone	Cell
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]

Site Radiation Safety Officers (RSO)

Office/Site RSO Office	Site RSO	Foreman/Supervisor	District Manager
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]

Corporate Internal Technical Resources	
Emergency Management	
ICS, emergency management, sensitive environment response, regulatory compliance, spill containment & recovery, environmental assessment, wildlife management response logistics, public protection support	[redacted]
Communications	
Media relations, crisis communications, corporate spokesperson, corporate website/dark site administrator, public relations strategist	[redacted]
Security	
Security Management & Security Threat Response	[redacted]
Environment	
Environmental response, environmental management, environmental sampling, sensitive environment response, wildlife management, regulatory compliance, environmental assessment	[redacted]
GIS / Mapping	
GIS and mapping support, GIS layer sourcing, data visualization	[redacted]
Regulatory	
Regulatory compliance, regulatory affairs, regulatory liaison	[redacted]
Land	
Surface lands compliance, access negotiation, public information, landowner compensation	[redacted]
Safety	
Site safety, risk assessment, project safety, safety plan development	[redacted]
Supply Chain	
Vendor approvals, logistics, vendor on-boarding, vendor selection. Includes category specialist for Pembina chartered air travel.	[redacted]
Information Systems	
IT management, IT security, IT resourcing, IT process and system compliance	[redacted]
Finance	
Finance and admin, project costing, PO development, AFE development, cost tracking, financial systems	[redacted]

2.2 Pembina Hythe/Steeprock District Contacts

Field Office Contact Numbers			
[redacted]			
Name	**Title**	**Office**	**Cell**
Incident Commanders			
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]
Safety Officers			
[redacted]	[redacted]	[redacted]	[redacted]
Liaison Officers			
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	
[redacted]	[redacted]	[redacted]	[redacted]
Public Information Officers			
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	
Scribes			
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	
Logistics Section Chiefs			
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]
Planning Section Chiefs			
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]

Name	Title	Office	Cell
Finance / Admin. Section Chiefs			
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]		[redacted]
Operations Section Chief			
[redacted]	[redacted]	[redacted]	
[redacted]	[redacted]	[redacted]	
[redacted]	[redacted]		
Security Branch Directors			
[redacted]	[redacted]	[redacted]	
Response Branch Directors			
[redacted]	[redacted]		
[redacted]	[redacted]	[redacted]	[redacted]
Ignition Group			
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]
Public Protection Branch Directors			
[redacted]	[redacted]	[redacted]	[redacted]

Pembina Conventional Pipeline Business Unit (CBU) Pipeline Support			
Name	**Position**	**Office**	**Cell**
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]

Registered STARS Sites	
[redacted]	[redacted]
[redacted]	[redacted]

2.3 Pembina Facility Contacts

Name	Location	Phone Number
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]

2.4 Federal and Provincial Government Reporting Contacts

Agency	Reporting	Phone Number
Regulators		
Canada Energy Regulator Via Transportation Safety Board (TSB)	Immediately Reportable Events on any CER regulated pipeline or facility should be reported immediately (ASAP and no later than three hours of the incident being discovered) to the TSB's Reporting Hotline as well as electronically in the CER's Online Event Reporting System (OERS) at https://apps.cer-one.gc.ca/ers). All other events not deemed "significant" must be reported within 24 hours of occurrence or discovery to the Online Reporting System.	[redacted]
Environment Canada Via Emergency Management BC (EMBC)	Regulations do not specify 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	[redacted]
BC Oil and Gas Commission (OGC)	• Minor incidents (not meeting OGC Level 1, 2, or 3 classification) must be reported to the Commission within 24 hours through the Commission's Online Minor Incident Reporting System, operated by KERMIT. • Level 1, 2, or 3 incidents must be reported through EMBC.	[redacted]
Alberta Energy Regulator (AER)	**Verbal notification** immediately: • At a Level 1, 2 or 3 Emergency • If members of the public or media are contacted	[redacted]

2.5 British Columbia Emergency Services

Name of Organization	Address	City/Town	Phone Number
Fire Department			
Dawson Creek Fire Department	[redacted]	[redacted]	[redacted]
Fort St. John Fire Department	[redacted]	[redacted]	[redacted]
Police			
Dawson Creek RCMP Detachment	[redacted]	[redacted]	[redacted]
Ambulance			
BC Emergency Health Services (Ambulance, including Air)			[redacted]
Cellphone / SAT Phone / Outside BC		[redacted]	[redacted]
Non-Emergency Administration (Kamloops Dispatch)			[redacted]
STARS		[redacted]	[redacted]
Hospitals			
Dawson Creek and District Hospital	[redacted]	[redacted]	[redacted]
Fort St. John Hospital & Peace Villa	[redacted]	[redacted]	[redacted]
Emergency Response Assistance Canada (ERAC)			
[redacted]		[redacted]	[redacted]

2.6 British Columbia Government Reporting Contacts

Agency	Reporting	Location	Phone Number
Regulators			
Environment Canada via Emergency Management BC (EMBC)	Regulations do not specify 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	Province-wide	[redacted]
BC Oil and Gas Commission (OGC)	• Minor incidents (not meeting OGC Level 1, 2, or 3 classification) must be reported to the Commission within 24 hours through the Commission's Online Minor Incident Reporting System, operated by KERMIT. • Level 1, 2, or 3 incidents must be reported through EMBC. The OGC's Duty Officer will be notified by EMBC and will directly contact the permit holder. • For minor spill incidents, EMBC is called promptly and a Dangerous Goods Incident Report (DGIR) will be issued.	Province-wide	[redacted]

Agency	Reporting	Location	Phone Number
Local Authorities			
Peace River Regional District	• Must notify at a Level 1 Emergency if members of the public or media have been contacted • Must notify at a Level 2 and 3 Emergency	Dawson Creek	[redacted]
Health Authority			
Health Emergency Management BC (HEMBC) / Northern Health Authority	• Must notify at a Minor Emergency if members of the public or media have been contacted • Must notify at a Level 1, 2 and 3 Emergency	Province-wide	[redacted]

Agency	Reporting	Location	Phone Number
BC Ministry of Environment & Climate Change Strategy – Environmental Emergency Program	• To report a spill, gas release, fire/explosion, or when there is impact to the public	[redacted]	[redacted]
BC Ministry of Forests, Lands, Natural Resource Operations & Rural Development – BC Wildfire Service	• To report a wildfire	[redacted]	[redacted]
BC Ministry of Transportation & Infrastructure	• To report issues to Argo Road Maintenance (South Peace) Inc. that maintains the South Peace Area of the Alaska Highway south of the Peace River (Taylor Bridge) and John Hart Highway (Highway 97)	[redacted]	[redacted]
WorkSafe BC	• To report danger to a workplace injury or disease	[redacted]	[redacted]
Technical Safety BC	• Oversees safe installation and operation of technical systems and equipment	[redacted]	[redacted]
BC Drug & Poison Information Centre (BC DPIC)	• 24 Hour Drug and Poison Expertise & Advice	[redacted]	[redacted]
Canadian Coast Guard – Spill Reporting	• To report a spill or gas release impacting waterways	[redacted]	[redacted]
Transport Canada – Navigable Water / Office of Boating	• To report a spill or gas release impacting waterways	[redacted]	[redacted]
BC 1 Call	• As a courtesy, to report a spill or gas release	[redacted]	[redacted]
NAV Canada – Customer Service Centre	• To request a Notice to Airmen (Closure of Air Space) in consultation with the appropriate government authorities	[redacted]	[redacted]
Canadian Transport Emergency Centre (CANUTEC)	• To report a transportation related incident including a spill, release or fire	[redacted]	[redacted]

Agency	Reporting	Location	Phone Number
Search and Rescue Society of BC	• To request search and rescue assistance	[redacted]	[redacted]

2.7 British Columbia School Divisions

School Division Roles and Responsibilities
[redacted]

2.8 British Columbia Mutual Aid Groups

Western Canadian Spill Services Cooperative (WCSS)					
Area	**Location**	**Title**	**Name**	**Company**	**Phone Number**
[redacted]		[redacted]			[redacted]
		[redacted]	[redacted]	[redacted]	[redacted]
		[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
	[redacted]	[redacted]		[redacted]	[redacted]

Emergency Response Assistance Canada (ERAC)	
Emergency Reporting Line	**ERAP Plan Reference**

Canadian Energy Pipeline Association (CEPA)

2.9 British Columbia Government Agency Mutual Aid

In addition to the standard government agency duties listed in the Corporate EM Plan, consultations were conducted with the following local agencies.

Local Authority	Main Phone Number	Contact Name / Title	24-Hour Phone Number
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]			
[redacted]			
[redacted]			
[redacted]	[redacted]	[redacted]	[redacted]

Health Authority	Zone	24 Hour Number	Alternate Contact
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]			

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2.10 British Columbia Emergency Response Support Services

Company Name	Equipment	Location	Main Number	24-Hour Number
Air Monitoring				***Ensure monitors are capable of reading LEL levels***
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
Communications				
[redacted]	[redacted]	[redacted]	[redacted]	
[redacted]	[redacted]	[redacted]		[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	
Industrial Firefighting				
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

Company Name	Equipment	Location	Main Number	24-Hour Number
Industrial Firefighting				
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
Helicopters				
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
Portable Flare Systems				
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
Potable Water Trucks				***May be required for industrial firefighting support***
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

Company Name	Equipment	Location	Main Number	24-Hour Number
Emergency Management Consultants				
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	
[redacted]	[redacted]	[redacted]	[redacted]	
[redacted]	[redacted]	[redacted]	[redacted]	
Wildlife Management				
[redacted]	[redacted]	[redacted]	[redacted]	
Wildlife Rehabilitation				
[redacted]	[redacted]	[redacted]	[redacted]	
[redacted]	[redacted]	[redacted]	[redacted]	

Vendors that provide support services during regular operations may also be utilized during an emergency; however, contact information for those services is maintained outside of this plan.

2.11 British Columbia Reception Centres

To ensure a coordinated response, the Reception Centre(s) is ideally activated jointly by Pembina and the Local Authority. These agencies have pre-established locations throughout the Municipality and should be notified early to discuss site options. Hotels/Motels may be considered in situations where immediate access is required, or a location is required outside of normal business hours.

