Windsor

Emergency Response Plan

Plan Last Revised: 09/16/2026

Developed by:

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SECTION 0
OVERVIEW

Section Last Revised: May 20, 2026

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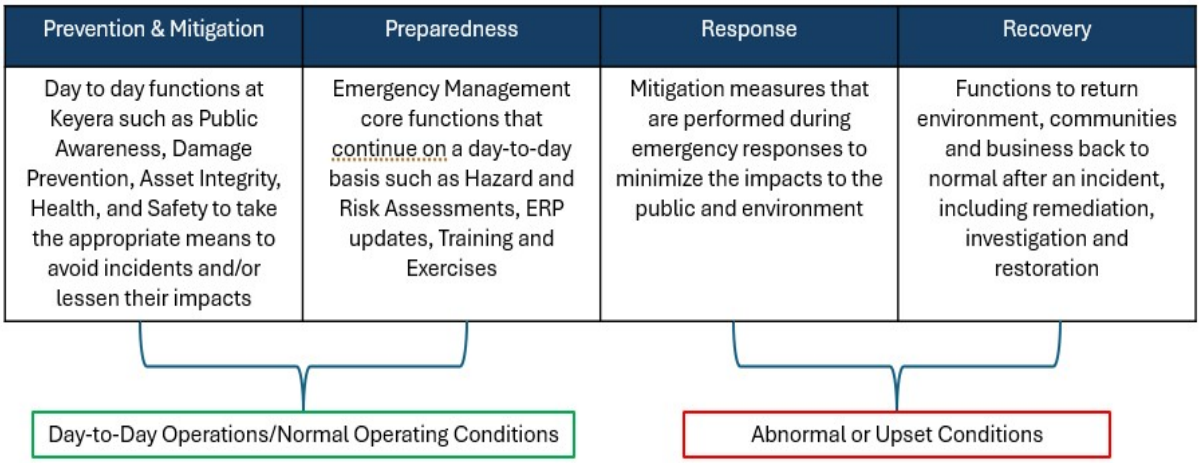
0.1 INTRODUCTION

Keyera has identified the Core Emergency Response Plan (Core ERP) as a critical component of the Emergency Management Program (EMP). The EMP has been designed, using the four pillars of emergency management, to meet the need to anticipate, prevent, manage, and mitigate conditions during an emergency that could adversely affect the safety of the public, responder, property, and the environment. The Four Pillars of Emergency Management (EM):



As part of the EMP, Keyera requires the development of Emergency Response Plans (ERP) focused around the protection of employees, the public, the environment, company assets and reputation. Each ERP consists of two major components and is designed for a particular geographical region, pipeline system and/or critical facility/site.

1. Corporate (Core) ERP – Comprised of **SECTION 0** through **SECTION 7** that outline Keyeras emergency response framework and allows for a consistent approach to all emergencies company wide.
2. Area/Site Specifics – Comprised of **SECTION 8** and **SECTION 9** that outline all information specific to the ERP including all applicable federal (including ECCC E2) and/or provincial regulatory requirements, outlining applicable assets/operations, and identifying local hazard/response considerations.

A key component for the development of ERPs is the EM consultation program the contact of impacted stakeholders. The EM consultation program consists of the following:

1. Public consultations
2. Local authority, indigenous community, first responder, and government agency consultations
3. Area user notifications

The contacted stakeholders are defined by the EPZ and types of consultations / notifications are defined by the applicable regulatory body. All Keyera ERPs are directly supported by the Keyera Operations Management System (OMS) and guided by the Operations Policy and the Emergency Management Commitment Statement.

0.1 INTRODUCTION, CONTINUED

In addition to supporting internal Keyera systems, the Core ERP is designed to meet and exceed the regulatory requirements set out by the following regulatory agencies and associated regulations:

- Canada Energy Regulator (CER)
    - Onshore Pipeline Regulations (SOR/99-294)
- Alberta Energy Regulator (AER)
    - Directive 071 and 056
- Saskatchewan – Ministry of Energy and Resources (ER)
- Manitoba Agriculture and Resource Development (ARD) – Petroleum Branch
- Ontario Energy Board (OEB)
- Ontario – Ministry of the Solicitor General – Emergency Management Ontario (EMO)
- Ontario – Technical Standards and Safety Authority (TSSA)
- Canadian Standards Association (CSA)
    - Z246.2, Z731, Z1600 and Z662
- Environment Canada and Climate Change (ECCC)
    - Canadian Environmental Protection Act – Environmental Emergencies (E2)
- Transportation Safety Board (TSB)

0.2 OBJECTIVE

Keyera has developed the Core ERP to assist company personnel respond to emergencies for all operations. The primary objective of the ERP is to clearly define the framework and the tools that facilitate the ability of Keyera's personnel to respond consistently and effectively to all incidents (operational and non-operational).

The ERP is designed to assist with:

- Activation of the ERP.
- Initial response procedures and tools.
- Internal notification process.
- Incident Command System (ICS) processes and incorporate ICS key principles.
- Response organization and structures.
- Roles and responsibilities checklists for field and corporate level responding personnel.
- Emergency response procedures and guidelines to protect people, the environment and assets threatened in an emergency.
- Notification and communication requirements to all stakeholders (public, government, media, internal, etc.).
- Documentation tools and requirements.
- Fulfill all provincial and federal emergency management regulatory body requirements.
- Required post emergency actions including evaluation and follow up.

In conjunction with the ERP, Keyera's adoption and full implementation of the Incident Command System (ICS) ensures that an organizational and systematic response structure will be initiated and established equal to the complexity and demands of an emergency.

0.3 SCOPE

Keyera's Core ERP supports all Keyera personnel from field responders on-site that comprise the Incident Management Team (IMT) and Corporate Calgary responders that comprise the Corporate Advisory Team (CAT). It contains the core ERP components, outlined in **SECTION 1** through **SECTION 7**, that are consistent across all ERPs including area specific. **SECTION 8** and **SECTION 9** contain all area and/or site specific information to each ERP.

SECTION 8 outlines the applicable government agencies, local/regional authority's roles and responsibilities, as well as company-wide and local support agreements with external agencies and mutual aid partners. **SECTION 9** (if applicable) outlines all area specifics including: operations overview, general area overview, contact lists for Keyera personnel, external contact lists (government, local authority, first responders, support services, etc.), area user information, site equipment and processes, technical data, maps and confidential resident information.

Keyera's Core ERP is guided by the Keyera Operations Policy and Emergency Management Commitment Statement and complimented by Functional Support Plans (FSPs). It is aligned with the standards and expectations of first responders, regulators, local authorities and industry partners.

0.4 EMERGENCY RESPONSE FRAMEWORK

0.4.1 Response Principles

1. The highest priority is placed on human life (personal, employees, contractors and the public).
2. ICS is utilized as the foundation for response to all incidents.
3. All responders (field and corporate) are trained to ICS procedures and principles.
4. All responders are trained annually via exercises and role/hazard specific training sessions.
5. The IMT (field responders) are expected to manage the emergency response with support from the CAT (corporate responders).
6. Responders must 'Get Big Quick' and mobilize as many responders as possible at the onset of an emergency.

0.4.2 Response Organizations

Keyera's emergency response framework is comprised of two response organizations that work in conjunction with one another and are in regular communication. Key reporting lines are established between each response organization and communications are encouraged between leadership roles within each.

0.4.3 Incident Management Team

- Based in the field at the Incident Command Post (ICP).
- Responsible for managing the emergency response and all field level (tactical) emergency response actions.
- Managed by the Incident Commander and initially comprised of local and nearby area personnel. Other company personnel who are trained to respond may take IMT roles as well as external agencies/company personnel, as required.
- Deputy Incident Commander must be established communicates and report to the Corporate Advisory Team Lead (CAT) at the EOC.
- The Keyera Liquids Infrastructure Regional Office (KLIRO) will support incidents for the liquids Business Unit and manage them from the Emergency Coordination Center (ECC)
- IMT leadership is comprised of:
    - Command Staff: Incident Commander, Deputy Incident Commander, Safety Officer, Liaison Officer and Public Information Officer.
    - General Staff: Operations, Planning, Logistics and Finance/Administration Section Chiefs.

0.4.4 Corporate Advisory Team (CAT)

Comprehensive team established at the Emergency Operations Centre to support the field and IMT response. The CAT provides direction and support for local actions with emergency management response guidance, designed to enhance the local facility's emergency plan and capabilities; while also managing external pressure(s)from the media, local community or other stakeholders to allow the local response team to focus on containing the issue itself.

The CAT Activation flowchart is designed to:

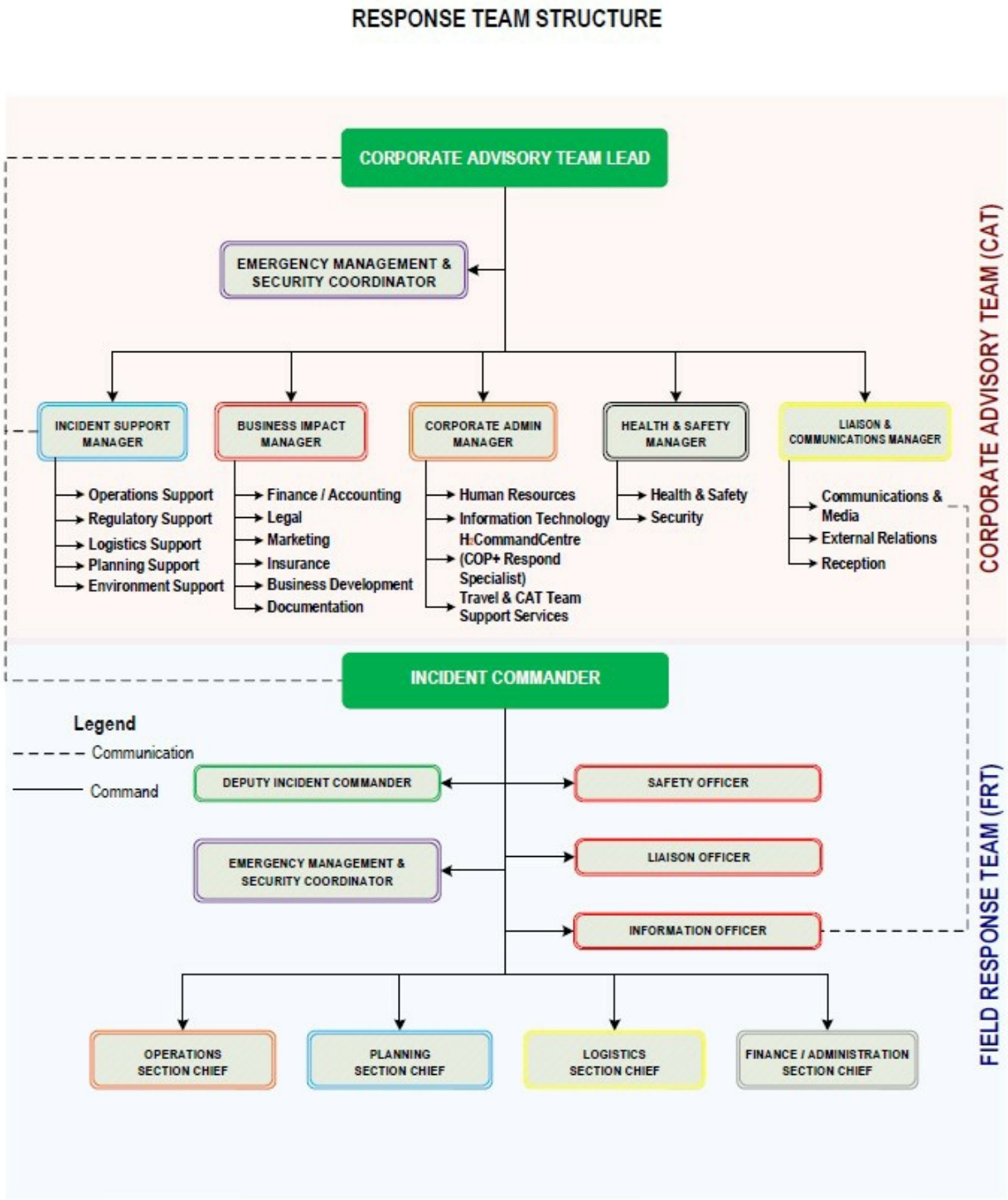
- Establish a framework and structure for the CAT.
- Define criteria for classifying levels of response.
- Establish standardized notification and activation procedures.
- Identify roles and responsibilities for CAT members and other key personnel.
- Prepare Keyera to communicate effectively to all audiences during the event.

0.4.5 Keyera Liquids Infrastructure Regional Office (KLIRO)

The Keyera Liquids Infrastructure Regional Office (KLIRO) is comprised of enterprise-wide personnel that respond to the local incident scene and directly support the on-site Facility Response Team through the Incident Command Structure (ICS). The KLIRO is responsible for communicating and coordinating activities through the on scene Incident Commander (IC).

0.4.6 Response Organizational Structure

Response Org



NOTE: *Roles and responsibilities are assigned based on the needs of the incident and span of control.*

0.4.7 Incident Command System

Keyera has adopted and fully implemented the Incident Command System (ICS) at all levels within the organization. ICS is a comprehensive and practical system widely used nationally and internationally by both government and industry sectors to manage emergencies. It is a standardized, on scene, management system used for all types of emergency and non-emergency events. Keyera has adopted the following core and consistent incident priorities for all emergencies:

All Keyera personnel are trained to the following ICS principles and features that include:

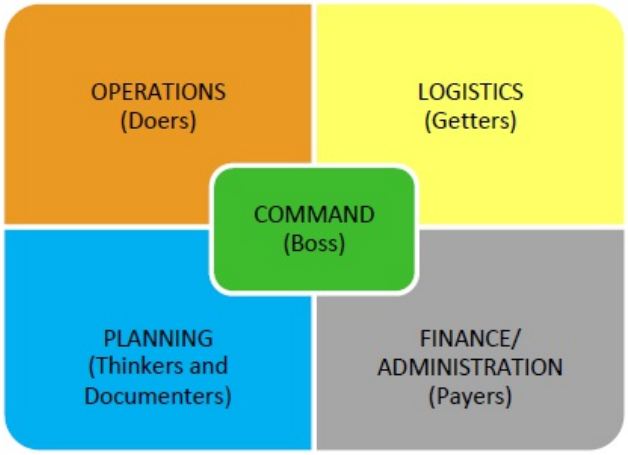
- Common Terminology
- Establishment and transfer of command
- Chain and unity of command
- Unified command
- Management by objectives
- Incident Action Plan (IAP)
- Modular (flexible) organization
- Manageable span of control
- Comprehensive resource management
- Incident location and facilities
- Integrated communications
- Information and intelligence management
- Personnel accountability
- Dispatch / Deployment

Keyera personnel will use the ICS Planning Cycle (Planning “P”) and ICS Forms to manage a response to an emergency.

Keyera focuses training and formulates emergency responses based on the **management by objectives** principle. This is a systematic and organized approach that involves establishing and prioritizing common objectives to guide the actions of all responders. This approach allows responders to focus on achievable goals and to attain the best possible results from available resources. At the onset of an incident the incident priorities (life safety, incident stabilization and minimizing impacts) provide guidance for the objectives and are documented on the ICS 201. The incident priorities will act as the objectives until there is time to define SMART objectives that will also be added to the ICS 201. During a prolonged response the incident priorities are utilized to define and prioritize objectives within the **Incident Action Plan** (IAP) that are specific to the incident and hazard/area considerations. All incident communication, reporting and assignments occur using **common terminology** though clear text/speech and specific details without the use of slang, codes or acronyms. Roles and responsibilities are then identified based on the strategies and tactics that are outlined to achieve the established objectives. This works in conjunction with the principle for modular organization and the development of an organizational structure specific to the incident.

0.4.7 Incident Command System, Continued

There are five primary ICS management functions that apply to both the Incident Management Team (IMT), KLIRO and CAT:



Command	The Incident Commander is responsible for all response actions until additional functions and positions are assigned. Additional functions include the Command Staff that is comprised of the Safety Officer, Liaison Officer and Public Information Officer as well as General Staff comprised of Operations, Planning, Logistics and Finance/Admin.
Operations	Operations is responsible for directing all field tactical actions that include all responder and public safety actions, incident stabilization as outlined in the Incident Action Plan. It includes identification of personnel and equipment resources required to carry out tactical operations.
Planning	Planning is responsible for the collection, evaluation, dissemination, maintenance and display of incident information, and preparation of the Incident Action Plan to be executed by the Operations Section. It is also responsible for predicting the potential of the incident and to assess and recommend response tactics and countermeasures.
Logistics	Provides support to response operations by ordering resources and services, tracking and notifying responding personnel once they are available.
Finance/Admin	Ensures funding is available and tracked for response actions, monitors, manages, and tracks response related cost-accounting including time recording, claims and compensation.

0.4.7 Incident Command System, Continued

The five primary ICS functions management functions are utilized by the Incident Commander. Once the incident has been assessed and it has been determined that the ERP will be activated, field personnel will be mobilized to create an Incident Management Team (IMT) organizational structure specific to the hazards and needs/complexity of the emergency response. At Keyera the KLIRO and/or CAT provides support to the Incident Management Team. The CAT Team Lead follows a similar process, however mobilizes corporate personnel to create the CAT team organizational structure specific to the incident and supporting the IMT. The creation of the organizational structure helps to ensure the following:

- **Unity of command** – Each responder reports to and receives direction from one source.
- **Chain of command** – Outlines an orderly line of authority primarily focused on Section Chiefs, Branch Directors and single resources.
- **Span of control** – Refers to the number of reports one person may have. It may range from 3-7 but the optimal number is 5.

All tactical resources are assigned to the Operations Section and the most hazardous activities are carried out there. Because of this, it is necessary to carefully monitor the number of resources that report to any one supervisor.

The following supervisory levels can be added to help manage **span of control**:

- Divisions are used to divide an incident geographically.
- Groups are used to divide functional areas of operation.
- Branches are used when the number of Divisions or Groups extends the span of control and can be either geographical or functional. Within Branches:
    - Unit – That organization element having functional responsibility for incident, logistics, or finance/administration activity.
    - Task Force – A group of unlike single resources assigned to complete certain tactical assignments.
    - Strike Team – Similar to a Task Force but comprised of the same kind and type of resources to complete tactical assignments.

When responders are mobilized, they may be dispatched and/or report to any of the following incident facilities:

Incident Command Post (ICP)	The facility location where the command functions are carried out and the Incident Management Team resides. Typically located in close proximity to the incident. There should only be one ICP per incident response.
Emergency Operations Centre (EOC)	The facility location established for the CAT to carry out their functional responsibilities and check-in.
Staging Area	A temporary location established by the Operations Section Chief for incident personnel and equipment to check-in and be immediately available for deployment on a tactical assignment. There may be multiple staging areas based on incident needs and are managed by a Staging Area Manager.
Heli-base	The main location from which helicopter-centred air operations are conducted.
Heli-spot	Temporary location for helicopters to safely load and unload personnel and cargo.
Reception Centre	A facility established for evacuated residents to check-in and for responders to assess their needs. There may be multiple reception centres based on incident needs.

0.4.7 Incident Command System, Continued

The process of moving the responsibility from one Incident Commander to another is called **transfer of command** and generally occurs for expanding incidents and/or incidents spanning over multiple operational periods. There are 4 key steps to consider during transfer of command:

1. The outgoing Incident Commander should conduct an assessment with the incoming Incident Commander.
2. The Incoming Incident Commander must be adequately briefed on the ICS 201 or current IAP.
3. After the incident briefing, the incoming Incident Commander should determine an appropriate time for transfer of command.
4. At the appropriate time, notice of a change in incident command should be made to all responders.

Similarly, transfer of personnel follows the same principles and occurs when responsibility is moved from one responder to another. Transfer of command and/or personnel should be planned to ensure there are no impacts during the transition period.

*NOTE: **SECTION 2**: Roles and Responsibilities includes a checklist for **SECTION 2.1.1** Transfer of Personnel.*

Unified Command may be needed for an incident response involving multiple jurisdictions or agencies. Unified Command is an authority structure in which the role of incident commander is shared by two or more individuals. Unified command is one way to carry out command in which responding agencies and/or jurisdictions with responsibility for the incident response share incident management.

If a Unified Command is needed, Incident Commanders representing agencies, jurisdictions, or organizations that share responsibility for the incident manage the response from a single Incident Command Post. 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. Under a Unified Command, a single, coordinated Incident Action Plan will direct all activities. The Incident Commanders will supervise a single Command and General Staff organization and speak with one voice.

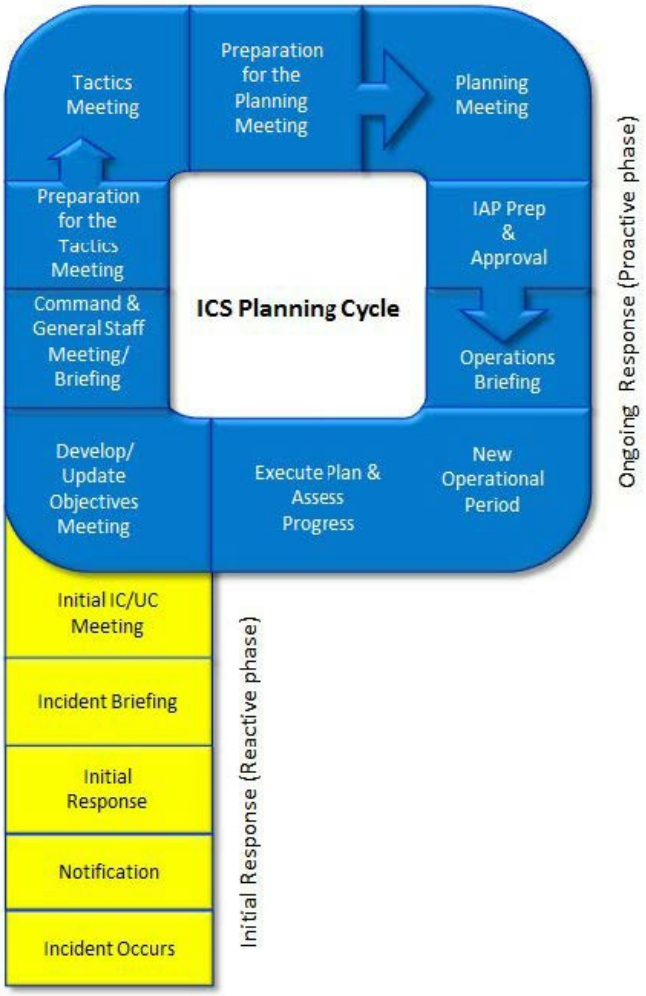
0.4.8 ICS Planning Cycle

Sound, timely planning provides the foundation for effective incident management. The Planning "P" acts as a guide to the ICS planning cycle and outlines steps involved in the strategic, operational, and tactical planning for an incident.

The ICS Planning Cycle (Planning “P”) is used by the IMT Command Staff and General Staff in the Incident Command Post (ICP) to manage and execute Incident Action Plans (IAP) during each operational period.

The stem of the "P" outlines the Initial Response (Reactive phase) that takes place at the onset of the incident (first operational period) and focuses on the completion of the **ICS 201**. These steps include: Notifications, Initial Response, Incident Briefing, and Initial Incident Command (IC)/Unified Command (UC) Meeting. The actions associated with these steps are outlined in **SECTION 1**: Initial Response and the Initial Response Checklist (**SECTION 1.3**).

The top of the "P" outlines the planning cycle known as the Ongoing Response (Proactive phase). The planning cycle steps work towards the completion of an IAP for the next operational period. These steps include: *Develop/Update Objectives Meeting, Command and General Staff Meeting, Preparing for the Tactics Meeting, Tactics Meeting, Preparing for the Planning Meeting, Planning Meeting, IAP Prep & Approval, and Operations Briefing*. The completed IAP should outline the objectives, strategies and tactics for the last step of the cycle (Execute Plan & Assess Progress). At this point, the planning cycle begins again for the following operational period. Full details of the ICS Planning Cycle steps and meetings are outlined in **SECTION 2**: Roles and Responsibilities – ICS Planning Cycle.



SECTION 1
INITIAL RESPONSE

Section Last Revised: May 20, 2026

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1.1 Introduction

1.2 First on the Scene Actions

1.3 Initial Response Checklist

Initial Response Checklist

Security Response Checklist

1.3.1 Notifications

1.3.1.1 Internal Notification

1.3.1.2 External Notification

1.3.1.3 Notification Flow Chart

1.3.2 Initial Actions and Assessment

1.3.3 Document Initial Actions

1.3.4 Level of Emergency

1.3.4.1 Incident Classification Matrix

1.3.4.2 Incident Response Classification

1.3.5 Incident Details

1.3.6 Activate Emergency Response Protocols

1.3.6.1 ICP Activation and Setup

1.3.6.2 ECC Activation and Setup

1.3.6.3 Incident Command Post (ICP) Layout

1.3.7 Incident Briefing and Next Steps

1.3.7.1 Incident Briefing

1.3.7.2 Response Actions - Next Steps

1.4 Initial Incident Command / Unified Command Meeting

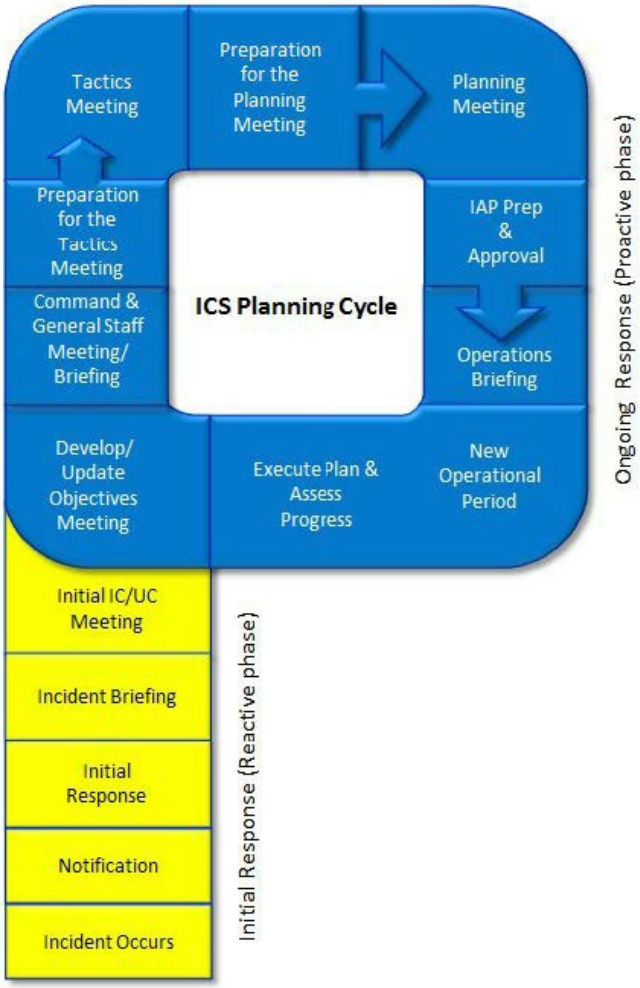
1.1 INTRODUCTION

The Initial Response section provides guidance for all responders, with a heavy focus on the Incident Management Team (IMT) to respond to an emergency during the first operational period. Initial Response (reactive phase) is comprised of: Notification, Initial Response, Incident Briefing, and Initial IC / UC Meeting; the yellow boxes indicated below within the stem of the Planning "P".

An Initial Response Checklist has been created to assist with the majority of these actions and it revolves around the completion of the *ICS 201* Incident Briefing Form. The *ICS 201* acts as the Incident Action Plan and captures all information for the first operational period.

The Initial Response Checklist and *ICS 201* are documents which need to be used to guide the initial response and document all actions. These documents are then used to help conduct the Incident Briefing and the Initial Incident Commander / Unified Command Meeting. The details (purpose of the meeting, agenda items and attendees) for these two steps are outlined at the end of this section.

NOTE: The Initial Response process and actions for the CAT and Corporate responders are outlined in ***SECTION 2****: Roles & Responsibilities – CAT.*



1.2 FIRST ON THE SCENE ACTIONS

The highest priority is personal safety. First responders should consistently approach every incident and hazard by taking the following actions.

1. **Evacuate** - Remove yourself from the hazard area and direct others to a designated safe area. Take a head count as applicable.
2. **Alarm** - Alert other area personnel, immediately contact the Operational or Local Authorized Control Centre and notify emergency services, if required.
3. **Assess** - Do an initial assessment of the situation. Identify and control hazards and risks.
4. **Protect** - Control entry into the immediate hazard area and put on the appropriate personal protective equipment.
5. **Rescue** – Safely enter the hazard area to recover any injured /missing personnel as applicable.
6. **First Aid** - Once the casualty has been removed to a safe area, assess the casualty's conditions and apply the appropriate first aid. Ensure local emergency services have been contacted and arrange for transport.

1.3 INITIAL RESPONSE CHECKLIST

Keyera has developed a quick reference Initial Response Checklist to assist response personnel with the actions required at the onset of an emergency. This checklist provides a general guideline for the Incident Commander. The Incident Commander is responsible to ensure that all steps are addressed and may delegate responsibilities to other responders as required. Note that some actions may not be applicable given the nature of the incident. The checklist is organized into six steps. Each outlined step has additional supporting information regarding the actions and considerations required to fully complete the Initial Response (reactive phase) process.

Keyera has adopted the ICS incident priorities for all emergencies and use them as the initial objectives for all initial response actions. These priorities are:

Initial Response Checklist

Initial Response Checklist

Notifications

- ☐ Complete the Initial Response Guidebook (IRG) Initial Notifications Form
  - Area Manager
  - Director, Operations
  - Control Center
  - H&S Representative(s)
  - CAT Team Lead
  - Support services
  - Regulator
  - Mutual aid organizations
  - Local companies
- ☐ Begin to establish an Incident Management Team (IMT)

Initial Actions and Assessment

- ☐ Secure the site, incident area and/or emergency planning zone (EPZ)
- ☐ Consider evacuating the area (or facility) and/or non-critical personnel, as required
- ☐ Ensure completion of the *IRG Critical Information Report*
  - Location & Asset type
  - Current situation
  - Product type & volume released
  - Workers involved & Injuries
  - Public impacts
  - Environmental impacts
  - Security impacts
  - Assistance/equipment requirements
  - Incident Picture & ERG App Screenshot

Note: For security incidents refer to the Security Response Checklist.

Level of Emergency

For operational incidents, refer to *Incident Classification Matrix* for guidance

☐ Alert	☐ Level 1	☐ Level 2	☐ Level 3

- ☐ Communicate the level of emergency to the Control Center, KLIRO, CAT, all responders, and regulators

Document Initial Actions

- ☐ Begin updating the ***ICS 201*** *Incident Briefing Form*
  - Map
  - Incident details
  - Current situation
  - Safety considerations
  - Priorities
  - Objectives
  - Current actions
  - Organizational chart
  - Resources
- ☐ Ensure completion of the *IRG Initial Incident Site Safety and Health Plan*
- ☐ Provide an update to all responders and leadership
- ☐ Determine with CAT Team Lead if the CAT needs to be activated
- ☐ Identify the applicable ERP and site specific information

Incident Details

- ☐ Continue to gather incident details
- ☐ Determine and/or confirm the public safety and responder zones - EPZ, Hot/Warm/Cold Zones, etc.
- ☐ Determine public protection measures to ensure public safety - evacuation, shelter-in-place, ignition
- ☐ Identify all potential impacts/hazards and define sensitive areas - weather, public, environment, etc.

Activate Emergency Response Protocols

- ☐ 'Get Big Quick' - Mobilize personnel, services and equipment required
- ☐ Activate and establish incident facilities - ICP, ECC, EOC, staging area, reception centre, etc. (as required)
- ☐ Establish communications between incident locations, facilities, and responders
- ☐ Activate and populate an incident specific H2 Command VEOC site
- ☐ Develop a Safety Plan, including applicable SOPs, FLHAs, etc. (ICS 208)
- ☐ Document response actions and plans (ICS 201, ICS 207, ICS 211 p/e & ICS 234, as required)

Incident Briefing and Next Steps

- ☐ Conduct Initial Incident Briefing (Review current ICS 201 from the IMT)
- ☐ Establish SMART objectives, strategies and tactics (ICS 234)
- ☐ Assign roles & responsibilities to accomplish strategies and tactics (*ICS 207-IMT*)
- ☐ Populate the Situation Status Display Board with current information

Security Response Checklist

Security Response Checklist		
Threat Assessment Tool		
☐ Complete the Threat Assessment Tool: **Likelihood – Medium or High (Realistic) – Initiate Security Notifications**		
☐ Likelihood – Low (Non Realistic)	☐ Likelihood – Medium (Realistic)	☐ Likelihood – High (Realistic)
Security Notifications		
☐ Notify Keyera Supervisor, Area Manager, CAT Team Lead, Director Operations, Sr. Vice President		
☐ Contact local law enforcement via Non-Emergency number, use 911 if required		
☐ Notify the Operational Control Centre (OCC) and issue a PINS/Maximo Incident and/or Service Desk (for Cyber Incident)		
☐ Notify Information Services		
☐ Notify the Security Management Department and/or Information Services (for Cyber Security)		
☐ Activate ECC, EOC and/or ICP		
Document Initial Actions		
☐ Begin documenting all actions on ICS201 Incident Briefing Form • Record initial incident details (type of incident, location, personnel, communications, response details) • To achieve incident priorities - *Life Safety, Incident Stabilization and Minimize Impacts*		
☐ Consider site evacuation to Muster Points		
☐ Begin completing the ***Security Threat Assessment Form*** (for Security and/or Cyber Security Incidents)		
Security Threat Response Plan (STRP) Standard		
☐ Complete Security Threat Assessment Form		
☐ Determine **Keyera's Security Threat Level:** ☐ Low Threat ☐ Medium Threat ☐ High Threat		
☐ Conduct Security Threat Briefing and review Security Threat Level with Keyera's Management and ICP/EOC		
☐ Liaise with Keyera Officer for final approval to raise Security Threat Level		
☐ Implement Countermeasures for Medium/High Security Threat Level as required		
☐ Notify – Internal Notifications and External Notifications		
☐ Activate Site Specific STRP and/or Cyber Security Functional Support Plan (if required)		
Activate ERP		
☐ Determine the Level of Emergency: ☐ Alert ☐ Level 1 ☐ Level 2 ☐ Level 3		
☐ Communicate the Security Threat Level And Emergency Level		
☐ Notify the lead Regulatory Body (AER, CER, MECON, EMO, Transport Canada ETC) as required		
☐ Incident Response Classification *(Refer to **SECTION 1.3.4.2** Incident Classification Matrix)* for response activities		
☐ Evacuate facility and/or non-critical personnel, as required		
☐ Activate and establish incident facilities - ICP, ECC, staging area, reception centre, etc.		
☐ Complete an *ICS 211p &/or ICS 211e* at all incident facilities and response locations		
☐ 'Get Big Quick' - Mobilize personnel, services, and equipment required		
☐ Develop a Safety Plan (including applicable *SOPs, FLHAs, etc.*)		
☐ Update the ***ICS 201, Security Threat Assessment Form***, *ICS 207 and/or ICS 234*.		
☐ Consider utilizing Security Intelligence Officer		

Security Response Checklist, Continued

Security Response Checklist, Continued
Site Evaluation
Evacuation as per local procedures and ensure 100% of personnel are accounted for; this includes all Keyera employees, contractors, and visitors on site. The following points should be observed: ☐ Personnel should leave office doors open as they leave ***(suspect package only)*** ☐ Personnel should take their personal belongings with them (e.g. purse, lunch bag, and briefcase). ☐ Instruct personnel to be observant during evacuation and report any suspicious packages or activities immediately. ☐ Personnel must be instructed NOT to post information on social media or contact people outside of the Keyera organization

1.3.1 Notifications

In the case of an emergency, internal and external notifications must be made. This step outlines the required notifications along with processes for doing them. Specifically, the Notification Flowchart outlines who needs to be contacted, the order that notifications occur and the related decisions and actions.

Keyera Field Leadership will be notified of a potential incident or emergency through one of three avenues.

1. Member of the public contacts the local emergency number.
2. Keyera employee/contractor identifies an emergency and contacts the Operations Supervisor and/or the Keyera Emergency #1.866.377.7110 and/or Local Authorized Control Centre.
3. Keyera emergency call taker or Local Authorized Control Centre detects an issue or receives a system alert and contacts the Operations Supervisor and on-call H&S Advisor.

1.3.1.1 Internal Notification

The first responder must immediately notify the Operations Supervisor and Operational or Local Authorized Control Centre. Regardless of the notification method, the Control Centre will contact the applicable Operations Supervisor and the on-call H&S Advisor, as well as issue an Incident Notification System email. The Operations Supervisor will contact the Area Manager who will assume the role of the initial IC. The IC will assist with evaluating the resources available in the field and fill any gaps with Corporate Head Office responders or complete responsibilities from the EOC. The notification process is outlined in the ***SECTION 1.3.1.3*** *Notification Flowchart*. All incident and response details must be documented in the *ICS 201* and all personal activities, communications and decisions must be documented in an *ICS 214a*.

Note: Refer to the 'External Incident and Release Reporting Process for additional requirements.

1.3.1.2 External Notification

External notifications must happen simultaneously with internal notifications. The following notifications must occur immediately once the incident has been verified.

- Keyera First Responder notifies 911, if required.
- A H&S representative must ensure the lead regulatory body is notified as necessary. Please refer to the "External Incident and Release Reporting Process" and the 'Release reporting Standard Operating Procedure (SOP)"
- Notification to local authorities, Indigenous Communities and other external agencies shall be conducted by the Incident Commander (IC) or as delegated to the Liaison Officer.

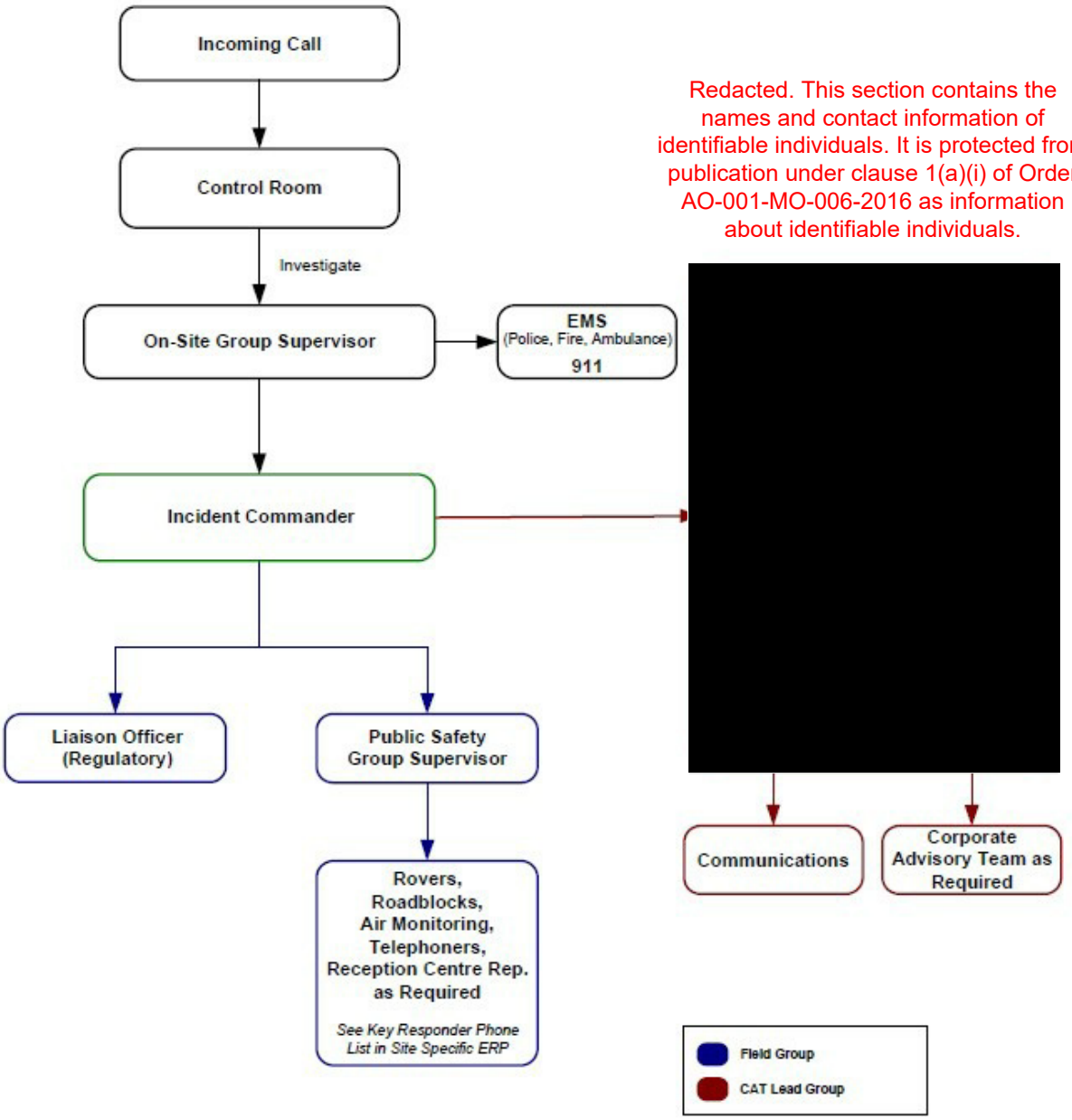
Additional notifications to government and supporting agencies must be made once emergency response protocols are activated. These notifications can be made by the Liaison & Communications Manager (CAT) and/or Liaison Officer (IMT). Refer to **SECTION 8.3** Government Notification Matrix. When contacting external agencies, ensure that the following information is recorded:

If an Environment Climate Change Canada regulated asset (ECCC E2) is affected and the ERP is activated with an E2 substance release, a schedule 8 must be entered into the Single Window Information System (SWIM) by an EM or Regulatory Specialist.

- Agency contacted, point of contact, date/time of call, and information provided/requested.

Once external agencies (government agencies, first responders, local authorities, indigenous communities, etc.) are notified and engaged, Keyera will work with the appropriate lead agencies to determine if Unified Command should and/or will be established.

1.3.1.3 Notification Flow Chart



Redacted. This section contains the names and contact information of identifiable individuals. It is protected from publication under clause 1(a)(i) of Order AO-001-MO-006-2016 as information about identifiable individuals.

1.3.2 Initial Actions and Assessment

Initial actions to prevent and/or limit the impact to life safety must immediately be identified and resources deployed. This includes:

- Keyera first responders investigate and confirm the incident (if required)
- Initial Incident Commander and Operations Section personnel perform initial response actions
- Evacuate non-critical personnel from the incident area and/or facility (if required)
- Secure the incident area
- Determine, secure, and isolate the EPZ
- Record and begin to establish an Incident Management Team (IMT)

Note: Initial actions and incident details/information can be recorded after immediate impacts to life safety have been addressed.

The incident and associated impacts must initially be assessed. The Incident Commander is responsible for gathering all incident details, but the collection of this information may need to be assigned to additional personnel, such as a Safety Officer, Operations Section Chief, and/or Operations Section personnel.

At the onset of an incident all details and impacts may not be available. Begin collecting and recording incident details. Continually record information as it becomes available and the response progresses.

- Location
- Asset Type
- Product type and SDS (if available)
- Estimated volume released
- Impacts to watercourses
- Geographical impacts
- Workers involved and injuries
- Public impacts
- Media attention
- Any other potential consequences

For guidance, refer to the Initial Response Guidebook (IRG)

1.3.3 Document Initial Actions

Ensure that all initial response actions and incident details are recorded in the *ICS 201 Incident Briefing Form (ICS 201)*. The *ICS 201* is the key tool to the initial response process that provides guidance for documenting all incident details, actions and response plans. There will be only one *ICS 201* and it will continually be updated throughout the initial response until an Incident Action Plan (IAP) has been prepared for the second operational period and the first operational period is coming to a close. The *ICS 201* outlines:

- Incident details
- Current actions
- Strategies and Tactics to achieve the incident priorities and initial objectives
    - Life safety, incident stabilization and minimize impacts
- Response Organizational Structures (*ICS 207*)
- Resource statuses and assignments
- The ECC may also be activated, in which case the briefing checklist shall be utilized to guide the Incident Commander.

The Incident Commander utilizes the most up to date ICS 201 to provide any new responders with incident briefings as required.

1.3.4 Level of Emergency

Keyera utilizes a standard assessment matrix to classify all emergencies and outline the required notifications and actions. If an incident is classified as an emergency at any level the ERP or subset of the ERP should be activated.

The level of emergency should be discussed with the lead regulatory agency and must be determined in conjunction with the regulatory agency (if the incident falls within their jurisdiction). Utilize ***SECTION 1.3.4.1*** *Incident Classification Matri*x to identify the consequences of the incident and the likelihood of incident escalation to calculate the level of emergency. The level of emergency defines the appropriate incident response actions outlined in ***SECTION 1.3.4.2*** *Incident Response Classification*. Ensure that all information is recorded in the *ICS 201*.

Once confirmed, the level of emergency must be communicated to the Operational Control Centre (OCC), the Emergency Coordination Centre (ECC) and the EOC as applicable.

1.3.4.1 Incident Classification Matrix

Level of emergency

Alberta Energy Regulator

Assessment Matrix for Classifying Incidents

Follow these 3 steps to determine the Level of Emergency

Step 1		Table 1 – Consequence of Incident
Rank	**Category**	**Example of Consequence in Category**
1	Minor	☐ No worker injuries or public health effects. ☐ No environmental effects ☐ Reportable liquid release is contained on lease ☐ Gas release effects on site only ☐ Minor on-site structure or geological feature damage ☐ No or low public or media interest
2	Moderate	☐ Minor injuries or minor public health effects ☐ Minor environmental effects ☐ Reportable liquid release *not* contained on site ☐ Gas release effects may potentially to extend beyond the site ☐ Moderate on-site structure or geological feature damage ☐ Potential public or media interest
3	Major	☐ Injuries requiring hospitalization or potential public health effects require precautionary public protection measure ☐ Liquid spill extends beyond the site – not contained, potential for affecting water bodies and sensitive receptors ☐ Gas release effects extend beyond the site ☐ Major on-site structure or geological feature damage ☐ Public or media interest.
4	Catastrophic	☐ Multiple injuries, fatalities or potential public health effects requiring precautionary public protection measures ☐ Liquid spill extends beyond the site – not contained and is affecting water bodies, or sensitive receptors ☐ Gas release effects extend beyond the site ☐ Catastrophic on-site structure or geological feature damage ☐ High public or media interest.

Under "Example of Consequence in Category" column, select the box with the worst consequence that currently fits the incident. For example, if there is a fatality on site you must select the "Catastrophic" category which would give you a "Rank" of 4.

Step 2		Table 2 – Likelihood of Incident Escalating *
Rank	**Descriptor**	**Example of Consequence in Category**
1	Unlikely	The incident is contained or controlled, and is unlikely to 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 approval holder is probable. It is unlikely that the incident will escalate.
3	Likely	Imminent or intermittent control of the incident is possible. The approval holder has the capability of using internal and external resources to manage and bring the hazard under control in the near term.
4	Almost Certain or Currently Occurring	The incident is uncontrolled, and there is little chance that the approval holder will be able to bring the hazard under control in the near term. The approval holder will require assistance from outside parties to remedy the situation.

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

Sum the "Rank" from Table 1 and Table 2 to obtain the Risk Level and the Incident Classification

Combine the two rankings from the above tables to obtain the "Risk Level" and "Level of Emergency".

For example, if the "Consequence Rank" is 4 and the "Likelihood Rank" is 1 then the combined score or "Risk Level" is 5.

A "Risk Level" of 5 would be classified as a Level 1 Emergency.

Refer to the appropriate column in Table 4 (reverse of this page) for responses to the Level of Emergency that has been determined.

Step 3	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

Note:
1. In Alberta, the approval holder **must** use the Assessment Matrix for Classifying Incidents to classify an incident.
2. In Alberta, the approval holder **must** contact the Alberta Energy Regulator (AER) after it has communicated and activated internal response resources to confirm the level of emergency and convey the specifics of the incident.
3. After contacting the Alberta Energy Regulator (AER), the approval holder in Alberta, must notify the local authority, the RCMP/police and the local health authority if the hazardous release goes off lease and has the potential to impact the public or if the approval holder has contacted members of the public or the media.

Once the situation improves, the approval holder must make the decision to downgrade or stand down an emergency in consultation with the government regulator.

1.3.4.2 Incident Response Classification

Responses	Alert	Level-1 Emergency	Level-2 Emergency	Level-3 Emergency
Communications				
Internal	Discretionary, depending on approval holder's policy.	Notification of off-site management.	Notification of off-site management.	Notification of off-site management.
Public	Courtesy, at approval holder's discretion.	Mandatory for individuals in the EPZ who have requested notification.	Planned and instructive in accordance with the specific ERP.	Planned and instructive in accordance with the specific ERP.
Media	Reactive	Reactive, as required.	Proactive media management to local or regional interest.	Proactive media management to national interest.
Government	Reactive. Notify the Lead Agency if public or media is contacted.	Notify the Lead Agency. Call local authority if public or media is contacted.	Notify the Lead Agency, local authority and health authority.	Notify the Lead Agency, local authority and health authority.
Actions				
Internal	On site, as required by approval holder	On site, as required by approval holder. Initial response in accordance with the operation-specific ERP or Corporate ERP.	Predetermined public safety actions are underway. Corporate management team alerted and may be engaged to support on-scene responders	Full implementation of incident command system.
External	On site, as required by approval holder	On site, as required by approval holder	Potential for multiagency response (i.e., operator, municipal, provincial, federal)	Potential multiagency response (i.e., operator, municipal, provincial, or federal)
Actions				
Internal	Immediate and local. No additional personnel required.	Establish what resources required.	Limited supplemental resources or personnel are required.	Significant resources are required.
External	None.	Begin to establish resources that may be required.	Possible assistance from external support services	Assistance from government agencies and external support services are required.
Definition	An Incident that can be handled on site by the approval holder through normal operating procedures and is deemed - a very low risk to the public..	The Incident presents no danger outside the approval holders property or threat to the public and has a minimal environmental Impact. Approval - holder personnel can manage the incident themselves with Immediate control of the hazard. There is little or no media interest.	The Incident presents no Immediate danger outside the approval holders property but could potentially extend beyond the approval holder's property. Outside agencies must be notified. Imminent control of the hazard Is probable, but there Is a moderate threat to the public or the environment or both. There may be local and regional media Interest In the event.	The safety or the public Is in Jeopardy from a major uncontrolled hazard. There are likely significant and ongoing environmental impacts. Immediate multiagency municipal and provincial government involvement is required.

1.3.4.2 Incident Response Classification, Continued

Responses	Alert	Level-1 Emergency	Level-2 Emergency	Level-3 Emergency
Actions				
Responses	Investigate and elevate level if required initiate control procedures	In addition to Alert level responses: ● Isolate the hazard area ● Activate the ERP ● Conduct public safety actions for special needs residents ● If special needs residents decide to voluntarily evacuate, activate a reception centre ● Notify appropriate Internal personnel and government agencies ● Have air monitoring conducted at the site if necessary	In addition to Level-1 responses: ● Fully activate emergency response procedures with command centres established or on standby ● Inform government agencies of situation and Incorporate support (government regulator, local authority, heath authority. RCMP) ● Identify the hazard and emergency operating areas and take any required action to protect the public through shelter or evacuation. ● Prepare Ignition team (butane gas related) ● Respond to media, company and public questions ● Prepare for the potential of the situation to escalate to a Level-3 ● Record activities and keep government and municipal agencies advised. If applicable ● Establish roadblocks ● Activate the EOC, I It has not already been established at a Level-1 emergency	In addition to Level-2 responses: ● Emergency response pian and command centres are fully activated ● Company Management has been notified and all Internal support positions staffed ● Continue to monitor and adjust hazard and emergency operating areas (maintain security) ● Mobilize additional people and resources ● ignite a gas release I ignition criteria are met ● Continue to advise company and government ● Activate the reception centre. If It has not already been established at a Level 1 or Level-2 emergency ● Continue to maintain the EOC, once it is activated

1.3.5 Incident Details

As the response continues, incident details must continually be collected. This will assist with the following:

- Determine appropriate response actions
- Define Emergency Planning Zone (EPZ) or Environmental Emergency (E2) Zone
- Define responder safety zones (I.e. Hot/Warm/Cold Zones and Decontamination Corridor)
- Identify potential impacts, hazards and sensitive areas
    - Weather, public, environment, etc.
- Conduct and document field level hazard assessments
- Release reporting requirements

Refer to Keyera's *External Incident and Release Reporting Process*

Consider the following aspects when collecting incident details. For assistance with documentation, refer to the Initial Response Guidebook. (IRG)

- Collect key information regarding initial incident details
    - Location (E.g. access to services, available personnel, traffic, etc.)
    - EPZ identified in the ERP and impact to the public
    - Area considerations (E.g. forests, highways, hydrology, topography, urban centres, etc.)
    - Weather conditions (E.g. speed/direction of wind, temperature, condensation, etc.)
    - Egress in and out of the incident location and road conditions
- Assess the hazards, and corresponding controls
    - Identify the product, quantity and state that the product(s) are in (Ex. liquid or gas)
        - Refer to the associated Safety Data Sheets (SDS) for additional health and safety hazard information.
    - Determine the fire footprint (Ex. extent of impact, air quality, etc.)
    - Determine the spill foot print (Ex. extent of impact, nearby water bodies, product considerations, etc.)
    - Identify any other hazards that may potentially escalate impacts or impact Keyera's ability to control or contain the incident (Ex. electrical, power lines, mechanical, overhead equipment, confined space, ambient temperature, wind direction and speed, etc.)
    - Order/Deploy mobile air monitoring equipment (Ex. LEL, H_2S, SO_2, O_2, benzene, etc.)
        - Responding personnel must utilize their personal monitors for initial readings of LEL, H_2S, CO and O_2
        - Other chemical contaminants (Ex. SO_2, Benzene, etc.) must be measured with specific direct reading instruments
        - Strongly consider deploying mobile air monitoring for any reportable incident

1.3.5 Incident Details, Continued

- Conduct air monitoring and consider the following life safety limits.
  - Combustible gas levels of 10% LEL or greater
  - H_2S levels of 10 ppm or greater over an 8 hour time weighted average
  - H_2S levels of 15 ppm for a 15 minute exposure time limit
  - SO_2 levels of 2 ppm or greater over an 8 hour time weighted average
  - SO_2 levels of 5 ppm for a 15 minute exposure time limit
  - Benzene levels of 0.5 ppm or greater over an 8 hour time weighted average
  - Benzene levels of 2.5 ppm for a 15 minute exposure time limit
  - O_2 content of less than 19.5% or greater than 23.5%

  Note: The above life safety limits are worker exposure limits and not to be used for public protection considerations.
- Assess the current, anticipated, and potential impacts
  - Workers impacted and in the area
  - Worker injuries and/or fatalities
  - Nearby communities and members of the public (Ex. urban centres, indigenous communities, business, infrastructure, private property, etc.)
  - Environment and surrounding area (Ex. hydrology, forests, soil, wildlife, etc.)
  - Other assets (Ex. pipeline systems, facilities storage bullets, etc.)
  - Business continuity (Ex. transportation, 3rd parties, storage, supply of product, etc.)

  Note: Refer to the 'Job Hazard Assessment Program' for additional guidance.

All incident details will be collected and organized by the Incident Commander. The collected information will be captured in the ICS 201 and utilized to:

1. Outline the appropriate strategies and tactics to achieve the incident priorities and initial objectives (life safety, incident stabilization and minimize impacts).
2. Determine the level of emergency.
3. Determine if the ERP will be activated.
4. Identify additional resources and response personnel.

1.3.6 Activate Emergency Response Protocols

The ERP will be activated for any level of emergency (1, 2, or 3) and the response will vary based on the complexity of the incident, as outlined in Step 3 (**SECTION 1.3.5** Incident Details) of the Incident Response Checklist.

Once it is determined that the ERP will be activated, Keyera utilizes the 'Get Big Quick' approach to emergency response. The following actions need to be considered:

- Identify and order resources required (Ordering needs to go through the Logistics Section as soon as it is established)
    - How many responders are required?
    - Are any technical specialists required?
    - What support service companies to need to be contacted?
        - Consider company locations for response times.
        - Ensure a staging area has been identified before deploying equipment.
- 'Get Big Quick' and mobilize personnel, engage support services, order required equipment
- Identify and activate required incident facilities (Ex. ICP, staging area, reception centre, etc.)
- Activate the ICP and/or ECC
    - When activating the ECC specific processes must be followed (**SECTION 1.3.6.2** ECC Activation and Setup).
- Establish communications between incident locations, facilities, and responders
- Create and activate an incident specific VEOC site in H2 Command
    - Create and/or document initial incident documentation (i.e. ICS 201, incident pictures, etc.)
    - Record initial incident details
        - Incident name, level of emergency, and initial situation report
    - Create an incident specific Respond (emergency response mapping system) session
- Identify the applicable ERP and site specific information
- Track response resources (personnel, equipment and services) at each incident facility using ICS *211p's* and *ICS 211e's*
- Develop a Safety Plan
    - Including applicable Standard Operating Procedures (SOPs), Field Level Hazard Assessments (FLHAs), Ice Safety Assessment, etc.
- Update applicable ICS documentation (i.e. *ICS 201*, *ICS 207-IMT*, *ICS 234*)
- Prepare to conduct an Incident Briefing

Note: Some of the above actions may have already been accomplished.

1.3.6.1 ICP Activation and Setup

The Incident Command Post (ICP) must be strategically identified and outside of the EPZ. Consider the preidentified ICP locations (Refer to ***SECTION 9****: Area Specific Information*) before identifying an alternate location. When establishing an ICP the following considerations must be made:

- Large enough to host all potential responders
- Communications and connections readily available (e.g. Internet, power outlets, phone lines, etc.)
- In close proximity to the incident but outside of the hazard area and EPZ, if possible
- Easily accessed by responders and agencies
- Security is able to control access

Refer to ***SECTION 1.3.6.3*** *ICP Layout* and utilize the following checklist when setting up the ICP:

	1.3.6.1 ICP Activation and Setup
☐	Configure the room and organize tables
☐	Establish a separate breakout room, if available, as the Unified Command / General Staff Meeting Room
☐	Post wall maps, charts, situation board and Emergency Response Forms Box • Publish incident and response details
☐	Setup network/internet connection • Create a Keyera Wi-Fi spot, if required
☐	Access ICS vests, table cones and additional signage
☐	Prepare (and/or print) the appropriate forms for responders
☐	Prepare workstations with ICS 214a‘s and stationary
☐	Establish a check-in procedure and utilize an ICS 211p to track all personnel
☐	Lockdown the location and establish security protocol for the ICP and all facilities

1.3.6.2 ECC Activation and Setup

The Emergency Coordination Centre (ECC) is pre-established at the Calgary office and will always be available 24/7 in the event of an emergency. Use the following steps to activate the ECC and Corporate Advisory Team (CAT) personnel:

1. Notify CAT Team Lead
2. Contact Keyera Emergency Management to provide support for the duration of the response
3. Advise CAT responders to be on stand-by or activated and provide a brief incident summary.
    - After hours, have personnel identify if they are available to respond.
    - Utilize mass notification system.
4. Determine required CAT Roles. Engage and assign available personnel.
5. CAT Team Lead to identify required support roles and advise personnel to be on stand-by
    - Establish ECC Facilitator and Scribe as required.
    - Contact IS (Information Services) to support all technology in the ECC
6. Coordinate and facilitate an Incident Briefing.
    - In person at the ECC or virtually.

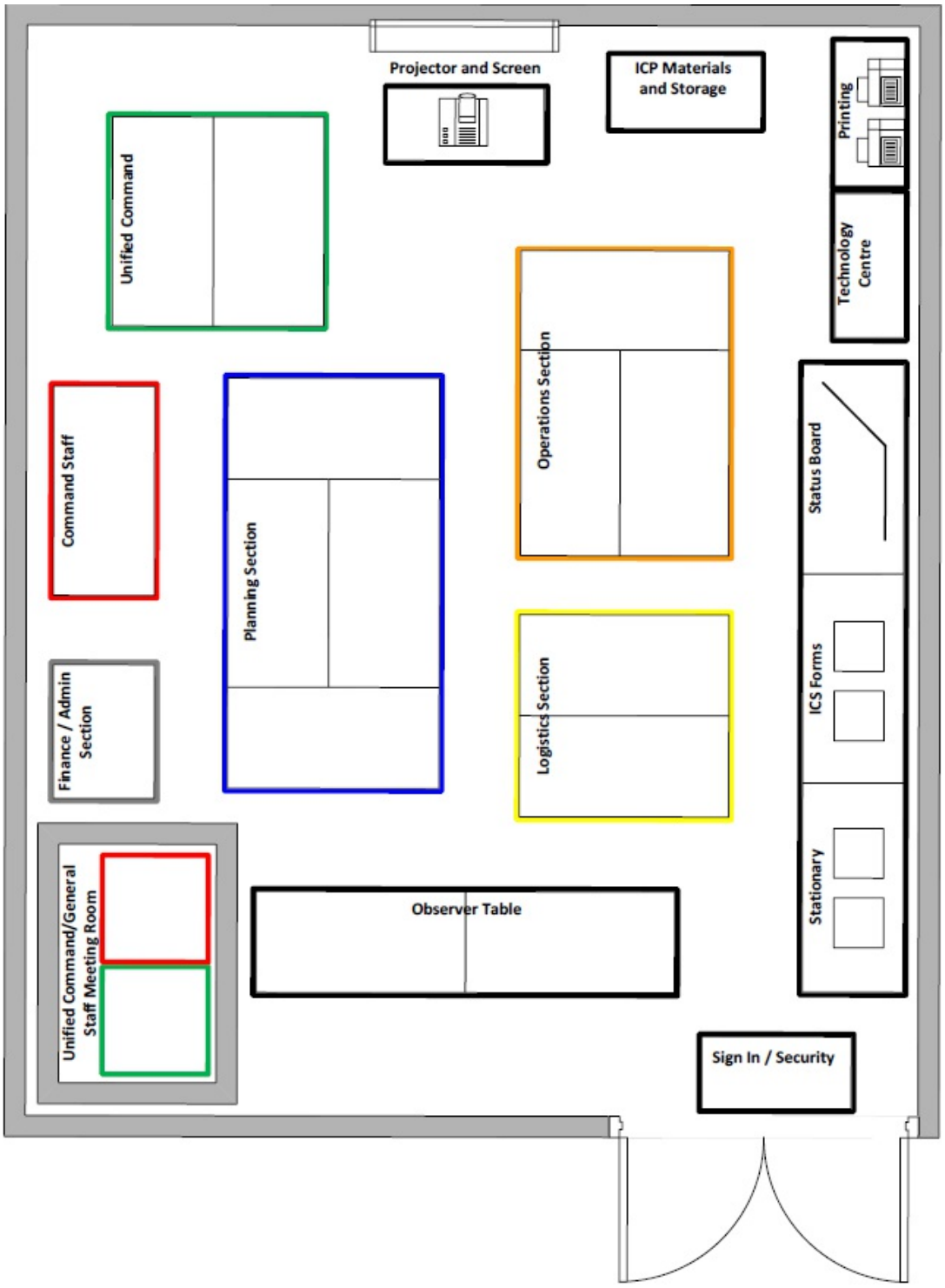
   Refer to *CAT Organizational Chart* for pre-identified CAT personnel if applicable.

Utilize the following checklist when setting up the CAT:

	1.3.6.2 ECC Activation and Setup
☐	Post wall maps, charts and situation board • Publish incident and response details
☐	Prepare (and/or print) the appropriate forms for responders
☐	Prepare workstations with *ICS 214a*'s and stationary
☐	Setup and test ECC technology (E.g. main computer, projector, laptops, Wi-Fi connection, etc.)
☐	Establish a check-in procedure and utilize an *ICS 211p* to track all personnel
☐	Establish security protocol for all KLIRO responders

For additional guidance, refer to Keyera Emergency Response and Security Management team and the *EOC Briefing Checklist* and *EOC Incident Briefing* available in the EOC.

1.3.6.3 Incident Command Post (ICP) Layout



NOTE: This layout is an example only. ICPs will be set up according to specific IMT needs and available resources.

1.3.7 Incident Briefing and Next Steps

All responders (not exclusive to Keyera personnel) must receive an incident and safety briefing. This is accomplished by reviewing the active *ICS 201* and any safety plans including JHA's during the Incident Briefing. During the briefing, responding personnel will receive their roles and responsibilities which include: current actions, task/expectations, reporting requirements and communications. Common responsibilities that will be assigned to personnel are outlined in ***SECTION 1.3.6.2*** *Response Actions – Next Steps*.

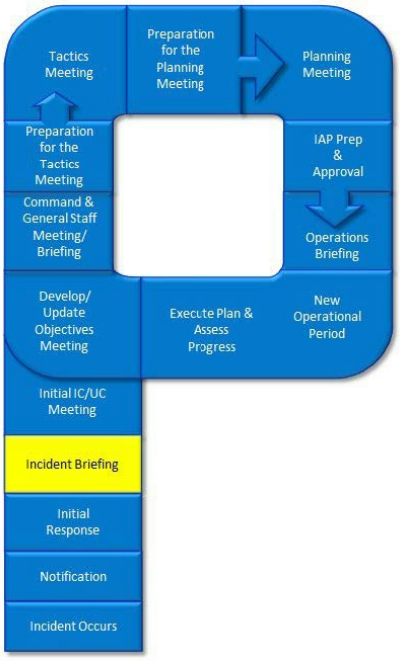
NOTE: Responders that are not present at the Incident Briefing must be briefed independently.

The Incident Briefing also provides the Incident Commander, and CAT Team Lead in the EOC, the opportunity to:

- Identify safety issues and concerns
- Outline initial response actions
- Assign resources to specific strategies/tactics
- Review assigned roles and responsibilities
- Dispatch field personnel

1.3.7.1 Incident Briefing

Who is Involved
The responsible party Incident Commander (or PSC if available) facilitates the meeting, with Command and General Staff attending, as available.
Tasks
The Incident Briefing using the *ICS 201* enables a Transfer of Command, if required, and updates the Unified Command, Command and General staff and incoming responders to current objectives and priorities as well as the current situation. Decisions should be captured on the *ICS 201*.
Agenda
With the aid of *ICS 201*, the incident Briefing agenda should include: • Initial objectives and priorities • Current situation (confirmed and contingent) • Current and planned actions • Communications • Current on-scene organization • Resource assignments • Resources en-route and/or ordered • Facilities established • Incident potential



1.3.7.2 Response Actions - Next Steps

Additional response actions need to be considered to mitigate all hazards, that are generated from the objectives and strategies outlined within the Incident Briefing. Ensure that the following actions have been addressed, if not already completed.

	1.3.7.2 Response Actions - Next Steps
☐	Isolate the hazard area and EPZ • Establish roadblock locations, search areas and dispatch rovers • Identify/dispatch air monitors
☐	Establish SMART objectives, strategies, and tactics on the *ICS 234*
☐	Assign roles and responsibilities to accomplish identified strategies and tactics and record all responders on the *ICS 207-IMT*.
☐	Determine the appropriate public protection measures to ensure public safety (shelter in place, evacuation, ignition, etc.)
☐	Enact public protection roles and actions (e.g. Roadblocks, Rovers, Notification Group, Air Monitoring, Reception Centre, etc.)
☐	Contact and advise all impacted residences, businesses and surface developments within the EPZ • If the EPZ impacts a city/town boundary or Aboriginal community contact the applicable representative (Ex. Director of Emergency Management) to coordinate public protection measures.
☐	Notify all other impacted members of the public • Industrial operators, trappers, guides and outfitters, grazing leases, public recreation areas, farm use areas, etc.
☐	Liaison Manager and/or Liaison Officer must address the following: • Provide an update to all previously contacted regulators, local authorities, indigenous communities, government agencies, supporting agencies, mutual aid organizations, and other local companies • Refer to ***SECTION 8****: Government Agencies and Local Authorities*
☐	Identify any other actions to achieve the incident priorities (life safety, incident stabilization and minimize impacts) • A Notification to Airmen (NOTAM), also known as a 'no fly zone', may be issued by the lead regulatory body for Level 2 and 3 emergencies
☐	Identify and record additional incident objectives and strategies on the *ICS 201*
☐	Populate the *Situation Status Display Board* with current information.

1.4 INITIAL INCIDENT COMMAND / UNIFIED COMMAND MEETING

Who is Involved

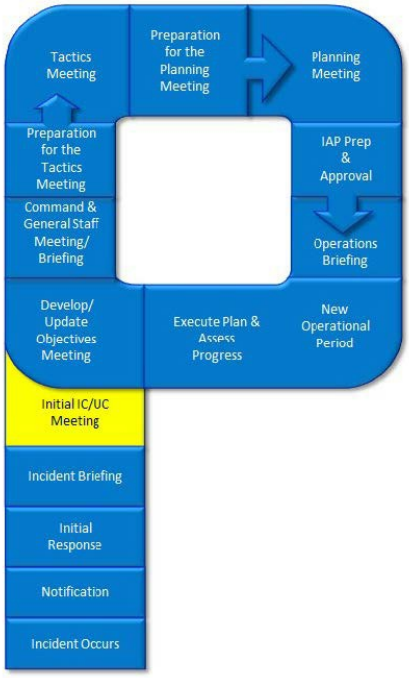
When a new Incident Commander is incoming or if additional lead agencies are going to form Unified Command (UC), then an Initial IC/UC Meeting must occur. This meeting is conducted by the Responsible Party Incident Commander or the Planning Section Chief.

Tasks

New Unified Command and General staff will review current objectives and priorities within the current situational scope of the incident and the newly created command structure and agree or revise them. The participants must identify jurisdictional boundaries and focus, and establish and agree on response priorities.

Agenda

- Review the completed ICS 201
  - Incident details
  - Current response actions, objectives and strategies
  - Resources engaged and current statuses
- Outline Keyera's organizational chart (IMT and ECC)
- Identify incident facilities
- Confirm the expectations from each UC agency – including roles and responsibilities
- Outline areas of responsibility and jurisdiction



SECTION 2
ROLES AND RESPONSIBILITIES

Section Last Revised: May 20, 2026

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2.1 Introduction

2.1.1 Transfer of Personnel

2.1.2 Demobilization / Post-Incident Procedures

2.2 IMT Organization

2.2.1 IMT Organizational Structure

2.3 KLIRO Organization

2.3.1 KLIRO Organizational Structure

2.4 CAT Organization

2.4.1 CAT Organizational Structure

2.4.2 CAT Roles and Responsibilities

2.1 INTRODUCTION

Keyera's emergency response framework is comprised of response organizations that work in conjunction with one another and are in regular communication.

There are three key teams responsible for either directing or supporting emergency response efforts.

For additional information on Keyera response framework and organizations, refer to the Keyera IMH.

Incident Management Team (IMT) is responsible for managing the emergency response and all field level (tactical) emergency response actions. The roles and responsibilities for IMT is located within the Keyera IMH.

Keyera Liquids Infrastructure Regional Office (KLIRO) is responsible to support the IMT with the establishment of the ECC.

Corporate Advisory Team (CAT) is responsible for supporting the IMT, by managing long term impacts and business continuity from the EOC.

2.1.1 Transfer of Personnel

As detailed in ***SECTION 0.4.7*** *Incident Command System*, there are 4 key steps to consider when transferring personnel in any key response role:

1. The outgoing responder should conduct an assessment with the incoming responder.
2. The Incoming responder must be adequately briefed (refer to *ICS 201 Form*)
3. After the incident briefing, the incoming responder should determine an appropriate time for transfer of responsibilities (under direction from the Incident Commander)
4. At the appropriate time, notice of a change should be made to all applicable responders.

2.1.2 Demobilization / Post-Incident Procedures

There are five major activities involved with demobilization. These are primarily coordinated by the Incident Commander and IMT. The CAT will be responsible for any corporate, government, and media, as well as the overall evaluation of the emergency response.

Demobilization activities include:

1. Emergency stand down notifications
2. Assist the public
3. Site cleanup and/or repairs
4. Debriefs, Investigation and reports
5. Incident records management

2.1.2 Demobilization / Post-Incident Procedures , Continued

Emergency Stand Down Notification

- The Incident Commander, in consultation with the Incident Director, the lead regulatory agencies, the appropriate Local and Provincial Disaster Service Authorities, and Health Authority, will be responsible for the downgrading of a Level 2 or 3 emergency and/or ordering a "Return to Normal" status.
- All IMT and CAT members, including contract personnel and emergency services must be notified.
- All previous contacts including public, government and industrial operators must also be notified.
- Ensure a media statement is prepared and engaged media are contacted, as applicable.
- Debriefings with other engaged and/or supporting personnel (Ex. insurance, legal, human resources, etc.) should be conducted.
- Document all "Return to Normal" activities.

Assist the Public

- Prior to the "Return to Normal" signal, ensure that all evacuated areas are safe to re-enter.
- Ensure evacuees are promptly notified and assistance in returning to their homes is provided.
- Maintain security until all residents have returned to their homes.
- Ensure resident expense/damage claims are promptly collected and processed.
- Arrange to communicate with the resident further to answer questions and address concerns.
- Document assistance activities.

Site Cleanup and/or Repairs

- If serious injury or death has occurred, the scene must be left undisturbed.
- Secure the incident site for any ongoing investigation.
- Once the investigation has been completed and authorization by RCMP (or applicable authority) has been given to re-enter the area, begin clean-up activities.
- If an investigation is NOT imminent, prioritize cleanup activities and restore the site to normal operating condition utilizing all available staff and resources.
- Conduct any safety or environmental inspections.
- Document all cleanup activities.

Debriefing, Investigation and Reports

- Analyze and review all documentation and physical evidence to establish probable cause of incident. Depending on the complexity of the incident, an investigation team
- Review effectiveness of response procedures including, safety standards utilized, media and public relations actions and environmental control measures. Identify the strengths and areas that require improvement.
- Evaluate effectiveness of internal and external communications systems and notification calldown efforts.
- Identify the legal and environmental consequences resulting from the incident or response.
- Estimate current and future expenses.
- As applicable, prepare a corporate report recommending incident prevention measures, improvements to emergency response procedures and required company policy changes.
- Ensure all employees, contractors, and members of government and community agencies are recognized for their efforts.

Incident Records Management

- Collect all documentation from all field, contract services and responders.
- Photograph, video as much information as possible.
- Ensure all statements, time and event logs, forms etc. are indexed and stored for five years (or applicable retention period).

2.2 IMT ORGANIZATION

Keyera's emergency response framework is comprised of response organizations that work in conjunction with one another and are in regular communication. The Incident Management Team (IMT) is based in the field at the Incident Command Post (ICP).

- Responsible for managing the emergency response and all field level (tactical) emergency response actions.
- Managed by the Incident Commander and at least initially comprised of local and nearby area personnel. Other company personnel who are trained to respond may take IMT roles as well as external agencies/company personnel as required.

The IMT is built as best fits the demands of the incident. It is the responsibility of the Command and General Staff to build an IMT that is needed to effectively address the objectives and priorities established for responding to the incident. IMT leadership is comprised of:

- **Command Staff:** Incident Commander, Deputy Incident Commander, Safety Officer, Liaison Officer, Public Information Officer and Legal Officer.
- **General Staff:** Operations, Planning, Logistics and Finance/Administration Section Chiefs.

All field response roles, or tactical resources, are assigned to the Operations Section and the most hazardous activities are carried out there. Because of this, it is necessary to carefully monitor the functions and resources within this section to manage span of control.

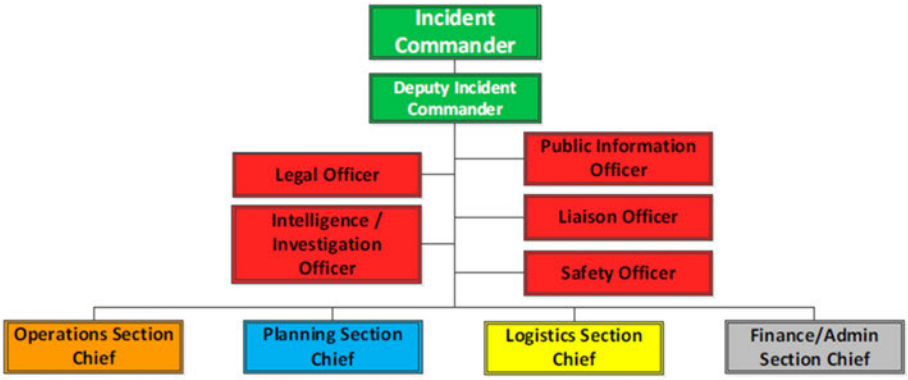
The following supervisory levels can be added to help manage span of control and the Operations Section:

- Divisions are used to divide an incident geographically.
- Groups are used to divide functional areas of operation.
- Branches are used when the number of Divisions or Groups extends the span of control and can be either geographical or functional. Within Branches:
    - Unit – That organization element having functional responsibility for incident, logistics, or finance/administration activity.
    - Task Force – A group of unlike single resources assigned to complete certain tactical assignments.
    - Strike Team – Similar to a Task Force but comprised of the same kind and type of resources to complete tactical assignments.

Within the Operations Section, roles are titled and determined based on function. Suggestions for additional roles can be found in the Initial Response Guidebook (IRG) and Incident Management Handbook (IMH). These roles include, but are not limited to:

- Recovery and Protection, Repair, Air Operations, and Wildlife.

2.2.1 IMT Organizational Structure



NOTE: All of the roles do not need to be filled. The organization should be customized for each incident, based on the complexities of the incident and the objectives established for the operational period.

2.3 KLIRO ORGANIZATION

The Keyera Liquids Infrastructure Regional Office (KLIRO) is comprised of keyera personnel from the Liquids Infrastructure Business Unit to directly support the on-site Incident Management Team through the Incident Command Structure (ICS).

2.3.1 KLIRO Organizational Structure

Keyera Liquids Infrastructure regional Office (KLIRO)

- Functional Roles
- Subject Experts

Incident Management Team (IMT)

- Command Staff
- General Staff
- Subject Matter Experts

2.4 CAT ORGANIZATION

Keyera's emergency response framework is comprised of response organizations that work in conjunction with one another and are in regular communication. The Corporate Advisory Team (CAT) is based in Calgary (EOC). The CAT is managed by the CAT Team Lead and comprised of key corporate personnel. Key Responsibilities include:

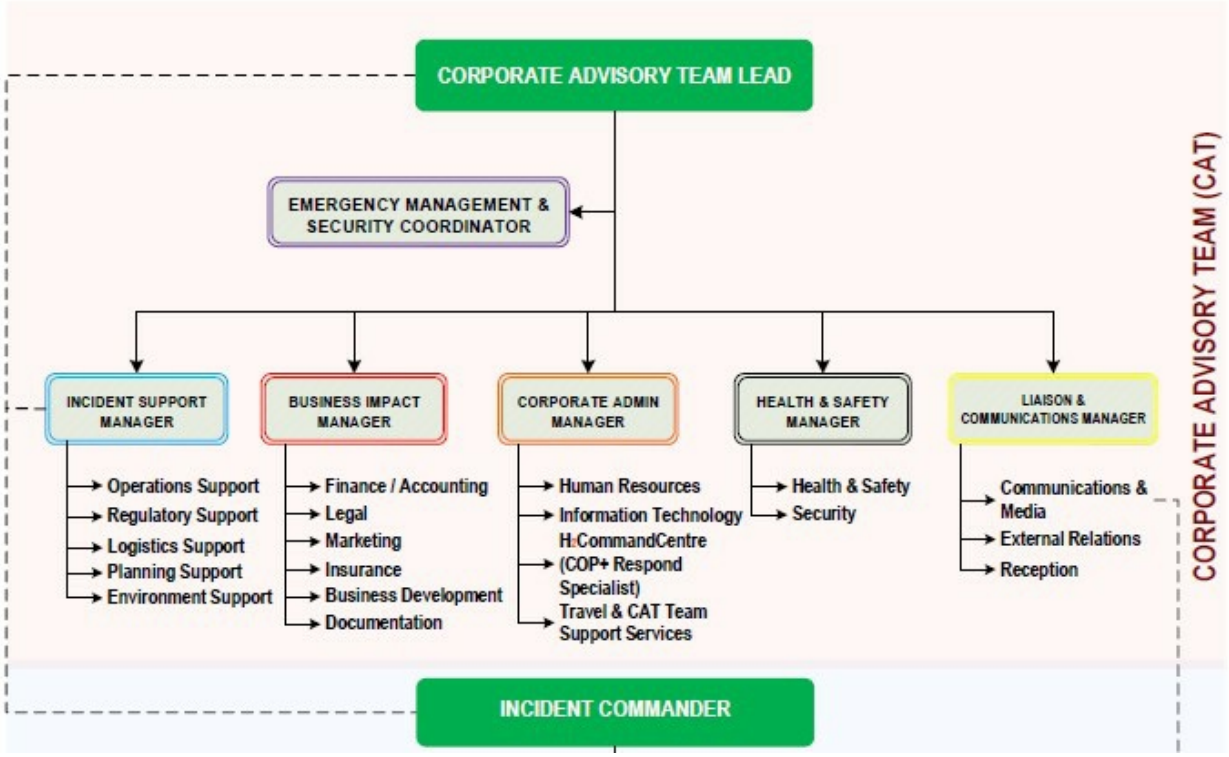
- Supporting the IMT, by managing long term impacts and business continuity.

CAT leadership is comprised of:

- **CAT Command Staff:** Emergency Management and Security Coordinator
- **CAT General Staff:** Incident Support Manager, Business Impact Manager, Corporate Admin Manager, Health & Safety Manager, Liaison & Communications Manager

2.4.1 CAT Organizational Structure

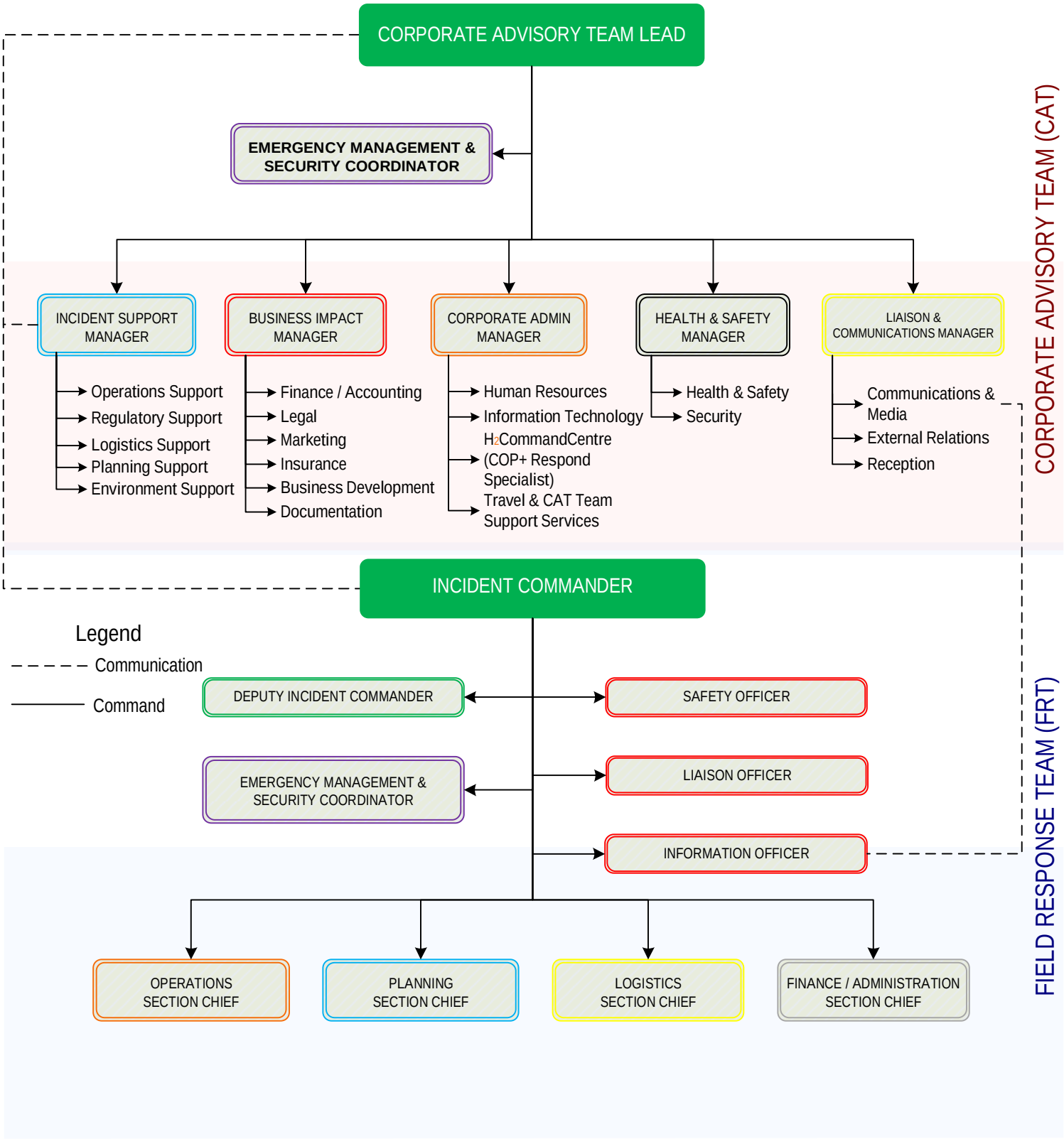
CAT org chart



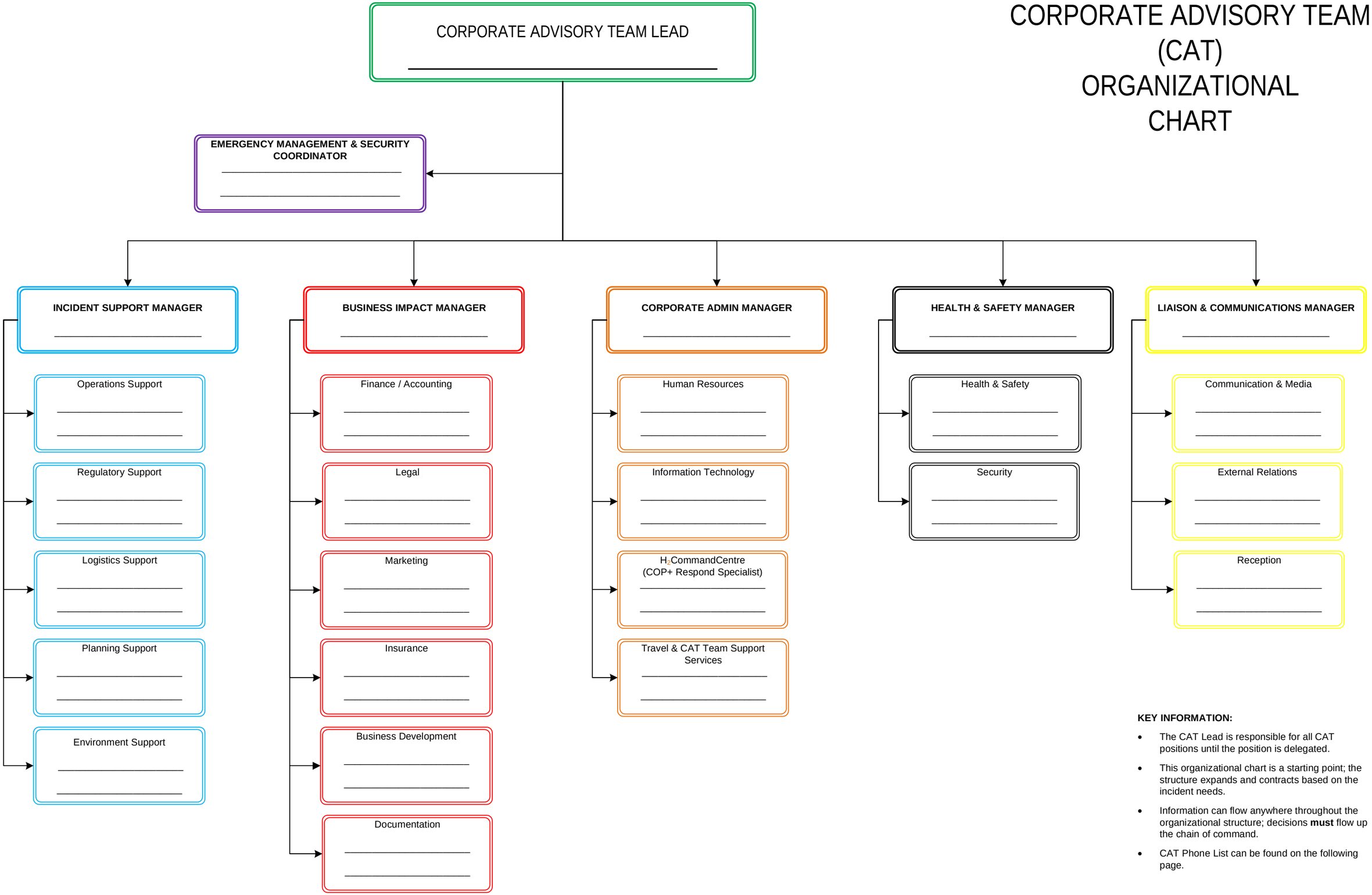
2.4.2 CAT Roles and Responsibilities

- **Click to view/print Response Team Structure**
- **Click to view/print Corporate Advisory Team (CAT) Organizational Chart**
- **Click to view/print 2026 CAT Phone List**
- **Click to view/print Corporate Advisory Team (CAT) Lead**
- **Click to view/print Emergency Management & Security Coordinator**
- **Click to view/print Incident Support Team**
- **Click to view/print Business Impact Support Team**
- **Click to view/print Corporate Admin Support Team**
- **Click to view/print Health & Safety Support Team**
- **Click to view/print Liaison & Communications Support Team**
- **Click to view/print Field Response Team**
- **Click to view/print Command Staff Roles**
- **Click to view/print General Staff Roles – Operations Section**
- **Click to view/print General Staff Roles – Planning Section**
- **Click to view/print General Staff Roles – Logistics Section**
- **Click to view/print General Staff Roles – Finance / Admin Section**
- **Click to view/print Operations Section - Public Safety Roles**
- **Click to view/print Air Monitors**
- **Click to view/print Reception Centre Rep**
- **Click to view/print Roadblocks**
- **Click to view/print Rovers**
- **Click to view/print Telephoners**
- **Click to view/print Five Step Ongoing Response Guide**
- **Click to view/print Objectives Meeting**
- **Click to view/print Tactics Meeting**
- **Click to view/print Planning Meeting**
- **Click to view/print Operations Briefing**
- **Click to view/print Planning "P"**

RESPONSE TEAM STRUCTURE



CORPORATE ADVISORY TEAM (CAT) ORGANIZATIONAL CHART



KEY INFORMATION:

- The CAT Lead is responsible for all CAT positions until the position is delegated.
- This organizational chart is a starting point; the structure expands and contracts based on the incident needs.
- Information can flow anywhere throughout the organizational structure; decisions **must** flow up the chain of command.
- CAT Phone List can be found on the following page.