Name of Centre	Address	Amenities	Contact	Phone Number
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

2.12 Alberta Emergency Services

Name of Organization	Address	City/Town	Phone Number
Fire Department			
Beaverlodge Fire Department	[redacted]	[redacted]	[redacted]
Hythe Volunteer Fire Department (a part of the County of Grande Prairie's Regional Fire Service)	[redacted]	[redacted]	[redacted]
Grande Prairie Regional Emergency Partnership (GPREP)	[redacted]	[redacted]	[redacted]
Police			
Beaverlodge RCMP Detachment	[redacted]	[redacted]	[redacted]
Grande Prairie RCMP Detachment	[redacted]	[redacted]	[redacted]
Ambulance			
Ground Ambulance provided by AHS			[redacted]
STARS		[redacted]	[redacted]
Hospitals			
Beaverlodge Municipal Hospital	[redacted]	[redacted]	[redacted]
Queen Elizabeth II Hospital	[redacted]	[redacted]	[redacted]
Emergency Response Assistance Canada (ERAC)			
[redacted]		[redacted]	[redacted]

2.13 Alberta Government Reporting Contacts

Agency	Reporting	Location	Phone Number
Regulators			
Environment Canada via Alberta Environment and Parks (AEP)	Regulations do not specify 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	Province-wide	[redacted]
Alberta Energy Regulator (AER)	**Verbal notification** immediately: • At a Level 1, 2 or 3 Emergency • If members of the public or media are contacted • Any substance release that may cause, is causing, or has caused an adverse effect* • Any substance release into a waterbody • Any uncontrolled gas release of more than 30,000 m^3 • Any well flowing uncontrolled • Pipeline hits • Any unrefined product release of more than 2 m^3 on lease • Any unrefined product release of any amount off lease • Any pipeline release or pipeline break (including during pressure testing) • Any fire that caused by a flare or incinerator • Any fire causing a loss of more than 2 m^3 of oil or 30,000 m^3 of gas, or causing damage to a wellhead • Any fire that occurs on an oil sands site that results in the deployment of major firefighting equipment	Province-wide	[redacted]

Agency	Reporting	Location	Phone Number
Local Authorities			
County of Grande Prairie No. 1	• Must notify at a Level 1 Emergency if members of the public or media have been contacted • Must notify at a Level 2 and 3 Emergency	Grande Prairie	[redacted]
Saddle Hills County	• Must notify at a Level 1 Emergency if members of the public or media have been contacted • Must notify at a Level 2 and 3 Emergency	Spirit River	[redacted]
Health Authority			
Alberta Health Services – North Zone	• Must notify at a Level 1 Emergency if members of the public or media have been contacted • Must notify at a Level 2 and 3 Emergency	High Level	[redacted]

Agency	Reporting	Location	Phone Number
Alberta Emergency Management Agency (AEMA) – Agency Response Readiness Centre (ARRC)	• If required, as a courtesy, to report a spill, gas release, fire/explosion, or when there is impact to the public	[redacted]	[redacted]
Alberta Environment and Parks – Fish and Wildlife	• To report a spill, gas release, fire/explosion, or when there is impact to the public	[redacted]	[redacted]
Agriculture and Forestry – Forests	• To report a wildfire	[redacted]	[redacted]
Alberta Transportation	• To report when a single or double numbered highway is or may be impacted by a spill, release, or fire/explosion	[redacted]	[redacted]
Alberta Transportation – Grande Prairie	• Grande Prairie District Office	[redacted]	[redacted]
Highway Maintenance Contractor CMA 504 – Ledcor Alberta Limited	• To report when a single or double numbered highway is or may be impacted by a spill, release, or fire/explosion	[redacted]	[redacted]
Occupational Health & Safety (OH&S)	• To report danger to a worker from a spill, release or fire/explosion • To report a fatality (within 24 hours) or a serious injury (within 72 hours)	[redacted]	[redacted]
Worker's Compensation Board (WCB)	• To report a fatality (within 24 hours) or a serious injury (within 72 hours)	[redacted]	[redacted]
Alberta Boilers Safety Association (ABSA) – Edmonton Office	• Report when a pressure vessel is involved	[redacted]	[redacted]
Municipal Affairs – Safety Services Branch	• To report a fire/explosion or electrical incident	[redacted]	[redacted]
Canadian Coast Guard – Spill Reporting	• To report a spill or gas release impacting waterways	[redacted]	[redacted]
Transport Canada – Navigable Water / Office of Boating	• To report obstruction in navigable waterways	[redacted]	[redacted]

Agency	Reporting	Location	Phone Number
Alberta One-Call	• As a courtesy, to report a spill or gas release	[redacted]	[redacted]
NAV Canada – Customer Service Centre	• To request a Notice to Airmen (Closure of Air Space) in consultation with the appropriate government authorities	[redacted]	[redacted]
Canadian Transport Emergency Centre (CANUTEC)	• To report a transportation related incident including a spill, release or fire	[redacted]	[redacted]
Alberta Search and Rescue	• To request search and rescue assistance	[redacted]	[redacted]

2.14 Alberta School Divisions

School Division Roles and Responsibilities
[redacted]

2.15 Alberta Mutual Aid Groups

Western Canadian Spill Services Cooperative (WCSS)					
Area	**Location**	**Title**	**Name**	**Company**	**Phone Number**
[redacted]					

Emergency Response Assistance Canada (ERAC)	
Emergency Reporting Line	**ERAP Plan Reference**

Canadian Energy Pipeline Association (CEPA)

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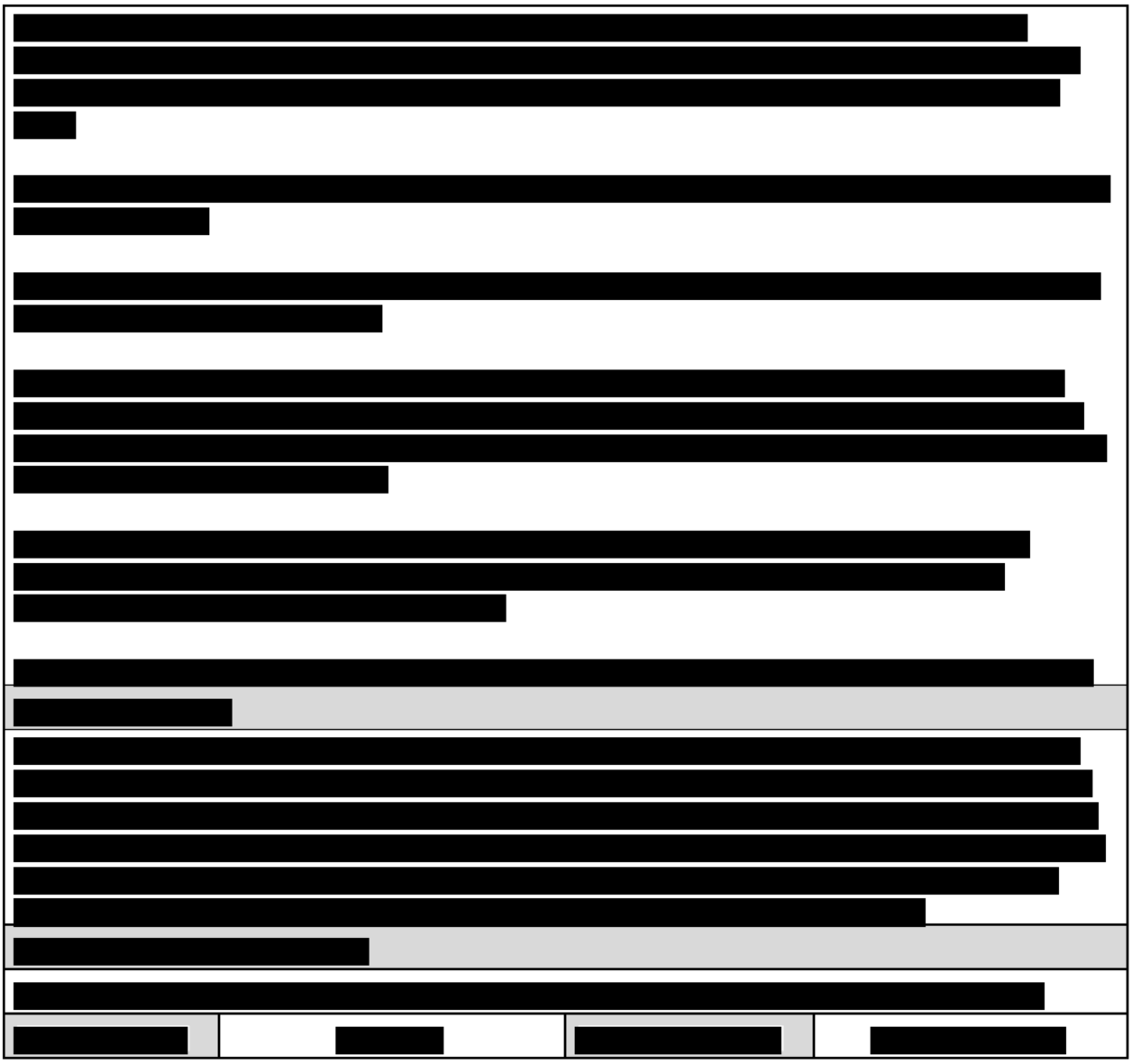
2.16 Alberta Government Agency Mutual Aid

In addition to the standard government agency duties listed in the Corporate EM Plan, consultations were conducted with the following local agencies.

Local Authority	Main Phone Number	Contact Name / Title	24-Hour Phone Number
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]			
[redacted]			
[redacted]			

Local Authority	Main Phone Number	Contact Name / Title	24-Hour Phone Number
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]			
[redacted]			
[redacted]			



Health Authority	24-Hour Number	Alternate Contact
[redacted]	[redacted]	[redacted]
[redacted]		
[redacted]		

[redacted]	[redacted]	[redacted]	[redacted]

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2.17 Alberta Emergency Response Support Services

Company Name	Equipment	Location	Main Number	24-Hour Number
[redacted]				
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
Communications				
[redacted]	[redacted]	[redacted]		[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	
Industrial Firefighting				
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

Company Name	Equipment	Location	Main Number	24-Hour Number
Helicopters				
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	
[redacted]	[redacted]	[redacted]		[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	
Portable Flare Systems				
[redacted]	[redacted]	[redacted]	[redacted]	
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
Potable Water Trucks				***May be required for industrial firefighting support***
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

Company Name	Equipment	Location	Main Number	24-Hour Number
Emergency Management Consultants				
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	
[redacted]	[redacted]	[redacted]	[redacted]	
[redacted]	[redacted]	[redacted]	[redacted]	
Wildlife Management				
[redacted]	[redacted]	[redacted]	[redacted]	
Wildlife Rehabilitation				
[redacted]	[redacted]	[redacted]	[redacted]	
[redacted]	[redacted]	[redacted]	[redacted]	

Vendors that provide support services during regular operations may also be utilized during an emergency; however, contact information for those services is maintained outside of this plan.

2.18 Alberta Reception Centres

To ensure a coordinated response, the Reception Centre(s) is ideally activated jointly by Pembina and the Local Authority. These agencies have pre-established locations throughout the Municipality and should be notified early to discuss site options. Hotels/Motels may be considered in situations where immediate access is required, or a location is required outside of normal business hours.

Name of Centre	Address	Amenities	Contact	Phone Number
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

3.0 SAFETY EQUIPMENT AND RESOURCES

3.1 Operating Area Equipment Listing

Pembina may respond using a wide variety of equipment depending upon the severity of the event. Additional resources may be obtained from area emergency services, mutual aid partners, third party contractors, or additional Pembina owned equipment caches, depending on the nature of the emergency.

Response equipment within this operating area is located at the following locations:

For a detailed listing of all Pembina owned response equipment, refer to Pembina's internal intranet portal, *The Pipeline*.

3.2 Personal Protective Equipment (PPE)

The following is a list of personal protective equipment employees and contractors are required to wear, as appropriate:

- Fire-resistant clothing
- Hard hats
- Safety glasses
- Safety boots
- Gloves
- Personal monitor

3.3 Communications/Radio Frequencies

[redacted]

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4.0 TRANSPORTED OR STORED PRODUCTS

4.1 Product Handling and Storage

General product characteristics of products transported or stored are listed below. For a complete Safety Data Sheet (SDS) including first aid treatment, firefighting measures, and initial response to an accidental release refer to Pembina's SDS database on Pembina's internal intranet site, The Pipeline.

Product	Hazards	Handling and Storage
Butane Pentane Propane	• Extremely flammable • Easily ignited by heat, sparks or flame • Vapours from liquified gas are initially heavier than air and spread along the ground • Vapours may travel to the source of ignition and flash back • Containers may explode when heated • Ruptured cylinders may rocket	• Wear protective gloves, protective clothing and eye protection • Do not breathe gas • Keep away from heat, sparks, open flames, and hot surfaces • Store in well-ventilated area • Store away from incompatible materials • Protect from sunlight
Propane Plus (C3+, NGL) *Natural Gas, Petroleum, Raw Liquid Mix	• Colourless, compressed gas with slight hydrocarbon odour • Extremely flammable gas, easily ignited by heat, sparks or flames • Will form explosive mixtures with air • Vapours from liquefied gas are initially heavier than air and spread along the ground, may travel to source ignition and flash back • Cylinder exposed to fire may vent and release flammable gas through pressure relief valves • Do no extinguish a leaking gas fire unless the leak can be stopped	• May cause respiratory irritation displayed as cough, sneezing, nasal discharge, headache, hoarseness and nose/throat pain or suffocation if oxygen has been displaced • May cause eye irritation (redness, swelling, pain, tearing and blurred/hazy vision) • May cause skin irritation (redness, swelling and itching). Contact with rapidly expanding or liquefied gas may cause irritation and/or frostbite • May be fatal if swallowed and enters airways. May cause gastrointestinal irritation (abdominal pain, stomach upset, nausea, vomiting and diarrhea)

Product	Hazards	Handling and Storage
Condensate	• Extremely flammable liquid and vapour • Most vapours are heavier than air and spread along the ground and collect in low or confined areas • Vapours may travel to the source of ignition and flash back	• Wear protective gloves, protective clothing and eye protection • Ensure adequate ventilation • Do not breathe mist, vapours or spray • Keep away from heat, sparks, open flames, and hot surfaces • Store in well-ventilated area • Keep container tightly closed • Keep container cool
Diesel	• May be fatal if swallowed and enters airways • Suspected of causing cancer	• Do not swallow • Do not handle until all safety precautions have been read and understood • Wash thoroughly after handling. • Store locked up • Store away from incompatible materials
Sulfur Dioxide (SO_2)	• Toxic if inhaled • Causes severe skin burns and eye damage • Corrosive to the respiratory tract • Contains gas under pressure; may explode if heated	• Avoid breathing gas • Do not get in eyes, on skin, or on clothing • Use and store only outdoors or in a well ventilated place • Wear protective gloves, protective clothing, eye protection, respiratory protection, and/or face protection • Use a backflow preventive device in piping • Use only with equipment of compatible materials of construction and rated for cylinder pressure • Do not open valve until connected to equipment prepared for use • Close valve after each use and when empty • When returning cylinder, install leak tight valve outlet cap or plug

Product	Hazards	Handling and Storage
Hydrogen Sulfide (H_2S)	• Extremely flammable gas • Contains gas under pressure; may explode if heated • Fatal if inhaled • May cause respiratory irritation • Very toxic to aquatic life • May form explosive mixtures with air • Symptoms may be delayed • Extended exposure to gas reduces the ability to smell sulfides	• Keep away from heat, sparks, open flames, hot surfaces. — No smoking • Do not breathe gas. • Use and store only outdoors or in a well ventilated place • Avoid release to the environment • Wear protective gloves, protective clothing, eye protection, respiratory protection, and/or face protection • Use a backflow preventive device in piping • Use only with equipment of compatible materials of construction and rated for cylinder pressure • Do not open valve until connected to equipment prepared for use • Close valve after each use and when empty • When returning cylinder, install leak tight valve outlet cap or plug • Do not depend on odor to detect presence of gas

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HYTHE SOUR GAS PLANT

CONTENTS

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1.0 SITE DESCRIPTION

The Hythe Sour Gas Plant [redacted] is located in the County of Grande Prairie. Sweet and sour gas is processed at the plant and delivered to market via pipeline systems. The plant has several above ground and underground storage vessels. Liquified petroleum gas (LPG), condensate, and sulphur (produced at the plant) are stored at the plant and transported off-site to handling facilities.

Facilities at the Hythe Sour Gas Plant include the following:

[redacted]

[redacted]

1.1 Site Access

[redacted]

1.2 Site Identification

The following provides the location and contact information registered with Environment Canada for this site. If any of this information changes, revisions must be made to the CEPA registration. Please advise the Emergency Management (EM) Team if changes are required.

Identification of Substance and Place Notification	
Facility Name	Hythe Brainard Sour Gas Plant
Facility Location	[redacted]
Facility E2 ID	1682
Field Contact	[redacted]
Alternate Field Contact	[redacted]

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2.0 TECHNICAL DATA

2.1 Licensed Facility Details

License Number	Facility Name	Location	Largest EPZ (m)
F38309	[redacted]	[redacted]	3320
F38309	[redacted]	[redacted]	3320
F21911	[redacted]	[redacted]	3320
F21911	[redacted]	[redacted]	3320
F21911	[redacted]	[redacted]	3320

The facility's EPZ is a result of the largest EPZ assigned to a sour pipeline entering/or exiting the plant. The 3320 m EPZ belongs to an [redacted] 19761-33) entering the facility.

2.2 On Site Storage Registration

Product	CAS Registry No.	UN No.	Largest Container on Location (Tonnes)	Quantity on Location (Tonnes)

*Under the CEPA regulations, mixtures of C2+/C3+ products are categorized as "Natural Gas, Petroleum, Raw Liquid Mix". Mixtures in LPG tanks (which are dominantly C3/C4 components) and process vessels which may have any combination of C1+/C2+ components fall into this category.

2.3 Storage Related EPZs

Tank / Bullet	Product	Volume (m^3)	Area of Pool (m^2)	Calculated Hazard Radius (m)				
				Radiant Heat from Pool Fire to 5 KW/m^3 (m)	Flammable Area (LEL) from a Release (m)	Over Pressure to 1 psi (m)	Radiant Heat from Explosion to 5 KW/m^3 (m)	Applied EPZ (m)
								210
								310
								510
								250
								390
								380
								360
								300
								410
								330
								560
								210
								230
								250

Tank / Bullet	Product	Volume (m^3)	Area of Pool (m^2)	Calculated Hazard Radius (m)				
				Radiant Heat from Pool Fire to 5 KW/m^3 (m)	Flammable Area (LEL) from a Release (m)	Over Pressure to 1 psi (m)	Radiant Heat from Explosion to 5 KW/m^3 (m)	Applied EPZ (m)
[redacted]								210
								310
								340
								230
								980
								880
								1020
								1020
								1010
								130
								130
								130
								130
								130

Tank / Bullet	Product	Volume (m^3)	Area of Pool (m^2)	Calculated Hazard Radius (m)				
				Radiant Heat from Pool Fire to 5 KW/m^3 (m)	Flammable Area (LEL) from a Release (m)	Over Pressure to 1 psi (m)	Radiant Heat from Explosion to 5 KW/m^3 (m)	Applied EPZ (m)
								130
								130

Additional details pertaining to the Emergency Planning Zone (EPZ) calculations can be requested from Pembina's Emergency Management Team.

2.4 Non-Operated Pipelines

Technical data for Pembina pipelines, operated by the Hythe/Steeprock District can be found in the *Pipeline System Addendum.*

Licence	Pembina System Name	Sub	Status	OD (mm)	EPZ (m)
Inlet Pipelines					
30069-1	[redacted]	SG	Operating	219.1	1840
28833-1		SG	Operating	114.3	1150
19761-33		SG	Operating	273.1	3320
19761-9		SG	Operating	273.1	2130
48459-6		SG	Operating	114.3	940
58855-4		SG	Operating	219.1	n/av.
Outlet Pipelines					
19762-1	[redacted]	FG	Operating	88.9	0
30070-1		FG	Operating	88.9	0
28834-1		FG	Operating	88.9	0
19762-31		FG	Operating	60.4	0
33274-13		FG	Operating	168.3	0
58855		SG	Operating	168.3	n/av.