2026 CAT PHONE LIST

H2Safety

KEYERA

CORPORATE 24-HOUR EMERGENCY NUMBER

PH: 866-377-7110

CORPORATE ADVISORY TEAM LEAD

Redacted. This section contains the names and contact information of identifiable individuals. It is protected from publication under clause 1(a)(i) of Order AO-001-MO-006-2016 as information about identifiable individuals.

EMERGENCY MANAGEMENT & SECURITY COORDINATOR

[redacted]

INCIDENT SUPPORT

INCIDENT SUPPORT MANAGERS

[redacted]

OPERATIONS SUPPORT

[redacted]

REGULATORY SUPPORT

[redacted]

LOGISTICS SUPPORT

[redacted]

INCIDENT SUPPORT, continued

PLANNING SUPPORT

[redacted]

ENVIRONMENT SUPPORT

[redacted]

BUSINESS IMPACT SUPPORT

BUSINESS IMPACT MANAGERS

[redacted]

FINANCE / ACCOUNTING SUPPORT

[redacted]

LEGAL

[redacted]

MARKETING

[redacted]

INSURANCE

[redacted]

BUSINESS DEVELOPMENT

[redacted]

BUSINESS IMPACT SUPPORT, continued

DOCUMENTATION

[redacted]

CORPORATE ADMIN SUPPORT

CORPORATE ADMIN MANAGER

[redacted]

HUMAN RESOURCES

[redacted]

INFORMATION TECHNOLOGY

[redacted]

COP+ RESPOND SPECIALISTS

[redacted]

TRAVEL & CAT TEAM SUPPORT SERVICES

[redacted]

HEALTH & SAFETY SUPPORT

HEALTH & SAFETY MANAGER

[redacted]

HEALTH & SAFETY SUPPORT

[redacted]

SECURITY SUPPORT

[redacted]

LIAISON & COMMUNICATIONS SUPPORT

LIAISON & COMMUNICATIONS MANAGER

[redacted]

COMMUNICATIONS / MEDIA

[redacted]

EXTERNAL AFFAIRS

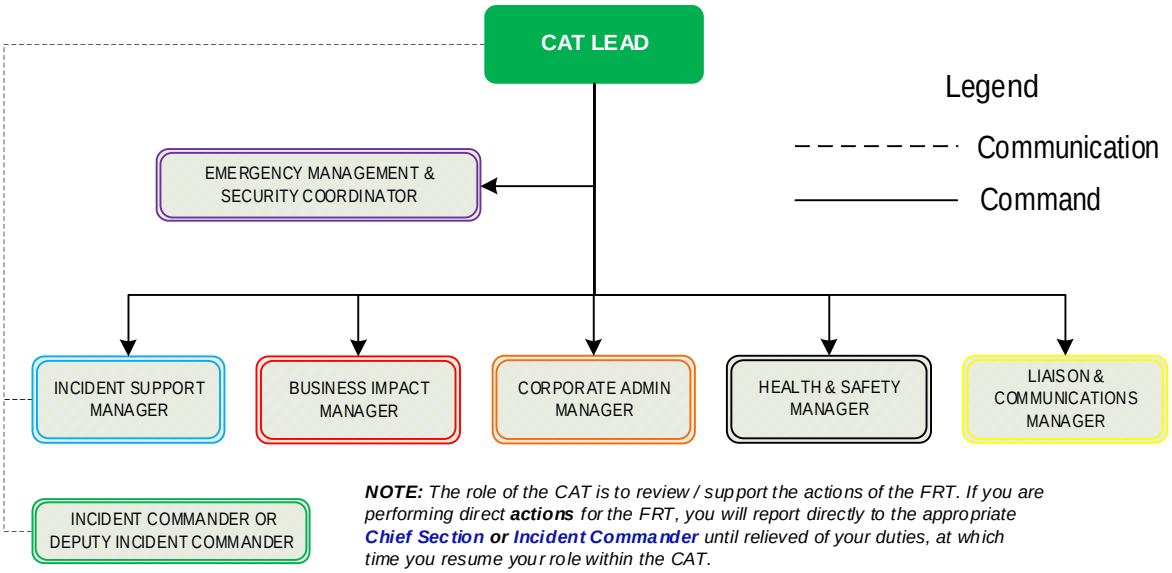
[redacted]

RECEPTION

[redacted]

CORPORATE ADVISORY TEAM (CAT) LEAD

REPORTING STRUCTURE



NOTE: *The role of the CAT is to review / support the actions of the FRT. If you are performing direct* ***actions*** *for the FRT, you will report directly to the appropriate* ***Chief Section*** ***or*** ***Incident Commander*** *until relieved of your duties, at which time you resume your role within the CAT.*

APPLICABLE FORMS

EF1—INCIDENT SUMMARY FORM
EF2—CHECK-IN / CHECK-OUT FORM
EF3—INITIAL PRIORITIZED OBJECTIVES
EF6—ACTION PLAN MEETING AGENDA
EF7—CAP TEMPLATE
EF8—INCOMING CALL LOG
EF9—EMERGENCY ACTIONS LOG

ROLE DESCRIPTION

The Corporate Advisory Team (CAT) Lead will be notified of the incident via the Incident Commander. The CAT Lead is responsible for coordination of response efforts from corporate to support the Field Response Team (FRT) and for efforts to ensure business continuity during the incident. The CAT Lead determines the level of activation of the Corporate Advisory Team (CAT) and assigns all positions to meet the required level of activation. The CAT Lead needs to clearly understand the roles and principles of the Incident Command System (ICS) and know how to utilize the field Emergency Response Plan (ERP) and CAT Plan.

INITIAL TASKS (ACTIVATION)

- ❑ Obtain a full briefing on the situation from the Incident Commander. Determine the severity of the incident, the potential for the incident to escalate, actions taken and next steps. Complete EF1 Incident Summary Form which can be found in the Forms section.
- ❑ If an Emergency Response Plan (ERP) has been activated assign someone to fill the Health & Safety Manager position.
- ❑ Determine the level of support the FRT requires and the corresponding level of activation required of the CAT to provide that support.
- ❑ Conduct initial internal notification and communicate the severity of the incident (or assign someone to Health & Safety Manager to do so). Mobilize required resources only and place everyone else on standby. Notify personnel as to where you want them to mobilize at this time (i.e. stay in their offices or report to the Emergency Operations Centre, etc.).
- ❑ Activate the corporate Emergency Coordination Centre (ECC) if required. Set up / maintain the functionality of the ECC (or assign someone to Health & Safety Manager to do so). Refer to ECC Activation & Set-up in the Corporate Advisory Team section of Initial Response.
- ❑ As personnel arrive at the ECC, check them in and assign them to positions on the CAT. Refer to EF2 Check-In / Check-Out Form in the Forms section. Ensure that a roles chart is posted in the ECC and add their names to the assigned positions (or assign someone to Health & Safety Manager to do so). Refer to the CAT Org Chart at the beginning of this section.
  - You are responsible for all of the CAT unless you have assembled a team and assigned these positions to other personnel.
  - Only assign people to fill positions on your team as you become unable to complete all of the duties yourself. Most incidents can be managed by a handful of people. Only in the largest of incidents would you need a fully assembled team.
  - If you feel you do not have enough resources to complete all required tasks, prioritize and do the best you can with available resources. A single person can fill multiple roles.
  - Information can flow anywhere throughout the organizational structure; however, decisions must flow up the chain of command.
- ❑ Review the assignments of each of your direct reports as they arrive at the ECC, provide them with a short briefing and ensure they know their role and associated responsibilities (or assign someone to Health & Safety Manager to do so).
- ❑ Set up your workstation and determine your resource needs (i.e. computer, phone, fax, stationery, ERPs, maps and other reference documents).
- ❑ Ensure that the CAT and ECC are set up properly and that appropriate personnel, equipment, and supplies are in place, including maps and status boards (or assign someone to Health & Safety Manager to do so). Refer to ECC Activation & Set-up in the Corporate Advisory Team section of Initial Response.
- ❑ Notify other members of the Executive Team who are not involved in the initial emergency response of the emergency and what action they may need to be involved in.

CORPORATE ADVISORY TEAM (CAT) LEAD

INITIAL TASKS (ACTIVATION), CONTINUED

- ❑ Ensure the Health & Safety Manager initiates an H_2CommandCentre (Virtual EOC) session, or if the field has already initiated a session, ensure the CAT members are all invited.
- ❑ Establish initial priorities for the CAT based on current status and information from the FRT. Refer to EF3 Initial Prioritized Objectives in the Forms section.
- ❑ Schedule the initial CAT Action Planning Meeting and prepare the agenda (or assign someone to Health & Safety Manager to do so). Refer to EF6 CAT Action Planning Meeting Agenda in the Forms section.
- ❑ Convene the initial CAT Action Planning Meeting. Ensure that all Support Managers are in attendance. Ensure that appropriate planning procedures are followed (or assign someone to Health & Safety Manager to do so). Refer to EF6 CAT Action Planning Meeting Agenda Template in the Forms section.

ONGOING TASKS

- ❑ Maintain a position log that chronologically describes all actions taken, decisions made and events that occur during your shift. Ensure each member of your team is maintaining their own log. Refer to EF8 Incoming Call Log and EF9 Emergency Actions Log in the Forms section.
- ❑ Communicate directly with (or assign someone to Incident Support Manager to communicate directly with) the field Incident Commander, or if assigned, Deputy Incident Commander. Schedule regular status update meetings or if possible, conference in (video or phone) to attend each FRT meeting.
- ❑ Identify the support required by the FRT and on-site personnel and ensure that these requirements are being met.
- ❑ Working closely with the other CAT members, review the field Incident Action Plan (IAP), look at all potential outcomes and create plan (s) to mediate the impact of any negative outcomes. (NOTE: FRT manages the incident response. Any CAT members providing direct *assistance to FRT should be assigned to the FRT until their duties have been completed. It is possible to be on both teams* simultaneously).
- ❑ Ensure CAT Action Planning Meetings are taking place and are regularly scheduled.
- ❑ Attend the CAT Action Planning Meetings and approve the objectives for each operational period. Set priorities for response efforts.
- ❑ Review and approve the CAT Action Plans (CAPs) once they have been prepared by the Health & Safety Manager.
- ❑ Ensure business continuity throughout the duration of the incident.
- ❑ Coordinate employee emergency contact or next-of-kin notifications with Corporate Admin (Human Resources), if required.
- ❑ Establish appropriate staffing levels for the ECC and continuously monitor organizational effectiveness. For prolonged incidents, ensure all Support Managers have made provisions for relieving and rotating staff on a regular basis.
- ❑ Provide guidance, support, expertise and advice to the FRT and CAT.
- ❑ Determine spending authorities and sign off on large ticket items.
- ❑ Work with the company Executive Team to provide notification and status updates to higher level management.
- ❑ Approve the issuance of press releases and other public information materials prepared by **Liaison & Communications (Communication & Media)** as required. Refer to the Communications & Media section.
- ❑ Prepare for shift relief, ensuring a detailed record of contacts, call back times and upcoming actions is documented and clearly explained to the incoming person.

DEMOBILIZATION PHASE

- ❑ If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.
- ❑ Clean up your work area before you leave. Return any communications equipment or materials specifically issued for your use.
- ❑ Leave a forwarding phone number you can be reached at.
- ❑ Follow ECC checkout procedures. Sign out accordingly. (Refer to EF2 Check-In / Check-Out Form in the Forms section.)
- ❑ Approve Incident Commander's decision to downgrade the level of emergency.
- ❑ Ensure that members of the public and government agencies are notified when the incident is over.
- ❑ Ensure a Demobilization Plan for the ECC is completed, approved by the CAT Lead and distributed to all Support Teams.
- ❑ Ensure all ECC documentation is forwarded to and compiled by the **Documentation Unit**.
- ❑ Ensure that all required forms or reports are completed prior to demobilization.
- ❑ Authorize the demobilization of positions and personnel when they are no longer required.
- ❑ Ensure that any open action items not yet completed will be handled after demobilization.
- ❑ Ensure that a Post Incident Report is prepared in consultation with the FRT and CAT Team.
- ❑ Terminate emergency response and proceed with recovery operations as required.
- ❑ Deactivate the ECC when it is no longer required. Ensure the deactivation is communicated.

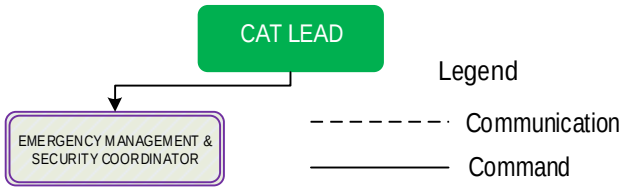
DECISIONS THAT REQUIRE CAT LEAD APPROVAL

- Establishing ECC priorities and objectives
- CAT Action Plans
- Extraordinary resources requests
- Press releases
- Media interviews
- Public information bulletins
- Situation reports
- Evacuation orders

NOTE: If you are taking actions on behalf of the FRT you will report directly to the Incident Commander or appropriate **Section Chief** until relieved of your duties.

EMERGENCY MANAGEMENT & SECURITY COORDINATOR

REPORTING STRUCTURE



ROLE DESCRIPTION

The role of the Emergency Management & Security Coordinator is to provide ERP guidance and advice to the Corporate Advisory Team (CAT). The Emergency Management & Security Coordinator is responsible for providing direct support to CAT Lead. The Emergency Management & Security Coordinator is responsible for encouraging Emergency Coordination Centre (ECC) alignment with the Incident Command System.

NOTE: If you are assisting the Field Response Team (FRT) with government contacts, resident concerns, etc. you are assigned to that team and would report directly to the Incident Commander or appropriate Officer until relieved of your duties. It is possible to play a role in both the CAT and FRT at the same time.

APPLICABLE FORMS

EF4 - INDIVIDUAL TEAM WORKSHEETS
EF5 - SITUATION REPORT
EF8 - INCOMING CALL LOG
EF9 - EMERGENCY ACTIONS LOG

INITIAL TASKS (ACTIVATION)

- ❑ Check in with the Corporate Advisory TEAM (CAT) Lead (or Health & Safety Manager) upon arrival at the Emergency Coordination Centre (ECC).
- ❑ Report to the CAT Lead (or Health & Safety Manager) to obtain current situation status and specific job responsibilities expected of you.
- ❑ Review the applicable position checklists, forms and flowcharts for all of the positions (ie. Teams) indicated in the reporting structure chart on this card (see above).
- ❑ Set up your workstation and determine your resource needs (i.e. computer, phone, fax, stationery, ERPs, maps and other reference documents).
- ❑ Obtain current status of the incident and coordinate with the CAT Lead (or Health & Safety Manager) to determine the level of ERP support required.
- ❑ Assist the CAT Lead in decisions regarding overall field and corporate emergency management: Direction, Control and Coordination.
- ❑ Provide guidance and support to the Health & Safety Manager and/or Corporate Admin (Information Technology) to ensure an H_2CommandCentre(Virtual EOC and COP+ Respond) session is established.
- ❑ Work with the Keyera COP+ Respond Specialist responsible for operating the emergency response software which outlines details of the emergency response and impacted area. This includes: Emergency Planning Zone (EPZ), other response boundaries, impacted stakeholders (including their confidential resident/business information), asset locations & details (Keyera and other operators), response details, responder functions/locations (such as roadblocks, command centres, etc.), weather, etc.
- ❑ Contact ERP Service Provider for additional support, if necessary.
- ❑ Perform additional tasks or duties as assigned.

ONGOING TASKS

- ❑ Maintain a position log that chronologically describes all actions taken, decisions made and events that occur during your shift. Ensure each member of your team is maintaining their own log. Refer to ICS 214 Activity Log, EF8 Incoming Call Log and EF9 Emergency Actions Log in the Forms section.
- ❑ Support the Corporate Advisory Team (CAT) by guiding actions within the Incident Command System processes and documentation.
- ❑ Familiarize yourself with the response requirements in the applicable provincial/state, municipal and Federal emergency response regulations (i.e. BCER regulations, AER D-071, etc.).
- ❑ Review the field Incident Action Plan (IAP) to ensure that all applicable Emergency Management regulations requirements / concerns are being addressed (government communications, public protection measures, public notifications, etc.)
- ❑ Review the CAT Action Plan (CAP) and provide recommendations to ensure that all applicable Emergency Management regulations requirements / concerns are being addressed.
- ❑ Provide Emergency Management guidance and support to the FRT and the CAT. Coordinate with government agencies to clarify requirements and ensure all are met.
- ❑ Keep the CAT Lead and CAT informed of any significant events.
- ❑ Prepare for shift relief, ensuring a detailed record of contacts, call back times and upcoming actions is documented and clearly explained to the incoming person.

EMERGENCY MANAGEMENT & SECURITY COORDINATOR

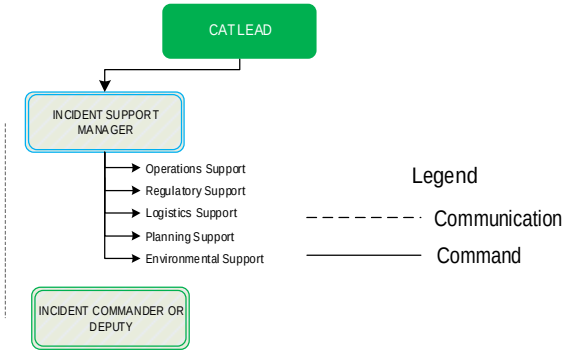
DEMOBILIZATION PHASE

- ❑ Ensure that close-out notifications of the incident to regulators/government is communicated.
- ❑ Deactivate your assigned position and close out logs when authorized by the CAT Lead.
- ❑ Complete all required forms, reports, and other documentation.
- ❑ If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.
- ❑ Clean up your work area before you leave. Return any communications equipment or materials specifically issued for your use.
- ❑ Leave a forwarding phone number you can be reached at.
- ❑ Follow ECC checkout procedures. Sign out accordingly. (Refer to EF2 Check-In / Check-Out Form in the Forms section.)
- ❑ Be prepared to provide input to the post incident debrief.

NOTE: If you are taking actions on behalf of the FRT you will report directly to the Incident Commander or appropriate Officer until relieved of your duties.

INCIDENT SUPPORT MANAGER

REPORTING STRUCTURE



Note: The Field Response Team (FRT) does not report to the Corporate Advisory Team (CAT).

ROLE DESCRIPTION

The Incident Support Manager is the main link between the Field Response Team (FRT) and the Corporate Advisory Team (CAT) and is the main informant for the CAT. The Incident Support Manager speaks directly with the field Deputy Incident Commander, if assigned, or the field Incident Commander. The Incident Support Manager provides operational, public safety, planning and logistics advice and support to assist the FRT with developing an effective field Incident Action Plan (IAP). The Incident Support Manager needs to clearly understand the roles of each **Section Chief** and the Incident Commander, the applicable field Emergency Response Plan (ERP) and how the Incident Command System (ICS) works.

NOTE: If you are performing direct ***actions*** for the FRT, you will report directly to the ***Operations Section Chief*** or Incident Commander *until relieved of your duties, at which time you resume your* role within the CAT.

APPLICABLE FORMS

EF4 - INDIVIDUAL TEAM WORKSHEETS

EF5 - SITUATION REPORT

EF8 - INCOMING CALL LOG

EF9 - EMERGENCY ACTIONS LOG

INITIAL TASKS (ACTIVATION)

- ❑ Check in with the Corporate Advisory Team (CAT) Lead (or Health & Safety Manager) upon arrival at the Emergency Coordination Centre (ECC).
- ❑ Report to the CAT Lead (or Health & Safety Manager) to obtain current situation status and specific job responsibilities expected of you.
- ❑ Review the applicable position checklists, forms and flowcharts for all of the positions indicated in the reporting structure chart on this card (see above).
- ❑ Set up your workstation and determine your resource needs (i.e. computer, phone, fax, stationery, ERPs, maps and other reference documents).
- ❑ Based on your review of the incident briefing, assemble the **Incident Support Team (Operations Support, Regulatory Support, Logistics** Support, Planning Support, Environment Support).
  - You are responsible for the duties of Operations Support, Regulatory Support, Logistics Support, Planning Support, Environment Support (see page 3 and 4 of this card) unless you have assembled a team and assigned these positions to other personnel.
  - Only assign people to fill positions on your team as you become unable to complete all of the duties yourself. Only in the largest of incidents would you need a fully assembled team.
  - If you feel you do not have enough resources to complete all required tasks, prioritize and do the best you can with available resources. A single person can fill multiple roles.
  - Information can flow anywhere throughout the organizational structure; however, decisions must flow up the chain of command.
- ❑ Review the assignments of each person activated for the Incident Support Team as they arrive, provide them with a short briefing and review their tasks in detail.
- ❑ Ensure that the Incident Support Team is set up properly and that appropriate personnel, equipment, and supplies are in place, including maps and status boards.

ONGOING TASKS

- ❑ Maintain a position log that chronologically describes all actions taken, decisions made and events that occur during your shift. Ensure each member of your team is maintaining their own log. Refer to EF8 Incoming Call Log and EF9 Emergency Actions Log in the Forms section.
- ❑ Familiarize yourself with the applicable ERP maps and site section.
- ❑ Establish communication with the field Deputy Incident Commander, if assigned, or Incident Commander. If possible, conference in (phone or video) to attend each field **Operations Section** meeting. (*Your role is to listen and support, not to direct activities.)*
- ❑ Provide support, expertise and advice to the Deputy Incident Commander, if assigned, or Incident Commander regarding control / containment methods.
- ❑ Provide support, expertise and advice to the Deputy Incident Commander, if assigned, or Incident Commander to ensure the safety of the public (evacuation, shelter-in-place, ignition, roadblocks, rovers, air monitoring, etc.).
- ❑ Provide support, expertise and advice to the Deputy Incident Commander, if assigned, or Incident Commander to ensure the principles of ICS are being followed correctly (i.e. establishment and transfer of command, span of control, chain of command, unity of command, unified command, organizational flexibility, common terminology and clear text, etc.). Are objectives in the IAP consistent with the goals of the company and prioritized properly? Are strategies properly aligned to the objectives? Are the strategies SMART (Specific, Measurable, Attainable, Realistic, Timely)? Can all of the objectives be met by the strategies outlined in the IAP? Are the strategies safe? Etc.
- ❑ Work closely with **Logistics Support** and Planning Support to ensure required resources and personnel are available to support the needs of the FRT.
- ❑ Coordinate all spending with **Business Impact (Finance / Accounting).**

INCIDENT SUPPORT MANAGER

ONGOING TASKS, CONTINUED

- ❑ Coordinate with **Regulatory Support and Liaison & Communications Manager** to ensure that regulatory requirements are met regarding evacuation / shelter / ignition.
- ❑ Forward copies of equipment damage or property damage claims to Business Impact.
- ❑ Closely monitor and use H_2CommandCentre (Virtual EOC) to record all activities and upload all documentation.
- ❑ Ensure that a detailed Incident Support report is completed and submitted to the Health & Safety Manager during each operational period. Refer to EF5 Situation Report Form in the Forms section.
- ❑ Prepare and present an Incident Support status briefing at each of the CAT Action Planning Meetings. Determine objectives for the Incident Support Team for each operational period.
- ❑ If assigned, ensure that **Operations Support, Regulatory Support, Logistics Support, Planning Support, Environment Support** are completing their duties as required. If these positions are not assigned, complete these duties as required. (See page 3 and 4 of this *card for more information).* Refer to EF4 Individual Team Worksheets in the Forms section.
- ❑ Set a regular meeting schedule for your team at predetermined intervals.
- ❑ Keep the CAT Lead and CAT informed of any significant events.
- ❑ Prepare for shift relief, ensuring a detailed record of contacts, call back times and upcoming actions is documented and clearly explained to the incoming person.
- ❑ Review the decision to ignite a release with the Incident Commander.

DEMOBILIZATION PHASE

- ❑ Deactivate your assigned position and close out logs when authorized by the CAT Lead.
- ❑ Complete all required forms, reports, and other documentation.
- ❑ If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.
- ❑ Clean up your work area before you leave. Return any communications equipment or materials specifically issued for your use.
- ❑ Leave a forwarding phone number you can be reached at.
- ❑ Follow ECC checkout procedures. Sign out accordingly. (Refer to EF2 Check-In / Check-Out Form in the Forms section.)
- ❑ Be prepared to provide input to the post incident debrief.

NOTE: If you are taking actions on behalf of the FRT you will report directly to the Incident Commander or appropriate **Section Chief** until relieved of your duties.

ROLES COMMON TO ALL

INITIAL TASKS (ACTIVATION)

- ❑ Check in with the Incident Support Manager upon arrival at the Emergency Coordination Centre (ECC) and obtain current situation status and specific job responsibilities expected of you.
- ❑ Review the position checklists, forms, and flowcharts for all of the positions on the Incident Support Team cards.
- ❑ Set up your workstation and determine your resource needs (i.e. computer, phone, fax, stationery, ERPs, maps and other reference documents).
- ❑ Participate in any facility / safety orientations as required.

ONGOING TASKS

- ❑ Maintain a position log that chronologically describes all actions taken, decisions made and events that occur during your shift. Refer to EF8 Incoming Call Log and EF9 Emergency Actions Log in the Forms section.
- ❑ Prepare for and attend regularly scheduled team meetings held by the Incident Support Manager.
- ❑ Keep the Incident Support Manager informed of any significant events.

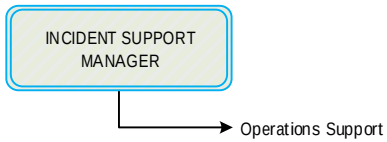
DEMOBILIZATION

- ❑ Deactivate your assigned position and close out logs when authorized by Incident Support Manager.
- ❑ Complete all required forms, reports and other documentation.
- ❑ If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.
- ❑ Clean up your work area before you leave. Return any communications equipment or materials specifically issued for your use.
- ❑ Leave a forward phone number where you can be reached at.
- ❑ Follow ECC checkout procedures. Sign out accordingly.
- ❑ Be prepared to provide input to the post incident debrief.

OPERATIONS SUPPORT

ROLE DESCRIPTION: Provides operational expertise and support to the Field Response Team (FRT) and the Corporate Advisory Team (CAT).

REPORTING STRUCTURE



INITIAL TASKS (ACTIVATION)

- ❑ Familiarize yourself with the applicable operations. Refer to plot plans, operational schematics / diagrams, monitoring systems, etc.

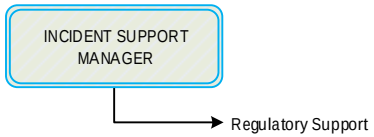
ONGOING TASKS

- ❑ With the Incident Support Manager, review the field Incident Action Plan (IAP) focusing on tactical operations for control and containment of the incident.
- ❑ Ensure any incident facilities (On-Site Command Post (OSCP), Incident Command Post (ICP)) and staging areas are established outside of the hazard area.
- ❑ Provide advice and feedback on proposed control / containment measures. Is the plan feasible / realistic? What are the chances of success? Is it safe for responders? What resources will be required to implement the plan? What variables is the plan overlooking? Identify methods of improving the plan to ensure success.
- ❑ Identify alternate courses of action should the current plan fail.
- ❑ Identify any third-party expertise or additional resources that may need to be brought in.
- ❑ Ensure staging areas are established if required. Review staging area location and management.
- ❑ Provide operational expertise and knowledge to the Corporate Advisory Team (CAT).

REGULATORY SUPPORT

ROLE DESCRIPTION: Provides regulatory guidance and support to the FRT and the CAT. Coordinate with government agencies to clarify requirements and ensure all are met. The Regulatory Support also provides support to the Liaison & Communications Manager.

REPORTING STRUCTURE



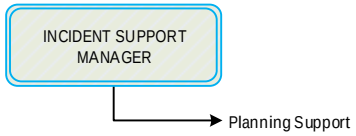
ONGOING TASKS

- ❑ Familiarize yourself with the response requirements in the applicable provincial/state, municipal and Federal emergency response regulations (i.e., BCER regulations, AER D-071, etc.).
- ❑ If required, communicate with government agencies' head office (eg. AER Calgary).
- ❑ Based on the impacted area, coordinate with External Relations to determine if there are any special interest groups, mutual aid cooperatives, synergy groups, political influencers, etc. who should be contacted to ensure a consistent and effective response. If available, External Relations will liaison between the company and any mutual aid or special interest groups.

PLANNING SUPPORT

ROLE DESCRIPTION: Supports the Field Response Team (FRT) by being proactive, thinking ahead and anticipating situations and problems before they occur.

REPORTING STRUCTURE



ONGOING TASKS

- ❑ With the Incident Support Manager, review each field Incident Action Plan (IAP) prepared by the field Planning Section. The objective of the field Planning Section is to prepare an IAP for the next operational period; the Incident Support Team should review the IAP with a long-range focus to consider all potential outcomes and identify any potential issues in advance. Provide feedback to the field Planning Section as required.
- ❑ Create contingency plans and consider alternate solutions for issues identified in the field IAP.
- ❑ If possible, conference in (phone or video) to attend each field Planning Section meeting. (Your role is to listen and support, not to direct activities.)
- ❑ Highlight forecasted events or conditions likely to occur beyond the forthcoming operational period.
- ❑ Work with Logistics Support to determine upcoming support requirements for personnel for the next operational period.
- ❑ Provide technical observations and recommendations for the incident in specialized areas (plume dispersion modelling, environmental impact, engineering, technology, etc.), as required.
- ❑ Ensure a Demobilization Plan for the ECC is completed, approved by the CAT Lead and distributed to all Support Teams.

NOTE: If you are performing direct actions for the FRT, you will report directly to the Operations Section until relieved of your duties, at which time you resume your role within the CAT.

ROLES COMMON TO ALL

INITIAL TASKS (ACTIVATION)

- ❑ Check in with the Incident Support Manager upon arrival at the Emergency Coordination Centre (ECC) and obtain current situation status and specific job responsibilities expected of you.
- ❑ Review the position checklists, forms and flowcharts for all of the positions on the Incident Support Team cards.
- ❑ Set up your workstation and determine your resource needs (i.e. computer, phone, fax, stationery, ERPs, maps and other reference documents).
- ❑ Participate in any facility / safety orientations as required.

ONGOING TASKS

- ❑ Maintain a position log that chronologically describes all actions taken, decisions made and events that occur during your shift. Refer to EF8 Incoming Call Log and EF9 Emergency Actions Log in the Forms section.
- ❑ Prepare for and attend regularly scheduled team meetings held by the Incident Support Manager.
- ❑ Keep the Incident Support Manager informed of any significant events.

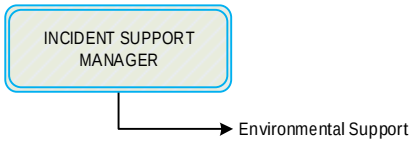
DEMOBILIZATION

- ❑ Deactivate your assigned position and close out logs when authorized by Incident Support Manager.
- ❑ Complete all required forms, reports and other documentation.
- ❑ If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.
- ❑ Clean up your work area before you leave. Return any communications equipment or materials specifically issued for your use.
- ❑ Leave a forward phone number where you can be reached at.
- ❑ Follow ECC checkout procedures. Sign out accordingly.
- ❑ Be prepared to provide input to the post incident debrief.

ENVIRONMENTAL SUPPORT

ROLE DESCRIPTION: Provide advice and support regarding environmental issues.

REPORTING STRUCTURE



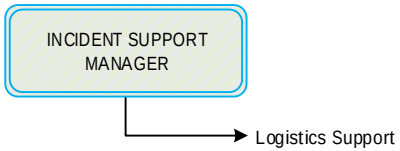
ONGOING TASKS

- ❑ Conduct an analysis of the environmental situation (land use, environmentally sensitive areas, protected areas, wildlife, hydrology / water bodies, farming, First Nations, etc.)
- ❑ Provide advice and support regarding environmental issues including the following: pre-impact baseline environmental assessments and standards, land use access / permitting, environmental monitoring / air monitoring/ testing to determine / track impact, environmental restrictions in the area, collection and validation of environmental information in the area, waste handling concerns / procedures, environmental reporting requirements, wildlife deterrents, etc.
- ❑ Provide input into the field Incident Action Plan (IAP) and the CAT Action Plan (CAP). Suggest response priorities that address the preservation of, or minimizes the damage to, the environment.
- ❑ Determine what the expected environmental outcome scenario is including worse-case scenarios and any long-term residual environmental effects.
- ❑ Assist with the development of natural resource restoration, rehabilitation and replacement plans.
- ❑ Engage appropriate external environmental clean up and recovery organizations.
- ❑ Coordinate work with Business Impact (Insurance) to ensure action plans reduce impact to the environment.

LOGISTICS SUPPORT

ROLE DESCRIPTION: Provides support to the Field Response Team (FRT) to ensure that they have adequate telecommunications services and information technology, equipment, supplies, personnel, facilities and transportation as well as food, lodging and other support services.

REPORTING STRUCTURE



INITIAL TASKS (ACTIVATION)

- ❑ Identify any critical / immediate resource needs for the incident.

ONGOING TASKS

- ❑ Establish communication with the field Logistics Section Chief. If possible, conference in (phone or video) to attend each field Logistics Section meeting. (Your role is to listen and support, not to direct activities.)
- ❑ Determine spending limits and protocols with Business Impact (Finance / Accounting) (i.e., specific AFE open for the incident) and ensure they are communicated.
- ❑ If resource requirements of on-site activities exceed the capabilities of the field Logistics Section, provide support by procuring additional personnel / equipment / resources as required. This may include:
- ❑ Determining the number of personnel requiring food / water, ensuring food / water is brought in for responders (consider dietary restrictions and allergies), ensuring that food is being brought in from reputable sources (health / safety standards) and ensuring that food service areas are being maintained (kept clean, free of garbage, stocked full of supplies including cups, dishes, cutlery, napkins, etc.) and all appropriate health and safety measures are being followed.
- ❑ Working with the field Logistics Section to ensure that all incident facilities are adequately set up and maintained (Incident Command Post, On-Site Command Post, Regional Emergency Operations Centre, Reception Centre, etc.). This may include arranging for additional furniture, equipment or lighting, arranging sleeping and / or eating areas, ensuring proper sanitation services, arranging for portable toilets, etc. If required, finding additional / alternate facilities to operate out of.
- ❑ Determining if requested types and quantities of supplies and materials are available in inventory or from another area.
- ❑ Whenever possible meeting personally with the requesting party to clarify types and amount of supplies and materials; verifying that the request has not already been filled through another source.
- ❑ Determining if an item can be provided without cost from another department within the company.
- ❑ Determining unit costs of supplies and materials from suppliers and vendors and if they will accept purchase orders as payments, prior to completing the order.
- ❑ Ensuring orders that exceed purchase order limits are approved by Business Impact (Finance / Accounting). Working with Business Impact (Finance / Accounting) where specific vendor contracts are required for specific resources or services.
- ❑ Determining if vendor or provider will deliver the ordered items. If delivery services are not available, coordinate pick up and delivery with the Logistics Section.
- ❑ Processing incoming requests for personnel. Identifying the number of personnel, special qualifications for training, where they are needed and the person they should report to upon arrival.
- ❑ Determining where additional personnel can be obtained (other company personnel, mutual aid, safety companies, volunteers, temporary labour, etc.).
- ❑ Establishing contact with local transportation agencies and schools to establish availability of equipment and transportation resources for use in evacuations and other operations as needed.
- ❑ Coordinating the transportation of personnel, supplies and equipment.
- ❑ Arranging for maintenance, service and fuelling of all mobile equipment and vehicles.

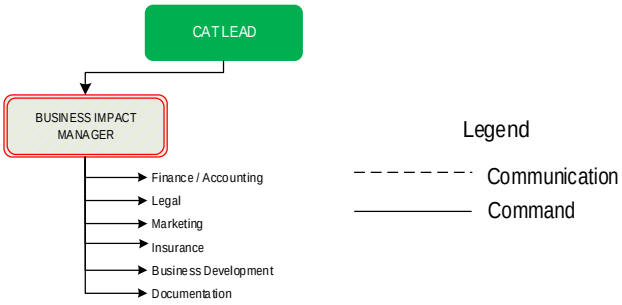
NOTE: If you are taking actions on behalf of the FRT you will report directly to the Incident Commander or appropriate Section Chief until relieved of your duties.

- ❑ Coordinate closely with Operations Support and Planning Support to establish priorities for resource allocation for the incident.
- ❑ Ensure critical resources are allocated according to support the CAT Action Plan (CAP) policies, priorities and direction.

NOTE: If you are performing direct actions for the FRT, you will report directly to the Operations Section until relieved of your duties, at which time you resume your role within the CAT.

BUSINESS IMPACT MANAGER

REPORTING STRUCTURE



Note: The Field Response Team (FRT) does not report to the Corporate Advisory Team (CAT).

ROLE DESCRIPTION

The role of business impact is to identify and work to mitigate all of the negative impacts of the incident on the business as well as to provide business advice and support. The Business Impact Manager provides support to the company in the areas of finance / accounting, legal, marketing, insurance, business development and documentation.

NOTE: *If you, or any member of your team, are performing direct actions for the Field Response* Team (FRT), you will report directly to the Incident Commander or appropriate *Section Chief until relieved of your duties, at which time you will resume your role within the Corporate Advisory* Team (CAT).

APPLICABLE FORMS

EF4 - INDIVIDUAL TEAM WORKSHEETS

EF5 - SITUATION REPORT

EF8 - INCOMING CALL LOG

EF9 - EMERGENCY ACTIONS LOG

INITIAL TASKS (ACTIVATION)

- ❑ Check in with the Corporate Advisory Team (CAT) Lead (or Health & Safety Manager) upon arrival at the Emergency Coordination Centre (ECC).
- ❑ Report to the CAT Lead (or Health & Safety Manager) to obtain current situation status and specific job responsibilities expected of you.
- ❑ Review the applicable position checklists, forms and flowcharts for all of the positions indicated in the reporting structure chart on this card (see above).
- ❑ Set up your workstation and determine your resource needs (i.e. computer, phone, fax, stationery, ERPs, maps and other reference documents).
- ❑ Based on your review of the incident briefing, assemble the **Business Impact Support Team (Finance / Accounting, Legal, Marketing, Insurance, Business Development, Documentation)**.
  - You are responsible for the duties of Finance / Accounting, Legal, Marketing, Insurance, Business Development, Documentation (see page 3 and 4 of this card) unless you have assembled a team and assigned these positions to other personnel.
  - Only assign people to fill positions on your team as you become unable to complete all of the duties yourself. Only in the largest of incidents would you need a fully assembled team.
  - If you feel you do not have enough resources to complete all required tasks, prioritize and do the best you can with available resources. A single person can fill multiple roles.
  - Information can flow anywhere throughout the organizational structure; however, decisions must flow up the chain of command.
- ❑ Review the assignments of each person activated for the Business Impact Support Team as they arrive; provide them with a short briefing and review their tasks in detail.
- ❑ Ensure that the Business Impact Support Team is set up properly and that appropriate personnel, equipment, and supplies are in place, including maps and status boards.