The facility's EPZ is a result of the largest EPZ assigned to a sour pipeline entering/or exiting the plant. The 3320 m EPZ that has been assigned to the Hythe Sour Gas Plant derives from the above [redacted] *(19761-33) entering the facility.*

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2.5 Above Ground Storage Materials

Tank ID	Description of Tank	Location	Contents	Capacity (m^3)	Material of Primary Container	Corrosion Control	Secondary Containment	Method of Leak Detection	Type of Vents	Fugitive Emissions Controls

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3.0 SITE SPECIFIC EMERGENCY SYSTEMS AND PROCEDURES

3.1 On Site Systems

Pembina has the following additional processes/equipment to mitigate the potential for a serious incident. Available process and equipment on site include:

[redacted]

3.2 Emergency Procedures

3.2.1 Communications

[redacted]

3.2.2 Alarm Notification

[redacted]

3.2.3 Roadblock/Ignition Kits

[redacted]

3.2.4 Site Muster

- Sound the appropriate alert or signal
- Shut down operating equipment and/or processes, if possible.
- Assess the situation and identify additional hazards.
- Ensure personal safety.
- Leave the work area (on foot) and report to the closest Muster Point, if safe to do so. If the closest Muster Point is compromised, report to an alternate Muster Point.
- Check in at the Muster Point. If more than one Muster Point has been established ensure communication occurs between the locations to complete an accurate head count.
- If safe to do so, conduct search and rescue procedures for any missing individuals.
- Establish a roadblock at the site entrance, if safe to do so, to ensure all persons entering or leaving the site are accounted for.
- Remain at the Muster Point until further instructions are given.

3.2.5 Site Evacuation

- Sound the appropriate alert or signal
- Shut down operating equipment and/or processes, if possible.
- Assess the situation and identify additional hazards.
- Ensure personal safety.
- Leave the work area (on foot) and report to the closest Muster Point, if safe to do so. If the closest Muster Point is compromised, report to an alternate Muster Point.
- Check in at the Muster Station. If more than one Muster Point has been established ensure communication occurs between the locations to complete an accurate head count.
- Establish a roadblock at the site entrance, if safe to do so, to ensure all persons entering or leaving the site are accounted for.
- If safe to do so, conduct search and rescue procedures for any missing individuals.
- Develop an evacuation plan and ensure all individuals are aware of the decision to evacuate.
- Once evacuated, report to the appointed check-in location.
- Do not return to the site until the “All Clear” has been given, and Safe Work Permits have issued.

4.0 STAKEHOLDERS, MAPS AND DRAWINGS

The Hythe Sour Gas Plant is located within the County of Grande Prairie.

[redacted]

[redacted]

Local Authorities		
Name	**Contact**	**Phone**
[redacted]		

School Divisions		
Name	**Contact**	**Phone**
[redacted]		

School Divisions		
Name	**Contact**	**Phone**

Water Crossing (within EPZ)			
Water Body	**Pipeline System**	**Location**	**Flow Direction**

Control points are illustrated on the map. For additional information including tactical response strategies, refer to the corresponding Spill Control Points Book.

Highways			
Highway	**Location**	**Contact**	**Phone Number**

Grazing Lease Holders		
Grazing Lease	**Name**	**Phone Number**

Grazing Lease Holders		
Grazing Lease	**Name**	**Phone Number**

Trappers		
Trapline	**Name**	**Contact Information**

Wildlife Management Unit (WMU) Holders		
WMU	**Name**	**Phone Number**

Industrial Operators		
Company	**24 Hour Emergency Number**	**Main Number**

STEEPROCK SOUR GAS PLANT

CONTENTS

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1.0 SITE DESCRIPTION

The Steeprock Sour Gas Plant [redacted] is located in the Peace River Regional District. Sour gas is processed and transported to the Hythe Sour Gas Plant for delivery to market via pipeline systems. Sulphur produced is stored at the facility and transported offsite to handling facilities. The closest urban centre is the Town of Pouce Coupe, located approximately 45 km north of the Steeprock Sour Gas Plant.

Facilities at the Steeprock Sour Gas Plant include the following:

[redacted]

Pembina facilities incorporate processes/equipment to mitigate the potential for a serious incident. Available processes and equipment on site include:

[redacted]

1.1 Site Access

[redacted]

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2.0 TECHNICAL DATA

2.1 Licensed Facility Details

License Number	Facility Name	Location	Largest EPZ (m)
BCGP0007466	[redacted]	[redacted]	3656
BCGM0007469	[redacted]	[redacted]	3656

The facility's EPZ is a result of the largest EPZ assigned to a sour pipeline entering/or exiting the plant. The 3656 m EPZ belongs to pipeline 23724-1B which enters the facility.

The Steeprock Sour Gas Plant does not currently store regulated substances in excess of thresholds set forth in the Environmental Emergency (E2) Regulations.

2.2 Storage Related HPZs

Facility/ Location	Tank/Bullet	Product	Capacity (m^3)	Tank Wall Type	Interstitial Pressure	HPZ (m)
[redacted]						100
						100
						800
						800
						800
						800
						800
						800
						800
						800
						100
						100
						800
						100
						800
						800
						100

2.3 Underground Storage Related HPZs

Location	Tank/Bullet	Product	Capacity (m^3)	Tank Wall Type	Interstitial Pressure	HPZ (m)
						100
						800
						800

Additional details pertaining to the Emergency Planning Zone (EPZ) and Hazard Planning Zone (HPZ) calculations can be requested from Pembina's Emergency Management Team.

2.4 Non-Operated Pipelines

Technical data for Pembina pipelines operated by the Hythe/Steeprock District can be found in the *Pipeline System Addendum.*

Licence	Pembina System Name	Sub	Status	OD (mm)	EPZ (m)
Inlet Pipelines					
No non-operated pipelines entering the facility					
Outlet Pipelines					
No non-operated pipelines exitingg the facility					

The facility's EPZ is a result of the largest EPZ assigned to a sour pipeline entering/or exiting the plant. The 3656 m EPZ that has been assigned to the Steeprock Sour Gas Plant derives from the Pembina operated pipeline [redacted] *(23724-1B) entering the facility.*

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3.0 SITE SPECIFIC EMERGENCY SYSTEMS AND PROCEDURES

3.1 On Site Systems

Pembina has the following additional processes/equipment to mitigate the potential for a serious incident. Available process and equipment on site include:

[redacted]

3.2 Emergency Procedures

3.2.1 Communications

[redacted]

3.2.2 Site Muster

- Sound the appropriate alert or signal
- Shut down operating equipment and/or processes, if possible.
- Assess the situation and identify additional hazards.
- Ensure personal safety.
- Leave the work area (on foot) and report to the closest Muster Point, if safe to do so. If the closest Muster Point is compromised, report to an alternate Muster Point.
- Check in at the Muster Point. If more than one Muster Point has been established ensure communication occurs between the locations to complete an accurate head count.
- If safe to do so, conduct search and rescue procedures for any missing individuals.
- Establish a roadblock at the site entrance, if safe to do so, to ensure all persons entering or leaving the site are accounted for.
- Remain at the Muster Point until further instructions are given.

3.2.3 Site Evacuation

- Sound the appropriate alert or signal
- Shut down operating equipment and/or processes, if possible.
- Assess the situation and identify additional hazards.
- Ensure personal safety.
- Leave the work area (on foot) and report to the closest Muster Point, if safe to do so. If the closest Muster Point is compromised, report to an alternate Muster Point.
- Check in at the Muster Station. If more than one Muster Point has been established ensure communication occurs between the locations to complete an accurate head count.
- Establish a roadblock at the site entrance, if safe to do so, to ensure all persons entering or leaving the site are accounted for.
- If safe to do so, conduct search and rescue procedures for any missing individuals.
- Develop an evacuation plan and ensure all individuals are aware of the decision to evacuate.
- Once evacuated, report to the appointed check-in location.
- Do not return to the site until the “All Clear” has been given, and Safe Work Permits have issued.

4.0 STAKEHOLDERS, MAPS AND DRAWINGS

The Steeprock Sour Gas Plant is located within the Peace River Regional District in British Columbia; however, the facility's Emergency Planning Zone (EPZ) extends into the County of Grande Prairie No. 1 in Alberta.

[redacted]

[redacted]

Area user information has been deemed sensitive and confidential by the Government of British Columbia. This information is not available to Pembina. In the event of an emergency, Pembina will ensure any impacted area is free from any personnel. Contact with any area users will be performed in conjunction with the RCMP and/or in coordination with the Peace River Regional District.

Special Area Considerations			
Name	**Type**	**Contact**	**Phone**
[redacted]			

Local Authorities		
Name	**Contact**	**Phone**
British Columbia		
Alberta		

School Divisions		
Name	**Contact**	**Phone**
British Columbia		
[redacted]		
Alberta		
[redacted]		

Water Crossing (within EPZ)			
Water Body	**Pipeline System**	**Location**	**Flow Direction**
[redacted]			

Water Crossing (within EPZ)			
Water Body	**Pipeline System**	**Location**	**Flow Direction**

Control points are illustrated on the map. For additional information including tactical response strategies, refer to the corresponding Spill Control Points Book.

Grazing Lease Holders		
Grazing Lease	**Name**	**Phone Number**
British Columbia		

Forestry Tenures		
Tenure Holder	**Name**	**Phone Number**
British Columbia		

Trappers		
Trapline	**Name**	**Contact Information**
British Columbia		
Alberta		

Wildlife Management Unit (WMU) Holders		
WMU	**Name**	**Phone Number**
British Columbia		

Wildlife Management Unit (WMU) Holders		
WMU	**Name**	**Phone Number**
Alberta		

Industrial Operators		
Company	**24 Hour Emergency Number**	**Main Number**
British Columbia		

HYTHE/STEEPROCK DISTRICT PIPELINE SYSTEMS

CONTENTS

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1.0 PIPELINE SYSTEM OPERATIONS

The Hythe/Steeprock District operates sweet and sour pipelines that are regulated by the BC Oil and Gas Commission (OGC), the Alberta Energy Regulator (AER), and the Canada Energy Regulator (CER).

1.1 Tower Egress Pipeline

The Tower Egress Pipeline includes the [redacted] pipeline that connects the Ovintiv Tower Gas Plant to the Aux Sable Septimus Plant and the [redacted] pipeline that acts as a producer tie in. These pipelines are within the Peace River Regional District in British Columbia.

[redacted]

There are several locations where the main transmission pipeline can be isolated using SCADA. This is accomplished by a combination of remotely controlled block valves and check valves. The check valves are predominantly located [redacted] There are additional manual block valves located [redacted] that provide the capability to isolate the system into shorter segments in the event of an emergency.

[redacted]

1.2 Tupper Pipelines

The Tupper Pipelines are located in western Alberta and northeast British Columbia. Assets include natural gas, sour natural gasy, and fuel gas lines. These lines are interconnected and run between the Hythe Gas Plant in Alberta, the Steeprock Gas Plant in British Columbia, and the Bissette compressor stations, approximately 20 km south of Dawson Creek, BC.

The pipelines included in Tupper have been broken into three pipeline systems:

- Bissette-Tupper
- Hythe System
- Steeprock System

Bissette-Tupper System

The Bissette-Tupper System is an integrated pipeline system located in northeastern BC and western Alberta, consisting of pipeline which can carry natural gas, fuel gas and sour natural gas. The Bissette-Tupper system includes [redacted]

The producers that supply product into the Bissette-Tupper System are responsible for their product up to and including their custody transfer receipt point meters and pumps located at the receipt points. [redacted]

Hythe System

The Hythe System is an integrated pipeline system located in western Alberta, consisting of pipeline which can carries natural gas. The Hythe System includes [redacted]

The producers that supply product into the Hythe System are responsible for their product up to and including their custody transfer receipt point meters and pumps located at the receipt points. [redacted]

Steeprock System

The Steeprock System is an integrated pipeline system located in eastern British Columbia, consisting of pipeline which can carry natural gas and sour natural gas. The Steeprock Pipeline System includes [redacted]

The producers that supply product into the Steeprock System are responsible for their product up to and including their custody transfer receipt point meters and pumps located at the receipt points. [redacted]

[redacted]

Plants, terminals, or storage sites along the Tupper Pipeline include:

Facility	Land Description	Latitude	Longitude
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]

1.3 Hythe Extension Pipelines

The Hythe Extension Pipeline [redacted] runs from a third-party battery located in [redacted] to the Hythe Gas Plant in [redacted] for processing [redacted]

[redacted]

The 12" Main Line has [redacted] along the Main Line route in addition to shut-down devices at both the start and end of the pipeline. These [redacted]. The valves are equipped with pressure rate of change (PROC) instrumentation so that the valves can close either on a low pressure trigger or on a set change of pressure over time. The low-pressure trigger is set at [redacted] and the PROC is a maximum of [redacted] sampling period. [redacted]

[redacted]

- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]

A pig launcher and pig receiver are positioned at the start and end of the 12" Main Line. The By-Pass Line has an above-ground ESD valve at either end of the pipeline, with the same PROC settings described above for the Main Line. In addition to the equipment listed above for each of the valve sites, the [redacted] also has the following equipment:

- [redacted]
- [redacted]
- [redacted]
- [redacted]

A Pig Receiver [redacted] is at the end of the pipeline at the Veresen Hythe Gas Processing Plant.

[redacted]

[redacted]

1.4 Pipestone Pipeline

Pipestone Energy Corp. (Pipestone) is constructing a [redacted] pipeline that will tie-in production from their padsite at [redacted] to the NuVista Liquids Hub [redacted] The gas associated with the produced oil that will be transported through this pipeline is sour and may have H2S concentrations up to 8%. Pipestone is placing [redacted] along the route. These valves are spaced accordingly to keep the pipeline as a [redacted]

Once in operation, the pipeline license will transfer to Veresen Midstream (subsidiary of Pembina Pipeline Corp.), and Pipestone will continue to contract operate the pipeline. As Contract Operator, Pipestone Energy Corp. is responsible for the following:

- Act as the onsite operator of the pipeline and perform all work and services ordinarily performed by the Licensee.
- Comply with all terms of any license, permit, or approval issued by a Government Entity in respect of the operation of the pipeline.
- Ensure work and services to be conducted are performed in accordance with current operating policies, procedures, and practices.
- Ensure that a current Emergency Response Plan (ERP) is in place for the contract operated asset, and that it is tested as required.

In the case of an emergency [redacted] the Contract Operator will take, and is authorized to take, at the owner's sole cost and expense, whatever action is necessary to protect life, property, environment and the Field Facilities until such time as the Contract Operator, in its discretion, acting reasonably, determines the emergency to be concluded.

The Contract Operator will promptly notify Pembina, as the Licensee, of the emergency and any action taken by the Contract Operator as soon thereafter as is reasonably practicable in the circumstances. Following any such notice in respect of an emergency, unless the Parties agree otherwise, the Contract Operator shall direct any extended period emergency response and shall be responsible for any emergency response aside from those matters falling within the authority and responsibilities assigned to the Contract Operator. The determination of whether

an emergency exists shall be made by the Contract Operator at the time of such emergency, in the Contract Operator's discretion, acting reasonably.

In the event of an emergency, Pipestone will respond as outlined above under the guidance of their Corporate ERP and the [redacted] Production Pipeline ERP. Pembina, as Licensee will support a response following the guidance of their Corporate Emergency Management Plan and the Hythe/Steeprock District supplement.

1.5 Land Use

The Hythe/Steeprock District is located in a mostly agricultural and forested area with a relatively high level of oil and gas development. Within the district is also a number of residential areas/subdivisions and private farmland. There are recreational areas and primary highways located within the EPZ.

Stakeholders located within Hythe/Steeprock District include residents, businesses, trappers, registered permit holders, recreational area users, and other oil and gas operators.

Stakeholder details are included in the Stakeholders and Maps section of this plan.

2.0 TECHNICAL DATA

2.1 Operated Pipelines

2.1.1 CER Regulated Pipelines

Tupper-Bisset System													
CER Regulatory Instruments: [redacted]													
PL License Segment	Map #	From	To	Length (km)	Status	Sub	OD (mm)	ID (mm)	Wall Thick (mm)	MOP (kPa)	H_2S (mol/ kmol)	Enviro Crossing	EPZ (m)
NPS 10 Steeprock a-63-A to Hythe 06-17													
280412 - 1	4, 5	[redacted]		1.95	O	NG	273.1	265.3	7.8	[redacted]	0		0
280412 - 2	4, 5			3.45	O	NG	273.1	265.3	7.8		0		0
NPS 16 Steeprock a-63-A to Hythe 06-17													
280381 - 1	4, 5	[redacted]		1.95	O	NG	406.4	396.9	9.5	[redacted]	0		0
280381 - 2	4, 5			3.45	O	NG	406.4	396.9	9.5		0		0
NPS 8 Bissette a-29-H To Tupper a-28-A													
280301 - 1A	7, 8	[redacted]		8.08	O	NG	219.1	213.9	5.2	[redacted]	50		2120
280301 - 1B	7			3.12	O	NG	219.1	213.9	5.2		50		2480

Tupper-Bisset System													
CER Regulatory Instruments: [redacted]													
PL License Segment	Map #	From	To	Length (km)	Status	Sub	OD (mm)	ID (mm)	Wall Thick (mm)	MOP (kPa)	H_2S (mol/ kmol)	Enviro Crossing	EPZ (m)
NPS 8 Tupper a-28-A To Bissette 15-31													
280301 - 1C	6, 7	[redacted]		7.08	O	NG	219.1	213.9	5.2	[redacted]	50		2480
280301 - 1D	6			3.3	O	NG	219.1	213.9	5.2		50		2130
280301 - 2	6			1.42	O	NG	219.1	213.9	5.2		50		2130
NPS 8 Bissette c-33-I to Bissette 15-31													
280164 - 2	6	[redacted]		2.3	O	NG	219.1	213.5	5.6	[redacted]	50		1930
280164 - 1	6			1.5	O	NG	219.1	213.5	5.6		50		2100

2.1.2 OGC Regulated Pipelines

Tower System												
PL License Segment	Map #	From	To	Length (km)	Status	Sub	OD (mm)	ID (mm)	Wall Thick (mm)	MOP (kPa)	H_2S (mol/ kmol)	Enviro Crossing	EPZ (m)
NPS 12 Tower Egress													
25149 - 1	9			11.038	O	NG	323.9	316	7.90		0		262
25149 - 2	9			1.261	O	NG	219.1	212.1	7.04		0		143

Steeprock System													
PL License Segment	Map #	From	To	Length (km)	Status	Sub	OD (mm)	ID (mm)	Wall Thick (mm)	MOP (kPa)	H_2S (mol/ kmol)	Enviro Crossing	EPZ (m)
NPS 12 Tupper d-19-H to Tupper a-28-A Loop													
23612 - 1	7, 8			9.7	O	SG	323.9	315.5	8.4		17		3512
NPS 12 Tupper d-19-H to Tupper a-28-A													
19390 - 1	7, 8			10.07	O	SG	323.9	315.5	8.4		50		6004
NPS 12 Tupper a-28-A To Bissette d-64-I													
19390 - 2	6, 7			6.75	O	SG	323.9	315.5	8.4		50		4906

Steeprock System													
PL License Segment	Map #	From	To	Length (km)	Status	Sub	OD (mm)	ID (mm)	Wall Thick (mm)	MOP (kPa)	H_2S (mol/ kmol)	Enviro Crossing	EPZ (m)
NPS 12 Bissette d-64-I To Bissette d-33-I													
23659 - 2	6	[redacted]		3.61	O	SG	323.9	315.5	8.4	[redacted]	17		1709
NPS 8 Bissette d-64-I to Bissette d-33-I North													
23659 - 1	6	[redacted]		3.61	O	SG	219.9	214.3	5.6	[redacted]	17		923
23720 - 1	6			0.56	O	SG	219.9	214.3	5.6		50		466
NPS 8 Bissette c-33-I to Bissette 15-31													
23720 - 2	6	[redacted]		0.56	O	SG	219.9	214.3	5.6	[redacted]	50		466
NPS 8 Bissette d-33-I to Bissette c-33-I													
23720 - 3	6	[redacted]		0.56	O	SG	219.9	214.3	5.6	[redacted]	50		466
NPS 8 Bissette d-33-I to Bissette a-73-H													
23720 - 5	6	[redacted]		0.562	O	SG	219.9	214.3	5.6	[redacted]	50		3268
23710 - 1A	6			6.5	O	SG	219.9	214.3	5.6		50		3268
NPS 8 Bissette a-73-H to Bissette d-86-A													
23710 - 1B	5, 6	[redacted]		10.72	O	SG	219.9	214.3	5.6	[redacted]	50		4126

Steeprock System													
PL License Segment	Map #	From	To	Length (km)	Status	Sub	OD (mm)	ID (mm)	Wall Thick (mm)	MOP (kPa)	H_2S (mol/ kmol)	Enviro Crossing	EPZ (m)
NPS 8 Bissette d-86-A to Steeprock a-65-A													
23714 - 1	5			2.88	O	SG	219.1	213.5	5.58		50		1819
NPS 12 Bissette D-33-I to Steeprock B-64-A													
23724 - 1A	6			6.29	O	SG	323.9	315.5	8.4		17		2597
23724 - 1B	5, 6			11.81	O	SG	323.9	315.5	8.4		17		3656
NPS 8 Bissette d-64-I to Bissette d-33-I South													
11629 - 1	6			3.14	O	NG	219.1	213.5	5.6		0		172
NPS 10 Steeprock Gas Plant to Steeprock a-63-A													
23709 - 6	5			20.7	O	NG	273.1	266.7	6.4		0		229
NPS 8 Steeprock Gas Plant to Steeprock a-63-A													
12944 - 3	5			1.6	O	NG	219.0	213.4	5.56		0		196
NPS 6 Steeprock Gas Plant to Steeprock a-63-A													
23707 - 2	5			1.6	O	NG	168.3	164.3	4		0		124