ONGOING TASKS

- ❑ Maintain a position log that chronologically describes all actions taken, decisions made and events that occur during your shift. Ensure each member of your team is maintaining their own log. Refer to EF8 Incoming Call Log and EF9 Emergency Actions Log in the Forms section.
- ❑ Consult with the CAT Lead as required to determine spending limits.
- ❑ With direction from the CAT Lead, develop plans for increased spending, negative financial impact on the company, potential share value loss and a long term financial plan on the impacts of the incident post response.
- ❑ Identify and provide the CAT Lead with evaluations regarding possible exposures to the company, liability implications and recommended courses of action.
- ❑ Communicate with the CAT Lead and determine the expected purchases to ensure finance / accounting are prepared and do not cause a bottleneck.
- ❑ Determine if third-party legal counsel will be required and review directly with the CAT Lead. (This will depend on the size of your legal department and how many assets are available to support the incident).
- ❑ Identify the documents and/or reports developed in your division that will potentially influence stakeholders and provide them to the CAT Lead; this could include large financial, legal, and/or insurance threats.
- ❑ Continually monitor the operational impacts to the marketing division's sales of oil and gas assets.
- ❑ Advise the CAT Lead of any conditions and actions that might result in liability (e.g. oversights, improper response actions, etc.).
- ❑ Advise on actions to reduce loss and suffering and, where appropriate, proactively support response and recover objectives.

BUSINESS IMPACT MANAGER

ONGOING TASKS, CONTINUED

- ❑ Coordinate with **Finance / Accounting** to gather cost information for Legal and **Marketing**.
- ❑ Post critical updates to H_2CommandCentre (Virtual EOC) to ensure that all responders have access to the information.
- ❑ Ensure that a detailed Business Impact Situation Report is completed and submitted to the Health & Safety Manager during each operational period. Refer to EF5 Situation Report Form in the Forms section.
- ❑ Prepare and present a Business Impact status briefing, including cost estimates, at each of the CAT Action Planning Meetings. Determine objectives for the Business Impact Support Team for each operational period.
- ❑ If assigned, ensure that **Finance / Accounting, Legal, Marketing, Insurance, Business Development, Documentation** are completing their duties as required. If these positions are not assigned, complete these duties as required. (See page 3 and 4 of this card for more *information).* Refer to EF4 Individual Team Worksheets in the Forms section.
- ❑ Set a regular meeting schedule for your team at predetermined intervals.
- ❑ Keep the CAT Lead and CAT informed of any significant events.
- ❑ Prepare for shift relief, ensuring a detailed record of contacts, call back times and upcoming actions is documented and clearly explained to the incoming person.

DEMOBILIZATION PHASE

- ❑ Ensure that all expenditures and financial claims have been processed and documented.
- ❑ Deactivate your assigned position and close out logs when authorized by the CAT Lead.
- ❑ Complete all required forms, reports, and other documentation.
- ❑ If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.
- ❑ Clean up your work area before you leave. Return any communications equipment or materials specifically issued for your use.
- ❑ Leave a forwarding phone number you can be reached at.
- ❑ Follow ECC checkout procedures. Sign out accordingly. (Refer to EF2 Check-In / Check-Out Form in the Forms section.)

NOTE: If you are taking actions on behalf of the FRT you will report directly to the Incident Commander or appropriate **Section Chief** until relieved of your duties.

ROLES COMMON TO ALL

INITIAL TASKS (ACTIVATION)

- ❑ Check in with the Business Impact Manager upon arrival at the Emergency Coordination Centre (ECC) and obtain current situation status and specific job responsibilities expected of you.
- ❑ Review the position checklists, forms and flowcharts for all of the positions on the Business Impact Support Team cards.
- ❑ Set up your workstation and determine your resource needs (i.e. computer, phone, fax, stationery, ERPs, maps and other reference documents).
- ❑ Participate in any facility / safety orientations as required.

ONGOING TASKS

- ❑ Maintain a position log that chronologically describes all actions taken, decisions made and events that occur during your shift. Refer to EF8 Incoming Call Log and EF9 Emergency Actions Log in the Forms section.
- ❑ Prepare for and attend regularly scheduled team meetings held by the Business Impact Manager.
- ❑ Keep the Business Impact Manager informed of any significant events.

DEMOBILIZATION

- ❑ Deactivate your assigned position and close out logs when authorized by Business Impact Manager.
- ❑ Complete all required forms, reports and other documentation.
- ❑ If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.
- ❑ Clean up your work area before you leave. Return any communications equipment or materials specifically issued for your use.
- ❑ Leave a forward phone number where you can be reached at.
- ❑ Follow ECC checkout procedures. Sign out accordingly.
- ❑ Be prepared to provide input to the post incident debrief.

FINANCE / ACCOUNTING

ROLE DESCRIPTION: Manages all financial aspects of an incident as well as collects, organizes and reports on data related to incident costs.

REPORTING STRUCTURE

ONGOING TASKS

- ❑ Ensure that an AFE has been opened for incident costs. Clearly identify all financial purchasing processes / policies and ensure they are communicated to both the CAT and FRT.
- ❑ Establish communication with the field Finance & Administration Section Chief. If possible, conference in (phone or video) to attend each field Finance & Administration Section meeting. (Your role is to listen and provide support on any financial / accounting concerns, not to direct activities.)
- ❑ Notify all responders and supervisors of the process for submitting purchase orders and / or inquiries, and all other financial records throughout the response; including timesheets and expense claims, ensuring they are signed by each employee prior to submitting.
- ❑ Assist the Finance & Administration Section Chief with considering the cost impacts that may be associated with any public evacuations, including reimbursement for housing, transportation, food, supplies, etc.
- ❑ Meet with Incident Support and review financial and administrative requirements and procedures; determine the level of purchasing authority to be delegated to each and identify any areas where special approvals may be required.
- ❑ Meet with Insurance to review the cost information that needs to be captured in order to maximize coverage by insurance. Cooperate with insurer's investigations by providing all relevant incident information, specifically costs incurred, expenses, and all other financial records.
- ❑ If directed by the CAT Lead, inform all exchange markets that you are actively responding to a large incident.
- ❑ Ensure that each Section and Support Team is documenting cost recovery information from the onset of the event; collect required cost recovery documentation daily at the end of each shift.
- ❑ Prepare and maintain a cost report for the CAT Lead. The report should provide cumulative analyses, summaries, and total emergency related expenditures. Communicate with the CAT Lead any major financial concerns that could (or have) affect(ted) company stakeholders.
- ❑ If the finance / accounting requirements of on-site activities exceed the capabilities of the field Finance / Admin Section, provide support as required. Ensure the division of labour and responsibilities between the field and corporate finance departments are clearly identified and communicated. Support provided may include:
- ❑ Ensuring that all financial records are maintained throughout the event. Preparing and maintaining documentation of all disaster related costs for reimbursement through insurance.
- ❑ Determining expected financial expenditures for purchasing during the emergency to avoid any bottlenecks for logistics.
- ❑ Computing costs for use of equipment owned, rented, donated or obtained through aid, personnel, compensation, legal costs, etc. Creating cost summaries, cost estimates, and cost saving recommendations. Preparing and maintain a cumulative cost report for the event.
- ❑ Informing necessary financial institutions of the incident and financial situations as well as alerting them to expect frequent, irregular expenditures.
- ❑ Providing instructions for all supervisors to ensure that time sheets and travel expense claims are completed properly and signed each employee prior to submitting them.
- ❑ Verifying cost data in pre-established vendor contracts or equipment. Coordinate vendor contracts not previously addressed by the approved vendor list.
- ❑ Negotiating rental and lease rates not already established, or purchase price with vendors as required.
- ❑ Establishing local sources for equipment and supplies. Coordinate with local jurisdiction on plans and supply sources.
- ❑ Finalizing all agreements and contracts as required. Ensuring that all contracts identify the scope of work and specific site location.
- ❑ Preparing and distributing Expenditure Authorization Forms as required.
- ❑ Maintaining equipment time records.
- ❑ Providing reports on all on-duty time for personnel, including hired and contracted personnel, as required. Working with Corporate Admin (Human Resources) to ensure that responders are not working longer shifts than allowed by regulations.
- ❑ Ensuring that time records, travel expense claims and other related forms are prepared and submitted to payroll.
- ❑ Processing all rental and supply fiscal document billing invoices.
- ❑ Ensuring that workers' compensation claims resulting from the response are processed within a reasonable time.

NOTE: If you are performing direct actions for the FRT, you will report directly to the Incident Commander or appropriate Section Chief until relieved of your duties, at which time you resume your role within the CAT.

ROLES COMMON TO ALL

INITIAL TASKS (ACTIVATION)

- ❑ Check in with the Business Impact Manager upon arrival at the Emergency Coordination Centre (ECC) and obtain current situation status and specific job responsibilities expected of you.
- ❑ Review the position checklists, forms and flowcharts for all of the positions on the Business Impact Support Team cards.
- ❑ Set up your workstation and determine your resource needs (i.e. computer, phone, fax, stationery, ERPs, maps and other reference documents).
- ❑ Participate in any facility / safety orientations as required.

ONGOING TASKS

- ❑ Maintain a position log that chronologically describes all actions taken, decisions made and events that occur during your shift. Refer to EF8 Incoming Call Log and EF9 Emergency Actions Log in the Forms section.
- ❑ Prepare for and attend regularly scheduled team meetings held by the Business Impact Manager.
- ❑ Keep the Business Impact Manager informed of any significant events.

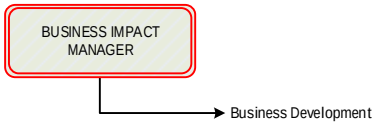
DEMOBILIZATION

- ❑ Deactivate your assigned position and close out logs when authorized by Business Impact Manager.
- ❑ Complete all required forms, reports and other documentation.
- ❑ If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.
- ❑ Clean up your work area before you leave. Return any communications equipment or materials specifically issued for your use.
- ❑ Leave a forward phone number where you can be reached at.
- ❑ Follow ECC checkout procedures. Sign out accordingly.
- ❑ Be prepared to provide input to the post incident debrief.

BUSINESS DEVELOPMENT

ROLE DESCRIPTION: Gather information on the incident, interpret the consequences (if any) on our customers, and keep our customers informed throughout the duration of the event.

REPORTING STRUCTURE



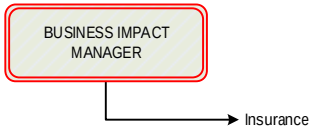
ONGOING TASKS

- ❑ Determine which customers may be impacted by the incident.
- ❑ Assess the level of impact on our customers.
- ❑ Assess the duration of potential impact on our customers.
- ❑ Co-ordinate as necessary with Marketing to ensure contractual commitments are understood and handled appropriately.
- ❑ Ensure consistent messaging regarding the incident to our customers.

INSURANCE

ROLE DESCRIPTION: Plans and implements decisions that minimize the adverse effects of accidental and business losses to the organization. Ensures due diligence in information collection, decision-making and implementation.

REPORTING STRUCTURE



ONGOING TASKS

- ❑ Work with the Incident Support Manager to assess damage and loss. Identify and analyze the loss exposures in the categories of personnel, property and liability.
- ❑ Examine feasible alternative risk management techniques in the categories of exposure avoidance, loss prevention, loss reduction, segregation of exposures (separation, duplication, contractual risk transfer and risk financing). Select and implement the best techniques.
- ❑ Evaluate the risk to personnel with respect to the purpose and potential results of their actions in each situation. In situations where the risk to personnel is excessive, limit activities to defensive and protective operations.
- ❑ Review all relevant insurance policies (Operator's extra expense, property, liability, pollution liability, directors and officers liability, business interruption, etc,). Ensure initial notification of an incident to insurance agencies within an adequate timeframe as per the policy / requirements.
- ❑ Cooperate with insurer's investigations by providing all relevant incident information, corporate documentation, etc.
- ❑ Liaise with Legal to identify potential liabilities of the response actions.
- ❑ Coordinate with the Health & Safety Manager to ensure action plans minimize risk to responders and the environment.
- ❑ Assist the CAT Lead in reviewing press releases, public alerts, warnings and public information materials from a risk management perspective.

LEGAL

ROLE DESCRIPTION: Provide legal advice and support to the Corporate Advisory Team (CAT).

REPORTING STRUCTURE

ONGOING TASKS

- ❑ Identify all potential legal threats and liabilities that impact the business both in the short-term and the long-term. Determine number / severity of injuries / fatalities, fault for the incident, amount of equipment damage, amount of damage to public property, impact on environment, impact on the public, amount of news media, involvement of regulators / government agencies, etc.
- ❑ Develop and review plans to mitigate impact.
- ❑ Determine if any current or existing charges have been filed against the company and respond accordingly.
- ❑ In coordination with the Business Impact Manager, ensure that the emergency response is in accordance with applicable federal, provincial/state and municipal laws.
- ❑ Work with Documentation to ensure all potential evidence is protected and secure in the field and at the corporate office.
- ❑ Address any legal questions / concerns.
- ❑ Investigate any potential legal actions the company may want to pursue if the company was not at fault.
- ❑ Provide legal advice to Insurance.

NOTE: If you are performing direct actions for the FRT, you will report directly to the Incident Commander or appropriate Section Chief until relieved of your duties, at which time you resume your role within the CAT.

ROLES COMMON TO ALL

INITIAL TASKS (ACTIVATION)

- ❑ Check in with the Business Impact Manager upon arrival at the Emergency Coordination Centre (ECC) and obtain current situation status and specific job responsibilities expected of you.
- ❑ Review the position checklists, forms and flowcharts for all of the positions on the Business Impact Support Team cards.
- ❑ Set up your workstation and determine your resource needs (i.e. computer, phone, fax, stationery, ERPs, maps and other reference documents).
- ❑ Participate in any facility / safety orientations as required.

ONGOING TASKS

- ❑ Maintain a position log that chronologically describes all actions taken, decisions made and events that occur during your shift. Refer to EF8 Incoming Call Log and EF9 Emergency Actions Log in the Forms section.
- ❑ Prepare for and attend regularly scheduled team meetings held by the Business Impact Manager.
- ❑ Keep the Business Impact Manager informed of any significant events.

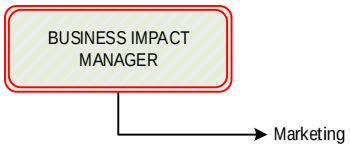
DEMOBILIZATION

- ❑ Deactivate your assigned position and close out logs when authorized by Business Impact Manager.
- ❑ Complete all required forms, reports and other documentation.
- ❑ If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.
- ❑ Clean up your work area before you leave. Return any communications equipment or materials specifically issued for your use.
- ❑ Leave a forward phone number where you can be reached at.
- ❑ Follow ECC checkout procedures. Sign out accordingly.
- ❑ Be prepared to provide input to the post incident debrief.

MARKETING

ROLE DESCRIPTION: Gather information regarding product deliverables and create plans to mitigate impact on product sales.

REPORTING STRUCTURE



MARKETING, continued

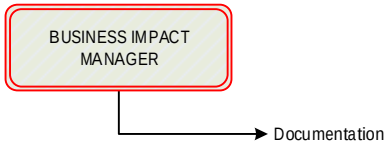
ONGOING TASKS

- ❑ Determine any downstream product sales or delivery issues.
- ❑ Clearly identify to the Corporate Advisory Team (CAT) and Field Response Team (FRT) the expected time and that production will be disrupted and plan accordingly.
- ❑ Review any existing client contracts and production commitments and if required redefine delivery commitments, schedules and deadlines to affected clients.
- ❑ Coordinate to obtain product from alternate sources to satisfy demand, where possible.

DOCUMENTATION

ROLE DESCRIPTION: Collects, organizes and files all event related forms and documentation.

REPORTING STRUCTURE



ONGOING TASKS

- ❑ Collect and organize all documentation related to the event including individual position logs, Situation Reports, Incident Action Plans (IAP), CAT Action Plans (CAP), and any other related information.
- ❑ All finalized documentation from the field level should be submitted to you by the Planning Section (Documentation Unit).
- ❑ Review all documentation to ensure it is complete and file as required.
- ❑ Reproduce and distribute approved Situation Reports and CAPs.
- ❑ Keep extra copies of reports and plans available for special distribution as required.
- ❑ Set up and maintain documentation reproduction services for the ECC.
- ❑ Maintain a permanent archive of all Situation Reports, IAPs and CAPs associated with the event.
- ❑ Work with Health & Safety Support, Business Impact and the Liaison & Communications to ensure the required documentation is being maintained.
- ❑ Provide documentation to Business Impact (Finance / Accounting) as required for cost analyses.

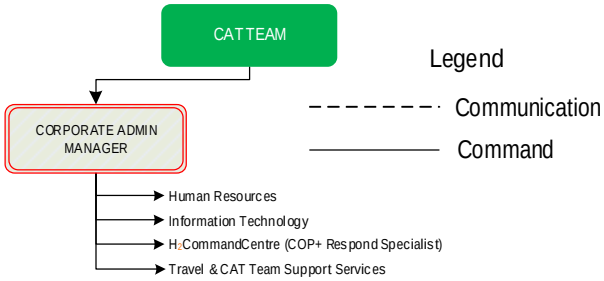
DEMOBILIZATION

- ❑ Collect and organize all final documentation relating to the incident as other positions are demobilized.

NOTE: If you are performing direct actions for the FRT, you will report directly to the Incident Commander or appropriate Section Chief until relieved of your duties, at which time you resume your role within the CAT.

CORPORATE ADMIN MANAGER

REPORTING STRUCTURE



Note: The Field Response Team (FRT) does not report to the Corporate Advisory Team (CAT).

ROLE DESCRIPTION

The Corporate Admin Manager provides administrative and technical support to the company in the areas of human resources, information technology, H_2CommandCentre (COP+ Respond Specialist), Travel & CAT Team Support Services.

NOTE: *If you, or any member of your team, are performing direct actions for the Field Response Team* (FRT), you will report directly to the Incident Commander or appropriate *Section Chief until relieved of your duties, at which time you will resume your role within the Corporate Advisory Team (CAT).*

APPLICABLE FORMS

EF4 - INDIVIDUAL TEAM WORKSHEETS

EF5 - SITUATION REPORT

EF8 - INCOMING CALL LOG

EF9 - EMERGENCY ACTIONS LOG

INITIAL TASKS (ACTIVATION)

- ❑ Check in with the Corporate Advisory Team (CAT) Lead (or Health & Safety Manager) upon arrival at the Emergency Coordination Centre (ECC).
- ❑ Report to the CAT Lead (or Health & Safety Manager) to obtain current situation status and specific job responsibilities expected of you.
- ❑ Review the applicable position checklists, forms and flowcharts for all of the positions indicated in the reporting structure chart on this card (see above).
- ❑ Set up your workstation and determine your resource needs (i.e. computer, phone, fax, stationery, ERPs, maps and other reference documents).
- ❑ Based on your review of the incident briefing, assemble the **Corporate Admin Support Team (Human Resources, Information Technology, H_2CommandCentre, Travel & CAT Team Support Services)**.
  - You are responsible for the duties of Human Resources, Information Technology, Travel, H_2CommandCentre (COP+ Respond Specialist), Travel & CAT Team Support Services. (see page 3 and 4 of this card) unless you have assembled a team and assigned these positions to other personnel.
  - Only assign people to fill positions on your team as you become unable to complete all of the duties yourself. Only in the largest of incidents would you need a fully assembled team.
  - If you feel you do not have enough resources to complete all required tasks, prioritize and do the best you can with available resources. A single person can fill multiple roles.
  - Information can flow anywhere throughout the organizational structure; however, decisions must flow up the chain of command.
- ❑ Review the assignments of each person activated for the Corporate Admin Support Team as they arrive, provide them with a short briefing and review their tasks in detail.
- ❑ Ensure that the Corporate Admin Support Team is set up properly and that appropriate personnel, equipment, and supplies are in place, including maps and status boards.

ONGOING TASKS

- ❑ Maintain a position log that chronologically describes all actions taken, decisions made and events that occur during your shift. Ensure each member of your team is maintaining their own log. Refer to EF8 Incoming Call Log and EF9 Emergency Actions Log in the Forms section.
- ❑ Establish security guidelines and standards according to an assessment of potential loss, threats, or vulnerabilities to the company (i.e. no unauthorized personnel are to be allowed on-site, personnel must sign in and out, etc.). Work with Security to have them implemented / communicated. Communicate this to **Liaison & Communications (Reception)**.
- ❑ Work with Health & Safety and Human Resources to ensure that all labour regulations, employee contracts and corporate human resource policies are strictly followed throughout the emergency response.
- ❑ Work with Human Resources to arrange for next-of-kin notifications for injured / deceased employees.
- ❑ Work with **Liaison & Communications (Communications & Media)** to determine the appropriate messages to be providing to the public and media, the appropriate methods to be recording the information and the appropriate people to be directing the callers / visitors to. Communicate this to **Liaison & Communications (Reception)**.
- ❑ Create effective travel plans for CAT personnel to and from the incident site. Coordinate travel for CAT members within Calgary. Work with Travel & CAT Team Support Services to have the plans implemented.
- ❑ Establish communication methods and protocols for communication between the various command posts. Work with **Information** Technology to ensure the CAT has adequate information technology and telecommunications equipment and processes.
- ❑ Continually ensure someone is ALWAYS at the Reception desk and has the proper reception training.

CORPORATE ADMIN MANAGER

ONGOING TASKS, CONTINUED

- ❑ Post critical updates to H_2CommandCentre (Virtual EOC) to ensure that all responders have access to the information.
- ❑ Ensure that a detailed Corporate Admin Situation Report is completed and submitted to the Health & Safety Manager during each operational period. Refer to EF5 Situation Report Form in the Forms section.
- ❑ Prepare and present a Corporate Admin status briefing, including cost estimates, at each of the CAT Action Planning Meetings. Determine objectives for the Corporate Admin Support Team for each operational period.
- ❑ If assigned, ensure that **Human Resources, Information Technology, H_2**CommandCentre, Travel & CAT Team Support Services are completing their duties as required. If these positions are not assigned, complete these duties as required. (See pages 3 & 4 of this *card for more information).* Refer to EF4 Individual Team Worksheets in the Forms section.
- ❑ Set a regular meeting schedule for your team at predetermined intervals.
- ❑ Keep the CAT Lead and CAT informed of any significant events.
- ❑ Prepare for shift relief, ensuring a detailed record of contacts, call back times and upcoming actions is documented and clearly explained to the incoming person.

DEMOBILIZATION PHASE

- ❑ Ensure that all expenditures and financial claims have been processed and documented.
- ❑ Deactivate your assigned position and close out logs when authorized by the CAT Lead.
- ❑ Complete all required forms, reports, and other documentation.
- ❑ If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.
- ❑ Clean up your work area before you leave. Return any communications equipment or materials specifically issued for your use.
- ❑ Leave a forwarding phone number you can be reached at.
- ❑ Follow ECC checkout procedures. Sign out accordingly. (Refer to EF2 Check-In / Check-Out Form in the Forms section.)
- ❑ Be prepared to provide input to the post incident debrief.

ROLES COMMON TO ALL

INITIAL TASKS (ACTIVATION)

- ❑ Check in with the Corporate Admin Manager upon arrival at the Emergency Coordination Centre (ECC) and obtain current situation status and specific job responsibilities expected of you.
- ❑ Review the position checklists, forms and flowcharts for all of the positions on the Corporate Admin Support Team cards.
- ❑ Set up your workstation and determine your resource needs (i.e. computer, phone, fax, stationery, ERPs, maps and other reference documents).
- ❑ Participate in any facility / safety orientations as required.

ONGOING TASKS

- ❑ Maintain a position log that chronologically describes all actions taken, decisions made and events that occur during your shift. Refer to EF8 Incoming Call Log and EF9 Emergency Actions Log in the Forms section.
- ❑ Prepare for and attend regularly scheduled team meetings held by the Corporate Admin Manager.
- ❑ Keep the Corporate Admin Manager informed of any significant events.

DEMOBILIZATION

- ❑ Deactivate your assigned position and close out logs when authorized by Corporate Admin Manager.
- ❑ Complete all required forms, reports and other documentation.
- ❑ If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.
- ❑ Clean up your work area before you leave. Return any communications equipment or materials specifically issued for your use.
- ❑ Leave a forward phone number where you can be reached at.
- ❑ Follow ECC checkout procedures. Sign out accordingly.
- ❑ Be prepared to provide input to the post incident debrief.

HUMAN RESOURCES

ROLE DESCRIPTION: Ensures that all labour regulations, employees contracts and corporate human resources policies are strictly followed throughout the emergency response

REPORTING STRUCTURE

ONGOING TASKS

- ❑ Determine the number and severity of any injuries / fatalities, the number and location of employees receiving treatment, whether families have been contacted, etc. Coordinate with Health & Safety as required.
- ❑ Ensure all injury and damage claims are investigated as soon as possible.
- ❑ Prepare appropriate forms for all verifiable injury claims and forward them to the appropriate agency (AB OH&S, WorkSafeBC, Sask OH&S, WCB, etc.) within the required timeframe consistent with the jurisdiction.
- ❑ Establish a file for each employee within the first operational period to maintain a fiscal record for as long as the employee is assigned to the response.
- ❑ Determine what HR files and / or information of affected employees will be required to assess the legal, risk management / insurance and financial implications.
- ❑ Compile all labour regulations and corporate HR policies and ensure they are available to the Field Response Team (FRT) and the Corporate Advisory Team (CAT).
- ❑ Ensure that the FRT has adequate HR support onsite.
- ❑ Work with Health & Safety to ensure that all labour regulations, employee contracts and corporate human resource policies are strictly followed throughout the emergency response.
- ❑ Initiate, gather or update time reports (use regular payroll timesheets) from all personnel; ensure that time records are accurate and prepared according to company policy.
- ❑ Ensure counselling, financial aide options and other services are available to affected workers and family members for serious injuries and / or fatalities.
- ❑ Consult with employee family members as required.
- ❑ Work with Business Impact (Finance / Accounting) to ensure employees are not working longer hours than allowed. Work with Incident Support (Logistics) to ensure additional resources are brought in for shift relief.
- ❑ Arrange for Critical Incident Stress Debriefing for affected employees, families and next-of-kin.
- ❑ Work with the CAT Lead to arrange for next-of-kin notification for injured /deceased employees.
- ❑ Work with Business Impact to deal with claims relating to response personnel.
- ❑ If incident is caused by employee negligence, provide the field with proper termination procedures and/or advice on how to handle the employee until a decision is made.
- ❑ Consider the implementation of the drug and alcohol policy for the incident.

ROLES COMMON TO ALL

INITIAL TASKS (ACTIVATION)

- ❑ Check in with the Corporate Admin Manager upon arrival at the Emergency Coordination Centre (ECC) and obtain current situation status and specific job responsibilities expected of you.
- ❑ Review the position checklists, forms and flowcharts for all of the positions on the Corporate Admin Support Team cards.
- ❑ Set up your workstation and determine your resource needs (i.e. computer, phone, fax, stationery, ERPs, maps and other reference documents).
- ❑ Participate in any facility / safety orientations as required.

ONGOING TASKS

- ❑ Maintain a position log that chronologically describes all actions taken, decisions made and events that occur during your shift. Refer to EF8 Incoming Call Log and EF9 Emergency Actions Log in the Forms section.
- ❑ Prepare for and attend regularly scheduled team meetings held by the Corporate Admin Manager.
- ❑ Keep the Corporate Admin Manager informed of any significant events.

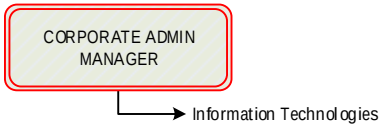
DEMOBILIZATION

- ❑ Deactivate your assigned position and close out logs when authorized by Corporate Admin Manager.
- ❑ Complete all required forms, reports and other documentation.
- ❑ If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.
- ❑ Clean up your work area before you leave. Return any communications equipment or materials specifically issued for your use.
- ❑ Leave a forward phone number where you can be reached at.
- ❑ Follow ECC checkout procedures. Sign out accordingly.
- ❑ Be prepared to provide input to the post incident debrief.

INFORMATION TECHNOLOGY

ROLE DESCRIPTION: Responsible for ensuring that the communications and information technology equipment required by responders is available and functional.

REPORTING STRUCTURE



INITIAL TASKS (ACTIVATION)

- ❑ Work with the Health & Safety Manager to ensure that the ECC is set up in a functional, safe and efficient manner.
- ❑ Ensure that the procedures for utilizing the ECC phone conferencing system, ECC computers and projector, printer, televisions, etc. are posted and that all of the systems are operational.
- ❑ Obtain additional phones and laptops as required. Ensure the phones and laptops at each individual workstation are operational and that each laptop has a mouse, charge cord and access to a power outlet.
- ❑ Establish and test communication methods and protocols for communication between the Incident Command Post (ICP) and the Emergency Coordination Centre (ECC).
- ❑ Work with the Health & Safety Manager to get H_2CommandCentre (Virtual EOC and COP+) up and running.

ONGOING TASKS

- ❑ Troubleshoot any issues with the phone lines, phone conferencing system, computers, projectors, printers, televisions, etc.
- ❑ Ensure that personnel have access to any additional communications / IT equipment they require (speakers, microphones, cams, extra monitors, etc.).
- ❑ Ensure that personnel know how to access the printer, wireless internet, e-mail, networks for file sharing and required software programs.
- ❑ Ensure that personnel have access to a fax machine and a dedicated incoming fax number where documents relating to the incident can be sent.
- ❑ Ensure personnel have access to radio and television so that they can monitor media reports. Provide telecommunications support to Liaison & Communications (Communications & Media) as required. Identify if third-party technology experts are required for support issues. For example, engage H_2Safety Services to troubleshoot any issues with H_2CommandCentre.
- ❑ Coordinate any spending with Business Impact (Finance / Accounting).

TRAVEL & CAT TEAM SUPPORT SERVICES

ROLE DESCRIPTION: Responsible for procuring and making transportation arrangements for responders.

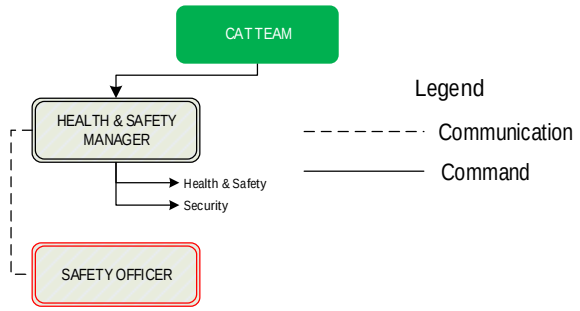
REPORTING STRUCTURE

ONGOING TASKS

- ❑ Coordinate with Incident Support to determine the status of transportation routes in and around the area.
- ❑ Develop a Transportation Plan which identifies routes of ingress and egress; thus facilitating the movement of response personnel, the affected population, and movement of resources and materials.
- ❑ Arrange and coordinate safe transportation of personnel to and from the field (flights, hotels, cabs, compensation, rental vehicles, itinerary, travel documentation, etc).
- ❑ Arrange for safe transportation or cabs for personnel in Calgary as required. (Ensure that responders are not driving home alone after a long stressful shift, etc.)
- ❑ Coordinate any spending with the Business Impact (Finance / Accounting).

HEALTH & SAFETY MANAGER

REPORTING STRUCTURE



Note: The Field Response Team (FRT) does not report to the Corporate Advisory Team (CAT).

ROLE DESCRIPTION

The Health & Safety Manager is responsible for providing HSE support to the Field Response Team (FRT). The Health & Safety Manager needs to clearly understand the roles of the Safety Officer and Site Safety, the field Emergency Response Plan (ERP) and how the Incident Command System (ICS) works. The Health & Safety Manager is also responsible for managing the health & safety and security activities of the Corporate Advisory Team (CAT).

NOTE: *The role of the CAT is to review / support the actions of the FRT. If you are performing direct* ***actions*** *for the FRT, you will report directly to the* ***Incident Commander*** *or appropriate* ***Section Chief or Officer*** *until relieved of your duties, at which time you will resume your role within the Corporate Advisory Team (CAT).*

APPLICABLE FORMS

EF2—CHECK-IN / CHECK-OUT FORM	EF3—INITIAL PRIORITIZED OBJECTIVES
EF4—INDIVIDUAL TEAM WORKSHEETS	EF5—SITUATION REPORT
EF6—ACTION PLAN MEETING AGENDA	EF7—CAP TEMPLATE
EF8—INCOMING CALL LOG	EF9—EMERGENCY ACTIONS LOG

INITIAL TASKS (ACTIVATION)

- ❑ Check in with the Corporate Advisory Team (CAT) Lead upon arrival at the Emergency Coordination Centre (ECC).
- ❑ Report to the CAT Lead to obtain current situation status and specific job responsibilities expected of you.
- ❑ Assist the CAT Lead with determining the level of CAT activation required to support the FRT.
- ❑ If directed, conduct internal notifications on behalf of the CAT Lead. Communicate the severity of the incident, mobilize required resources only and place everyone else on standby. Notify personnel as to where you want them to mobilize at this time (i.e. stay in their offices or report to the Emergency Operations Centre, etc.).
- ❑ If activated, ensure the Corporate ECC is set up in a functional, safe and effective manner. Refer to ECC Activation & Set-up in the Initial Response section. Work with **Corporate Admin (Information Technology)** as required.
- ❑ Review the applicable position checklists, forms and flowcharts for all of the positions being activated in the CAT structure, especially those indicated in the reporting structure chart on this card (see above).
- ❑ If directed, as the CAT Lead's direct reports arrive at the ECC, check them in and assign them to positions on the CAT. Refer to EF2 Check-In / Check-Out Form in the Forms section. Ensure that a roles chart is posted in the ECC and add their names to the assigned positions. Refer to the CAT Org Chart at the beginning of this section.
- ❑ If directed, review the assignments of the CAT Lead's direct reports with them. Provide them with a short briefing and ensure they know their role and associated responsibilities.
- ❑ Set up your workstation and determine your resource needs (i.e. computer, phone, fax, stationery, ERPs, maps and other reference documents).
- ❑ Based on your review of the incident briefing, assemble the H&S Support Team (Health & Safety, Security).
  - You are responsible for the duties of Health & Safety, Security (see page 3 of this card) unless you have assembled a team and assigned these positions to other personnel.
  - Only assign people to fill positions on your team as you become unable to complete all of the duties yourself. Only in the largest of incidents would you need a fully assembled team.
  - If you feel you do not have enough resources to complete all required tasks, prioritize and do the best you can with available resources. A single person can fill multiple roles.
  - Information can flow anywhere throughout the organizational structure; however, decisions must flow up the chain of command.
- ❑ Review the assignments of each person activated for the H&S Support Team as they arrive, provide them with a short briefing and review their tasks in detail.
- ❑ Ensure all required ERP Tools are available / accessible in the ECC (applicable field ERP, laminated maps and charts, etc.).
- ❑ Work with **Corporate Admin (Information Technology)** to ensure an H_2CommandCentre (Virtual EOC and COP+) session is established. If one has already been established by the field then ensure all CAT members are invited and are informed of the protocols for using the software.
- ❑ Ensure that the H&S Support Team is set up properly and that appropriate personnel, equipment, and supplies are in place, including maps and status boards.
- ❑ Identify any immediate health / safety / environmental concerns that need to be addressed.
- ❑ If directed, schedule the initial CAT Action Planning Meeting and prepare the agenda. Refer to EF3 Initial Prioritized Objectives in the Forms section.
- ❑ If directed, convene the initial CAT Action Planning Meeting. Ensure that all Support Managers are in attendance. Ensure the appropriate planning procedures are followed. Refer to EF3 Initial Prioritized Objectives in the Forms section.
- ❑ Ensure all meetings booked in the ECC room are relocated for the foreseeable future.

HEALTH & SAFETY MANAGER

ONGOING TASKS

- ❑ Maintain a position log that chronologically describes all actions taken, decisions made and events that occur during your shift. Ensure each member of your team is maintaining their own log. Refer to EF8 Incoming Call Log and EF9 Emergency Actions Log in the Forms section.
- ❑ Ensure that all maps, status boards and other displays are maintained and contain current and accurate information. Update roles charts as members of the CAT check-in or check-out of their roles at the ECC.
- ❑ Ensure all occupational health & safety regulations are being followed at all times (AB OH&S, WorkSafeBC, Sask OH&S, WCB, etc.). Provide advice and support to the Field Response Team (FRT) and the Corporate Advisory Team (CAT) regarding the regulations.
- ❑ Determine what facility / safety orientations are required at the field level and at the corporate level and work with the field Safety Officer and Health & Safety to ensure they are being completed.
- ❑ Assist the field Safety Officer with the review of the field Incident Action Plan (IAP) to identify and address any potential health / safety concerns. Ensure the Safety Officer puts an immediate stop to any unsafe activities, develops safer alternatives, identifies required PPE, identifies required training, etc.
- ❑ Provide advice, support and recommendations regarding any environmental issues resulting from the incident.
- ❑ Coordinate with the Safety Officer and the **Logistics Section** to ensure that all occupied structures / facility locations are safe for occupancy and that they comply with appropriate regulations and bylaw.
- ❑ Assess the need for controls or procedures regarding a public health emergency / bioterrorism event and make appropriate recommendations.
- ❑ Work with Corporate Admin (Human Resources) to ensure that all labour regulations, employee contacts and corporate human resource policies are strictly followed throughout the emergency.
- ❑ Ensure that detailed Situation Reports are completed and submitted to you by each Support Team (i.e. Incident Support, Business Impact, Corporate Admin, etc.). Refer to EF5 Situation Report Form in the Forms section. These individual reports are combined to create one comprehensive ECC Situation Report.
- ❑ Prepare a HSE Situation Report. Combine the individual Situation Reports submitted by each Support Team into a detailed ECC Situation Report. Ensure an ECC Situation Report is available for each CPT Action Planning Meeting.
- ❑ In preparation for the CAT Action Planning Meetings, ensure that all ECC priorities and objectives are posted or distributed, and that the meeting room is set up with the appropriate materials (easels, markers, Situation Reports, etc.).
- ❑ Prepare an agenda for each CAT Action Planning meeting. Refer to EF6 CAT Action Planning Meeting Agenda Template in the Forms section.
- ❑ Chair regular CAT Action Planning Meetings in which each Support Manager provides a briefing on their departments. In consultation with the Support Managers, identify objectives to be accomplished by the CAT during the next operational period. *(Ensure a meeting is held at least two hours before the end of each operational period.)*
- ❑ Prepare and present a H&S Support status briefing at each CAT situation status briefing and action planning meeting. Determine objectives for the H&S Support Team for each operational period.
- ❑ With your team, utilize the Situation Reports provided by each department to prepare an CAT Action Plan (CAP) for the next operational period. (*The field IAP focuses on the response activities taking place in the field. The CAP focuses on the support activities* taking place at the ECC.) Refer to EF7 CAT Action Plan Template in the Forms section.
- ❑ Review the CAT Action Plan (CAP) and identify and address any potential health / safety concerns. Put an immediate stop to any unsafe activities, develop safer alternatives, identify required PPE, identify required training, etc.
- ❑ Coordinate with **Business Impact (Documentation)** to ensure that an CAT Action Plan (CAP) is disseminated to all CAT members prior to the next operational period.
- ❑ If assigned, ensure that Health & Safety, Security are completing their duties as required. If these positions are not assigned, complete these duties as required. *(See page 3 of this card for more information).* Refer to EF4 Individual Team Worksheets in the Forms section.
- ❑ Set a regular meeting schedule for your team at predetermined intervals.
- ❑ Keep the CAT Lead and CAT informed of any significant events.
- ❑ Prepare for shift relief, ensuring a detailed record of contacts, call back times and upcoming actions is documented and clearly explained to the incoming person.

DEMOBILIZATION PHASE

- ❑ Deactivate your assigned position and close out logs when authorized by the CAT Lead.
- ❑ Complete all required forms, reports, and other documentation.
- ❑ If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.
- ❑ Clean up your work area before you leave. Return any communications equipment or materials specifically issued for your use.
- ❑ Leave a forwarding phone number you can be reached at.
- ❑ Follow ECC checkout procedures. Sign out accordingly. (Refer to EF2 Check-In / Check-Out Form in the Forms section.)
- ❑ Be prepared to provide input to the post incident debrief.

NOTE: If you are taking actions on behalf of the FRT you will report directly to the Incident Commander or appropriate Officer until relieved of your duties.

ROLES COMMON TO ALL

INITIAL TASKS (ACTIVATION)

- ❑ Check in with the Health & Safety Manager upon arrival at the Emergency Coordination Centre (ECC) and obtain current situation status and specific job responsibilities expected of you.
- ❑ Review the position checklists, forms and flowcharts for all of the HSE Support Team cards.
- ❑ Set up your workstation and determine your resource needs (i.e. computer, phone, fax, stationery, ERPs, maps and other reference documents).
- ❑ Participate in any facility / safety orientations as required.

ONGOING TASKS

- ❑ Maintain a position log that chronologically describes all actions taken, decisions made and events that occur during your shift. Refer to EF8 Incoming Call Log and EF9 Emergency Actions Log in the Forms section.
- ❑ Prepare for and attend regularly scheduled team meetings held by the Health & Safety Support Lead.
- ❑ Keep the Health & Safety Manager informed of any significant events.

DEMOBILIZATION

- ❑ Deactivate your assigned position and close out logs when authorized by Health & Safety Manager.
- ❑ Complete all required forms, reports and other documentation.
- ❑ If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.
- ❑ Clean up your work area before you leave. Return any communications equipment or materials specifically issued for your use.
- ❑ Leave a forward phone number where you can be reached at.
- ❑ Follow ECC checkout procedures. Sign out accordingly.
- ❑ Be prepared to provide input to the post incident debrief.

HEALTH & SAFETY

ROLE DESCRIPTION: Ensure that health / safety of responders, employees and the public is the first priority at all times throughout the response.

REPORTING STRUCTURE

ONGOING TASKS

- ❑ Review all applicable occupational health & safety regulations for the incident and ensure they are being followed at all times (AB OH&S, WorkSafeBC, Sask OH&S, WCB, etc.). Identify when incidents need to be reported and report them. Work with Corporate Admin (Human Resources) to submit any claims.
- ❑ Work with the field Safety Officer to ensure facility / safety orientations / pre job safety meetings are being completed.
- ❑ Provide facility / safety orientations for the Corporate Advisory Team (CAT) as required.
- ❑ Work with the field Safety Officer to ensure field responders have the proper health / safety training certificates.
- ❑ Assist the Health & Safety Manager with the review of the field Incident Action Plan (IAP) to identify and address any potential health / safety concerns. Put an immediate stop to any unsafe activities, develop safer alternatives, identify required PPE, identify required training, etc.
- ❑ Assist the Health & Safety Manager with the review of the CAT Action Plan (CAP) and identify and address any potential health / safety concerns. Put an immediate stop to any unsafe activities, develop safer alternatives, identify required PPE, identify required training, etc.
- ❑ Work with Corporate Admin (Information Technology), Liaison & Communications (Reception) and Security to ensure that the ECC is set up in a safe manner.
- ❑ Work with the field Safety Officer to ensure the health / safety of responders at all incident facilities.
- ❑ Ensure all staff is alerted to identify and report all hazards and unsafe conditions. Collect, follow up on and deal with any identified hazards, near misses or incidents.
- ❑ Assess and / or anticipate hazardous and unsafe conditions.
- ❑ Communicate with the Field Response Team (FRT) and Corporate Admin (Human Resources) to track and document injuries and patient information for injured and / or hospitalized individuals.
- ❑ Coordinate with Business Impact (Insurance) to ensure that action plans reduce suffering and loss.
- ❑ Work with Corporate Admin (Human Resources) to ensure the health / safety (rest periods, stress management, Critical Incident Stress Debriefing, etc.) of responders and to deal with any issues / injuries.
- ❑ Work with Corporate Admin (Travel & CAT Team Support Services) to ensure that responders travel safely (Ensure that responders are not driving home alone after a long stressful shift, etc.)
- ❑ Consider the implementation of the drug and alcohol policy for the incident.

SECURITY

ROLE DESCRIPTION: Responsible for the security of the Corporate ECC.

REPORTING STRUCTURE

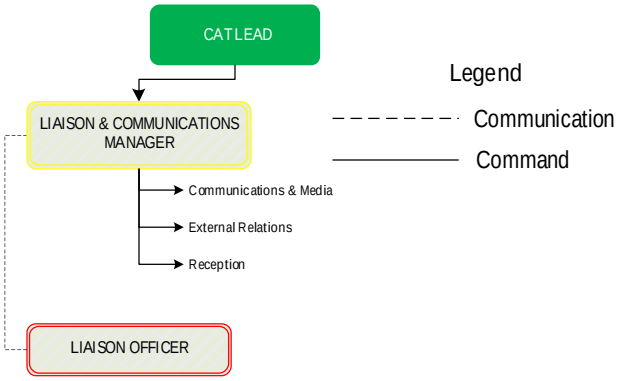
ONGOING TASKS

- ❑ Review any existing company security policies or manuals.
- ❑ Work with the Health & Safety Manager to communicate / implement the established security guidelines and standards (i.e. no unauthorized personnel are to be allowed on-site, personnel must sign in and out at each facility, etc.).
- ❑ Ensure Liaison & Communications (Reception) is notified of security protocols.
- ❑ Coordinate with the field Logistics Section (Facilities Unit) to ensure that sufficient security personnel and protocols are established at each of the incident facilities (i.e. On-Site Command Post, Incident Command Post, Reception Centre, etc.).
- ❑ Work with Business Impact (Documentation) and the Planning Section (Documentation) to ensure that all incident documentation is secure and that unauthorized personnel cannot gain access to it.
- ❑ Contact local security companies and law enforcement agencies as required.
- ❑ Investigate and document all suspicious occurrences.

NOTE: If you are performing direct actions for the FRT, you will report directly to someone on the FRT until relieved of your duties, at which time you resume your role within the CAT.

LIAISON & COMMUNICATIONS MANAGER

REPORTING STRUCTURE



Note: The Field Response Team (FRT) does not report to the Corporate Advisory Team (CAT).

ROLE DESCRIPTION

The role of the Liaison & Communications Manager is to provide regulatory guidance and advice to the Corporate Advisory Team (CAT) as well as to be a liaison between responding government agencies and the company. The Liaison & Communications Manager is responsible for providing support to the field Liaison Officer. The Liaison & Communications Manager needs to clearly understand the role of the field Liaison Officer, the applicable field Emergency Response Plan (ERP) and how the Incident Command System (ICS) works.

NOTE: If you are assisting the Field Response Team (FRT) with government contacts, resident concerns, etc. you are assigned to that team and would report directly to the Incident Commander or appropriate Officer until relieved of your duties. It is possible to play a role in both the CAT and FRT at the same time.

APPLICABLE FORMS

EF4 - INDIVIDUAL TEAM WORKSHEETS
EF5 - SITUATION REPORT
EF8 - INCOMING CALL LOG
EF9 - EMERGENCY ACTIONS LOG

INITIAL TASKS (ACTIVATION)

- ❑ Check in with the Corporate Advisory TEAM (CAT) Lead (or Health & Safety Manager) upon arrival at the Emergency Coordination Centre (ECC).
- ❑ Report to the CAT Lead (or Health & Safety Manager) to obtain current situation status and specific job responsibilities expected of you.
- ❑ Review the applicable position checklists, forms and flowcharts for all of the positions indicated in the reporting structure chart on this card (see above).
- ❑ Set up your workstation and determine your resource needs (i.e. computer, phone, fax, stationery, ERPs, maps and other reference documents).
- ❑ Obtain current status of the incident and coordinate with the field Liaison Officer to determine what regulatory / government agency notifications have already been made. (Government agencies should be contacted early in any emergency and discussions should occur around their response capabilities at the time).
- ❑ Based on your review of the incident briefing, assemble the Communications & Media Team (Communications & Media and External Relations).
  - o You are responsible for the duties of Communications & Media and External Relations (see page 3 of this card) unless you have assembled a team and assigned these positions to other personnel.
  - o Only assign people to fill positions on your team as you become unable to complete all of the duties yourself. Only in the largest of incidents would you need a fully assembled team.
  - o If you feel you do not have enough resources to complete all required tasks, prioritize and do the best you can with available resources. A single person can fill multiple roles
  - o Information can flow anywhere throughout the organizational structure; however, decisions must flow up the chain of command.
- ❑ Review the assignments of each person activated for the Liaison & Communications Team as they arrive, provide them with a short briefing and review their tasks in detail.
  - o Consider: Are there appropriate resources in the CAT team and on site?
- ❑ Ensure that the Liaison & Communications Team set up properly and that appropriate personnel, equipment, and supplies are in place, including maps and status boards.

ONGOING TASKS

- ❑ Maintain a position log that chronologically describes all actions taken, decisions made and events that occur during your shift. Ensure the log identifies each agency contacted, the time they were contacted, the contact person's name and phone number, the assistance that each agency can provide, the response time of each agency, a callback time for each agency, etc. Refer to EF8 Incoming Call Log and EF9 Emergency Actions Log in the Forms section.
- ❑ Familiarize yourself with the response requirements in the applicable provincial/state, municipal and Federal emergency response regulations (i.e., BCER regulations, AER D-071, etc.).
- ❑ Review regulatory and government agency notification requirements based on the type of incident and coordinate with the field Liaison Officer to ensure they are completed. Depending upon the resources available, the field may complete all regulatory / government notifications, some of the regulatory / government notifications and ask for assistance from you to complete the rest of the notifications, or they may request that you complete all required notifications on their behalf.

  NOTE: If you are assisting the Field Response Team (FRT) with government contacts, resident concerns, etc. you are assigned to the FRT and would report directly to the Incident Commander or appropriate Officer until relieved of your duties. It is possible to play a role in both the CAT and FRT at the same time.
- ❑ Review the field Incident Action Plan (IAP) to ensure that all applicable regulations requirements / concerns are being addressed (government communications, public protection measures, public notifications, etc.)
- ❑ Review the CAT Action Plan (CAP) to ensure that all applicable regulations requirements / concerns are being addressed.

LIAISON & COMMUNICATIONS MANAGER

ONGOING TASKS, CONTINUED

- ❑ Assist the field Liaison Officer with providing regular status updates to the government agencies as required.
- ❑ If required, communicate with government agencies' head office (eg. AER Calgary).
- ❑ Work with the Liaison Officer to ensure that the company's response is coordinated with local government agency response (i.e. evacuation / shelter of the public, location and management of reception centres, location and establishment of roadblocks, ignition, media releases, etc.).
- ❑ If requested, prepare to travel to and act as a company liaison at, any government established Emergency Operations Centre(s) (It is encouraged to combine industry and municipal responses into a single REOC if possible).
- ❑ Be responsible for / act as a guide for any government agency representatives that attend the corporate ECC.
- ❑ Based on the impacted area, coordinate with External Relations to determine if there are any special interest groups, mutual aid cooperatives, synergy groups, political influencers, etc. who should be contacted to ensure a consistent and effective response. If available, External Relations will liaison between the company and any mutual aid or special interest groups.
- ❑ Provide regulatory guidance and support to the FRT and the CAT. Coordinate with government agencies to clarify requirements and ensure all are met.
- ❑ If assigned, ensure that Communications & Media and External Relations are completing their duties as required. If these positions are not assigned, complete these duties as required. (See page 3 of this card for more information). Refer to EF4 Individual Team Worksheets in the Forms section.
- ❑ Set a regular meeting schedule for your team at predetermined intervals.
- ❑ In the event of a multi-day incident response, determine appropriate measures for shift handovers and support for the Public Information Officers and communications team support.
- ❑ Coordinate with Communications & Media to ensure that the required information is released to the public and that media releases are issued in consultation with the appropriate government agencies.
- ❑ Coordinate with the Incident Support Manager to ensure that regulatory requirements are followed regarding evacuation / shelter / ignition.
- ❑ Coordinate with Documentation to ensure that the required paperwork is completed for the post incident assessment the applicable regulatory agencies will conduct.
- ❑ Post critical updates to H2CommandCentre (Virtual EOC) to ensure that all responders have access to the information.
- ❑ Ensure that a detailed Liaison / Communications report is completed and submitted to the Health & Safety Manager during each operational period. Refer to EF5 Situation Report Form in the Forms section.
- ❑ Prepare and present a Liaison & Communications status briefing at each of the CAT Action Planning Meetings. Determine objectives for Liaison & Communications for each operational period.
- ❑ Keep the CAT Lead and CAT informed of any significant events.
- ❑ Prepare for shift relief, ensuring a detailed record of contacts, call back times and upcoming actions is documented and clearly explained to the incoming person.

DEMOBILIZATION PHASE

- ❑ Ensure that close-out notifications of the incident to regulators/government is communicated.
- ❑ Deactivate your assigned position and close out logs when authorized by the CAT Lead.
- ❑ Complete all required forms, reports, and other documentation.
- ❑ If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.
- ❑ Clean up your work area before you leave. Return any communications equipment or materials specifically issued for your use.
- ❑ Leave a forwarding phone number you can be reached at.
- ❑ Follow ECC checkout procedures. Sign out accordingly. (Refer to EF2 Check-In / Check-Out Form in the Forms section.)
- ❑ Be prepared to provide input to the post incident debrief.

NOTE: If you are taking actions on behalf of the FRT you will report directly to the Incident Commander or appropriate Officer until relieved of your duties.

ROLES COMMON TO ALL

INITIAL TASKS (ACTIVATION)

- ❑ Check in with the Liaison & Communications Manager upon arrival at the Emergency Coordination Centre (ECC).
- ❑ Report to the CAT Lead (or Health & Safety Manager) to obtain current situation status and specific job responsibilities expected of you.
- ❑ Set up your workstation and determine your resource needs (i.e. computer, phone, fax, stationery, ERPs, maps and other reference documents).
- ❑ Based on your review of the incident briefing, assemble the Liaison & Communications Team (Communications & Media and, External Relations).
  - You are responsible for the duties of Communications & Media and External Relations (see page 3 of this card) unless you have assembled a team and assigned these positions to other personnel.
  - Only assign people to fill positions on your team as you become unable to complete all of the duties yourself. Only in the largest of incidents would you need a fully assembled team.
  - If you feel you do not have enough resources to complete all required tasks, prioritize and do the best you can with available resources. A single person can fill multiple roles
  - Information can flow anywhere throughout the organizational structure; however, decisions must flow up the chain of command.
- ❑ Review the assignments of each person activated for the Liaison & Communications Team as they arrive, provide them with a short briefing and review their tasks in detail.
  - Consider: Are there appropriate resources in the CAT team and on site?
- ❑ Ensure that the Liaison & Communications Team set up properly and that appropriate personnel, equipment, and supplies are in place, including maps and status boards.
- ❑ Determine current level of media interest / involvement and any messages that have been given to the media.
- ❑ Review Communications & Media section.

DEMOBILIZATION PHASE

- ❑ Deactivate your assigned position and close out logs when authorized by the Liaison & Communications Manager.
- ❑ Complete all required forms, reports, and other documentation.
- ❑ If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.
- ❑ Clean up your work area before you leave. Return any communications equipment or materials specifically issued for your use.
- ❑ Leave a forwarding phone number you can be reached at.
- ❑ Follow ECC checkout procedures. Sign out accordingly.
- ❑ Be prepared to provide input to the post incident debrief.

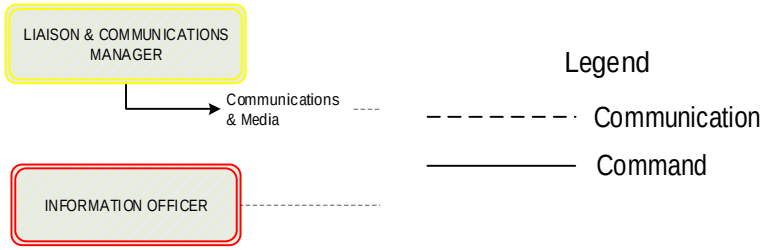
COMMUNICATIONS & MEDIA

ROLE DESCRIPTION: Serves as the coordination point for all public information, media relations and internal information sources. Communications & Media Serves as the coordination point for all public information, media relations and internal information sources. Communications & Media is responsible for keeping the FRT and CAT up to speed on internal and external communications. Communications & Media should have formal media training, needs to clearly understand the role of the field Information Officer, the applicable field Emergency Response Plan (ERP) and how the Incident Command System (ICS) works.

NOTE: The role of the CAT is to review / support the actions of the FRT. If you are performing direct actions for the FRT, you will report directly to the Incident Commander or appropriate Officer until relieved of your duties, at which time you resume your role within the CAT.

COMMUNICATIONS & MEDIA, CONTINUED

REPORTING STRUCTURE



INITIAL TASKS (ACTIVATION)

- ❑ Review the applicable position checklists, forms and flowcharts for all of the positions indicated in the reporting structure chart on this card (see above).

ONGOING TASKS

- ❑ Maintain a position log that chronologically describes all actions taken, decisions made and events that occur during your shift. Ensure each member of your team is maintaining their own log. Refer to EF8 Incoming Call Log and EF9 Emergency Actions Log in the Forms section.
- ❑ Coordinate with Incident Support to obtain and verify significant information as it develops.
- ❑ Determine whether there is a need for an Information Officer on the Field Response Team / confirm if one has already been established. If one has not been established work with the Incident Commander to appoint one or make arrangements for someone from corporate to travel to the field and fulfill that role.
- ❑ Work with the CAT Lead to identify a Corporate Media Spokesperson for the incident to deliver messages to the media on behalf of the company.
- ❑ Develop media statements and provide them to the Information Officer for the FRT once they have been approved by the CAT Lead and Business Impact (Insurance). Coach and direct the Information Officer on proper protocol and policies for releasing information to the media.
- ❑ Develop an official press releases, public alerts, warnings and public information materials and have them approved by the CAT Lead and Business Impact (Insurance).
- ❑ Coach and direct the Corporate Media Spokesperson on proper protocol and policies for releasing information to the media.
- ❑ Try to ensure that information is released as soon as possible to the media during an incident to ensure that information comes from the company rather than unreliable third party sources.
- ❑ Ensure that the company's office receptionist / answering service are aware of the incident, knows how to deal with calls from the media or public and where to direct calls.
- ❑ Work with the Liaison & Communications Manager to ensure that media releases are coordinated with the regulatory agency and other applicable government agencies.
- ❑ Prepare internal information releases to keep company personnel updated on the incident.
- ❑ Post all prepared media statements, internal information releases, etc. to H_2CommandCentre (Virtual EOC) to ensure all responders have access to the information.
- ❑ Ensure that a detailed Communications & Media Situation Report is completed and submitted to the Health & Safety Manager during each operational period. Refer to EF5 Situation Report Form in the Forms section.
- ❑ Monitor social media (twitter, Facebook, etc.) for statements related to the incident.

ROLES COMMON TO ALL

INITIAL TASKS (ACTIVATION)

- ❑ Check in with the Liaison & Communications Manager upon arrival at the Emergency Coordination Centre (ECC).
- ❑ Set up your workstation and determine your resource needs (i.e. computer, phone, fax, stationery, ERPs, maps and other reference documents).
- ❑ Determine current level of media interest / involvement and any messages that have been given to the media.
- ❑ Review Communications & Media section.

DEMOBILIZATION PHASE

- ❑ Deactivate your assigned position and close out logs when authorized by the CAT Lead.
- ❑ Complete all required forms, reports, and other documentation.
- ❑ If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.
- ❑ Clean up your work area before you leave. Return any communications equipment or materials specifically issued for your use.
- ❑ Leave a forwarding phone number you can be reached at.
- ❑ Follow ECC checkout procedures. Sign out accordingly.
- ❑ Be prepared to provide input to the post incident debrief.

EXTERNAL RELATIONS

ROLE DESCRIPTION: Responsible for managing the risks – both threats and opportunities – associated with external stakeholders who can negatively or positively influence our reputation. This includes managing disclosure of information, assessing reputational risks and opportunities, and ensuring that social and reputational opportunities and risks to the Keyera are assessed at an early stage, are mitigated or leveraged, and integrated into the emergency response plan.

The External Relations representative is situated within the Emergency Coordination Centre (ECC) with the main responsibility of providing public affairs council and updates to the executive team and external stakeholders. This information must be relayed in a timely and accurate fashion.

NOTE: The role of the CAT is to review / support the actions of the FRT. If you are performing direct actions for the FRT, you will report directly to the Incident Commander or appropriate Officer until relieved of your duties, at which time you resume your role within the CAT.

REPORTING STRUCTURE

EXTERNAL RELATIONS, CONTINUED

INITIAL TASKS (ACTIVATION)

- ❑ Review the assignments of each person activated for the External Relations Team as they arrive, provide them with a short briefing and review their tasks in detail.
  - Consider: Are there appropriate resources in the CAT team and on site ?
- ❑ Ensure that the External Relations Team is set up properly and that appropriate personnel, equipment, and supplies are in place, including maps and status boards.
- ❑ Coordinate with the Communications & Media Team, as required.

ONGOING TASKS

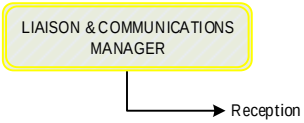
- ❑ Acts as point of contact directly responsible for informing and updating local community representatives, government, government agencies and other regionally based stakeholders in a timely manner.
- ❑ Provide briefings to Keyera executives and the ECC, updating the room on current public affairs activity, external stakeholders related media activity (as provided by Communications Officer), and planned actions.
- ❑ Distribute updates to external stakeholders (specifically government, Indigenous stakeholders, Communities, and Regulatory for non-operational related incidents) as required in conjunction with Communications Officer.
- ❑ Maintain detailed awareness of the situation and the state of Keyera's response and planned actions.
- ❑ Conduct risk assessments and develop plans specific to the risks aligned with response needs.
- ❑ Ensure all information to communities and government officials are consistent with information being passed to other stakeholders.
- ❑ Work closely with the Incident Support Manager, Business Impact Manager, Legal, Investor Relations, and Communications to manage disclosure, reputational risks and opportunities.
- ❑ External Relations roles will vary according to the scope, subject and duration of the emergency situation.

RECEPTION

ROLE DESCRIPTION

Monitor and respond to calls / visits from media and members of the public.

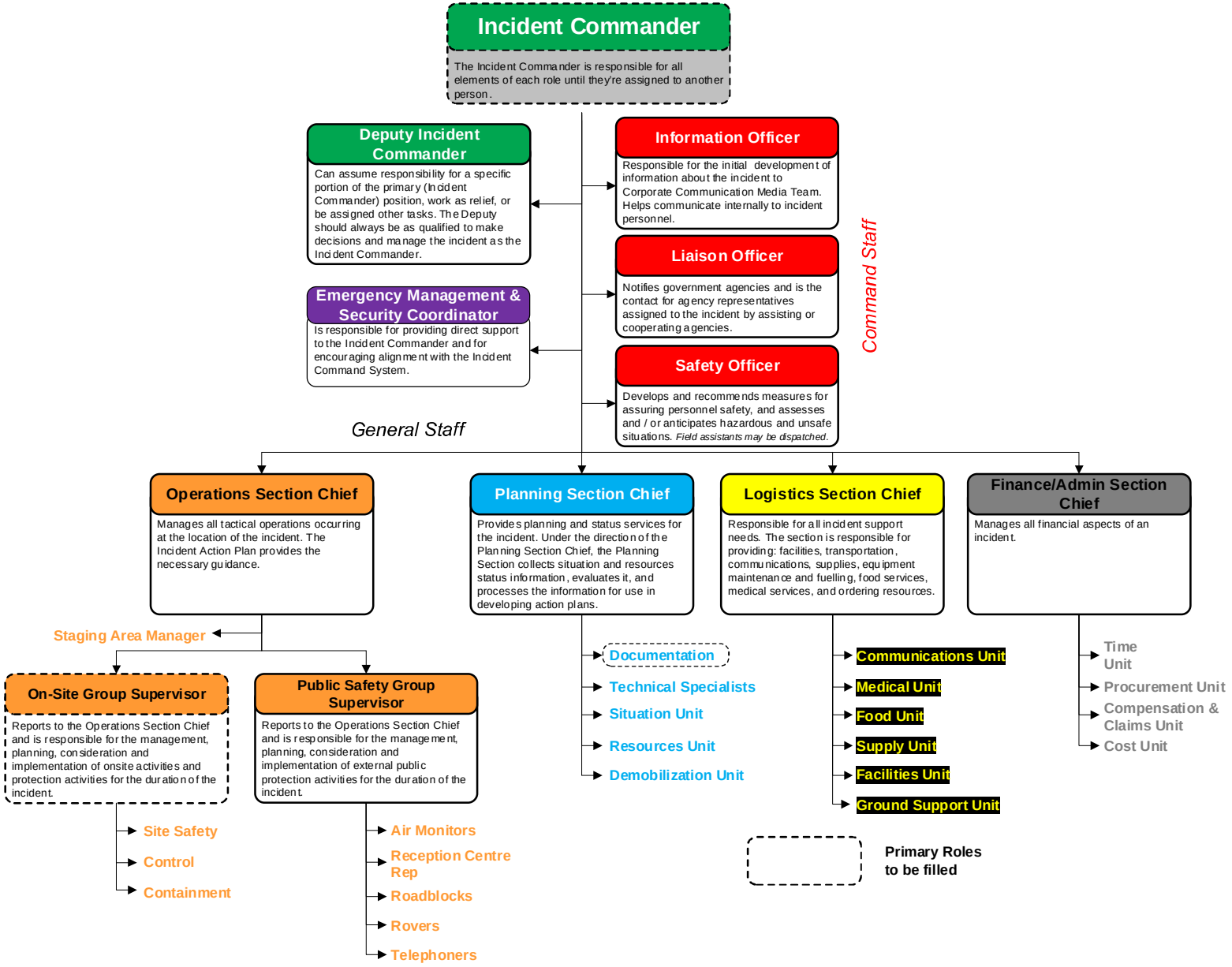
REPORTING STRUCTURE



ONGOING TASKS

- ❑ Communicate with the Liaison & Communications Manager to determine the appropriate messages to be providing to the publicx and media, the appropriate methods to be recording the information and the appropriate people to be directing the callers / visitors to.
- ❑ Ensure all in-person and telephone inquiries are recorded and promptly directed to the appropriate personnel.
- ❑ Work with Health & Safety (Security) to ensure implemented security protocol is followed.
- ❑ Provide administrative support to the CAT as directed.

FIELD RESPONSE TEAM



Command Staff Roles

Incident Commander

The Incident Commander is in charge of overall management of the incident and must be fully qualified to manage the incident. As incidents grow in size or complexity, a more highly qualified Incident Commander may be assigned by the company.

Note: The highest ranking authority arriving at the site of the incident (first on-scene) becomes the Incident Commander and establishes command and control. The first on-scene will remain the Incident Commander until there is formal transfer of command to a more senior company employee and / or qualified personnel.

Initial Response - **Refer to the 5 Step Initial Response Guide in Section 1: Initial Response (Corporate ERP)**

Step 1: Level of Emergency

- ❑ If necessary, investigate and confirm the emergency. If the incident involves a release of sour product, the investigation should be conducted in teams of two. Take appropriate safety precautions (PPE, SCBA, etc.). Ensure personal safety at all times.
- ❑ Determine the Level of Emergency using the AER's Assessment Matrix for Classifying Incidents for all other provinces (e.g. Alert, Level 1, 2, 3) or the US Level of Emergency Assessment Matrix (Tier 1, 2, 3) found in **Section 5: External Agencies** or using the Emergency Assessment Smartphone App. (Search H_2Safety or Emergency Assessment in the App Store).

Step 2: Internal Notification

- ❑ Follow the Internal Emergency Notification Flowchart outlined in Section 1: Initial Response to contact required field resources. Refer to the **KEY RESPONDER PHONE LIST** in the **SITE SPECIFIC ERP.** Relay the information from the ICS 201 Incident Briefing Form. Mobilize internal resources to the site, to the Incident Command Post (ICP) or place them on standby as required.
- ❑ Contact required company resources and communicate the level of emergency. Refer to **KEY RESPONDER PHONE LIST** in the **SITE SPECIFIC ERP.**

Step 3: External Notification

- ❑ Follow the Emergency Notification Process in **ROLES AND RESPONSIBILITIES** in the **SITE SPECIFIC ERP** for communication structure and the Provincial Notification Matrix in **Section 5: External Agencies** to determine which external agencies need to be notified. Reference **Section 5: External Agencies** in the **Corporate ERP** and the **Area Overview Information** in the **Site Specific ERP** for the location of the incident.

Step 4: Incident Briefing

- ❑ The following positions are always filled regardless of the size of the incident: **Incident Commander**, **On-Site Group Supervisor** and **Documentation**.
- ❑ Assess the situation, identify the incident source, and consider how to stop the source. Carry out a site assessment that includes the following: identify hazardous materials, evaluate risk to workers and the public, determine the potential for the incident to escalate, identify safety concerns, determine which other company's facilities are involved.
- ❑ Detail and prioritize the objectives for the next operational period taking into consideration the Company Priorities: Life Safety, Incident Stabilization, Property & Environment Preservation using the ICS 201 Incident Briefing Form. (Form ICS 201)
- ❑ Assign other positions as required to meet the identified objectives. Review and complete the ICS 207 Incident Organization Chart in **Forms**. Depending on the scale of emergency, all positions may not be assigned. The **Incident Commander** assumes responsibility for all unassigned roles until personnel have been assigned to them. (Form ICS 207)
- ❑ Conduct a role review with each of the positions above to ensure they clearly understand their roles and responsibilities.
- ❑ Develop detailed plans of action (strategies) to achieve the objectives and determine what tactics and resources are required to implement the strategies (oil spill services, safety services, etc.).
- ❑ Activate the Incident Command Post (ICP). Refer to the **Appendices** for Incident Command Post activation guidelines.
- ❑ Ensure the **Planning Section** posts and updates the status board with incident details.

Step 5: Public Safety

- ❑ Determine the size of the Emergency Planning and Response Zones around the incident. Refer to the EPZ calculation tables and map in **Area Overview Information** in the **Site Specific ERP.**
- ❑ Use the Public Protection Measures Flowchart located in **Emergency Response Procedures** to assist with determining if evacuation / shelter / ignition are required.
- ❑ Ensure the affected public are contacted and advised to shelter or evacuate as required.
- ❑ Establish **Air Monitoring, Reception Centre Representatives, Roadblocks**, **Rovers**, and **Telephoners** as required.

Ongoing Response - **Refer to the Five Step Ongoing Response Guide in Section 2: Ongoing Response (Corporate ERP)**

- ❑ Establish a method to track responders and resources to ensure they are accounted for at all times.
- ❑ Monitor implementation of IAP and revise as the situation dictates. Prepare for next operational period.
- ❑ Support the **Operations Section Chief** in the preparation of an incident control and containment action plan.
- ❑ Ensure each section chief has adequate staff, is not violating span of control and clearly understands the roles and responsibilities.
- ❑ Conduct frequent Command Staff and General Staff meetings and regularly update the Corporate Advisory Team.
- ❑ If transfer of command occurs, an incident status briefing must take place. Provide all documentation and review situation status, objectives and priorities, current organization and resources, facilities, communications plan, concerns and introductions to staff.
- ❑ As the emergency is brought under control, the decision to downgrade the level and/or stand down the emergency will be based on air monitoring readings in consultation with the Corporate Advisory Team Lead and the applicable government regulator.
- ❑ The **Demobilization Unit** will develop and implement objectives/strategies for demobilization.

Deputy Incident Commander

The **Deputy Incident Commander** may assume responsibility for a specific portion of the primary position, work as relief, or be assigned other tasks. The **Deputy** should always be as qualified to make decisions and manage the incident as the **Incident Commander**.

- ❑ If no scribe has been assigned to the **Incident Commander**, support the **Incident Commander** by documenting details of the emergency, focusing on activities and decisions made.
- ❑ Record, update and maintain a chronological summary of the incident including:
  - ❑ Names of personnel in each assigned position and their location
  - ❑ Control and containment measures
  - ❑ Environmental monitoring information
  - ❑ Injuries / deaths / missing persons
  - ❑ Phone calls
  - ❑ Actions and decisions
  - ❑ Status of the public protection actions
- ❑ Manage the flow of traffic to and communication with the **Incident Commander** so that he can focus on managing the incident.
- ❑ Conduct status update meetings.
- ❑ Provide status to head office.
- ❑ Deal with some day-to-day decision making.
- ❑ Assume duties of the **Incident Commander**, if required.
- ❑ Maintain communication with the **Incident Commander**.

Important

Prior to beginning any activities, each person in a role must:

- ❑ Obtain a completed ICS 201 Incident Briefing and ICS 207 Incident Organization Chart from the **Incident Commander**.

Throughout the duration of the incident, each person in a role must:

- ❑ Chronologically document all actions, decisions, contacts and requests on an ICS 214 Activity Log. Copies can be found in the **Forms Section**.

After the incident is over, each person in a role must:

- ❑ Assist with post-incident activities.

All forms referenced can be found in the Forms Section

Emergency Management & Security Coordinator

The **Emergency Management & Security Coordinator** responsible for providing direct support to the **Incident Commander** and for encouraging Incident Command Post (ICP) alignment with the Incident Command System.

- ❑ Check in with the **Incident Commander** upon arrival at the Emergency Coordination Centre (ECC).
- ❑ Report to the **Incident Commander** to obtain current situation status and specific job responsibilities expected of you.
- ❑ Review the applicable position checklists, forms and flowcharts for all of the positions (ie. Teams) indicated in the reporting structure chart on this card (see above).
- ❑ Set up your workstation and determine your resource needs (i.e. computer, phone, fax, stationery, ERPs, maps and other reference documents).
- ❑ Obtain current status of the incident and coordinate with the **Incident Commander** to determine the level of ERP support required.
- ❑ Assist the **Incident Commander** and in decisions regarding overall field and corporate emergency management: Direction, Control and Coordination.
- ❑ Provide guidance and support to the **Incident Commander** and **Public Safety Group Supervisor** to ensure an H_2CommandCentre(Virtual EOC and COP+ Respond) session is established.
- ❑ Work with the Keyera COP+ Respond Specialist responsible for operating the emergency response software which outlines details of the emergency response and impacted area. This includes: Emergency Planning Zone (EPZ), other response boundaries, impacted stakeholders (including their confidential resident/business information), asset locations & details (Keyera and other operators), response details, responder functions/locations (such as roadblocks, command centres, etc.), weather, etc.
- ❑ Contact ERP Service Provider for additional support, if necessary.
- ❑ Perform additional tasks or duties as assigned.

Information Officer

The **Information Officer** is responsible for the initial development of information about the incident to Corporate Communication Media Team" Helps communicate internally to incident personnel.

- ❑ Receive incident briefing from the **Incident Commander** before developing preliminary media statement.
- ❑ Prepare regular status updates that will be provided to internal company personnel to keep them apprised of the situation.
- ❑ Identify and document any media involvement that has already taken place
- ❑ If the media statement hasn't yet been prepared ensure that the generic media statement from the ERP is communicated and being used in the field.
- ❑ Assist Corporate Communication/Media Team with the preparation of a preliminary media statement using the Preliminary Media Statement form. (Form C1)
- ❑ Document all communications received by media using the Media Contact Log. (Form C2)
- ❑ Develop a detailed media strategy for the incident with Corporate Communication/Media Team.
- ❑ Designate and prepare media briefing rooms away from the Incident Command Post if required.
- ❑ Maintain communication with the **Incident Commander and** Corporate Communication/Media Team.
- ❑ Media releases must be coordinated with applicable regulatory agency.
- ❑ If necessary, coordinate with and use broadcast media to notify residents in the hazard area.
- ❑ Help ensure only designated Keyera facilities media spokesperson communicates with media.

Liaison Officer

The **Liaison Officer** is responsible for notifying government agencies and is the contact for agency representatives assigned to the incident by assisting or cooperating agencies.

- ❑ Complete Regulatory First Call Communication Form.
- ❑ Refer to Section 5: External Agencies for the Provincial / State Notification Matrix. Notify as soon as possible and provide status updates at agreed upon intervals to: (Form A2)
  - ❑ Government regulator
  - ❑ Local authorities (counties, cities, towns, MDs, RDs, First Nations Reserves, etc.)
  - ❑ Health authority
  - ❑ Environment
  - ❑ Provincial / State emergency management organization
  - ❑ Other agencies
- ❑ Keep track of all government correspondence using the Government Agency Contact Log. (Form C3)
- ❑ Obtain cooperating and assisting agency information that includes: contact information, radio frequencies, cooperative agreements, equipment type, number of personnel, condition of equipment and personnel, agency constraints, etc.
- ❑ Conduct appropriate periodic briefings to keep agencies informed of planning actions.
- ❑ Coordinate with any government agency representatives attending the ICP or REOC.
- ❑ Coordinate with mutual aid groups.

Safety Officer

The **Safety Officer** develops and recommends measures for assuring personnel safety, and assesses and / or anticipates hazardous and unsafe situations.

- ❑ Ensure the site is evacuated if unsafe.
- ❑ Initiate rescue plans if safe to do so.
- ❑ Review the Incident Action Plan to identify and correct any potential occupational and health hazards.
- ❑ Ensure work / rest guidelines are followed.
- ❑ Continuously monitor workers for exposure to ensure they are wearing the required PPE.
- ❑ Take appropriate action to mitigate or eliminate unsafe conditions, operations, or hazards.
- ❑ Immediately stop any unsafe practices.
- ❑ Conduct a general inspection of the facilities, food services and sanitation services soon after they become operational and follow up on a periodic basis throughout the incident for compliance to all health and safety standards. Provide a report of deficiencies.
- ❑ Document both safe and unsafe acts, corrective actions taken on the scene, accidents or injuries, and ways to improve safety on future incidents.
- ❑ Investigate accidents that have occurred within the incident area.
- ❑ Identify "Hot Zone" and declare when responders may enter it.
- ❑ Ensure that responders inside the "Hot Zone" are accounted for and initiate search if required.
- ❑ Prepare a safety message (ICS 208) and a site-specific safety plan, FLRA, JHID or equivalent.

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Revised September 2025

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General Staff Roles – Operations Section

Operations Section Chief	On-Site Group Supervisor	Staging Area Manager	Site Safety	Control	Containment
The **Operations Section Chief** is responsible for managing all tactical operations occurring at the location of the incident. The Incident Action Plan provides the necessary guidance. The need to expand the **Operations Section** is generally dictated by the number of tactical resources involved and is influenced by span of control considerations.	**On-Site Group Supervisor** is responsible for coordinating all activities of **Control**, **Containment** and **Site Safety** at the scene of the emergency / incident.	The **Staging Area Manager** is responsible for managing all activities within a Staging Area.	**Site Safety** is responsible for responder safety and safety advice at all times at the scene of the emergency / incident.	**Control** is responsible for implementing measures designed to bring the incident under control or stop the incident.	**Containment** is responsible for implementing measures designed to reduce the impact of the incident on and prevent the spread of the incident to the surrounding areas.

❑ Identify and confirm communication links.
❑ Ensure the On-Site Command Post (OSCP) is established.
❑ Manage the following positions, as required: **On-Site Group Supervisor**, **Public Safety Group Supervisor.**
❑ In conjunction with the **Incident Commander**, the **Planning Section Chief**, and the **Public Safety Group Supervisor**, develop and implement an Incident Action Plan (IAP).
❑ Ensure responder safety at all times.
❑ Oversee control / containment procedures; ensure the hazard is isolated.
❑ Determine the current and potential environmental impact of product released, response activities, or waste disposal.
❑ Ensure that all environmental laws and regulations are complied with during emergency response operations.
❑ Provide technical advice to **Incident Commander** to determine public protection measures.
❑ Assess the requirements for on-site safety supervision, personnel, equipment, and other contract services. Coordinate with **Logistics** to obtain equipment and resources.
❑ Assist the **On-Site Group Supervisor** in determining whether ignition is appropriate. If at all possible, input is to be obtained from the **Incident Commander,** the **Corporate Advisory Team Lead** and the applicable government regulator.
❑ Maintain continuous communications with the **Incident Commander**.
 	
Form ICS 215
	❑ Ensure all personnel are accounted for. Release nonessential personnel from the site.
	❑ Oversee and maintain control of all on-site personnel.
	❑ Establish On-Site Command Post (OSCP).
	❑ Obtain incident briefing and environmental impact information.
	❑ Coordinate activities of **Staging Area Manager, Site Safety, Control** and **Containment.**
	❑ Report air monitoring to **Incident Commander** (third party and regulatory).
	❑ Call police, fire and ambulance as needed.
	❑ Coordinate with ambulance / fire / RCMP / regulatory agencies / spill co-ops / OSROs.
	❑ Conduct meetings with on-site personnel to review action plans, communication and safety.
	❑ Request additional resources needed to implement on-site response actions.
	❑ Supervise the execution of the on-site response actions.
	❑ The **On-Site Group Supervisor** has the authority to ignite the release if ignition criteria are met. If at all possible, the **On-Site Group Supervisor** must consult with higher authority individuals within the company (ideally the **Operations Section Chief**, **Incident Commander, Corporate Advisory Team Lead**, etc.) and the applicable government regulator before making the decision to ignite a release. Refer to **Emergency Response Procedures**.
		❑ Establish a staging area near the incident site and outside of the EPZ. When choosing a site for the staging area ensure the following conditions are met:
		  ❑ Adequate sized site that is stable and level with suitable access roads
		  ❑ No entry problems such as narrow approach ways, gates, power lines, buried pipelines, etc.
		  ❑ Approval has been received from landowner
		  ❑ Reception of communication equipment is adequate
		❑ Erect staging area information and directional signs to the staging area, if required.
		❑ Flag the perimeter of the staging area.
		❑ Obtain an office trailer and emergency lighting, if required.
		❑ Coordinate traffic and maintain a log of personnel and services dispatched to, or arriving from the site of the emergency. Communicate this information to the **Logistics Section Chief**.
		❑ Respond to **Operations Section Chief** or **Incident Commander** requests for resources.
		❑ Confirm all workers have required training before they are dispatched to the incident.
		❑ Maintain and provide status to the **Planning Section** of all resources in Staging Area.
		❑ Demobilize or move Staging Area as required.
			❑ Assess hazards & potential risks e.g. fire/explosion, toxicity, oxygen deficiency, ignition sources, access/egress.
			❑ Ensure responder safety at all times.
			❑ Ensure that on-site personnel are taking appropriate safety actions: PPE, SCBA / SABA, Safe Work Procedures, proper grounding / bonding procedures, work in teams, etc.
			❑ Maintain security of the site to ensure authorized personnel are allowed access and to protect response personnel.
			❑ Ensure security of any evidence for investigative purposes.
			❑ Ensure workers that show signs of stress, fatigue, and other symptoms are demobilized and sent for treatment if necessary.
			❑ Maintain records of all injuries and on-site medical treatments.
			❑ Conduct responder safety orientations.
			❑ Monitor activities and conduct a head count on a regular basis.
			❑ Continually evaluate risks and stop unsafe activities immediately.
			❑ Recommend alternatives for activities that are considered to be unsafe.
				❑ Assist with the development of control procedures.
				❑ Identify immediate response tactics (i.e. offensive / defensive response tactics). Only when safety is assured, take immediate operational actions to bring the incident under control (i.e. shut down, isolate, de-pressure, etc.).
				❑ Provide or seek technical / engineering advice around all control-related issues.
				❑ Inform **Operations Section Chief** of any interactions with regulatory agencies or environmental personnel.
					❑ Assist with the development of containment procedures.
					❑ Identify immediate response tactics (i.e. offensive / defensive response tactics). Only when safety is assured, take actions to contain the incident so as to prevent the incident from spreading offsite and to reduce the impact on the public, sensitive terrain, watercourses, etc.
					❑ Provide or seek technical / engineering advice around all containment-related issues.
					❑ Secure the scene and restrict access to essential and authorized personnel only.
					❑ Inform **Operations Section Chief** of any interactions with regulatory agencies or environmental personnel.
					❑ Coordinate oil spill cooperative activities (booms, dams, etc.).

Located at the Incident Command Post (ICP)	**Located at the On-Site Command Post (OSCP)**	**Located at the Staging Area**	**Located at the On-Site Command Post (OSCP)**	**Located at the On-Site Command Post (OSCP)**	**Located at the On-Site Command Post (OSCP)**

Important

Prior to beginning any activities, each person in a role must:

❑ Obtain a completed ICS 201 Incident Briefing and ICS 207 Incident Organization Chart from the **Incident Commander**.

Throughout the duration of the incident, each person in a role must:

❑ Chronologically document all actions, decisions, contacts and requests on an ICS 214 Activity Log. Copies can be found in the **Forms Section.**

After the incident is over, each person in a role must:

❑ Assist with post-incident activities.

All forms referenced can be found in the Forms Section.

Revised February 2023

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General Staff Roles – Planning Section

Planning Section Chief

The **Planning Section Chief** is responsible for providing planning and status services for the incident. Under the direction of the **Planning Section Chief**, the Planning Section collects situation and resources status information, evaluates it, and processes the information for use in developing action plans. Dissemination of information can be in the form of the Incident Action Plan, formal briefings, or through map and status board displays.

- ❑ Identify and confirm communication links.
- ❑ Assign personnel to assume the following positions, as required: **Documentation, Technical**, **Situation**, **Resources**, and **Demobilization**.
- ❑ Assist with setup of the Incident Command Post.
- ❑ Review the details of the incident and support the **Incident Commander** with the development of a preliminary response strategy.
- ❑ Identify the need for technical specialists.
- ❑ Collect and analyze information on the current situation, prepare situation displays and situation summaries, and develop maps and projections.
- ❑ Establish special information collection activities as necessary, e.g., weather, environmental, toxics, etc.
- ❑ Provide technical support to the **Incident Commander** and work with **Incident Commander** to develop the Incident Action Plan (IAP).
- ❑ Review any changes to the Incident Action Plan (IAP) to ensure consistency.
- ❑ Assemble information on alternative strategies.
- ❑ Coordinate with **Logistics** to determine current available resources and resource availability for future plans of action.
- ❑ Establish reporting schedules.
- ❑ Conduct long-range and / or contingency planning.
- ❑ Develop plans for demobilization.
- ❑ Maintain continuous communications with the **Incident Commander.**

Form ICS 214 | Form ICS 215 | Form ICS 215a | Form ICS 230

Documentation Unit

The **Documentation Unit** is responsible for the maintenance of accurate, up-to-date incident files. Duplication services will also be provided by the **Documentation Unit**.

- ❑ Document the Incident Action Plan (IAP) strategies using the ICS 201 Incident Briefing Form provided **in Section 1: Initial Response** or in the **Forms Section** and disseminate them to all key responders. (Form ICS 201)
  - ❑ Be prepared to document the **Incident Commander's** status update meetings using whiteboards, PC or Action Logs. (Form ICS 214)
- ❑ Ensure consistent documentation.
- ❑ Ensure timely dissemination of all documentation.
- ❑ Participate in planning meetings, capturing key information, decisions made, commitments and status.
- ❑ Collect documentation from response team members and maintain a consistent system for organizing the data.
  - ❑ Records must be held for a minimum of 5 years as it may be requested by the regulatory agency at any point during that time.
- ❑ Establish duplication services.
- ❑ Incident files will be stored for legal, analytical, and historical purposes.
- ❑ Post and maintain all Emergency Status Boards and other laminated charts in the Incident Command Post.