Steeprock System													
PL License Segment	Map #	From	To	Length (km)	Status	Sub	OD (mm)	ID (mm)	Wall Thick (mm)	MOP (kPa)	H_2S (mol/ kmol)	Enviro Crossing	EPZ (m)
Pembina Pipeline Corporation (Pembina) will contract operate the following Steeprock Flare, Inlet and Sales Pipelines (licenses 18077-1 to 6) for [redacted] *As Contract Operator, Pembina is responsible for the following:* • *Act as the onsite operator of the pipeline and perform all work and services ordinarily performed by the Licensee.* • *Comply with all terms of any license, permit, or approval issued by a Government Entity in respect of the operation of the pipeline.* • *Ensure work and services to be conducted are performed in accordance with current operating policies, procedures, and practices.* • *Ensure that a current Emergency Response Plan (ERP) is in place for the contract operated asset, and that it is tested as required.* *In the case of an emergency (including a significant fire, explosion, natural gas release, environmental loss, sabotage, incident involving loss of life or serious injury to an employee or sub-contractor or Third Party, or serious property damage, strikes, riots or evacuation of the personnel), the Contract Operator will take, and is authorized to take, at the owner's sole cost and expense, whatever action is necessary to protect life, property, environment and the Field Facilities until such time as the Contract Operator, in its discretion, acting reasonably, determines the emergency to be concluded.* *The Contract Operator will promptly notify the owner of the emergency and any action taken by the Contract Operator as soon thereafter as is reasonably practicable in the circumstances. Following any such notice in respect of an emergency, unless the Parties agree otherwise, the Contract Operator shall direct any extended period emergency response and shall be responsible for any emergency response aside from those matters falling within the authority and responsibilities assigned to the Contract Operator. The determination of whether an emergency exists shall be made by the Contract operator at the time of such emergency, in the Contract Operator's discretion, acting reasonably.* *In the event of an emergency, Pembina will respond as outlined above under the guidance of their Corporate ERP, Hythe-Steeprock District ERP, and the Hythe-Steeprock District Pipeline Systems ERP.* [redacted]*, as Licensee will support a response following the guidance of their Corporate ERP, Grande Prairie Area ERP, and the appropriate supplemental document.*												
NPS 8 Steeprock Inlet from Doig													
18077 - 1	5	[redacted]		0.27	O	SG	219.0	213.4	5.6	[redacted]	13		100
NPS 2 Steeprock Flare													
18077 - 2	5	[redacted]		0.275	O	SG	60.0	51.3	8.7	[redacted]	13		100

Steeprock System													
PL License Segment	Map #	From	To	Length (km)	Status	Sub	OD (mm)	ID (mm)	Wall Thick (mm)	MOP (kPa)	H_2S (mol/ kmol)	Enviro Crossing	EPZ (m)
NPS 12 Steeprock Inlet from Bissette													
18077 - 5	5	[redacted]		0.225	O	SG	324.0	315.6	8.4	[redacted]	17		144
NPS 8 Steeprock Inlet from Bissette													
18077 - 6	5	[redacted]		0.275	O	SG	219.0	213.4	5.6	[redacted]	13		100
NPS 12 Steeprock Sales Line													
18077 - 3	5	[redacted]		0.235	O	NG	323.9	315.5	8.4	[redacted]	0		102
NPS 12 Steeprock Inlet from Cadomin Bypass													
18077 - 4	5	[redacted]		0.225	O	NG	323.9	315.5	8.4	[redacted]	0		100

2.1.3 AER Regulated Pipelines

Hythe System												
PL License Segment	Map #	From	To	Length (km)	Status	Sub	OD (mm)	ID (mm)	Wall Thick (mm)	MOP (kPa)	H_2S (mol/ kmol)	Enviro Crossing	EPZ (m)
NPS 8 Bissette 15-31 to Hythe Gas Plant													
30024 - 1	7	[redacted]		0.14	O	SG	219.9	214.7	5.2	[redacted]	50	CC	2190
30024 - 5	7			0.7	O	SG	219.9	214.7	5.2		50	CC	2510
30024 - 4A	7			4.56	O	SG	219.9	214.7	5.2		50		2510
30024 - 4B	7			7.39	O	SG	219.9	214.7	5.2		50		2510
NPS 8 Bissette 15-31 to Hythe Gas Plant Loop													
30024 - 2A	7	[redacted]		5.38	O	SG	219.9	214.3	5.6	[redacted]	50	CC	2170
30024 - 2B	7			7.42	O	SG	219.9	214.3	5.6		50	CC	2490

Hythe Extension													
PL License Segment	Map #	From	To	Length (km)	Status	Sub	OD (mm)	ID (mm)	Wall Thick (mm)	MOP (kPa)	H_2S (mol/ kmol)	Enviro Crossing	EPZ (m)
NPS 12 Hythe Extension - Main													
61274 - 1A	3			2.16	O	SG	323.85	316.8	7.1		100	CC	1920
61274 - 1B	3			1.84	O	SG	323.85	316.8	7.1		100		1860
61274 - 1C	3			2.99	O	SG	323.85	316.8	7.1		100		2120
61274 - 1D	3, 4			1.74	O	SG	323.85	316.8	7.1		100		1830
61274 - 1E	3, 4			1.76	O	SG	323.85	316.8	7.1		100	RC	1830
61274 - 1F	4			1.68	O	SG	323.85	316.8	7.1		100		1820
61274 - 1G	4			1.74	O	SG	323.85	316.8	7.1		100		1830
61274 - 1H	4			4.73	O	SG	323.85	316.8	7.1		100		2680
61274 - 1I	4			4.62	O	SG	323.85	316.8	7.1		100		2670
61274 - 1J	4			4.23	O	SG	323.85	316.8	7.1		100		2640
61274 - 1K	4			6.44	O	SG	323.85	316.8	7.1		100		2860

Hythe Extension													
PL License Segment	Map #	From	To	Length (km)	Status	Sub	OD (mm)	ID (mm)	Wall Thick (mm)	MOP (kPa)	H_2S (mol/ kmol)	Enviro Crossing	EPZ (m)
NPS 12 Hythe Extension - Main Cont'd.													
61274 - 1L	4, 5	[redacted]	[redacted]	0.94	O	SG	323.85	316.8	7.1	[redacted]	100		1770
61274 - 1M	4, 5			1.78	O	SG	323.85	316.8	7.1		100		1840
61274 - 1N	4, 5			1.64	O	SG	323.85	316.8	7.1		100	CC	1810
61274 - 1O	5			6.13	O	SG	323.85	316.8	7.1		100	CC	2820
61274 - 1P	5			5.43	O	SG	323.85	316.8	7.1		100		2750
61274 - 1Q	5			3.71	O	SG	323.85	316.8	7.1		100	CC	2270
61274 - 1R	5			3.96	O	SG	323.85	316.8	7.1		100		2320
61274 - 1S	5, 7			0.001	O	SG	323.85	316.8	7.1		100		2320
61274 - 1T	5, 7			5.89	O	SG	323.85	316.8	7.1		100		2800

Hythe Extension												
PL License Segment	Map #	From	To	Length (km)	Status	Sub	OD (mm)	ID (mm)	Wall Thick (mm)	MOP (kPa)	H_2S (mol/ kmol)	Enviro Crossing	EPZ (m)
NPS 12 Hythe Bypass													
61274 - 2	5, 7	[redacted]		0.002	O	SG	323.85	316.8	7.1	[redacted]	100		2320
61274 - 2	7			5.89	O	SG	323.85	316.8	7.1		100		2800
NPS 16 Hythe 03-17 To Hythe Gas Plant													
54434 - 1	5	[redacted]		0.68	O	NG	406.4	393.7	12.7	[redacted]	0	RC	0
57596 - 1	5, 7			16.02	O	NG	406.4	393.7	12.7		0	RC	0
NPS 16 Hythe 06-17 to Hythe Gas Plant													
44117 - 1	5, 7	[redacted]		16.2	O	NG	406.4	399.3	7.1	[redacted]	0	RC	0
NPS 4 19028-36													
62156 - 1	5	[redacted]		1.31	O	NG	114.3	111.1	3.2	[redacted]	0		0
NPS 10 Hythe Delivery to TCPL													
29584 - 1	7	[redacted]		0.01	O	NG	273.1	266.7	6.4	[redacted]	0		0

Hythe Extension													
PL License Segment	Map #	From	To	Length (km)	Status	Sub	OD (mm)	ID (mm)	Wall Thick (mm)	MOP (kPa)	H_2S (mol/ kmol)	Enviro Crossing	EPZ (m)
NPS 4 30070-12													
62157 - 1	5	[redacted]		0.68	O	FG	114.3	109.5	4.8	[redacted]	0		0
NPS 4 30023-1													
30023-1	6	[redacted]		11.59	O	FG	114.3	111.1	3.2	[redacted]	0	CC	0

2.2 Non-Operated Pipelines

2.2.1 AER Regulated

Pipestone													
PL License Segment	Map #	From	To	Length (km)	Status	Sub	OD (mm)	ID (mm)	Wall Thick (mm)	MOP (kPa)	H_2S (mol/ kmol)	Enviro Crossing	EPZ (m)
NPS 12 Pipestone 06-30													
60497-1	1, 2	[redacted]		16.68	O	SG	323.9	316.0	7.9	[redacted]	8.0	CC	2080

Pembina Pipeline Corporation (Pembina) has contracted Pipestone Energy Corp. to operate the above listed pipelines.
As Contract Operator, [redacted]. is responsible for the following:

- *Act as the onsite operator of the pipeline and perform all work and services ordinarily performed by the Licensee.*
- *Comply with all terms of any license, permit, or approval issued by a Government Entity in respect of the operation of the pipeline.*
- *Ensure work and services to be conducted are performed in accordance with current operating policies, procedures, and practices.*
- *Ensure that a current Emergency Response Plan (ERP) is in place for the contract operated asset, and that it is tested as required.*

In the case of an emergency (including a significant fire, explosion, natural gas release, environmental loss, sabotage, incident involving loss of life or serious injury to an employee or sub-contractor or Third Party, or serious property damage, strikes, riots or evacuation of the personnel), the Contract Operator will take, and is authorized to take, at the owner's sole cost and expense, whatever action is necessary to protect life, property, environment and the Field Facilities until such time as the Contract Operator, in its discretion, acting reasonably, determines the emergency to be concluded.

The Contract Operator will promptly notify Pembina, as the Licensee, of the emergency and any action taken by the Contract Operator as soon thereafter as is reasonably practicable in the circumstances. Following any such notice in respect of an emergency, unless the Parties agree otherwise, the Contract Operator shall direct any extended period emergency response and shall be responsible for any emergency response aside from those matters falling within the authority and responsibilities assigned to the Contract Operator. The determination of whether an emergency exists shall be made by the Contract Operator at the time of such emergency, in the Contract Operator's discretion, acting reasonably.

In the event of an emergency, [redacted] will respond as outlined above under the guidance of their Corporate ERP and the [redacted] Production Pipeline ERP. Pembina, as Licensee will support a response following the guidance of their Corporate ERP and the Hythe-Steeprock District ERP.

2.3 Gas Storage

2.3.1 Gas Storage - Facilities

Facility ID	Facility Name	Location	Category	Type	Status
ABBT0060328			Battery	Gas Multi-well Batter	Active
ABGS0006121			Gas Gathering System	Gas Gathering System	Active
ABIF0009293			Injection/Disposal Facility	Underground Gas Storage	Active

2.3.2 Gas Storage - Pipelines

PL License Segment	Map #	From	To	Length (km)	Status	Sub	OD (mm)	ID (mm)	Wall Thick (mm)	MOP (kPa)	H_2S (mol/ kmol)	Enviro Crossing	EPZ (m)
62156 - 1	3			1.31	O	NG	114.3	111.1	3.2		0		0
62157 - 1	3			0.68	O	FG	114.3	109.5	4.8		0		0
54434 - 1	3			0.68	O	NG	406.4	393.7	12.7		0	RC	0

2.3.3 Gas Storage - Wells

License	UWI	Location	Formation	H2S Content (%)
0218796			Commingled (Gething, Cadomin)	0
0218796			Commingled (Gething, Cadomin)	0
0222051			Gething	0
0233919			Gething	0
0233919			Gething	0
0070310			Gething	0
0222051			Gething	0

2.3.4 Gas Storage - Land

Operation Document	Title	Location	Gross Area (Ha)	Net Area (Ha)
0598120263				
0598120263				
0598120084				
0598120085				
0597110148				
058109A166				
0598120266				

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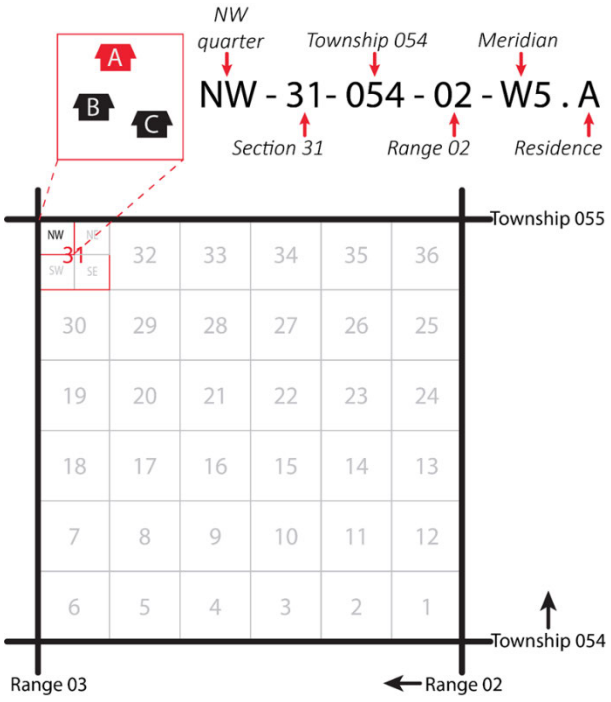
3.0 STAKEHOLDERS AND MAPS

Pembina conducts regular public involvement efforts to ensure stakeholders are provided with information pertaining to the operations in their area, potential hazards, product characteristics, emergency contact numbers, and the appropriate response actions for them to take in an emergency situation.

Occupant data (resident/business) within the Emergency Planning Zone (EPZ) are each given a unique identifier which corresponds to a land location on a numbered map (refer to the area overview map to determine the map number).

The Dominion Land Survey (DLS) system is used within Alberta, Saskatchewan and portions of western Manitoba and northeast British Columbia. Confidential occupant data within each mapped area is sorted by geographical location; organized by **meridian**, then **township** (south to north), then **range** (east to west), then **section**, then **quarter section** and concludes with the **unique ID.** Example: **NW 31-054-02-W5.A**

5	**054**	**02**	**31**	**NW**	**A**
Meridian	Township	Range	Section	Quarter Section	Unique ID



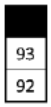
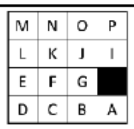
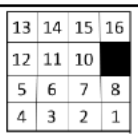
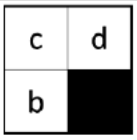
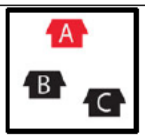
The National Topographic (NTS) Grid System is used in portions of British Columbia. Confidential occupant data within each mapped area is sorted by geographical location; by **NTS map number, map sheet, grid, block, unit, quarter unit** and concludes with the **unique ID.**

Example: **a-29-H / 94-P-9.A**

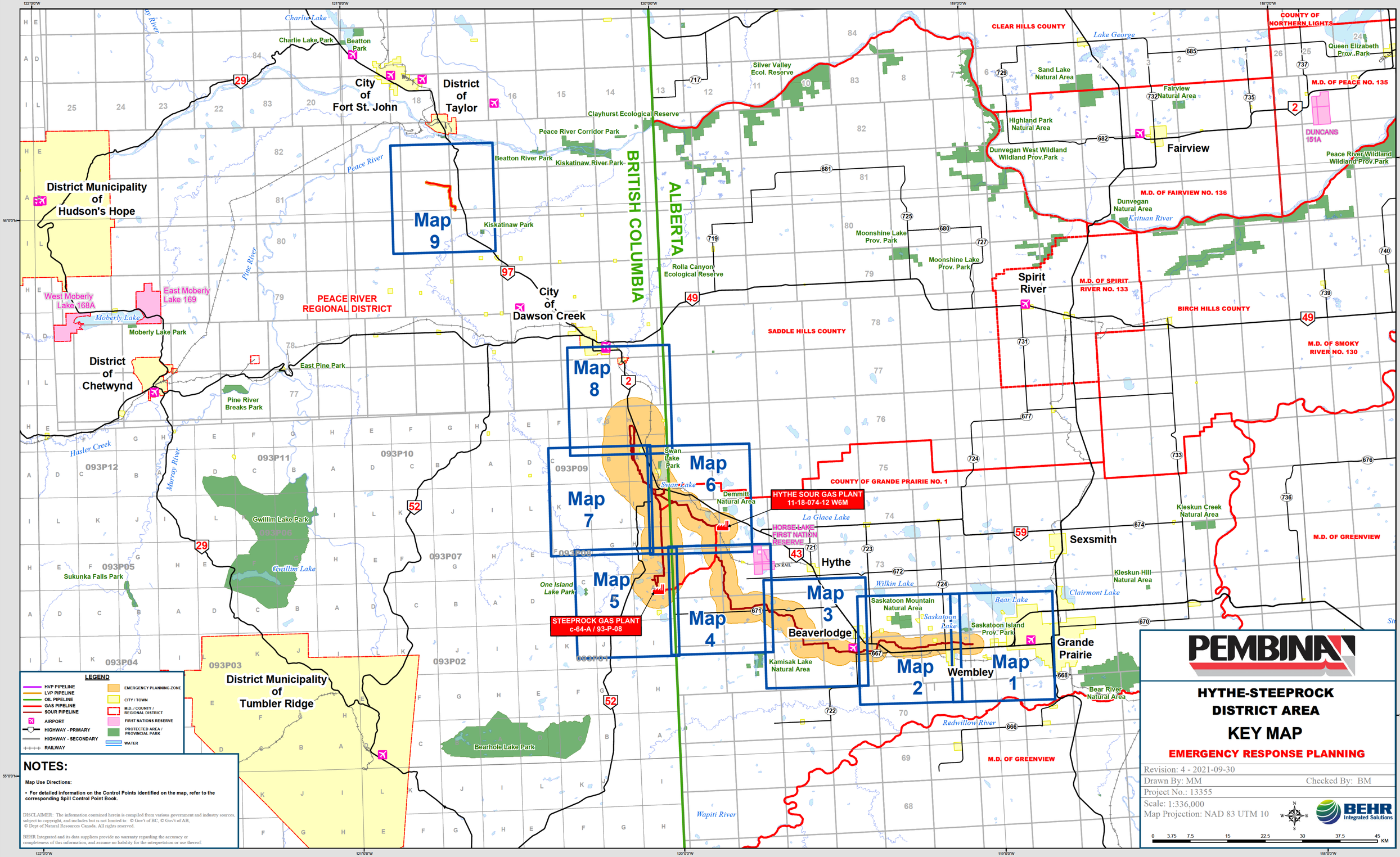
Read first; from left to right

a – 20 – B / 94 – H – 9 . A

Read second; from right to left — Read Last

NTS Sections		Example	
1	**NTS Map Number:** Numbered 82 to 104	a-29-H / 94-P-9.A	
2	**Map Sheet:** Lettered A to P (uppercase)	a-29-H / 93-H-9.A	
3	**Grid:** Numbered 1 to 16	a-29-H / 93-P-9.A	
4	**Block:** Lettered A to L (uppercase)	a-29-B / 93-P-9.A	
5	**Unit:** Numbered 1 to 100 (each unit is ± 1 km by 1 km)	a-20-H / 93-P-9.A	
6	**Quarter Unit:** Lettered a-d (lowercase)	a-29-H / 93-P-9.A	
7	**Unique ID:** Alpha/Numeric	a-29-H / 93-P-9.A	

Only confidential copies of this plan will contain occupant data.