Form ICS 201 | Form ICS 214

Technical Specialists Unit

Certain incidents or events may require the use of **Technical Specialists** who have specialized knowledge and expertise. **Technical Specialists** may function within the Planning Section, or be assigned wherever their services are required.

- ❑ Determine what technical support is available now and in the future.
- ❑ Work with **Logistics** to determine the key locations for the required technical support and appropriate time to acquire.
- ❑ Gather data (weather, etc.) and forecast changes considering incident potential and develop new or modified response strategies.
- ❑ As required, obtain plume dispersion modelling.

Situation Unit

The collection, processing, and organization of all incident information. The **Situation Unit** may prepare future projections of incident growth, maps, and intelligence information.

- ❑ Collect and evaluate information to establish an accurate picture of the situation and creates a detailed summary. Use this information to create maps and projections.
- ❑ Prepare, post, or disseminate resources and situation status information as required, including special requests.
- ❑ Provide photographic services and maps if required.

Form ICS 201 | Form ICS 214

Resources Unit

The **Resources Unit** is responsible for maintaining the status of all assigned resources at an incident.

- ❑ Monitor the status and location of all incident resources / personnel responding to the incident.
- ❑ Oversee the check-in of all resources.
- ❑ Maintenance of a master list of all resources, e.g., key supervisory personnel, primary and support resources, etc.
- ❑ May assist in preparing the written Incident Action Plan.
- ❑ Maintain and post the current status and location of all resources.

Form ICS 201 | Form ICS 207 | Form ICS 211 | Form ICS 214

Demobilization Unit

The **Demobilization Unit** is responsible for developing the Incident Demobilization Plan.

- ❑ Prepare plan for the demobilization of all personnel and equipment upon resolution of the incident.
- ❑ Ensure resources in available status are still required. Identify surplus resources and probably release time.
- ❑ Debrief non-required resources and dismiss resources being demobilized.
- ❑ Coordinate demobilization with agency representatives.
- ❑ Develop incident check-out function for all units.
- ❑ Ensure the demobilization process is organized, safe and cost effective.

Form ICS 214 | Form ICS 221

Important

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Throughout the duration of the incident, each person in a role must:

- ❑ Chronologically document all actions, decisions, contacts and requests on an ICS 214 Activity Log. Copies can be found in **Forms Section**.

After the incident is over, each person in a role must:

- ❑ Assist with post-incident activities.

All forms referenced can be found in the Forms Section

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Revised March 2019

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General Staff Roles – Logistics Section

Logistics Section Chief	Communications Unit	Medical unit	Food Unit	Supply Unit	Facilities Unit	Ground Support Unit
All incident support needs are provided by the Logistics Section. The section is responsible for providing: facilities, transportation, communications, supplies, equipment maintenance and fuelling, food services, medical services, and ordering resources. Six units may be established within the Logistics Section and the **Logistics Section Chief** will determine the need to activate or deactivate a unit. If a unit is not activated, responsibility for that unit's duties will remain with the **Logistics Section Chief**.	The **Communications Unit** is responsible for developing plans for the use of incident communications equipment and facilities; installing and testing of communications equipment; supervision of the Incident Communications Centre, if established; and the distribution and maintenance of communications equipment.	The **Medical Unit** is responsible for all medical services for incident assigned personnel. The unit will develop procedures for managing major medical emergencies; and provide medical aid. *Note: Medical assistance to the public or victims of the emergency is an operational function.*	Responsible for supplying the food needs for the entire incident, including all remote locations, (e.g., Camps, Staging Areas), as well as providing food for personnel unable to leave tactical field assignments. The **Food Unit** interacts with the **Facilities Unit** for location of fixed-feeding site; the **Supply Unit** for food ordering; and the **Ground Support Unit** for transporting food.	The **Supply Unit** is responsible for ordering, receiving, processing, and storing all incident-related resources.	The **Facilities Unit** is responsible for set-up, maintenance, and demobilization of all incident support facilities except staging areas. The **Facilities Unit** will also provide security services to the incident as needed.	The Ground Support Unit is primarily responsible for the maintenance, services, and fuelling of all mobile equipment and vehicles, with the exception of aviation resources. The unit also has responsibility for the ground transportation of personnel, supplies, and equipment.
❑ Identify and confirm communication links. ❑ Assign personnel as required. ❑ List and obtain all immediate resources requested by the **Incident Commander** or **Operations Section Chief**. ❑ Identify anticipated and known incident service and support requirements. ❑ Maintain continuous communications with the **Incident Commander.** ❑ Develop plans to move required resources to site. ❑ Confirm spending authorities with the Finance / Admin Section. ❑ Mobilize resources. ❑ Move required resources to site. ❑ Coordinate spending with the **Finance / Admin Section Chief.** Form ICS 201 Form ICS 214	❑ Establish the communications plan for the use of incident communications equipment and facilities. ❑ Install, test, distribute, and maintain all communications equipment. ❑ Advise on communications capabilities and limitations. ❑ Establish telephone, communication links, and public address systems. ❑ Establish clear and widespread communication throughout the incident.	❑ Arrange and provide response personnel with first aid and minor medical services. ❑ Develop Incident Medical Plan. ❑ Develop procedures for handling serious injuries of responder personnel. ❑ Provide medical aid to personnel. ❑ Assist the Finance / Administration Section with processing injury-related claims. *Note: Provision of medical assistance to the public or victims of the emergency is an operational function and would be done by the Operations Section and not by the Logistics Section Medical Unit. If there is a requirement for victims of an incident the local public ambulance service is most often utilized.*	❑ Responsible for supplying the food needs for the entire incident, including all remote locations (e.g., Camps, Staging Areas), as well as providing food for personnel unable to leave tactical field assignments. ❑ Works with the Planning Section - **Resources Unit** to anticipate the numbers of personnel to be fed and develop plans for supplying food to all incident areas. ❑ Interacts with the **Facilities Unit** for location of fixed-feeding site; the **Supply Unit** for food ordering; and the **Ground** and **Air Support Units** for transporting food. ❑ Obtain necessary equipment and supplies and establish cooking facilities. ❑ Order sufficient food and potable water from the **Supply Unit**. ❑ Maintain inventory of food and water. ❑ Maintain food services areas, ensuring that all appropriate health and safety measures and being followed. ❑ Supervise caterers, cooks, and other **Food Unit** personnel as appropriate.	❑ Order, receive, distribute and track all incident equipment and supplies. ❑ Ordered all off-incident resources including: tactical and support resources (including personnel), all expendable and non-expendable support supplies. ❑ Management of tool operations, including the storage, disbursement, and service of all tools and portable non-expendable equipment.	❑ Set-up, maintain, and demobilize incident support facilities with the exception of staging areas. ❑ Facilities may include: Incident Command Post, Incident Base, Camps, and other facilities within the incident area to be used for feeding, sleeping and sanitation services. ❑ Prepare layout of facilities; inform appropriate unit leaders. ❑ Will provide security services to the incident as needed. ❑ Contact local law enforcement agencies as required. ❑ Investigate and document all complaints and suspicious occurrences. ❑ Ensure strict compliance with applicable safety regulations. ❑ Provide facility maintenance services, e.g., sanitation, lighting, etc. ❑ Demobilize base and camp facilities.	❑ Responsible for the maintenance, service and fuelling of all mobile equipment and vehicles, with the exception of aviation resources. ❑ Coordinates the transportation of all personnel, supplies, and equipment. ❑ Update the **Resources Unit** with the status (location and capability) of transportation vehicles. ❑ Develop the Incident Traffic Plan as required.

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After the incident is over, each person in a role must:

❑ Assist with post-incident activities.

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General Staff Roles – Finance / Admin Section

Finance / Admin Section Chief	Time Unit	Procurement Unit	Compensation & Claims Unit	Cost Unit
The **Finance / Administration Section Chief** is responsible for managing all financial aspects of an incident. The **Finance / Administration Section Chief** will determine the need to activate or deactivate a unit.	The **Time Unit** is 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.	All financial matters pertaining to vendor contracts, leases and fiscal agreements are managed by the **Procurement Unit**. The unit is also responsible for maintaining equipment time records. The **Procurement Unit** establishes local sources for equipment and supplies; manages all equipment rental agreements; and processes all rental and supply fiscal document billing invoices.	This unit oversees the completion of all forms required by workers' compensation and local agencies. A file of injuries and illnesses associated with the incident will also be maintained and all witness statement will be obtained in writing. Close coordination with the medical Unit is essential. The **Compensation & Claims Unit** is also responsible for investigating all claims involving property associated with or involved in the incident.	The **Cost Unit** provides all incident cost analysis. It 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.
❑ Identify and confirm communication links. ❑ Assign personnel to assume the following positions, as required: **Time Unit, Procurement Unit, Compensation & Claims Unit,** and **Cost Unit.** ❑ Review legal issues with the **Incident Commander** and **CAT Lead**. ❑ Maintain continuous communications with the **Incident Commander**. ❑ Brief agency administrative personnel on all incident-related financial issues needing attention or follow-up. ❑ Manage all financial aspects of an incident.	❑ Record daily personnel time, ensure compliance with specific agency time recording policies, and manage commissary operations if established at the incident. ❑ Submit cost estimate data forms to **Cost Unit** as required. ❑ Ensure that all records are current and complete prior to demobilization.	❑ Manage finances relating to vendor contracts, leases and fiscal agreements. ❑ Maintain equipment time records. ❑ Establish local sources for equipment and supplies. Coordinate with local jurisdiction on plans and supply sources. ❑ Manage all equipment rental agreements. Establish contracts and agreement with supply vendors. ❑ Processes all rental and supply fiscal document billing invoices. ❑ Prepare and authorize contracts and land use agreements, as needed.	❑ Handle all matters relating to compensation for injury or property damage due to the incident. ❑ Oversees the completion of all forms required by workers' compensation and local agencies. ❑ Maintain a file with all the injuries and illnesses associated with the incident. ❑ Obtain witness statements in writing. ❑ Investigate all claims involving property associated with or involved in the incident. ❑ Ensure the completion of a Resident Compensation Log for any out-of-pocket expenses incurred by evacuees. Form B2 ❑ All claims must be submitted to the Finance and Legal departments for processing and disbursement of funds. ❑ If applicable, Finance and Legal will deal with insurers as well as any other extraneous circumstances (affected parties want more, etc.).	❑ Collect and evaluate cost data to establish an accurate picture of the incident costs. ❑ Create cost summaries, cost estimates, and cost saving recommendations. ❑ Prepare resources-use cost estimates for the Planning Section. ❑ Identify all equipment and personnel requiring payment.

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All team members are located at the Incident Command Post (ICP), unless otherwise noted.

Revised March 2019

Escalate, Downgrade or Stand-Down Levels of Emergency: As the emergency is brought under control, the decision to downgrade the level and/or stand down the emergency will be based on air monitoring readings in consultation with the **Incident Commander** and the applicable government regulator. All affected persons and the media must be kept informed of the status of an emergency. **Emergency Follow-up**: Once the emergency is over, the area residents, transients, industrial users, involved government agencies, and any individual notified will be informed of the stand-down by the **Information Officer** or **Public Safety Group Supervisor**.

Operations Section - Public Safety Roles

Public Safety Group Supervisor

The Public Safety Group Supervisor is responsible for the management, planning, consideration and implementation of external public protection activities for the duration of the incident.

- ❑ Confirm communication links with the **Incident Commander** and **Operations Section Chief**.
  In conjunction with the **Incident Commander**: determine the size of the EPZ; identify the residents, businesses, industrial operators, and / or transients in the area; and determine the initial public protection measures to be taken. Consider the impact of major highways, navigable water courses, cleared pipeline rights of way & railways in the hazard area. Refer to **Emergency Response Procedures** for guidelines on evacuation / shelter, ignition, roadblocks, rovers, public concerns, etc. Additional information for **Air Monitors, Reception Centre Representative, Roadblocks, Rovers,** and **Telephoners** can be found in **Roles & Responsibilities**.
- ❑ In conjunction with the **Incident Commander**, **Planning Section Chief**, and **Operations Section Chief**, develop and implement an Incident Action Plan (IAP).
- ❑ Review resident lists, area user lists, reception centres, and telephone numbers within the ERP.
- ❑ If required, establish a Regional Emergency Operations Centre (REOC).
- ❑ Assign personnel to assume the following positions as required: **Air Monitors, Reception Centre Representative, Roadblocks, Rovers,** and **Telephoners.**
  - ❑ The **Telephoners** must have sufficient personnel to accommodate the following ratios when contacting residents: 1 Telephoner to every 7 residences; and 1 Supervisor for every 10 Telephoners.
- ❑ Dispatch **Air Monitors** at a Level 1 / Tier 1 emergency (hand-held and mobile).
  - ❑ Dispatch trained personnel with the appropriate hand-held gas monitors to record concentrations at the nearest un-evacuated residences downwind of the incident site.
  - ❑ Mobilize third party mobile air monitoring units which can measure in parts per billion (ppb)
  - ❑ Maintain communication with the applicable government regulator and environment agency regarding air monitoring needs and activities.
  - ❑ Consult with the **Operations Section Chief** to determine the need for evacuation / sheltering. This is based on air monitoring readings at the nearest downwind residence.
- ❑ Prioritize public closest to, downwind, those that have requested early notification, and those with special needs to establish the order of evacuation. Coordinate evacuation or shelter of residents, area users, and transients (via **Telephoners** and **Rovers**).
  - ❑ Determine who needs to be notified and what script will be used: Early Notification / Voluntary Evacuation Message, Shelter-in-Place Phone Message, Evacuation Phone Message. (Form B6, Form B7, Form B8)
  - ❑ At a Level / Tier 1 Emergency it is required to notify any special needs residents and give them the option to evacuate.
  - ❑ If residences are evacuated, a reception centre must be established.
  - ❑ Determine and notify landowner / occupant(s) as soon as possible.
  - ❑ Ensure the schools / school buses are contacted to make arrangements for school age children (if applicable).
  - ❑ If a large number of people need to be evacuated (large industrial operations and/or public facilities) refer to the **Area Overview Information** in the **Site Specific ERP** for contacts to obtain charter buses or changes to the normal notification procedures.
  - ❑ Send **Rovers** (if required) to identify human activity in the area which is not already identified within the ERP (drilling, pipeline construction, logging, hunting, farming, camping, fishing, etc.).
  - ❑ Prepare Evacuation Notices and provide copies to **Rovers**.
  - ❑ **Rovers** can be used to assist with notifications, assist with evacuating special needs residents, assist with air monitoring, etc.
  - ❑ Continually assess the need for additional evacuation, shelter or ignition based on air monitoring readings. (Form B5)
- ❑ Determine the need for helicopters to identify human activity in the area.
- ❑ Determine the need for and location of **Roadblocks** to isolate and secure the area.
  - ❑ Dispatch trained personnel with the appropriate equipment to establish roadblocks on the roads entering/exiting the hazard area.
  - ❑ Contact the RCMP / Police & Ministry of Transportation / DOT for permission to close 1, 2, or 3 digit provincial or secondary highways.
- ❑ Assess and expand the incident response to include those outside of the EPZ if required by air monitoring readings. Coordinate public protection measures outside the EPZ with the local authority.
- ❑ Ensure security of evacuated homes, at roadblocks, and at the reception centre.
- ❑ Regularly update the **Incident Commander**.
- ❑ Confirm communication links with: **Air Monitors, Reception Centre, Roadblocks, Rovers,** and **Telephoners.** Personnel should check in at scheduled intervals.
- ❑ Review and confirm evacuation of residents, area industrial users, transients, etc. from the area.
- ❑ Request that a Notice to Airmen (NOTAM) is issued to restrict the airspace above the EPZ.

Located at the Incident Command Post (ICP) or the Regional Emergency Operations Centre (REOC).

Air Monitors

Air Monitoring personnel are responsible for acquiring and providing air quality readings to the **Public Safety Group Supervisor.**

- ❑ Provide air monitoring readings to assist with decision making (evacuation / shelter / ignition).
- ❑ Obtain and check equipment and information (maps, forms, communications, reports, monitors, safety, and breathing equipment).
- ❑ Confirm communication links.
- ❑ Monitor closest downwind public location or residence.
- ❑ Monitor environment for adverse effects.
  - ❑ Record all readings on the Air Monitoring Log. (Form A5)
- ❑ Report all readings at established intervals to the **Public Safety Group Supervisor**.
- ❑ For your own safety, ensure **Public Safety Group Supervisor** is notified immediately if readings are approaching 10% LEL and / or 10 ppm H_2S.
  - ❑ Prepare Mobile Monitoring Plan.

Location will be assigned.

Reception Centre Rep

Reception Centre Reps are responsible for establishing reception centres, managing evacuee accommodation, communication and documentation for compensation purposes.

- ❑ Confirm reception centre is available for use.
- ❑ Establish reception centre. Refer to **Roles & Responsibilities**.
- ❑ Confirm communication links.
- ❑ Receive evacuees and maintain a Reception Centre Registration Log. (Form B1)
- ❑ Arrange for food and accommodations for the evacuees.
  - ❑ Provide evacuees with a place to request counselling services, if required.
- ❑ Record and follow up on all evacuees who choose to make their own accommodation arrangements.
- ❑ Arrange for temporary care of livestock (if possible) and the security of evacuated property.
- ❑ Establish and oversee compensation administration activities at the reception centre.
  - ❑ Reimburse evacuees for their immediate out-of-pocket expenses and log details on a Resident Compensation Log. (Form B2)
- ❑ Where possible, provide evacuees with information regarding their property, livestock, and the incident.
- ❑ Forward all media and incident inquiries to the **Information Officer**.
- ❑ Report all names of evacuees who have registered at the reception centre to the **Public Safety Group Supervisor**.
- ❑ Address resident concerns and forward them to the **Public Safety Group Supervisor.**

Location will be the reception centre.

Important

Prior to beginning any activities, each person in a role must:

- ❑ Obtain a completed ICS 201 Incident Briefing and ICS 207 Incident Organization Chart from the **Incident Commander**.

Throughout the duration of the incident, each person in a role must:

- ❑ Chronologically document all actions, decisions, contacts and requests on an ICS 214 Activity Log. Copies can be found in the **Forms Section**.

After the incident is over, each person in a role must:

- ❑ Assist with post-incident activities.

All forms referenced can be found in the Forms Section

Roadblocks

Roadblock personnel are responsible for maintaining assigned roadblock positions, air monitor readings and communication with transients.

- ❑ In conjunction with the **Public Safety Group Supervisor** determine the need for and location of roadblocks.
- ❑ Pickup and check roadblock kits.
- ❑ Proceed to roadblock locations.
- ❑ Determine driving directions to assigned roadblock location that does not have you pass through the hazard area.
- ❑ Confirm communication links.
- ❑ Establish roadblocks to secure the EPZ.
- ❑ Follow the scripts and procedures in the ERP. Refer to the **Forms Section**.
  - ❑ If media personnel show up at your roadblock, forward all requests to your direct supervisor who'll direct them to the Information Officer
- ❑ Monitor area for H_2S and / or LEL with personal monitors and document readings on the Air Monitoring Log. (Form A5)
- ❑ Report all H_2S and / or LEL reading changes / increases to the **Public Safety Group Supervisor**.
- ❑ For your own safety, ensure the **Public Safety Group Supervisor** is notified immediately if readings are approaching 10% LEL and / or 10 ppm H_2S.
  - ❑ Record all incoming and outgoing traffic, personnel, and equipment on the Roadblock Log. (Form B4)
- ❑ Forward information given to you by people passing through your location to the **Public Safety Group Supervisor**.
- ❑ Report any person that insists on going through the roadblock into the hazard area as well as any suspicious activity to the **Public Safety Group Supervisor**.
- ❑ Maintain communication with the **Public Safety Group Supervisor**.
- ❑ Maintain roadblock locations. Do not leave until requested to do so by the **Public Safety Group Supervisor** or until relieved by other **Roadblock** personnel.

Location will be assigned.

Rovers

Rovers travel to assigned locations to locate the public and personally provide public safety instructions and assistance as required. This may be completed via truck, ATV, boat, helicopter, etc.

- ❑ Confirm resident contact lists are available.
- ❑ Confirm communication links.
- ❑ Know safe routes in and out of the EPZ.
- ❑ Search for residents and transients in the Emergency Response and Planning Zones. (Form B3)
- ❑ Check all buildings including barns, shops, sheds, etc.
- ❑ Assist, as required, with the notification, evacuation or sheltering of persons within the EPZ. Record all contact with residents using the Resident Contact Log. (Form B5)
- ❑ Post Evacuation Notices for residents that are not at their residence. (Form A5)
- ❑ Follow the scripts and procedures in the ERP. Refer to the **Forms Section**.
- ❑ Monitor area for H_2S and / or LEL with personal monitors and document readings on the Air Monitoring Log.
- ❑ Report all H_2S and / or LEL reading changes / increases to the **Public Safety Group Supervisor**.
- ❑ For your own safety, ensure the **Public Safety Group Supervisor** is notified immediately if readings are approaching 10% LEL or 10 ppm H_2S.
- ❑ Report any suspicious behaviour to the **Public Safety Group Supervisor** who will notify the police as required.
- ❑ Maintain communication with the **Public Safety Group Supervisor**.

Location will be assigned.

*Note: See **Roles & Responsibilities** for a media script for **Roadblock** and **Rover** personnel.*

Telephoners

Telephoners are responsible for the notification of impacted residences and businesses to provide public safety instructions.

- ❑ Confirm resident contact lists are available.
- ❑ Confirm communication links.
- ❑ In conjunction with the **Public Safety Group Supervisor**, determine who needs to be notified (residents, businesses, area users, etc.).
- ❑ Review with the **Public Safety Group Supervisor** which telephoner scripts to use: Early Notification / Voluntary Evacuation Message, Shelter-in-Place Phone Message, Evacuation Phone Message. (Form B6, Form B7, Form B8)
- ❑ Contact special needs residents at a Level 1 / Tier 1 Emergency and provide them with the option to evacuate.
- ❑ Contact the other residents and area users in the EPZ and advise them to evacuate or shelter.
- ❑ Contact the schools / school buses to make arrangements for school age children (if applicable).
  - ❑ Advise that buses in the affected area leave immediately and that buses should not enter the area.
  - ❑ Request a school administrator for the reception centre to assist in managing the children and releasing them to their guardians.
- ❑ Document all resident interactions using the Resident Contact Log and report this information to the **Public Safety Group Supervisor**. Immediately advise the **Public Safety Group Supervisor** about unsuccessful contacts and any residents requiring assistance. (Form B3)

Revised February 2023

Location will be Incident Command Post (ICP) or Regional Emergency Operations Centre (REOC).

Escalate, Downgrade or Stand-Down Levels of Emergency: As the emergency is brought under control, the decision to downgrade the level and/or stand down the emergency will be based on air monitoring readings in consultation with the **Incident Commander** and the applicable government regulator. All affected persons and the media must be kept informed of the status of an emergency. **Emergency Follow-up**: Once the emergency is over, the area residents, transients, industrial users, involved government agencies, and any individual notified will be informed of the stand-down by the **Information Officer** or **Public Safety Group Supervisor**.

Air Monitors

Overview

H_2S, SO_2, LEL or other toxic substance concentrations will be monitored continuously during the incident response. It is crucial that **Air Monitors** continuously update the **Public Safety Group Supervisor** with monitored results. If air monitoring readings show high levels of H_2S, SO_2, or LEL the **Public Safety Group Supervisor** may need to initiate evacuation / shelter of additional residences, change the location of the roadblocks, or ignite the release.

Air Monitor Roles

- ❑ Obtain and check equipment and information (maps, forms, communications, reports, monitors, safety, and breathing equipment).
- ❑ Confirm communication links.
- ❑ Monitor closest downwind public location or residence.
- ❑ Monitor environment for adverse effects.
- ❑ Record all readings on the Air Monitoring Log provided. Form A5
- ❑ Report all readings at established intervals to the **Public Safety Group Supervisor**.
- ❑ For your own safety, ensure the **Public Safety Group Supervisor** is notified immediately if readings are approaching the following levels: 10% LEL or 10 ppm H_2S.
- ❑ Prepare Mobile Monitoring Plan.
- ❑ Document activities using the ICS 214 Activity Log. Form ICS 214
- ❑ Assist with post-incident activities.
- ❑ Monitor H_2S and LEL concentrations along the edge of the EPZ to determine if sheltering and/or evacuation criteria has been met beyond the EPZ.

Air Monitoring Equipment

Air monitoring equipment is used to:

- Track the plume.
- Determine if ignition criteria are met.
- Determine whether evacuation and / or shelter-in-place criteria have been met.
- Determine roadblock locations.
- Determine concentrations in areas being evacuated to ensure that evacuation is safe.
- Assist in determining when the emergency can be downgraded.

Tips

- ❑ Air monitors should be dispatched at a Level 1 / Tier 1 Emergency.
- ❑ Ensure all equipment is operational and the appropriate documentation is available to verify testing and calibration requirements.
- ❑ Use the buddy system where possible.
- ❑ Breathing apparatus – be prepared to don apparatus quickly.
- ❑ Ensure all personnel have a personal gas monitor.
- ❑ Speed and direction of wind may vary, therefore, be prepared to track gas plume.
- ❑ Record all information:
  - Concentrations in ppm or ppb
  - Location and time of readings
  - Wind speed and direction

Regulatory Requirements

Drilling & Completions

Critical / Special Sour Wells

If the EPZ includes a portion of urban density development or urban centre:

- There must be minimum of two mobile air monitors:
  - One to monitor the boundary of the urban density development or urban centre and the other to track the plume.
- Ensure that one unit is in the area during drilling and / or completion, testing, and workover operations in potentially critical sour zones.
- Dispatch a mobile air quality monitoring unit(s) at a level 1 / tier 1 emergency and request additional units as required.
- Dispatch a mobile air quality monitoring unit(s) when it is evident that well control measures are deteriorating and that a sour gas release is likely to occur.
- Prior to conducting operations in the sour zone, determine where the monitoring equipment is located and what the estimated travel time is to the well site.

If the EPZ **DOES NOT** include a portion of urban density development or urban centre:

- Dispatch a mobile air quality monitoring unit(s) at a level 1 / tier 1 emergency and request additional units as required.
- Dispatch a mobile air quality monitoring unit(s) when it is evident that well control measures are deteriorating and that a sour gas release is likely to occur.
- Prior to conducting operations in the sour zone, determine where the monitoring equipment is located and what the estimated travel time is to the well site.

Continuous Detection Devices

A continuous H_2S/LEL system must be used while in the critical sour zone. The detection system requirements are as follows:

- A minimum of four sensors able to detect H_2S concentrations of 5 ppm or greater.
- Audible and visual alarms near the driller's station.
- Set alarms at 10 ppm.
- Locate sensors at the shale shaker, near the bell nipple, on the rig floor, and at the mud mixing unit.

Portable Detection Devices

- One portable H_2S detection device is required while drilling in the critical sour zone.

Production Operations & General Information

Sour Gas Release

- If notified of a release by alarm or by a reported odour, the licensee must investigate the source of the release and dispatch air monitors upon confirmation of the release location or when it is evident that spill control measures are not effective.
- Air quality monitoring occurs downwind with priority being directed to the nearest un-evacuated residence or area where people may be present.
- Air monitors (personal handheld, stationary, and mobile) should be dispatched at a level 1 / tier 1 emergency.
- Dispatch a mobile air quality monitoring unit(s) when it is evident that spill control measures are not effective and that a sour gas release is likely to occur.
- Licensee personnel will monitor and record the concentrations until a mobile air monitoring unit arrives or until the incident is over. At minimum, these readings must include LEL and H_2S.
- If a sour gas release has been ignited, the licensee should continue to monitor response zones for H_2S from incomplete combustion, as well as SO_2.
- The licensee is expected to provide monitored H_2S and SO_2 information on a regular basis throughout a sour gas emergency to the relevant government regulator, environmental agency, health authority, local authorities, and on request to the public.

HVP Product Release

- Air quality monitoring may occur downwind or upwind depending on how the plume is tracking, with priority being directed to the nearest un-evacuated residence or areas where people may be present.
- The licensee is expected to provide monitored HVP product LEL information on a regular basis throughout the emergency to the relevant government regulator, environmental agency, health authority, local authorities, and on request to the public.

Downgrading Level of Emergency

- The decision to downgrade an incident will be based on the air monitoring results.

Air Monitoring Log - Example

Form A5

Time	Location of Samples	H_2S (ppm)	LEL (%)	O_2 (%)	SO_2 (ppm)	Other	Temp (°C)	Wind Conditions *		Comments
								From	Speed (km/hr)	
19:06	*12-05-13-16 W5M*	*5*	*4*		*10*		*19*	*NW*	*12*	*Picked up 5 ppm reading upon entering lease access. Contacted control room at plant.*
19:15	*12-05-13-16 W5M*	*6*	*7*		*12*		*18*	*NW*	*11*	*H_2S reading increased 1 ppm at the access point.*
19:25	*12-05-13-16 W5M*	*6*	*7*		*12*		*17*	*NW*	*11*	*No change in readings. Wind and temperature is down.*

** Estimate meteorological conditions where accurate readings are not available.*

1. Choosing a Position

1. Using your map and the current wind conditions, travel downwind, with priority being directed to the nearest un-evacuated residence or area where people may be present.
2. Confirm the location with the **Public Safety Group Supervisor** and make sure you have a safe route to the assigned location that does not cross the hazardous area.

2. Record Information

Record information on the following forms located within this Section:

- ❑ Air Monitoring Log Form A5
- ❑ ICS 214 Activity Log Form ICS 214

Reporting and Contacts

Air Monitors report to the **Public Safety Group Supervisor**.

Name:

Phone Number:

Reception Centre

Location:

Phone Number:

Wind Direction:

Revised February 2023

A5 AIR MONITORING LOG

Date: _____ Responder Name: _____

Page _____ of _____ Responder Position: _____

Time	Location of Samples	H_2S (ppm)	LEL (%)	O_2 (%)	SO_2 (ppm)	Other	Temp (°C/F)	Wind Conditions *		Comments
								From	Speed (kph/mph)	

**Estimate meteorological conditions where accurate readings are not available.*

ICS 214 Activity Log

Incident Name:	
Date / Time Initiated:	
Prepared by:	Position / Title:

Personnel Assigned

Name	ICS Position	Location

Activity Log

Time	Actions

Reception Centre Rep

Overview

In the event of an emergency in which residents need to be evacuated, a Reception Centre must be established to receive and register the evacuees. A **Reception Centre Representative** is assigned to manage / coordinate activities at the Reception Centre. The **Reception Centre Representative** continuously updates the **Public Safety Group Supervisor** with a list of those who have, and have not, checked in at the Reception Centre.

Reception Centre Rep Roles

- ❑ Confirm Reception Centre is available for use.
- ❑ Establish Reception Centre.
- ❑ Confirm communication links.
- ❑ Receive evacuees and maintain a Reception Centre Registration Log. (Form B1)
- ❑ Arrange for food and accommodations for the evacuees.
- ❑ Provide evacuees with a place to request counselling services, if required.
- ❑ Record and follow up on all evacuees who choose to make their own accommodation arrangements.
- ❑ Arrange for temporary care of livestock (if possible) and the security of evacuated property. (Form B2)
- ❑ Establish and oversee compensation administration activities at the reception centre.
- ❑ Reimburse evacuees for their immediate out-of-pocket expenses and log details on a Resident Compensation Log.
- ❑ Where possible, provide evacuees with information regarding their property, livestock, and the incident.
- ❑ Forward all media and incident inquiries to the **Information Officer**.
- ❑ Report all names of evacuees who have registered at the Reception Centre to the **Public Safety Group Supervisor**. (Form C2)
- ❑ Document activities using the ICS 214 Activity Log.
- ❑ Assist with post-incident activities. (Form ICS 214)
- ❑ Confirm information to be released to public with the **Information Officer.**
- ❑ Address resident concerns and forward them to the **Public Safety Group Supervisor**.

1. Choosing a Reception Centre

- ❑ Reception Centres are usually located in schools, hotels / motels, or community halls.
- ❑ It may be useful to coordinate the location of the Reception Centre with the local authority (city, town, county, M.D., etc.).
- ❑ See Area Overview Information in the Site Specific ERP for pre-identified Reception Centres in your area.

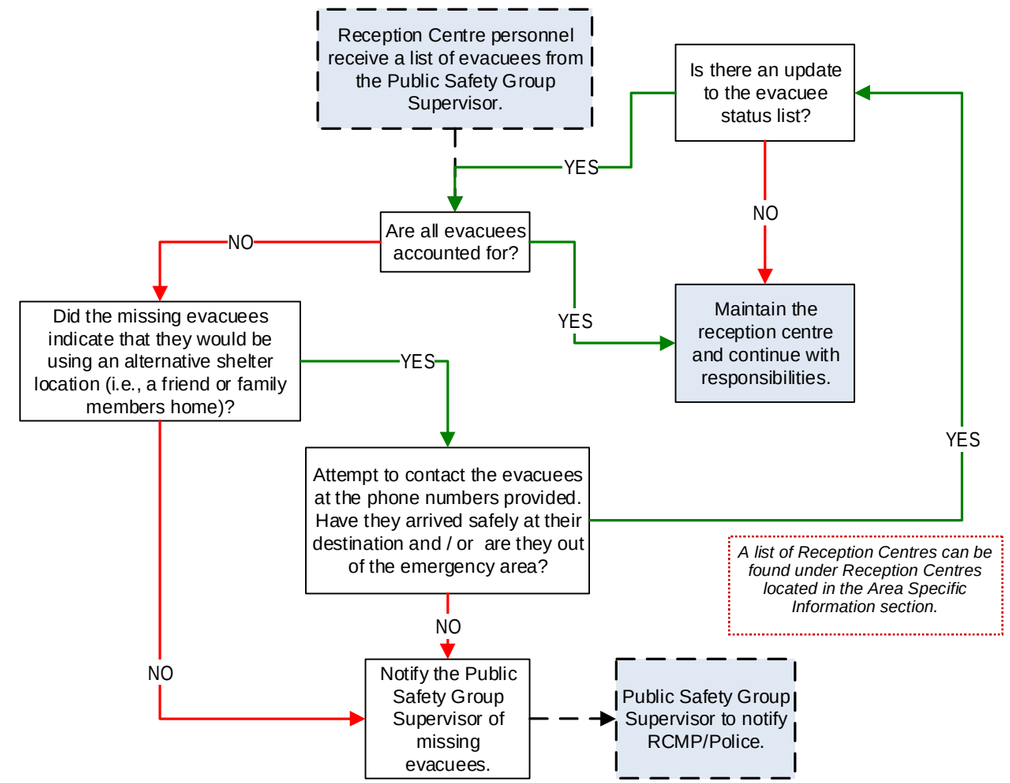
A Reception Centre should:

- ❑ Have a conference room of some type where a large number of people can gather.
- ❑ Have conferencing services including fax machine, internet access, and phone access.
- ❑ Be large enough to house all of the evacuees.
- ❑ Be outside of the hazard area.
- ❑ Allow residents to evacuate to the Reception Centre without travelling through the hazard area.
- ❑ Allow pets.

Tips

- ❑ Ensure you have enough staff to handle the needs of all of the evacuees.
- ❑ Allow evacuees to vent their emotions.
- ❑ Do not make any promises that cannot be kept.
- ❑ Attempt to reunite families as quickly as possible.
- ❑ Document the details of anyone who may have trouble coping with the incident so that they can be given proper psychological support.
- ❑ Monitor whether residents that have been contacted by the **Telephoners**, **Rovers**, and **Roadblock** personnel have checked in at the Reception Centre.

2. Reception Centre Feedback Loop



Reception Centre Registration Log - Example (Form B1)

Resident ID	Name (List all names in party) First	Name (List all names in party) Last	# of Occupants	Number Arrived	Arrival Time	Depart Time	Destination Phon # (Where they can be reached)	Comments
G124-A	*John*	*Doe*	*2*	*2*	*19:06*	*19:21*	*555-555-5555*	*John and his wife arrived safetly then left to stay at a friend's house in Red Deer.*
H131-B	*Jane*	*Doe*	*3*	*3*	*19:12*	*19:28*	*555-555-5555*	*Jane and her 2 children arrived safely then left to stay with her mother in Bentley.*
F122-A	*James*	*Doe*	*5*	*3*	*19:20*		*555-555-5555*	*James, his wife and 1 child arrived safely. The other two children are away on a school trip. They will stay at the reception centre for the night.*

Media Statement

If you are approached by media, all communications with the media are handled by our communications department.

1. politely decline to answer
2. instruct them to contact our media line at media@keyera.com or 1-855-797-0036

Note: See Section 3: Communication & Media for more information on media.

3. Record Information

Record information on the following forms located in the Forms Section:

- ❑ Reception Centre Registration Log
- ❑ Resident Compensation Log
- ❑ ICS 214 Activity Log
- ❑ Media Contact Log

(Form ICS 214) (Form B1) (Form B2) (Form C2)

Reporting and Contacts

Air Monitors report to the **Public Safety Group Supervisor**.

Name:_____

Phone Number: _____

Reception Centre

Location:_____

Phone Number: _____

Wind Direction: _____

Revised February 2024

B1 Reception Centre Registration Log

Date: _____ Responder Name: _____

Page _____ of _____ Responder Position: _____ Responders Phone No.: _____

Resident id	Name (list all names in party)		# Of Occupants	Number arrived	Arrival time	Depart time	Destination phone # (where they can be reached)	Comments
	First	Last						

B2 Resident Compensation Log

Resident's Name:	Home Address:	Home Telephone #:	Location of Land (LSD):
		Business Telephone #:	
Number of Residents Evacuated:	Evacuated to:	Telephone # While Evacuated:	

No.	Date	Location	Trans.	Accom.	Meals	Phone	Sundry	Total	Details of Expense
		Total Reported Expenses							

Approved By: _____ Date: _____

ICS 214 Activity Log

Incident Name:	
Date / Time Initiated:	
Prepared by:	Position / Title:

Personnel Assigned

Name	ICS Position	Location

Activity Log

Time	Actions

Roadblocks

Overview

In the event of an emergency, roadblock locations and road detours will be established. The company will initially establish and maintain roadblocks until relieved by highway maintenance contractors or the RCMP/Police. **Roadblock** personnel will be assigned in teams of two, one member to stop approaching traffic, the other will record the information gathered and relay to The Public Safety Group Supervisor. The **Public Safety Group Supervisor** must be continuously updated by **Roadblock** personnel so that all vehicles entering and exiting the EPZ are accounted for.

Roadblock Personnel Roles

- ❑ In conjunction with the **Public Safety Group Supervisor,** determine the need for and location of roadblocks.
- ❑ Pickup and check roadblock kits.
- ❑ Proceed to roadblock locations.
- ❑ Determine driving directions to assigned roadblock location that does not have you pass through the hazard area.
- ❑ Confirm communication links and establish communication interval times.
- ❑ Establish roadblocks to secure the EPZ.
- ❑ Follow the scripts and procedures in the ERP.
- ❑ Knowledge and ability to communicate safest route away from hazard. (Form A5)
- ❑ Monitor area for H_2S and / or LEL with personal monitors and document readings on the Air Monitoring Log.
- ❑ Report all reading changes / increases to the **Public Safety Group Supervisor.**
- ❑ For your own safety, ensure the **Public Safety Group Supervisor** is notified immediately if readings are approaching 10% LEL and / or 10 ppm H_2S.
- ❑ Move location of roadblock immediately if readings are approaching 10% LEL and / or 10 ppm H_2S. (Form B4)
- ❑ Record all incoming and outgoing traffic, personnel, and equipment on the Roadblock Log.
- ❑ Forward information given to you by people passing through your location to the **Public Safety Group Supervisor**. (Form ICS 214)
- ❑ Document activities using the ICS 214 Activity Log.
- ❑ Report any person that insists on going through the roadblock into the hazard area as well as any suspicious activity to the **Public Safety Group Supervisor**.
- ❑ Maintain communication with the **Public Safety Group Supervisor**.
- ❑ Maintain roadblock locations. Do not leave until requested to do so by the **Public Safety Group Supervisor** or until relieved by other **Roadblock** personnel.
- ❑ Assist with post-incident activities.

Roadblock Kit Contents

Roadblock kit contents:

- ❑ Communication - Cellphone & Radio
- ❑ Site Specific Maps & forms (ICS214, R&R Roadblock Checklist, A5, B3 & B4)
- ❑ Flashlight and batteries
- ❑ High visibility / reflective vests
- ❑ Orange traffic cones / reflectors
- ❑ Pens and / or pencils
- ❑ Personal Air Monitoring Device (H_2S, CO, O_2, LEL)
- ❑ Portable rotating emergency light
- ❑ Hand-held stop sign with reflective tape
- ❑ Roadblock Kit bags x2
- ❑ Caution tape

Tips

- ❑ When talking to motorists at the roadblock, ONLY provide them with the information as directed by the **Public Safety Group Supervisor**.
- ❑ Ask for identification prior to granting access.
- ❑ You do not have the legal authority to restrict access to the area without an order from the relevant authority. Report any person who chooses to proceed, without permission, through the roadblock.
- ❑ Check with the motorists and ensure all members of their residence are accounted for and documented on the Resident Contact Log. Report any resident that is left behind in the EPZ. (Form B3)
- ❑ The roadblock should be setup to allow optimal visibility and sufficient distance for traffic to come to a safe and complete stop.
- ❑ **Roadblock** personnel should be highly visible on the side of the road and have an escape route in case of an emergency.
- ❑ DO NOT leave your position until you are directed to do so.

1. Choosing a Roadblock

Roadblocks should be established:

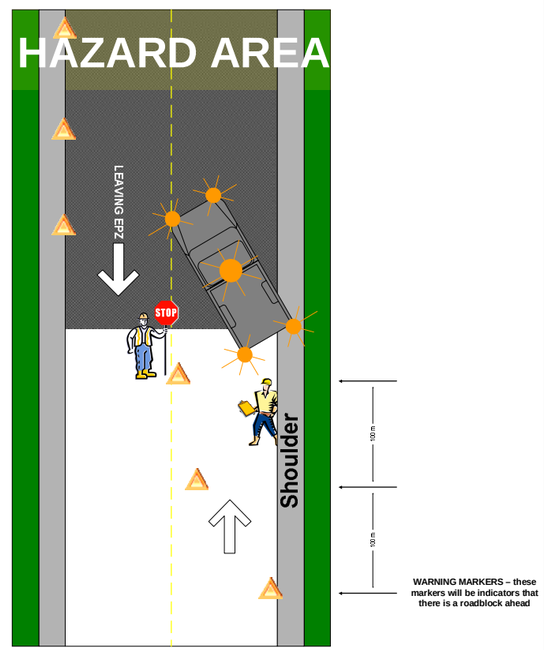
- ❑ Approximately where the EPZ intersects any highways / roads.
- ❑ Outside of the hazard area.
- ❑ At a conspicuous location where the **Roadblock** personnel will be visible to approaching traffic, providing them with enough time to safely stop.
- ❑ At a location where traffic can easily turn around or detour (consider the potential for larger vehicles such as buses, semi-trailers, drilling rigs, etc.).
- ❑ Where possible at natural roadblock locations (e.g., gates, bridges, junctions, etc).

2. Before Departure

- ❑ Make sure your vehicle is equipped and suitable for the travel conditions.
- ❑ Check roadblock kit to confirm all items are present (see sample of roadblock kit contents to left).
- ❑ Confirm that your handheld monitor for H_2S and / or LEL is functioning properly.
- ❑ Check all communications devices.
- ❑ Check that the red signaling baton flashlight is working and has spare batteries.
- ❑ Confirm that you have enough copies of the Roadblock Log form.
- ❑ Confirm the location of the roadblock with the **Public Safety Group Supervisor** and make sure you have a safe route to the assigned location that does not cross the hazardous area.

3. Setting up a Roadblock

- ❑ Park vehicle as illustrated, activating four way flashers and roof mounted rotating beacon.
- ❑ Put on reflective vests.
- ❑ Take a reading with your handheld monitor for H_2S and / or LEL; ensuring your roadblock is not too close to the edge of the EPZ. Record readings on the Air Monitoring Log. (Form A5)
- ❑ Notify the **Public Safety Group Supervisor** once your roadblock is set up.
- ❑ Continue to monitor and record H_2S and / or LEL levels at scheduled intervals. Report to the **Public Safety Group Supervisor** at scheduled intervals.
- ❑ Maintain roadblock until the emergency is over and the "all clear" message is given or until relieved by other **Roadblock** personnel.



Reporting and Contacts

Roadblock personnel report to the **Public Safety Group Supervisor**.

Name:_____

Phone Number:_____

Reception Centre

Location:_____

Phone Number:_____

Wind Direction:_____

To give motorists time to prepare to come to a stop, it is recommended that the **Roadblock** personnel set up all available collapsible reflective triangles 100 metres apart, at a minimum distance of 200 metres before the roadblock.

Roadblock personnel cannot force an evacuation or restrict access to the area unless proper authority has been granted. The authority for forced evacuation is gained only through the declaration of a State of Local Emergency by the local authority.

When establishing a roadblock consider:

- ❑ Visibility
- ❑ Distance
- ❑ Bends in the road
- ❑ Level of the ground

Remember to:

- ❑ Remain calm
- ❑ Be courteous
- ❑ Record names
- ❑ Notify the **Public Safety Group Supervisor**

4. How to Stop Traffic

1. Hold the reflective stop / slow paddle erect and away from your body. Never wave the sign.
2. Look directly at the approaching driver.
3. Raise your free arm with the palm of your hand exposed to the driver.
4. Bring the vehicle to a full stop.
5. After the first vehicle has stopped, move to a spot (near the centre line of the roadway) where you can be seen by other approaching vehicles.

Because visibility is reduced at night, it is important that you use utmost care when stopping traffic through a roadblock area, and that you protect yourself from injury by:

- ❑ Standing in a safe position on the shoulder of the road.
- ❑ Waving the red signaling baton flashlight back and forth.

Note: The red signaling baton flashlight should only be used in place of the reflective stop / slow paddle at night or in conditions of low / poor visibility.

5a. Roadblock Script

"I am here protecting the Public, due to safety concerns, there is restricted access beyond this point. For your own safety, I must ask that you not proceed. Thank you for your patience."

Note:

- *Record driver's name, vehicle make, colour, etc. and at least the license plate number of all vehicles approaching your roadblock; also make a note of the time and of the direction the vehicle took when leaving (e.g., east, south, west, north) on your log sheet.*
- *Remember you have no legal position to restrict access to the general public. You are there to protect and notify – to protect the health and safety of the people by notifying them of the danger and secondly to protect the property of the residents who have evacuated the area.*
- *Should someone continue into the restricted area, regardless of your warning about personal safety, then use the 2-way radio or cell phone to notify the **Public Safety Group Supervisor** and the matter shall be immediately turned over to the Police.*

5b. Media Statement

If you are approached by media, all communications with the media are handled by our communications department.

1. politely decline to answer
2. instruct them to contact our media line at media@keyera.com or 1-855-797-0036

Contact the **Public Safety Group Supervisor** if a media representative arrives at your roadblock.

NEVER offer your opinion of what is happening at the location to a media person or stranger. This can be interpreted as the company's position. **DO NOT** give statements, other than the above contact information to the MEDIA. Refer them to the Media Line.

Be courteous but firm.
If the questioning persists, just keep politely repeating word for word the statement above.

6. Record Information

Record information on the following forms located in the Forms section:

- ❑ Roadblock Log
- ❑ Resident Contact Log
- ❑ Air Monitoring Log
- ❑ ICS 214 Activity Log

(Form ICS 214) (Form A5) (Form B3) (Form B4)

Possible Scenarios for Roadblock Personnel:

- Motorist obeys request and drives away from the EPZ.
- Motorist is leaving the EPZ and agrees not to return until further notice.
- Emergency responders (service companies, fire, ambulance, etc.) are entering the EPZ to help respond to the incident.
- Motorist disobeys request to leave the area and enters the EPZ.

In all cases, notify the **Public Safety Group Supervisor** and log all information.

Revised February 2024

B3 Resident Contact Log

Date: _____ Responder Name: _____

Page _____ of _____ Responder Position: _____ Responders Phone No.: _____

Time	Resident name	Resident ID	Shelter / Evacuate	Number of people		Assistance or transportation required?	Comments
				Inside	Outside		
			❍ Shelter ❍ Evacuate			❍ Yes ❍ No	
			❍ Shelter ❍ Evacuate			❍ Yes ❍ No	
			❍ Shelter ❍ Evacuate			❍ Yes ❍ No	
			❍ Shelter ❍ Evacuate			❍ Yes ❍ No	
			❍ Shelter ❍ Evacuate			❍ Yes ❍ No	
			❍ Shelter ❍ Evacuate			❍ Yes ❍ No	
			❍ Shelter ❍ Evacuate			❍ Yes ❍ No	
			❍ Shelter ❍ Evacuate			❍ Yes ❍ No	
			❍ Shelter ❍ Evacuate			❍ Yes ❍ No	
			❍ Shelter ❍ Evacuate			❍ Yes ❍ No	
			❍ Shelter ❍ Evacuate			❍ Yes ❍ No	
			❍ Shelter ❍ Evacuate			❍ Yes ❍ No	

B4 Roadblock Log

Date: _____ Responder Name: _____

Page _____ of _____ Responder Position: _____ Responders Phone No.: _____

Vehicle type	License plate # and province / state	Name of driver (if available)	# of people in vehicle	Time entering zone	Time Exiting zone	Comments (record all vehicles turned away)

ICS 214 Activity Log

Incident Name:	
Date / Time Initiated:	
Prepared by:	Position / Title:

Personnel Assigned

Name	ICS Position	Location

Activity Log

Time	Actions

Overview

Rovers are responsible for patrolling the Emergency Planning Zone to locate and notify residents, businesses, industrial operators, transients (i.e. hunters, trappers, recreational users, non-resident landowners), and the general public. This may be completed via truck, ATV, boat, helicopter, etc.
The **Public Safety Group Supervisor** must be continuously updated by the **Rovers** so that unsuccessful attempts to evacuate residents, transients, etc. can be followed up on immediately.

Rover Personnel Roles

- ❑ Confirm resident contact lists are available.
- ❑ Confirm communication links.
- ❑ Know safe routes in and out of the EPZ.
- ❑ Search for residents and transients in the Emergency Planning and Response Zones.
- ❑ Check all buildings including barns, shops, sheds, etc.
- ❑ Assist, as required, with the notification, evacuation or sheltering of persons within the Emergency Planning Zone. Record all contact with residents using the Resident Contact Log. (Form B3)
- ❑ Post Evacuation Notices for residents that are not at their residence. (Form B5)
- ❑ Follow the scripts and procedures in the ERP.
- ❑ Monitor area for H_2S and / or LEL with personal monitors and document readings on the Air Monitoring Log. (Form A5)
- ❑ Report all reading changes / increases to the **Public Safety Group Supervisor.**
- ❑ For your own safety, ensure the **Public Safety Group Supervisor** is notified immediately if readings are approaching the following levels: 10% LEL and / or 10 ppm H_2S.
- ❑ Report any suspicious behaviour to the **Public Safety Group Supervisor** who will notify the police as required.
- ❑ Document all activities using the ICS 214 Activity Log. (Form ICS 214)
- ❑ Maintain communication with the **Public Safety Group Supervisor**.
- ❑ Assist with post-incident activities.

Media Statement

If you are approached by media, all communications with the media are handled by our communications department.

1. politely decline to answer
2. instruct them to contact our media line at media@keyera.com or 1-855-797-0036

Contact the **Public Safety Group Supervisor** if a media representative arrives at your roadblock.

NEVER offer your opinion of what is happening at the location to a media person or stranger. This can be interpreted as the company's position. **DO NOT** give statements, other than the above contact information to the MEDIA. Refer them to the Media Line.

Be courteous but firm.
If the questioning persists, just keep politely repeating word for word the statement above.

Reporting and Contacts

Rovers report to the **Public Safety Group Supervisor**.

Name: _____

Phone Number: _____

Reception Centre:

Location: _____

Phone Number: _____

Wind Direction: _____

Evacuation Notice - Example

Form B5

DATE: _____
TIME: _____

EVACUATION NOTICE

Keyera has an emergency at its nearby location.

As a safety precaution, please leave the area in a (north / east / south / west) direction and proceed to the Reception Centre located at

_____.

Keyera representatives will be available at the Reception Centre to address your questions or concerns.

For assistance, call Keyera at

_____.

Thank you

Tips

Remember to:
- ❑ Remain calm
- ❑ Be courteous
- ❑ Document all actions and comments
- ❑ Notify the **Public Safety Group Supervisor**

Remember to use a handheld H_2S and / or LEL monitor to continually test the atmosphere.
Report all H_2S and / or LEL reading changes / increases to the **Public Safety Group Supervisor**.

Response personnel cannot force an evacuation or restrict access to the area unless proper authority has been granted. The authority for forced evacuation is gained only through the declaration of a State of Local Emergency by the local authority.

1. Before Departure

- ❑ Protect yourself
- ❑ Ensure you are equipped with all necessary equipment:
  - ❑ SCBA
  - ❑ Gas monitors
  - ❑ Mobile communications or other form of communication
  - ❑ Forms
  - ❑ Vehicle (4x4) with full tank of fuel
  - ❑ Map
- ❑ Confirm that your handheld monitor for H_2S and / or LEL is functioning properly.
- ❑ Confirm that you have enough copies of the Evacuation Notice.
- ❑ Confirm your assignments with the **Public Safety Group Supervisor** and make sure you have a safe route to the assigned location that does not cross the hazardous area.

2. Notifying Residents / Transients

The **Public Safety Group Supervisor** may request you to patrol the Emergency Planning and Response Zones in search of transients (people passing through the area) and / or residents that couldn't be reached by phone. Make contact with residents / transients and after providing an explanation record their names, contact information, purpose for being in the area (travelling through, live in the area, etc.), current condition, timing of your arrival, and whether or not they require evacuation assistance.

"Hi, I am *[Insert Name]* representing *Keyera*. The company is presently experiencing control problems at a nearby location. The situation is serious enough that we are evacuating the public in the area. For your own safety I must ask you to leave the area immediately and check in with a company representative at the Reception Centre. Representatives at the Reception Centre will address any questions you may have and will make arrangements for your temporary accommodations."

- ❑ Ask if they will require evacuation assistance and arrange additional transportation assistance if necessary.
- ❑ Make sure they are all accounted for.
- ❑ Ensure they gather any supplies they will need for the next 24 hours (medicines, baby food, diapers, etc.).
- ❑ If they are able to transport themselves to the Reception Centre provide them with directions that will keep them away from the hazard.
- ❑ Ask them if they have any questions.
- ❑ Provide them with your name and contact information in case they need assistance later.
- ❑ Report to the **Public Safety Group Supervisor**.

3. Requested Evacuation Assistance

The **Public Safety Group Supervisor** may request you to provide evacuation assistance for residents that have requested it. Ensure you obtain the number of residents requiring assistance, resident's names, location (legal and address), and the reason evacuation assistance is required (medical issue, children home alone, etc). A **Telephoner** should have already contacted and explained the situation to the residents; however, it is a good idea to confirm with the **Public Safety Group Supervisor** that they know you are coming to assist them. If they have not already been informed, contact the resident to tell them you are on your way and provide an estimated time of arrival.

"Hi, I am *[Insert Name]* representing *Keyera*. I am here to help you evacuate out of the hazard area and make sure you arrive safely at the Reception Centre. A company representative at the Reception Centre will address any questions you may have and will make arrangements for your temporary accommodations."

- ❑ Try not to scare them. They are aware you might be coming but don't know what to expect.
- ❑ Make sure they are all accounted for.
- ❑ Ensure they gather any supplies they will need for the next 24 hours (medicines, baby food, diapers, etc.)
- ❑ Ask them if they have any questions.
- ❑ Once you are satisfied that all personnel from the residence are accounted for, deliver them to the Reception Centre.
- ❑ On the way to the Reception Centre, notify the **Public Safety Group Supervisor** of your progress and estimated time of arrival at the Reception Centre.
- ❑ Ensure that the residents check in at the Reception Centre with the **Reception Centre Representative** before you leave for your next assignment.

4. Record Information

Record information on the following forms located in the Forms section:
- ❑ Resident Contact Log
- ❑ Air Monitoring Log
- ❑ ICS 214 Activity Log
- ❑ Evacuation Notice

Form ICS 214 | Form A5 | Form B3 | Form B5

Rovers

Revised February 2024

B3 Resident Contact Log

Date: ____________________ Responder Name: ____________________

Page ____ of ____ Responder Position: ____________________ Responders Phone No.: ____________________

Time	Resident name	Resident ID	Shelter / Evacuate	Number of people: Inside	Number of people: Outside	Assistance or transportation required?	Comments
			○ Shelter ○ Evacuate			○ Yes ○ No	
			○ Shelter ○ Evacuate			○ Yes ○ No	
			○ Shelter ○ Evacuate			○ Yes ○ No	
			○ Shelter ○ Evacuate			○ Yes ○ No	
			○ Shelter ○ Evacuate			○ Yes ○ No	
			○ Shelter ○ Evacuate			○ Yes ○ No	
			○ Shelter ○ Evacuate			○ Yes ○ No	
			○ Shelter ○ Evacuate			○ Yes ○ No	
			○ Shelter ○ Evacuate			○ Yes ○ No	
			○ Shelter ○ Evacuate			○ Yes ○ No	
			○ Shelter ○ Evacuate			○ Yes ○ No	
			○ Shelter ○ Evacuate			○ Yes ○ No	

ICS 214 Activity Log

Incident Name:	
Date / Time Initiated:	
Prepared by:	Position / Title:

Personnel Assigned

Name	ICS Position	Location

Activity Log

Time	Actions

Telephoners

Overview

In the event of an emergency in which residents and area users need to be sheltered and / or evacuated, a team of **Telephoners** will be established to contact people in the area and provide instructions to ensure their safety. The **Public Safety Group Supervisor** must be continuously updated with the **Telephoners** progress so that unsuccessful contact attempts and requests for evacuation assistance can be followed up on immediately.

Telephone Personnel Roles

- ❑ Confirm resident contact lists are available.
- ❑ Confirm communication links.
- ❑ In conjunction with the **Public Safety Group Supervisor**, determine who needs to be notified (residents, businesses, area users, etc.). Form B6
- ❑ Review with the **Public Safety Group Supervisor** the telephoner scripts to be used: Early Notification / Voluntary Evacuation Message, Shelter-in-Place Phone Message, Evacuation Phone Message. Form B7
- ❑ Contact special needs residents at a Level 1 / Tier 1 Emergency and provide them with the option to evacuate. Form B8
- ❑ Contact the other residents and area users in the EPZ and advise them to evacuate or shelter.
- ❑ Contact the schools / school buses to make arrangements for school age children (if applicable).
  - ❑ Advise that buses in the affected area leave immediately and that buses should not enter the area.
  - ❑ Request a school administrator for the reception centre to assist in managing the children and releasing them to their guardians.
- ❑ Document all resident interactions using the Resident Contact Log and report this information to the **Public Safety Group Supervisor**. Immediately advise the **Public Safety Group Supervisor** about unsuccessful contacts and any residents requiring assistance. Form B3
- ❑ Document all activities using the ICS 214 Individual Activity Log. Form ICS 214
- ❑ Assist with post-incident activities.

Shelter-In-Place Instructions

Form B7

- ❑ Immediately gather everyone indoors and stay there. Do not leave even if you see people outside.
- ❑ Close and lock all outside doors and windows. Tape gaps around doors and windows. Leave all inside doors open.
- ❑ Turn off appliances or equipment that blows out indoor air or sucks in outside air.
- ❑ Turn down furnace thermostats to the minimum setting and turn off air conditioners.
- ❑ Extinguish all potential sources of ignition (do not smoke or attempt to start your vehicle).
- ❑ Stay off of the phone so that you can be contacted by emergency personnel.
- ❑ Stay tuned to local radio and television for possible updates.

Note: For the full Shelter-In-Place instructions see page 2 of the Shelter-In-Place Telephoner Text form located in the FORMS SECTION.

1. Who to Contact

- ❑ Residents
- ❑ Schools / School Bus Transportation
- ❑ Businesses
- ❑ Public Facilities
- ❑ Recreation Areas
- ❑ Urban Centres (contact local authority to coordinate)
- ❑ Area Users (other oil and gas operators, rail, logging, etc.)
- ❑ Trappers
- ❑ Guides / Outfitters
- ❑ Grazing Lease / Allotment Holders

Priority is given to:

- ❑ Those closest to the hazard
- ❑ Those downwind of the hazard
- ❑ Those with sensitivity issues (health issues, require assistance, etc.)

Tips

- ❑ Ensure you have enough personnel to quickly and efficiently shelter / evacuate the required residents / area users.
- ❑ A general guideline is to have one **Telephoner** for every seven residences that need to be contacted and one **Telephoners Leader** for every ten **Telephoners**.
- ❑ Special needs residents should be contacted at a Level 1 / Tier 1 Emergency and given the option to evacuate.

Response personnel cannot force an evacuation or restrict access to the area unless proper authority has been granted. The authority for forced evacuation is gained only through the declaration of a Local State of Emergency by the local authority.

2a. Shelter-In-Place Phone Message

Hello, this is _____ *(your name)* _____ of _____ *(company name)* _____.

Is this the _____ *(name)* _____ residence at _____ *(telephone number)* _____?

_____ *(company name)* _____ is responding to a (*potential*) emergency at _____ *(location)* _____ in your area.

For your safety, it is extremely important that you, and those with you, stay indoors until the potential hazard no longer exists, or you are advised to evacuate.

To help us understand your immediate needs, we need to know:

How many people are at your location now?

Adults _____

Children _____

Is there anyone in your household that you cannot contact to inform them of the situation and advise them to get in doors or stay out of the area?

☐ Yes ☐ No

IF YES *Whom?* _____

Location of the person(s) _____

We will send someone to find them as soon as possible.

Do you have children in school at this time?

☐ Yes ☐ No

IF YES *What school?* _____

Children's names _____

We will contact the school to ensure the safety of your children. Buses will be directed to leave the area immediately. If school is in session, your children will be redirected to the reception centre by their regular bus driver when the school day is over.

Do you have the "Shelter-in-Place" instructions previously provided to you by _____ *(company name)* _____**?**

☐ Yes ☐ No

IF YES Please follow the Shelter-in-Place instructions located inside the resident pamphlet.

IF NO *Verbally walk the resident through the Shelter-in-Place instructions on the next page.*

Do you understand what I have told you?

Is there an alternate number we can contact you at? _____

If you have any urgent questions, please contact _____ *(company name)* _____ **at** _____ *(telephone number)* _____.

Thank you for your cooperation.

(Pass on all information regarding this call to the Public Safety Group Supervisor immediately)

Note: Refer to Shelter-in-Place instructions on page 2 of the Shelter-in-Place Phone Message located in the Forms Section

2b. Evacuation Phone Message

Hello, this is _____ *(your name)* _____ of _____ *(company name)* _____.

Is this the _____ *(name)* _____ residence at _____ *(telephone number)* _____?

_____ *(company name)* _____ is responding to a *(potential)* emergency at _____ *(location)* _____ in your area.

For your safety, it is extremely important that you and your family leave your residence immediately and travel in a *north / east / south / west* direction to our reception centre located at:

_____

To help us understand your immediate needs, we need to know:

How many people are at your location now?

Adults _____

Children _____

Is there anyone in your household that you cannot contact to inform them of the situation and advise them to evacuate away from the area?

☐ Yes ☐ No

IF YES *Whom?* _____

Location of the person(s) _____

We will send someone to find them as soon as possible.

Do you have children in school at this time?

☐ Yes ☐ No

IF YES *What school?* _____

Children's names _____

We will contact the school to ensure the safety of your children. Buses will be directed to leave the area immediately. If school is in session, your children will be redirected to the reception centre by their regular bus driver when the school day is over.

Do you require evacuation / transportation assistance?

☐ Yes ☐ No

IF YES We are sending someone to assist you. Please stay indoors and close all doors and windows until a Rover or the local police arrive to evacuate you.

IF NO *Provide the resident with:*

- *☐ Directions to safely travel to the reception centre*
- *☐ A list of items to bring with them to the reception centre (medications, cell phone, etc.)*
- *☐ An idea of how long they may be expected to stay at the reception centre*
- *☐ The option to bring their house pets to the reception centre*

Please contact _____ *(company name)* _____ if you are unable to make it to the reception centre for any reason. Please keep your phone line free so that we can contact you if necessary.

Is there an alternate number we can contact you at? _____

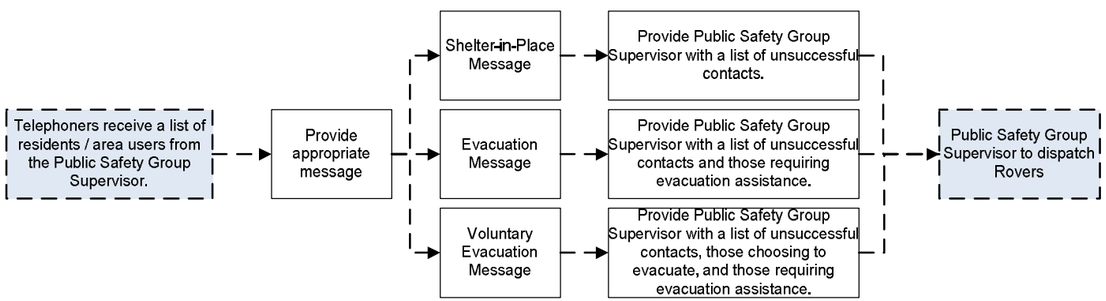
A company representative at the reception centre will address any questions you may have and will make arrangements for your temporary accommodations. Do you understand everything I have told you? Are you leaving immediately?

If you have any urgent questions, please contact _____ *(company name)* _____ **at** _____ *(telephone number)* _____.

Thank you for your cooperation.

(Pass on all information regarding this call to the Public Safety Group Supervisor immediately)

Telephoner Communication Flow



3. Record Information

Record information on the following forms located in the Forms section:

- ❑ Resident Contact Log
- ❑ ICS 214 Individual Activity Log
- ❑ Voluntary Evac Message
- ❑ Shelter-in-Place Message
- ❑ Evacuation Message

Form ICS 214 | Form B3 | Form B6 | Form B7 | Form B8

Reporting and Contacts

Telephoners report to the **Public Safety Group Supervisor**.

Name: _____

Phone Number: _____

Reception Centre Location: _____

Phone Number: _____

Wind Direction: _____

Revised March 2019

B3 Resident Contact Log

Date: _____ Responder Name: _____

Page _____ of _____ Responder Position: _____ Responders Phone No.: _____

Time	Resident name	Resident ID	Shelter / Evacuate	Number of people		Assistance or transportation required?	Comments
				Inside	Outside		
			❍ Shelter ❍ Evacuate			❍ Yes ❍ No	
			❍ Shelter ❍ Evacuate			❍ Yes ❍ No	
			❍ Shelter ❍ Evacuate			❍ Yes ❍ No	
			❍ Shelter ❍ Evacuate			❍ Yes ❍ No	
			❍ Shelter ❍ Evacuate			❍ Yes ❍ No	
			❍ Shelter ❍ Evacuate			❍ Yes ❍ No	
			❍ Shelter ❍ Evacuate			❍ Yes ❍ No	
			❍ Shelter ❍ Evacuate			❍ Yes ❍ No	
			❍ Shelter ❍ Evacuate			❍ Yes ❍ No	
			❍ Shelter ❍ Evacuate			❍ Yes ❍ No	
			❍ Shelter ❍ Evacuate			❍ Yes ❍ No	

B6 Early Notification / Voluntary Evacuation Phone Message

Before calling, determine a safe evacuation route for the residents to travel, away from the emergency hazard area, upwind if possible, towards the reception centre.

Hello, this is *(your name)* calling from *(company name)*. Is this the *(name of residence / business)* at *(telephone number)*?

(Company name) is responding to a *(potential)* emergency at *(location)* in your area.

You are in no danger at this time. All efforts are being made to resolve the problem and this phone call is only to inform you and provide you with an early notification.

To help us understand and your immediate needs we need to know:

How many people are at your location now? *(Adults)* _____ *(Children)* _____

Do you wish to leave your residence at this time?

IF YES Please travel in a a *north / east / south / west* direction to our reception centre located at:

_____

IF NO Please standby for further contact. Please do not use your telephone for outgoing calls as this may prevent us form contacting you with updated information or when the problem has been eliminated.

If you have urgent questions, please contact _____ *(company name)* **at** *(telephone number)*.

Thank you for your cooperation.

(Pass on all information regarding this call to the Public Safety Group Supervisor immediately)

ICS 214 Activity Log

Incident Name:

Date / Time Initiated:

Prepared by: | Position / Title:

Personnel Assigned

Name	ICS Position	Location

Activity Log

Time	Actions

Step 1 - Objectives Meeting

- Incident Commander conducts the meeting.
- Review the **ICS 201** form completed during the Initial Response phase and update the **ICS 201** form by evaluating the current incident status.
- Identify issues/problems to resolve using the Company Priorities: Life Safety, Incident Stabilization, Property & Environment Preservation .
- Develop **SMART** (Specific, Measurable, Attainable, Realistic, & Time-Sensitive) objectives to mitigate the identified problems.
- Prioritize the objectives using the **ICS 201** form.
- Complete the **ICS 201** form and identify initial staffing on the **ICS 207** form.
- Complete the Incident Action Plan.

Prepare for Tactics Meeting

- Develop draft strategies and tactics for each defined objective.
- Outline work assignments and develop an operations organization chart using the **ICS 207** form.
- Identify future tactical plans to optimize the Tactics Meeting.
- Begin to prepare a safety analysis once all hazards have been identified using **ICS 215A** form.

Step 2 - Tactics Meeting

- Operations Section Chief conducts the meeting.
- Review the incident status using the **ICS 201** form that was completed during the Objectives Meeting.
- Operations Section Chief proposes strategies and tactics.
- Evaluate and assign resources and personnel.
- Ensure that all strategies have associated tactics to ensure responder safety and complete the **ICS 215A** form.
- Complete the **ICS 215** form and update the **ICS 207** form started during the Objectives Meeting.

Prepare for Planning Meeting

- Review and update the **ICS 201** form.
- Confirm availability of resources and locations.
- Prepare all information for review at the Planning Meeting.
- Gather any additional incident documentation (i.e., maps and status boards).

Step 3 - Planning Meeting

- Planning Section Chief conducts the meeting.
- Review the incident status using the updated **ICS 201** form.
- Confirm the strategies and tactics assigned to achieve the defined objectives.
- Ensure that all assigned tactics can be performed safely and follow the defined safety analysis using the **ICS 215A** form.
- Incident Commander to give tentative approval of proposed plan and review with key response personnel.

Incident Action Plan Preparation and Approval

- Produce a coordinated and sustainable Incident Action Plan using ICS forms **201**, **207**, **215**, **215A**, and gather any additional incident documentation (i.e., maps and status boards).
- Receive final approval from the Incident Commander.
- Define work assignments and break the work into manageable units.
- If necessary, other documents may be included such as a Demobilization plan.

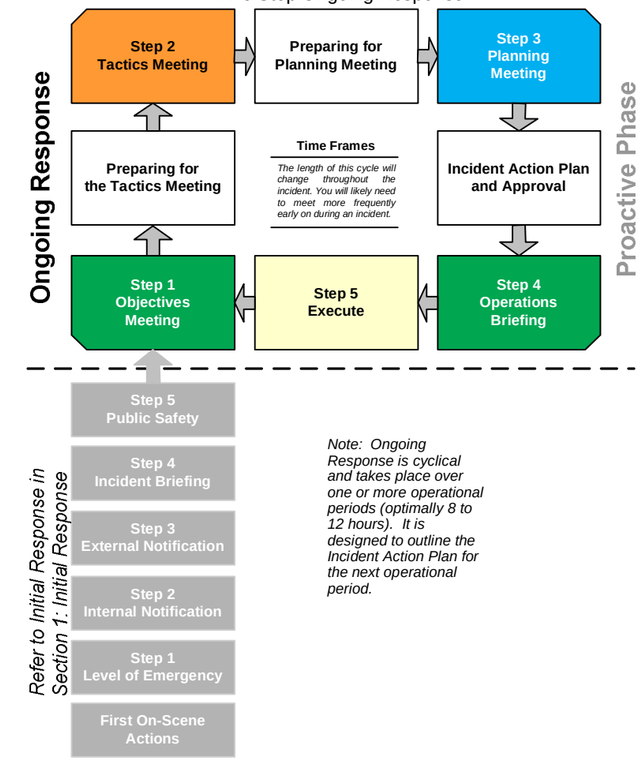
Step 4 - Operations Briefing

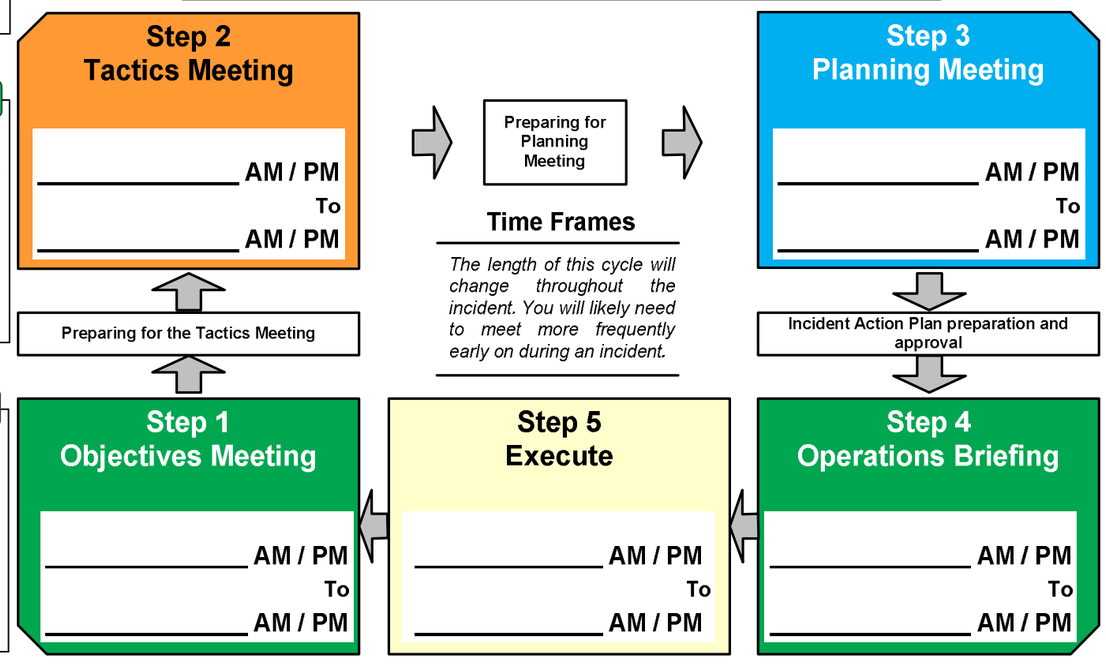
- Incident Commander conducts the meeting.
- Provide personnel with work assignments from the IAP.
- Operations Section Chief to brief the organization and provide clarification on all tactical assignments.
- Ensure that all responders know and understand the safety analysis, hazards, and controls.

Step 5 - Execute

- Perform work assignments according to assigned roles.
- Document all actions, decisions, and conversations.
- Constantly evaluate how well the plan is designed and being conducted.
- Adjust the plan and associated actions accordingly.
- Identify additional objectives for the upcoming operational period.
- Schedule next Objectives Meeting if applicable.

Five Step Ongoing Response





Five Step Ongoing Response Guide

KEYERA

Revised February 2026

Note: This document is to be used as a guide only. It is not meant to replace the use of the ERP and does not eliminate the need for ERP related training.

OBJECTIVES MEETING

Owner: Incident Commander	Date:	Time:

*****Roles below will attend only if designated and available*****

Attendees:	
☐ *Incident Commander:*	☐ *Planning Section Chief:*
☐ *Deputy Incident Commander:*	☐ *Logistics Section Chief:*
☐ *Operations Section Chief:*	☐ *Finance/Admin. Section Chief:*
☐ *Planning Section Chief:*	☐ *Safety Officer:*
☐ *Liaison Officer:*	☐ *Other:*
☐ *Information Officer:*	☐ *Other:*

Summary:

The objectives of this meeting are to:

- Have a completed **ICS 202** form agreed upon by all attendees (Command and General Staff).
- Establish objectives and priorities for the upcoming operational period.
- Begin an ICS 209 Incident Status Summary report.
- Begin identifying all required roles on the **ICS 207** form.
- Schedule and prepare for the Tactics Meeting.

Resources:	ICS 202, 207, 209 forms

Agenda Items:

- ☐ Status Update and review the **ICS 201** Incident Briefing form.
- ☐ Determine incident priorities. Reference the PPOST methodology.
- ☐ Establish an incident organization that is capable of meeting initial and long-term challenges required to mitigate the incident.
- ☐ Determine the incident response objectives and complete. They must be **SMART** (Specific, Measurable, Attainable, Realistic, & Time Sensitive).
- ☐ Identify initial staffing requirements and begin filling out the **ICS 207** Incident Organizational Chart.
- ☐ Identify and select incident support facilities.
- ☐ Review the incident objectives for the next operational period so your management team can begin work on the IAP.
- ☐ Document the incident status to relay to all responding personnel.

Key Points:

- **Ensure that the meeting is documented / recorded.** (Utilize the back side of this page.)
- Define the hours of work and operational period.
- Identify constraints and limitations.
- Clarify any staff roles and responsibilities.
- Determine expectations of the team for how all communications are to be made.
- Discuss and agree on process issues such as resource ordering, cost accounting, operations security, and sensitive information.
- Continue to develop tasks for Command and General Staff.
- Agree on division of command workload, such as press and agency briefings.

Notes:

TACTICS MEETING

Owner: Operations Section Chief	Date:	Time:

*****Roles below will attend only if designated and available*****

Attendees:	
☐ *Incident Commander:*	☐ *Planning Section Chief:*
☐ *Deputy Incident Commander:*	☐ *Logistics Section Chief:*
☐ *Operations Section Chief:*	☐ *Finance/Admin. Section Chief:*
☐ *Planning Section Chief:*	☐ *Safety Officer:*
☐ *Liaison Officer:*	☐ *Other:*
☐ *Information Officer:*	☐ *Other:*

Summary:

The objectives of this meeting are to:

- Define tactics, work assignments, and resources to meet actions identified during the Objectives Meeting.
- Have completed **ICS 215** and **215A** forms agreed upon by all attendees (Command and General Staff).
- Update the **ICS 207** Incident Organization Chart.
- Schedule and prepare for the Planning Meeting.

Resources:	ICS 215, and 215A

Agenda Items:

☐ Review incident objectives.

☐ Define tactics to complete objectives set out during the Objectives Meeting.

☐ Provide an operational update and identify tactics to deal with incident.

☐ Identify roles and responsibilities that have to be performed to implement tactics.

☐ Build on already established **ICS 207** Incident Organization Chart, check span-of-control, and match up with **ICS 215** assignments.

Complete the Operational Planning Worksheet, **ICS 215** (Utilize one form for every established objective).

- ☐ Identify work assignments
- ☐ Identify resources requirements to achieve each work assignment
- ☐ Identify overhead staffing needs to support each work assignment
- ☐ Identify specialized equipment and supply needs for each work assignment
- ☐ Specify reporting times and location for personnel

Complete the Incident Action Plan Safety Analysis, **ICS 215A**.

- ☐ Identify potential hazard types
- ☐ Identify mitigations for associated hazard types

☐ Identify support facilities and locations.

Key Points:

- **Ensure that the meeting is documented / recorded.** (Utilize the back side of this page.)
- Review planned actions against incident objectives and priorities.
- Utilize a map or chart to depict the operational areas, support facilities, and any key information.
- Discuss any applicable open action items.
- Consider contingencies and secondary options.

Notes:

PLANNING MEETING

Owner: Planning Section Chief	Date:	Time:

*****Roles below will attend only if designated and available*****

Attendees:	
☐ *Incident Commander:*	☐ *Planning Section Chief:*
☐ *Deputy Incident Commander:*	☐ *Logistics Section Chief:*
☐ *Operations Section Chief:*	☐ *Finance/Admin. Section Chief:*
☐ *Planning Section Chief:*	☐ *Safety Officer:*
☐ *Liaison Officer:*	☐ *Other:*
☐ *Information Officer:*	☐ *Other:*

Summary:

The objectives of this meeting are to:

- Finalize an Incident Action Plan with the necessary forms based on the objectives, tactics, and strategies outlined from the previous command meetings.
- Schedule and prepare for the Operations Briefing.

Resources:	All associated ICS forms

Agenda Items:

☐ Review Incident Action Plan forms (**ICS 207, 215**, and **215A**).

☐ Review Command's incident objectives, priorities, decisions, and direction.

☐ Provide briefing on current situation, resources at risk, weather forecast, and incident projections.

☐ Operations Section Chief provides briefing on:
- ☐ Current operations.
- ☐ An overview on the proposed plan including strategy, tactics or work assignments, resource commitment, contingencies, organization structure, and needed support facilities.

☐ Review the proposed plan to ensure that Command direction, priorities, and operational objectives are met.

☐ Delegate assignments and deadlines to appropriate staff members to assure timely and effective IAP development.

Key Points:

- **Ensure that the meeting is documented / recorded.** (Utilize the back side of this page.)
- Ensure that all critical materials have been accounted for in the IAP.
- Planning Section Chief brings meeting to order, cover ground rules, and review agenda.
- Planning Section Chief requests tacit Command approval of the plan as presented.
- Planning Section Chief reviews and validates responsibility for any open actions and management objectives.
- Planning Section Chief conducts round table of Command and General Staff to solicit their final input and commitment to the proposed plan.

Notes:

OPERATIONS BRIEFING

Owner: Incident Commander	Date:	Time:

*****Roles below will attend only if designated and available*****

Attendees:	
☐ *Incident Commander:*	☐ *On-Site Group Supervisor*
☐ *Deputy Incident Commander:*	☐ *Public Safety Group Supervisor*
☐ *Operations Section Chief:*	☐ *Air Monitor Team Lead*
☐ *Planning Section Chief:*	☐ *Roadblock Team Lead*
☐ *Liaison Officer:*	☐ *Rover Team Lead*
☐ *Information Officer:*	☐ *Telephoner Team Lead*
☐ *Planning Section Chief:*	☐ *Reception Centre Representatives*
☐ *Logistics Section Chief:*	☐ *Other:*
☐ *Finance/Admin. Section Chief:*	☐ *Other:*
☐ *Safety Officer:*	☐ *Other:*
☐ *Staging Area Manager:*	☐ *Other:*

Summary:

The objectives of this meeting are to:

- Review a summary of the incident status with all responders.
- Relay objectives, tactics, and strategies.
- Reinforce/relay the safety message.
- Assign roles & responsibilities and tasks for all responders to accomplish.
- Execute the response.
- Tentatively schedule next Objectives Meeting and identify potential problems/issues to address in the next operational period.

Resources:	All associated ICS forms

Agenda Items:

- ☐ Planning Section Chief briefly walks through the IAP components and makes changes as needed.
- ☐ Operations Section Chief conducts roll call of the Operation Section Supervisors and provides a briefing on emergency response.
- ☐ Operations Section Chief briefs supervisory personnel on their assignments along with clarification on any of their issues and concerns.
- ☐ Safety Officer covers major safety issues.
- ☐ Logistics Section Chief covers logistical support of operations (communications, supply, transportation, medical, etc).
- ☐ Finance / Admin. Section Chief covers time & cost tracking, procurement, and compensation process.
- ☐ General Staff to cover issues applicable to Operations Section personnel.

Key Points:

- **Ensure that the meeting is documented / recorded.** (Utilize the back side of this page.)
- Planning Section Chief opens briefing, covers ground rules, agenda, and conducts roll call of Command and General Staff members.
- Establish a briefing and message for all responders.
- Review pre-determined public and media statements.
- Planning Section Chief solicits final comments and adjourns briefing.

Notes:

INITIAL RESPONSE:

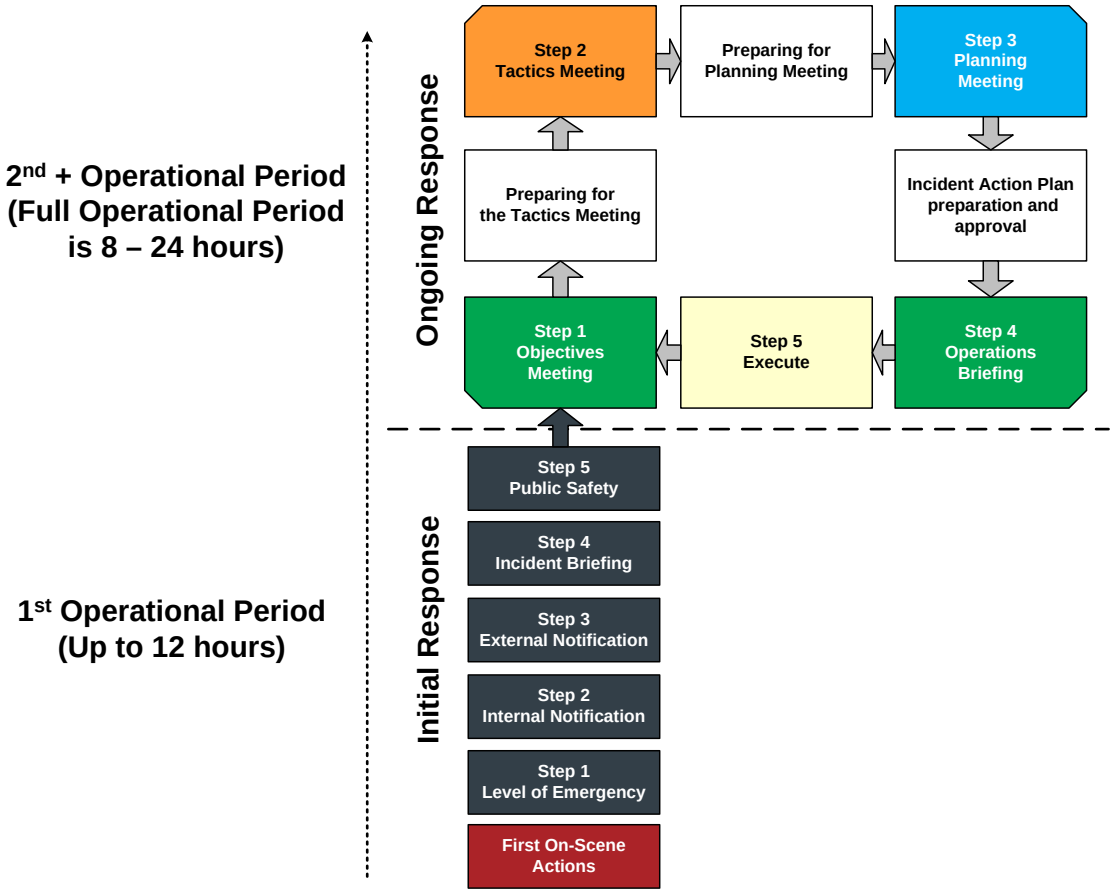
All incidents begin with the initial response (reactive phase) during the first operational period. At the onset of an emergency response an ICS 201 Form is completed to determine the severity of the emergency and extent of the response. 95% of emergency responses begin and end in the first operational period.