LEGEND

- HVP PIPELINE
- LVP PIPELINE
- OIL PIPELINE
- GAS PIPELINE
- SOUR PIPELINE
- AIRPORT
- HIGHWAY - PRIMARY
- HIGHWAY - SECONDARY
- RAILWAY
- EMERGENCY PLANNING ZONE
- CITY / TOWN
- M.D. / COUNTY / REGIONAL DISTRICT
- FIRST NATIONS RESERVE
- PROTECTED AREA / PROVINCIAL PARK
- WATER

NOTES:

Map Use Directions:

- **For detailed information on the Control Points identified on the map, refer to the corresponding Spill Control Point Book.**

PEMBINA

HYTHE-STEEPROCK DISTRICT AREA

KEY MAP

EMERGENCY RESPONSE PLANNING

Revision: 4 - 2021-09-30

Drawn By: MM Checked By: BM

Project No.: 13355

Scale: 1:336,000

Map Projection: NAD 83 UTM 10

BEHR Integrated Solutions

0 3.75 7.5 15 22.5 30 37.5 45 KM

Map 1

[redacted]

Special Area Considerations			
Name	Type	Contact	Phone
[redacted]			

Local Authorities		
Name	**Contact**	**Phone**

School Divisions		
Name	**Contact**	**Phone**

Major Water Crossings			
Water Body	Pipeline System	Location	Flow Direction

Control points are illustrated on the map. For additional information including tactical response strategies, refer to the corresponding Spill Control Points Book.

Highways			
Highway	Location	Contact	Phone Number

Wildlife Management Unit (WMU) Holders		
WMU	Name	Phone Number

Industrial Operators		
Company	24 Hour Emergency Number	Main Number

Map 2

[redacted]

Special Area Considerations			
Name	Type	Contact	Phone
[redacted]			

Local Authorities		
Name	**Contact**	**Phone**

School Divisions		
Name	**Contact**	**Phone**

Major Water Crossings			
Water Body	Pipeline System	Location	Flow Direction

Control points are illustrated on the map. For additional information including tactical response strategies, refer to the corresponding Spill Control Points Book.

Highways			
Highway	Location	Contact	Phone Number

Railways			
Company	Location	Contact	Phone Number

Wildlife Management Unit (WMU) Holders		
WMU	Name	Phone Number

Industrial Operators		
Company	24 Hour Emergency Number	Main Number

Map 3

[redacted]

Special Area Considerations			
Name	Type	Contact	Phone
[redacted]			

Special Area Considerations			
Name	Type	Contact	Phone

Local Authorities		
Name	Contact	Phone

School Divisions		
Name	Contact	Phone

Major Water Crossings			
Water Body	Pipeline System	Location	Flow Direction

Control points are illustrated on the map. For additional information including tactical response strategies, refer to the corresponding Spill Control Points Book.

Highways			
Highway	Location	Contact	Phone Number

Railways			
Company	Location	Contact	Phone Number

Grazing Lease Holders		
Grazing Lease	Name	Phone Number

Trappers		
Trapline	Name	Contact Information

Wildlife Management Unit (WMU) Holders		
WMU	Name	Phone Number

Industrial Operators		
Company	24 Hour Emergency Number	Main Number

Industrial Operators		
Company	24 Hour Emergency Number	Main Number

Map 4

[redacted]

Within British Columbia, area user information has been deemed sensitive and confidential by the Government. Information is not available unless the area user has provided consent. In the event of an emergency, Pembina will ensure impacted area is free from area users. Contact with area users will be performed in conjunction with the RCMP and/or in coordination with the Peace River Regional District.

Local Authorities		
Name	**Contact**	**Phone**
Alberta		
[redacted]		

Local Authorities		
Name	**Contact**	**Phone**
British Columbia		
[redacted]		

School Divisions		
Name	**Contact**	**Phone**
Alberta		
[redacted]		
British Columbia		
[redacted]		

Major Water Crossings			
Water Body	Pipeline System	Location	Flow Direction
[redacted]			

Control points are illustrated on the map. For additional information including tactical response strategies, refer to the corresponding Spill Control Points Book.

Highways			
Highway	Location	Contact	Phone Number
Alberta			

Railways			
Company	Location	Contact	Phone Number
Alberta			

Grazing Lease Holders		
Grazing Lease	Name	Phone Number
Alberta		

Trappers		
Trapline	Name	Contact Information
Alberta		
British Columbia		

Wildlife Management Unit (WMU) Holders		
WMU	Name	Phone Number
Alberta		

Guide Outfitter		
WMU	Name	Phone Number
British Columbia		

Industrial Operators		
Company	**24 Hour Emergency Number**	**Main Number**
Alberta		
[redacted]		
British Columbia		
[redacted]		

[redacted]

Within British Columbia, area user information has been deemed sensitive and confidential by the Government. Information is not available unless the area user has provided consent. In the event of an emergency, Pembina will ensure impacted area is free from area users. Contact with area users will be performed in conjunction with the RCMP and/or in coordination with the Peace River Regional District.

Local Authorities		
Name	**Contact**	**Phone**
Alberta		
[redacted]		

Local Authorities		
Name	Contact	Phone
British Columbia		

School Divisions		
Name	Contact	Phone
Alberta		
British Columbia		

Major Water Crossings			
Water Body	Pipeline System	Location	Flow Direction
British Columbia			
[redacted]			

Control points are illustrated on the map. For additional information including tactical response strategies, refer to the corresponding Spill Control Points Book.

Highways			
Highway	Location	Contact	Phone Number
British Columbia			

Grazing Lease Holders		
Grazing Lease	Name	Phone Number
British Columbia		

Trappers		
Trapline	Name	Contact Information
Alberta		
British Columbia		

Wildlife Management Unit (WMU) Holders		
WMU	Name	Phone Number
Alberta		

Wildlife Management Unit (WMU) Holders		
WMU	Name	Phone Number

Guide Outfitters		
WMU	Name	Phone Number
British Columbia		

Industrial Operators		
Company	24 Hour Emergency Number	Main Number
Alberta		
British Columbia		

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Map 6

[redacted]

Within British Columbia, area user information has been deemed sensitive and confidential by the Government. Information is not available unless the area user has provided consent. In the event of an emergency, Pembina will ensure impacted area is free from area users. Contact with area users will be performed in conjunction with the RCMP and/or in coordination with the Peace River Regional District.

Special Area Considerations			
Name	**Type**	**Contact**	**Phone**
Alberta			
[redacted]			
British Columbia			
[redacted]			

Local Authorities		
Name	**Contact**	**Phone**
Alberta		
[redacted]		
British Columbia		
[redacted]		

School Divisions		
Name	Contact	Phone
Alberta		
British Columbia		

Major Water Crossings			
Water Body	Pipeline System	Location	Flow Direction

Major Water Crossings			
Water Body	**Pipeline System**	**Location**	**Flow Direction**
[redacted]			

Control points are illustrated on the map. For additional information including tactical response strategies, refer to the corresponding Spill Control Points Book.

Highways			
Highway	Location	Contact	Phone Number
Alberta			
British Columbia			

Railways			
Company	Location	Contact	Phone Number

Grazing Lease Holders		
Grazing Lease	Name	Phone Number
Alberta		

Forestry Management Agreement (FMA) Holders		
FMA Holder	Name	Phone Number
Alberta		

Trappers		
Trapline	Name	Contact Information
Alberta		
British Columbia		

Wildlife Management Unit (WMU) Holders		
WMU	Name	Phone Number
Alberta		

Wildlife Management Unit (WMU) Holders		
WMU	Name	Phone Number
[redacted]		

Guide Outfitters		
WMU	Name	Phone Number
Alberta		
[redacted]		

Industrial Operators		
Company	24 Hour Emergency Number	Main Number
Alberta		
[redacted]		

Industrial Operators		
Company	24 Hour Emergency Number	Main Number
[redacted]		
British Columbia		
[redacted]		

Map 7

[redacted]

Within British Columbia, area user information has been deemed sensitive and confidential by the Government. Information is not available unless the area user has provided consent. In the event of an emergency, Pembina will ensure impacted area is free from area users. Contact with area users will be performed in conjunction with the RCMP and/or in coordination with the Peace River Regional District.

Special Area Considerations			
Name	**Type**	**Contact**	**Phone**
[redacted]			

Local Authorities		
Name	**Contact**	**Phone**
[redacted]		

School Divisions		
Name	Contact	Phone

Major Water Crossings			
Water Body	Pipeline System	Location	Flow Direction

Control points are illustrated on the map. For additional information including tactical response strategies, refer to the corresponding Spill Control Points Book.

Highways			
Highway	Location	Contact	Phone Number

Railways			
Company	Location	Contact	Phone Number

Grazing Lease Holders		
Grazing Lease	Name	Phone Number

Trappers		
Trapline	Name	Contact Information

Guide Outfitters		
WMU	Name	Phone Number

Industrial Operators		
Company	24 Hour Emergency Number	Main Number

Map 8

[redacted]

Within British Columbia, area user information has been deemed sensitive and confidential by the Government. Information is not available unless the area user has provided consent. In the event of an emergency, Pembina will ensure impacted area is free from area users. Contact with area users will be performed in conjunction with the RCMP and/or in coordination with the Peace River Regional District.

Special Area Considerations			
Name	**Type**	**Contact**	**Phone**
[redacted]			

Local Authorities		
Name	**Contact**	**Phone**
[redacted]		

School Divisions		
Name	Contact	Phone

Major Water Crossings			
Water Body	Pipeline System	Location	Flow Direction

Control points are illustrated on the map. For additional information including tactical response strategies, refer to the corresponding Spill Control Points Book.

Highways			
Highway	Location	Contact	Phone Number

Railways			
Company	Location	Contact	Phone Number

Trappers		
Trapline	Name	Contact Information

Guide Outfitter		
WMU	Name	Phone Number

Industrial Operators		
Company	24 Hour Emergency Number	Main Number

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Map 9

[redacted]

[redacted]

Within British Columbia, area user information has been deemed sensitive and confidential by the Government. Information is not available unless the area user has provided consent. In the event of an emergency, Pembina will ensure impacted area is free from area users. Contact with area users will be performed in conjunction with the RCMP and/or in coordination with the Peace River Regional District.

Local Authorities		
Name	**Contact**	**Phone**
[redacted]		

School Divisions		
Name	**Contact**	**Phone**
[redacted]		

Major Water Crossings			
Water Body	Pipeline System	Location	Flow Direction

Control points are illustrated on the map. For additional information including tactical response strategies, refer to the corresponding Spill Control Points Book.

Trappers		
Trapline	Name	Contact Information

Guide Outfitters		
WMU	Name	Phone Number

Industrial Operators		
Company	24 Hour Emergency Number	Main Number

Industrial Operators		
Company	24 Hour Emergency Number	Main Number

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