After response personnel ensure their own personal safety by following the First On-Scene Actions, the Five Step Initial Response Guide, and associated tools, provide a structure for the Incident Commander to formulate a response and outlines the steps (key considerations) that need to be addressed and re-addressed when evaluating the incident and associated emergency response.

ONGOING RESPONSE:

An ongoing response (proactive phase) is required for an extended emergency response that spans over multiple operational periods and revolves around establishing the objectives, strategies, and tactics for the next upcoming operational period. 5% of incidents require an ongoing response, but once engaged emergency responders will circulate through this cycle multiple times.

After the initial response has been completed, the Five Step Ongoing Response Guide and associated tools provide a cycle to plan the next steps of the emergency response. This continual cycle provides a structure for the Command Staff and General Staff to complete the Incident Action Plan (IAP) and associated documents. The ongoing response cycle and an associated IAP must be completed for each operational period until the incident is stood down.



SECTION 3

Section Last Revised: May 20, 2026

RESPONDER SAFETY AND PUBLIC PROTECTION

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3.1 Introduction

3.2 Responder Safety

3.3 Emergency Planning Zone Determination

3.3.1 Emergency Planning Zone

3.3.2 Initial Isolation Zone

3.3.3 Protective Action Zone

3.4 Isolation of the Emergency Planning Zone

3.4.1 Primary Roadblock Example (for Single Lane Roads)

3.4.2 Roadblock Placement Example

3.5 Air Quality Monitoring

3.6 Evacuation

3.7 Shelter-In-Place

3.7.1 Shelter-in-Place Instructions

3.8 Ignition

3.8.1 Ignition Flowchart

3.8.2 Ignition Checklist

3.8.3 Public Protection Measures Flowchart

3.1 INTRODUCTION

Beyond meeting regulatory requirements, the primary purpose of an Emergency Response Plan (ERP) is to clearly define the framework, tools and procedures that facilitate the ability of Keyera personnel to respond safely, quickly, consistently and effectively to operational and non-operational incidents.

Keyera's incident priorities in order of importance are:

The key goals of the ERP are to:

- Protect the safety of the public, personnel (all responders including contractors), the environment and property.
- Provide personnel with established procedures to respond to an emergency.
- Provide personnel with access to critical information required to respond to an emergency.
- Eliminate or minimize the effects that incidents have on Keyera operations.

3.2 RESPONDER SAFETY

An essential element to effectively and safely responding to any incident is the establishment of responder safety/ site control zones. These zones are established by the Incident Commander or Safety Officer to:

- Ensure responder safety by limiting access to authorized personnel based on the risk(s) posed within the zone.
- Reduce the accidental spread of hazardous substances by workers and responders.
- Reduce exposure to hazards through restricted access and appropriate mitigative measures including but not limited to personal protective equipment (PPE).

Responder safety zones specify:

- The type of operations that can occur in each zone;
- The degree of hazard(s) at different locations within the incident site/impacted area; and
- The areas at the incident site that should be avoided by unauthorized or unprotected employees.

It is impossible to determine the responder safety zones before an incident occurs as they are specific to the incident and its location and must be identified based on site specific hazards. The incident will most likely include the definition of the Support and Exclusion zones and possibly the Contamination Reduction zone, as required. An additional Decontamination Corridor may also be defined for personnel and equipment to safely enter and exit the incident site, as well as remove any harmful chemicals or infectious organisms that may have adhered to them. The responder safety zones are defined specifically for each incident based on the nature and severity, as approved by the Incident Commander.

3.2 RESPONDER SAFETY, CONTINUED

The three most frequently identified zones include:

1. The **Exclusion (Hot) Zone** is the area with actual or potential contamination and the highest potential for exposure to hazards. This is where the incident is taking place and where people, the environment, and/or property are at risk. The Incident Commander must clearly define the Hot Zone through analysis of available information. The Hot Zone must be clearly defined and marked to prevent unauthorized entry.

   This Zone has the highest life safety hazard and therefore extreme caution, planning and protection needs to be taken prior to entry. Typically, the Hot Zone will be extended on the downwind side.

   When determining the size of the Hot Zone, consider the following:

   - Results of vapour monitoring;
   - Location of vapour plume and potential direction of drift as well as the footprint of spilled product and it's possible trajectory;
   - Location of access routes, power lines, other buried infrastructure such as pipelines
   - Areas where vapours are likely to accumulate (downwind, low-lying areas, confined spaces, etc.)
   - Site stability (steep slopes, overhanging banks, unstable soil, thin ice, flooding, etc.)
   - Weather conditions
   - Toxicity and/or evacuation data for product involved (refer to the MSDS and ERG 2016)

   When addressing public safety, this zone must be evacuated of non-authorized personnel.

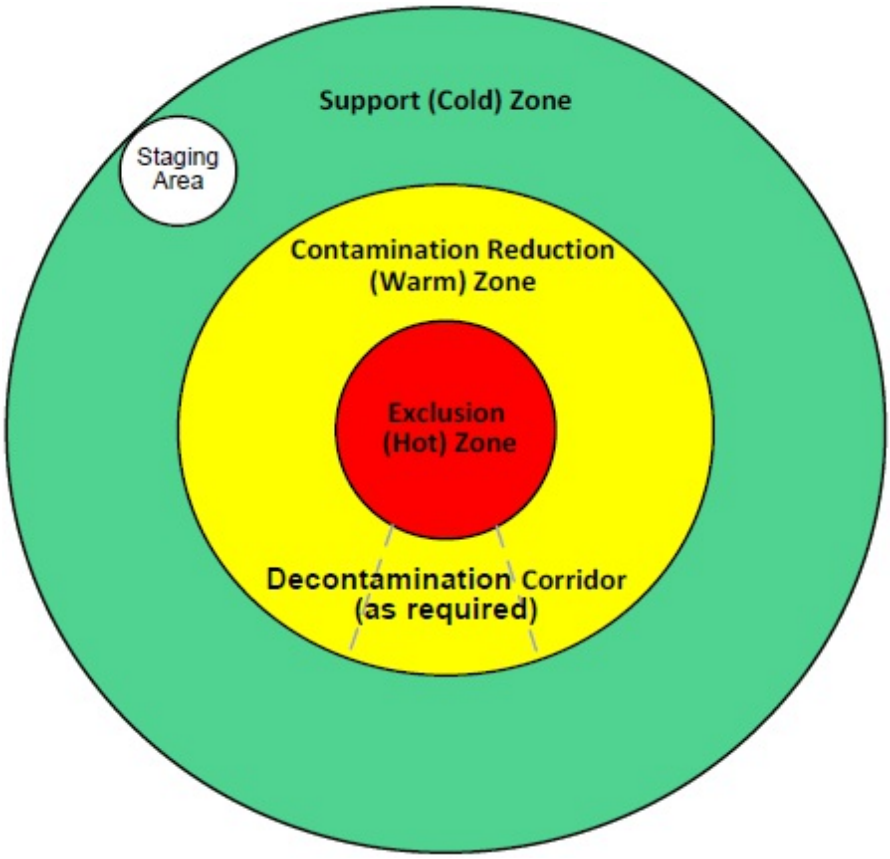
2. The **Contamination Reduction (Warm) Zone** is the transition area between the Exclusion (Hot) and Support (Cold) Zones. This area is where responders and equipment enter and exit the Hot Zone and where decontamination activities take place, as applicable. The Warm Zone must be clearly defined and marked to prevent unauthorized entry and typically be located uphill and upwind from the emergency site. If the emergency escalates, the Hot Zone could expand to include the Warm Zone.

3. The **Support (Cold) Zone** is the area near the site that is free from contamination and may be safely used for support services and facilities, including staging areas. The Cold Zone is where tactical responders will assemble prior to responding to the incident. No PPE is required to operate in the cold zone. The Cold Zone where responders are working must have clearly defined boundaries to prevent unauthorized access during the incident response.

   When addressing public safety, members of the public outside of the working area are not at risk but awareness of changing conditions require planning in the event the risk to public safety escalates.

3.2 RESPONDER SAFETY, CONTINUED

The following diagram illustrates the three Responder Safety Zones.



3.3 EMERGENCY PLANNING ZONE DETERMINATION

3.3.1 Emergency Planning Zone

The Emergency Planning Zone (EPZ) is a geographical area surrounding a well, pipeline, or facility containing hazardous product that requires specific emergency response planning. Responses for public protection in this area can include shelter-in-place, evacuation, and release ignition. All personnel must ensure they are familiar with the size of the EPZ.

Whereas the EPZ is used for planning purposes and reflect an area where significant exposure could result without prompt action, actual conditions during an incident need to be assessed to ensure an appropriate initial response. The response zones are where resources are focused during an incident to protect public safety including Indigenous Communities and Traditional Land use. Keyera will work with Indigenous Communities to protect Traditional, Cultural and Heritage Resources during asset emergencies.

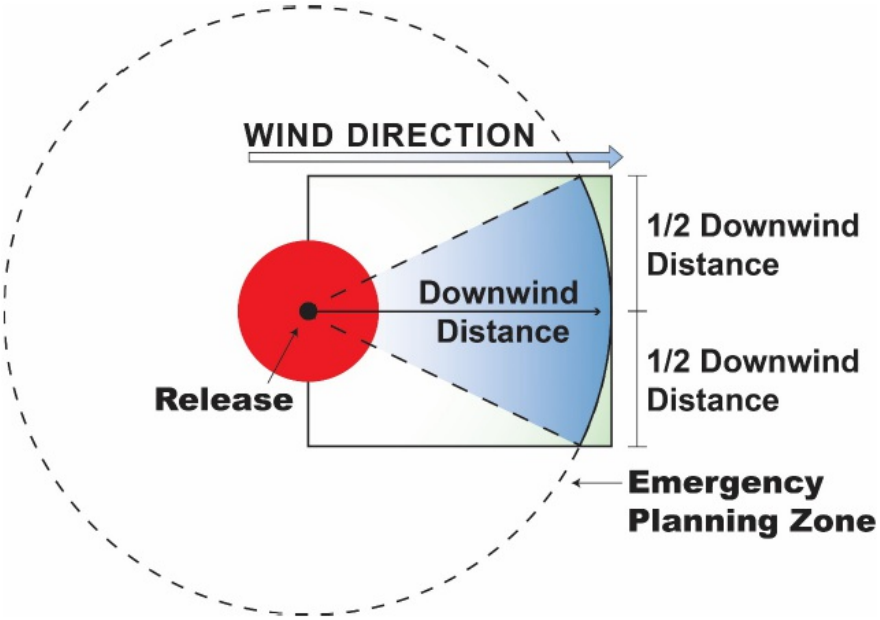
Calculating EPZs for Hydrogen Sulphide (H_2S or Sour Gas)

Keyera determines EPZs using the applicable methodology as per provincial requirements industry and program standards. For example, in Alberta wells, facilities and pipelines that either produce or transport hydrogen sulphide (H_2S) have EPZs calculated by the ERCBH2S software program.

3.3.1 Emergency Planning Zone, Continued

Calculating EPZs for HVP Product

The primary hazard associated with high vapour pressure (HVP) products is direct exposure to flame. The largest hazard area for emergency response planning is based on a flash fire. HVP pipeline EPZs are calculated using a standard industry table such as the *CAPP Companion Planning Guide to ERCB (now called the Alberta Energy Regulator) Directive 071* or by conducting plume dispersion modelling specific to the asset.



NOTE: Initial isolation and protective action zones are outlined for illustration purposes only.

3.3.2 Initial Isolation Zone

The Initial Isolation Zone (IIZ) defines an area in proximity to a continuous hazardous release where the public may be exposed to toxic concentrations of release, and sheltering may provide limited protection. All evacuation efforts must be initially focused in this zone.

3.3.3 Protective Action Zone

The estimated size of the Protective Action Zone (PAZ) is calculated using ERCBH2S modelling. Immediately following a release of the H2S or HVP product, the approximate size and direction of the PAZ can be determined using actual conditions at the time.

The PAZ is based on current wind conditions, the product released and other factors. The PAZ is an area downwind of a hazardous release where outdoor pollutant concentrations may result in life threatening or serious and possibly irreversible health effects on the public. The PAZ is the area within the EPZ in which parties may be at most risk of exposure during an incident, and it is intended to assist responders to focus and prioritize their emergency response efforts there.

To determine the size of the response zones, response personnel should approach the perimeter of the response zone cautiously so as not to exceed personal exposure limits and begin monitoring with handheld equipment at the nearest residence to the outer perimeter.

From this location the response personnel should continue to approach any additional downwind residences that may be closer to the release until the outer boundary of the response zone is validated.

3.4 ISOLATION OF THE EMERGENCY PLANNING ZONE

Keyera may be required to establish and manage manned roadblocks in order to prohibit unauthorized entry into the response zones. It may also become necessary to obtain a fire hazard order, NOTAM, or to declare a state of local emergency to restrict access to a designated area.

Roads Roadblock personnel can set-up roadblocks on lease roads. The local authority must authorize the roadblocks on public roads within the municipality. Provincial Transportation Authority must authorize road closures on Provincial highways. Municipal personnel may assist with maintaining roadblocks during an emergency response.

Trails Access to trails may be restricted with roadblock personnel and/or municipal or provincial personnel.

Railroads CN, CP or private railroad companies will need to be notified of the situation and will stop or relocate rail traffic.

Rivers Rivers may need to be monitored to ensure that recreational users do not travel into the EPZ. This may be accomplished by working with municipal, provincial or private companies.

Air Notification to NAV Canada may be required to issue a Notice to Airmen (NOTAM) to advise pilots of airspace restrictions above the EPZ.

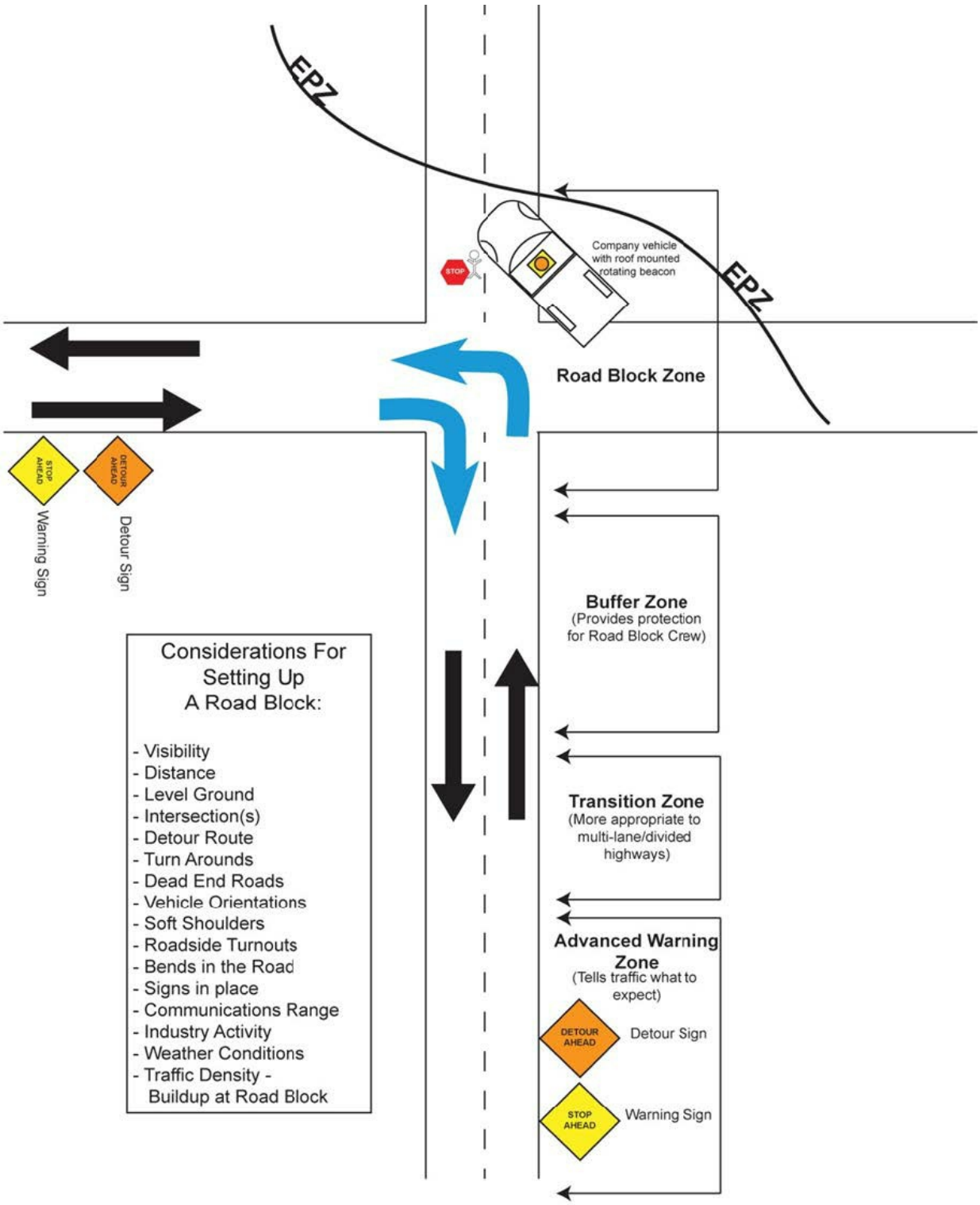
Roadblocks can be staffed by:

- Keyera personnel
- Contracted personnel
- RCMP/Police
- Fire Department
- Municipal representatives

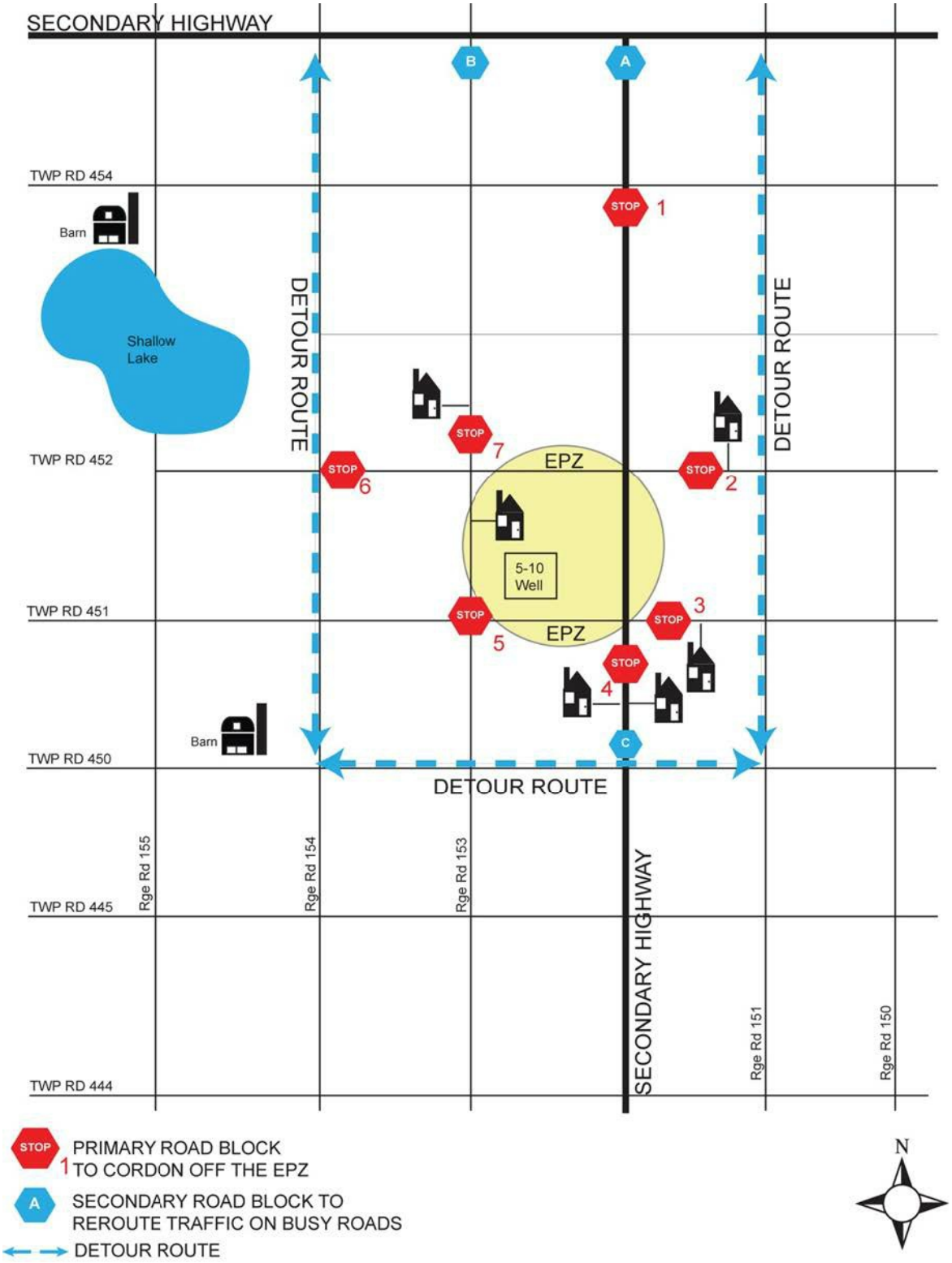
Roadblock personnel stationed at the roadblock locations will be equipped with the appropriate PPE. Roadblock Units shall restrict access into the area to authorized personnel only and maintain a record of persons entering or exiting the EPZ.

Persons allowed entry into the area will be checked in, briefed on the existing conditions and equipped with the appropriate PPE.

3.4.1 Primary Roadblock Example (for Single Lane Roads)



3.4.2 Roadblock Placement Example



3.5 AIR QUALITY MONITORING

Air quality monitoring is used to track and record the presence, concentrations and lower explosive limit levels (LEL) of hazardous products such as hydrogen sulfide, sulphur dioxide and HVP product following a release.

Air quality monitoring occurs downwind, with priority being directed to the nearest un- evacuated residence or area where people may be present. Detailed records of monitored H_2S and SO_2 information will be kept and provided upon the request.

Air monitoring is used for:

- Tracking an H_2S / SO_2 plume
- Determine if ignition criteria is met
- Determine if evacuation or sheltering is required based on criteria
- Determine response zones and roadblock locations
- Determine H_2S / SO_2 concentrations in areas being evacuated to ensure safe evacuation
- Determine if the emergency can be downgraded based on readings
- Determine if response actions need to be taken beyond the EPZ

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

- Access and egress points
- Population density and proximity to urban density developments
- Local conditions
- Incident severity

Air quality monitoring occurs downwind, with priority being directed to the nearest unevacuated residence or areas where people may be present.

See **SECTION 7** for characteristics of H_2S and SO_2 vapours.

3.6 EVACUATION

Within the EPZ, notification and evacuation is based on the risks associated with the release. Evacuation is the primary public protection measure when the public may be exposed to a hazardous situation and can be safely removed from the area. Evacuation begins in the IIZ and expands outward into the PAZ (downwind of the release).

If safe to do so, evacuation should take place before a hazardous situation has the potential to affect people in proximity. Careful consideration will be given to designate the safest evacuation route(s) for personnel and members of the public to evacuate the area.

Keyera will monitor air quality in rural areas within the EPZ and surrounding area. Authorities having jurisdiction in Municipal areas will also conduct air quality monitoring. Monitoring results will identify areas where evacuation is required. In the absence of monitored readings, responders should advise residents to shelter in place. Typically, residents within the EPZ, but outside of the PAZ, will be contacted and advised to initially shelter in place pending further instructions. Keyera and/or the Local Authority will evacuate the public based on air quality results and information gathered from incident assessment. This assessment will include incident location, wind direction and wind speed, temperature, and geographical features such as rivers and mountains.

3.6 EVACUATION, CONTINUED

A shift in wind direction may require immediate re-evaluation of the PAZ and may prompt the need for additional evacuation and/or sheltering. Ignition will occur if criteria are met. If the release has been ignited, Keyera and/or Local Authority will continue to monitor response zones for hazardous situations.

At an ***Alert*** or ***Level 1*** emergency, evacuation is not required; however, all those who requested early notification must be notified of the incident by telephone, personnel or rovers. Evacuation is not mandatory at this level; however, residents may wish to vacate if they so choose. A Reception Centre should be considered at the declaration of a Level 1 in the event that residents wish to vacate the area.

If the potential exists due to deteriorating conditions, or the emergency level has been designated at a ***Level 2 or 3***, evacuation will commence of all residents closest and downwind from the release. This will occur through telephone calls, rover visits and pre-determined roadblock locations.

NOTE: Keyera can recommend evacuation, but cannot force evacuation of the public. Mandatory evacuations can only be issued by the RCMP/Local RCMP and/or local jurisdiction.

Evacuation beyond the EPZ

In the unlikely event that public protection measures are required beyond the EPZ, they will be conducted by the local authority.

Notification procedures are outlined in the Municipal Emergency Plan (MEP) may be used by the local authority to notify residents outside the EPZ. Keyera supports Unified Command. Keyera will work with the local authority to determine and execute appropriate public protection measures beyond the EPZ.

H_2S Concentrations in Un-Evacuated Areas	Requirements
1 to 10 ppm (3-minute average)	Individuals who requested notification so they can voluntarily evacuate 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
* 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. Keyera will use proper judgment in determining if evacuation is required.	

SO_2 concentrations in Un-Evacuated Areas	Requirements
5 ppm (15-minute average)	Immediate evacuation of the area must take place.
1 ppm (3-hour average)	
0.3 ppm (24-hour average)	

3.6 EVACUATION, CONTINUED

Rovers

Rovers are responsible for travelling and monitoring the EPZ during an emergency situation. Rovers ensure all transients, recreational users, residents and other area users are properly notified and/or evacuated if the situation warrants. Rovers should be equipped with vehicles capable of carrying passengers allowing them to assist in the evacuation of the EPZ. Rovers will also be equipped with the appropriate PPE.

Prolonged Evacuation

If the incident is prolonged, Keyera may:

- Provide instructions how to claim for incurred expenses.
- Provide assistance in arranging food and temporary accommodation.
- Provide area security.
- Arrange to replace responders.

Reception Centre

Keyera and/or Local Authority may establish a resident Reception Centre when members of the public are evacuated as a result of a Keyera incident. During an evacuation Keyera will work together with local authorities and emergency social services to provide care for evacuees at the Reception Centre. Refer to the IMH for more information.

Return of Evacuees

Once the emergency is over, the decision to permit the return of persons will be made by the Incident Commander in consultation with regulatory agencies and local authorities.

Refer to the *IMH* for more information.

3.7 SHELTER-IN-PLACE

Shelter in place is the practice of going or remaining safely indoors during an outdoor release of a hazardous substance.

Shelter in place has been demonstrated to be an effective response during the first few hours of a substance release where public would be at the highest risk outdoors. Sheltering creates an indoor buffer to protect an individual from high concentrations that may exist outside.

The goal of sheltering is to reduce the movement of air into and out of the building until either the hazard has passed or other appropriate emergency actions can be taken.

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 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 Keyera representative.

Sheltering indoors is a viable public protection measure when:

- 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 the release has not been identified.
- The public would be at higher risk if evacuated.

3.7.1 Shelter-in-Place Instructions

	3.7.1 Shelter-in-Place Instructions
☐	Immediately gather everyone indoors and remain there.
☐	Close and lock all windows and outside doors. If convenient, tape the gaps around the exterior door frames.
☐	Extinguish indoor wood burning fires. If possible, close flue dampers.
☐	Turn off appliances or equipment that either: • Blow out inside air, such as bathroom and kitchen exhaust fans, built-in vacuum systems, gas stoves, gas fireplaces, clothes dryers. • Suck in outside air, such as heating ventilation and air conditioning systems (HVAC) for apartments, commercial or public facilities, fans for heat recovery ventilators or energy recovery ventilators (HRV/ERV).
☐	Turn down furnace thermostats to the minimum setting and turn off air conditioners.
☐	Leave all inside doors open.
☐	Do not use the telephone, except for emergencies, so that emergency personnel can contact you.
☐	Contact emergency number provided at time of notification if you are experiencing symptoms or smelling odours or if you have contacted local emergency services, this allows responders to coordinate their response.
☐	Stay tuned to local radio and television for possible information updates.
☐	If you see people outside, do not leave until told to do so.
☐	If you are unable to follow these instructions, please contact the emergency number provided at time of notification.
☐	Once the emergency situation has been corrected you will receive an “all-clear” message from the emergency response personnel and advised to: • Ventilate the building. • Open all windows and doors. • Turn on indoor fans. • Turn on the furnace. • Avoid remaining inside during this time as the outdoor air may be fresher. • Once the building is ventilated, return all heating, ventilating and other equipment to normal.
☐	If sheltering procedures are implemented, continuous telephone contact with sheltered individuals will be maintained until a safe evacuation can be conducted or the emergency is resolved.

3.8 IGNITION

Keyera will monitor the incident continuously and take immediate measures to ignite a hazardous release if criteria are met. Ignition does not negate the need for continuing with evacuation as there may be residual hazards in the area. When gas is ignited, it is carried higher into the atmosphere by the heat of combustion. This causes any toxic gases to disperse over a larger area which will also be monitored.

Ignition discussions between the Incident Commander and the regulatory agency should occur at pre-set intervals until the situation is brought under control. Refer to **SECTION 3.8.2** Ignition Checklist for guidance pertaining to igniting a vapour cloud. Any decision to ignite an H_2S plume must be made in conjunction with the regulatory body and the regulatory body should be notified of the ignition of an HVP plume. The following factors should be considered before the decision to ignite proceeds:

- If evacuation is impractical and the health and safety of people are at risk, and therefore the release should be ignited promptly.
- Keyera has consulted with the third-party ignition company.
- The decision to ignite would be supported or directed by the regulatory agency.

The Incident Commander must utilize the **SECTION 3.8.1** Ignition Flowchart and has authority to direct ignition of the release. This may be directed to an external service company or delegated to a qualified and trained company representative.

Ignition does not negate the need for continuing with evacuation, as there may be residual pockets of H_2S or SO_2 in the area.

NOTE: Ignition criteria can be found in 3.8.3. Public Protection Measures Flowchart and, if applicable, site specific vapour cloud ignition procedure may be referred to.

3.8.1 Ignition Flowchart

The following vapour ignition flowchart will be used in order to make the decision to ignite a release.

Click to view/print Ignition Flowchart

H_2S / HVP Ignition Procedure - Canada

Pre-Ignition Considerations – On-Site Group Supervisor

When making the decision to ignite, the licensee must take the following into consideration:

Hydrogen Sulphide (H_2S)

- ❑ Risk of exposure / injury to the public or response workers.
- ❑ Proximity to residences, public facilities, towns or urban centres.
- ❑ Availability of air monitoring equipment and personnel.
- ❑ Availability of ignition equipment, and training of staff in its use.
- ❑ Detectable concentration of H_2S and/or flammable gases near the source of the release and within the EPZ.
- ❑ Status of evacuation.
- ❑ Duration of the release and potential volume.
- ❑ Wind/Weather conditions and general topography.
- ❑ Impacts to livestock and other values at risk including property, timer or infrastructure.
- ❑ Fire hazard after ignition in relation to adjacent forested or cropland area.
- ❑ Safety of the Ignition Team (hazard area identification, protective gear).

High Vapour Pressure (HVP)

- ❑ Increased risk(s) of delayed ignition.
- ❑ If the perimeter of the hazard area has been established.
- ❑ If the public has been evacuated from the area.
- ❑ If ignition will worsen the situation by endangering the public or the environment or damaging the equipment used to control the product.
- ❑ If wind direction has been established and is being continually monitored.
- ❑ If the possibility of an explosion has been assessed (i.e., obstructions or regions of congestion within the perimeter of the dispersion vapour cloud).

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 H_2S concentrations in excess of 10 ppm over a 3-minute average in unevacuated parts of the EPZ.
- ❑ H_2S concentrations exceed 1 ppm per one hour average in urban density developments.
- ❑ Monitoring is not taking place due to weather or other unforeseen circumstances
- ❑ The release cannot be brought under control in the short term (ignition decision will be made by Incident Commander. Notify Regulatory Agency intention to ignite.

AND

- ❑ Personnel working at the site can be cleared to a safe distance.

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

Once any of the above conditions have been met, ignition must occur within 15 minutes of the decision to ignite.

Is There time to discuss the ignition decision with the Operations Section Chief, the Incident Commander, and the Regulatory Agency?

- **Yes** → Review with the Operations Section Chief, the Incident Commander, and Regulatory Agency:
  - ❑ Employee and public safety.
  - ❑ Site conditions.
  - ❑ Site control procedures.
  - ❑ Monitoring of Emergency Hazard Area.
- **No** → Determine post ignition emergency service requirements.
  - ❑ Assemble and brief ignition team.
  - ❑ Go to Ignition Procedures Flowchart.

Is ignition the most favourable control option to minimize the hazard?

- **No** → Continue with release control procedures onsite.
  - ❑ Review possible control procedures.
- **Yes** → Determine post ignition emergency service requirements.

Ignition Procedure – On-Site Group Supervisor

Preplanning

Prior to ignition the Operations Section Chief will:

- ❑ Ensure all nonessential personnel are evacuated.
- ❑ Isolate the hazard area using manned roadblocks.
- ❑ Assemble the Ignition Team (2 people).
- ❑ Ensure the Ignition Team is protected with personal protective equipment, clothing and breathing apparatus (cover exposed skin).
- ❑ Erect windsock and streamers (if time permits).
- ❑ Monitor the area for combustible gas.
- ❑ Fully discuss ignition procedures.
- ❑ Check radio communications.

Approach

Select a position to attempt safe ignition which will:

- ❑ Allow for safe retreat.
- ❑ Be upwind of the gas leak (300m minimum from edge of identified vapor plume, approach no closer than 100m on repeated ignition attempts).
- ❑ Be in an area where no combustible gas is detected.
- ❑ If possible, get behind a hill, building, tree or other protective barrier to shield yourself.

Attempt Ignition

- ❑ Fire flare gun to hit vapour cloud at the perimeter where air to fuel mixtures are correct for ignition (near outer edge and ground level).
- ❑ Turn away from target.

Example Ignition Kit

2	Flare Pistol
36	Flares
2	Safety harness with front D-ring
2	30m (100ft) flame resistant rope
2	Flame resistant coveralls
2	Sets of ear protection
2	Hard hats with face shield
2	Flame resistant hard hat liners (balaclava or regular style)
1	LEL Gas detector
1	H_2S Gas detector
4	Self contained breathing apparatus (positive pressure) with 30 minute air supply, includes 2 spare bottles
1	Radio equipped vehicle

Plume Ignited?

- **No** → Repeat Ignition
  - ❑ Continue approach and repeat until successful (100m minimum from edge of identified vapour plume).
  - ❑ DO NOT proceed if Ignition Team is no longer in a safe area.
- **Yes** → Post Ignition
  - ❑ Advise Incident Commander.
  - ❑ Continue to monitor downwind for gas accumulations from incomplete combustion as well as SO_2.
  - ❑ Maintain security around immediate area.
  - ❑ Assist emergency service crews with any fire control measures needed.

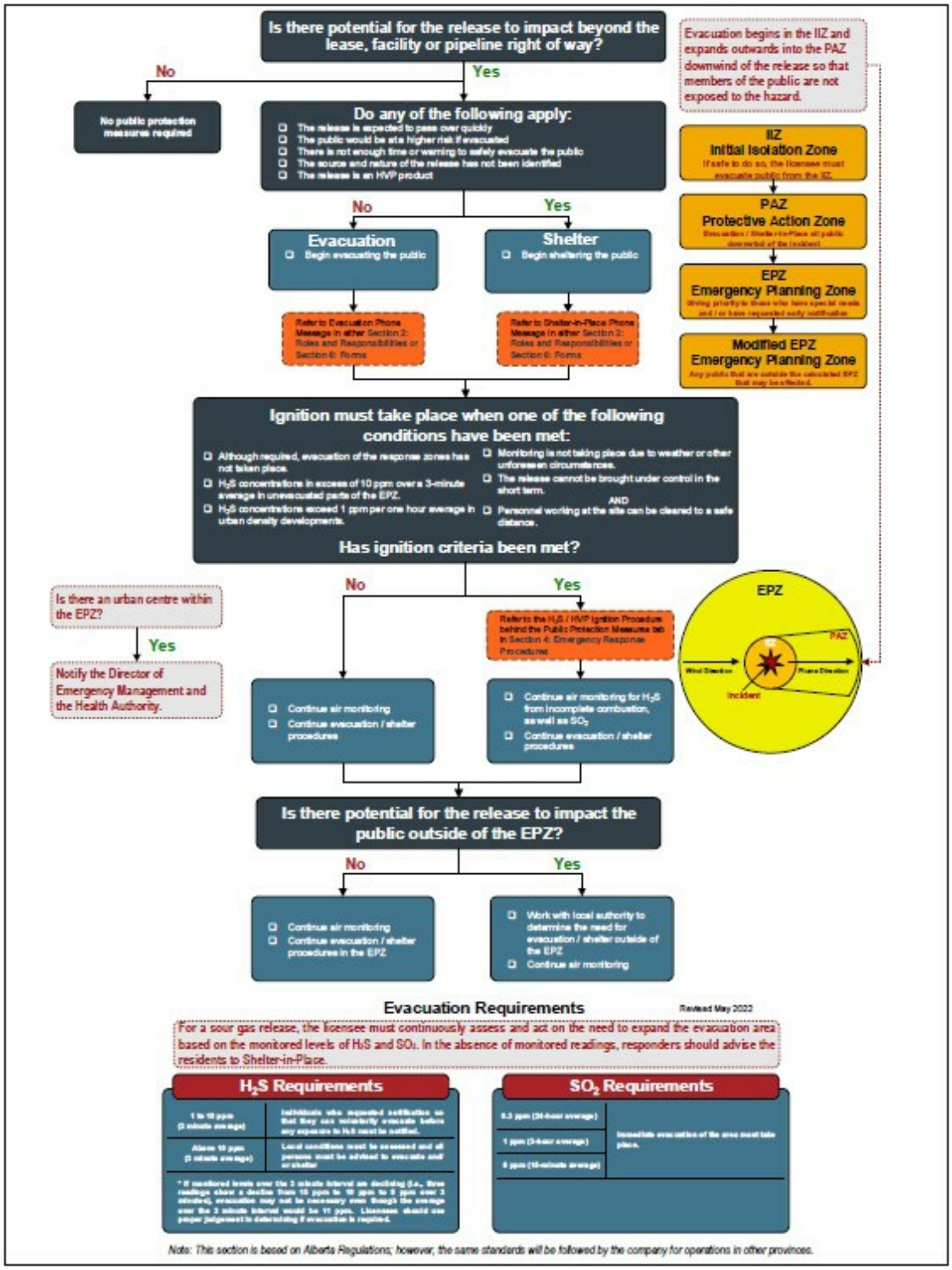
Revised November 2021

3.8.2 Ignition Checklist

3.8.2 Ignition Checklist	Yes / No
IGNITION DECISION CHECKLIST	
Facility / Pipeline Emergency Shut Down (ESD) accomplished	
Possible vapour cloud containment assessed in order to prevent detonation	
Vapour cloud extent assessed	
Potential for property and/or environmental damage due to accidental ignition and/or explosion assessed	
Risk to members of the public and response workers assessed	
Proximity to residences, public facilities, towns and urban centers assessed	
Fire hazard after ignition in relation to buildings, facilities, forested or cropland areas assessed	
Potentially directly impacted facilities contacted	
All personnel have been evacuated to a safe distance	
Personnel on site are trained and competent in ignition procedure	
Caverns emptied to pipelines if practicable (where applicable)	
Mutual aid (if applicable) and fire department have been activated	
Safety of ignition team is assured by clearly identifying the emergency hazard areas	
Safety corridor has been established for ignition	
All personnel have been accounted for and assembled in the safety corridor	

3.8.3 Public Protection Measures Flowchart

Public Protection



SECTION 4

Section Last Revised: May 20, 2026

INCIDENT SPECIFIC MEASURES

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4.1 Overview

4.2 Functional Support Plans

4.3 Fire / Explosion

4.4 Hazardous Product Releases

4.4.1 Gas Release

4.4.2 Vapour Cloud

4.4.3 Pipeline Release

4.5 Spill or Leak

4.5.1 Spills

4.5.2 Leaks

4.6 Transportation of Dangerous Goods

4.6.1 Trucking / Rail

4.6.2 Emergency Response Guidebook

4.7 Natural Disasters or Severe Weather

4.8 Next-of-Kin Notification

4.9 Security Incidents

4.9.1 General Security Response Actions

Figure 4.9-1 - STRP Standard: STRP Activation

4.10 Dams (Brine Ponds)

4.10.1 Potential and Imminent Emergencies

4.10.2 Potential Abnormal Conditions

4.1 OVERVIEW

The Incident Specific Measures section provides procedures and additional information specific to various emergency situations. This section is designed to support the existing procedures outlined within the Core ERP and pertain primarily to on-site tactical actions.

Additionally, Keyera has established a response equipment process that includes:

1. Response Equipment Manual - Equipment lists, equipment location, custodian contacts, and maintenance requirements.
2. Spill Control Points - Location, access, local contacts, deployment procedures, and required equipment.
3. Specialized Emergency Response Tactical Training - Exercises and specialty training sessions that involve the deployment of response equipment to train responders for spill response on land, water and ice.

Available equipment includes, but is not limited to:

- Spill response workboats
- Spill response equipment
- Oil spill containment and recovery trailers
- Command trailers

Note: Refer to **SECTION 9**: Area Specific Information for more details regarding Keyera Response Equipment.

4.2 FUNCTIONAL SUPPORT PLANS

There are Functional Support Plans (FSP) available at the Corporate Office and a copy of each is available in the Emergency Coordination Centre (ECC). These have been developed internally and/or provided by industry partners to support specific responses and our responding groups / departments. Each FSP outlines specific emergency situations and in some cases points to documents that reside within other departments for that functions support during an incident.

The FSPs that are available, but not limited to, for reference include:

Developed by Keyera

- Crisis Communications Manual
    - Outlines crisis communication resources, procedures and protocols.
    - Some of the primary functions include:
        - Executive media conferences, media releases, preliminary statements, general holding statements, etc.
- Cyber Security Plan
    - Outlines resources and procedures for responding to a cyber-attack at Corporate, facility and field offices.
- Environmental Plan
    - Outlines resources and procedures for creating environmental plans specific to incident types and area surrounding. To be utilized in conjunction with incident specific measures outlined within the Core ERP.
- Commercial Plan
    - Outlines specific responses to non-odorized or under-odorized propane incidents.

Provided by Industry Partners

- Western Canadian Spill Services Ltd. (WCSS) Oil Spill Contingency Manuals
    - Manuals specific to responding to oil spills in the WCSS defined areas and zones.
- Emergency Response Assistance Canada (ERAC)
    - A generic ERAC manual that outlines their response protocol and expectations from the licensee.
    - Keyera has ERAP numbers specific to each mode of transportation (truck, rail and commercial) that are specific to the products that KMC handles, stores and transports.
        - Refer to ***SECTION 8.7*** *Emergency Response Assistance Canada (ERAC)*.
- Industrial Wildfire Control Plans
    - Identifies manned locations that fall within identified Alberta Wildlife Management Areas and includes (not limited to):
        - Number of personnel on-site, length of time on-site (minimum 4 hours per day), response equipment and safety equipment

4.2 FUNCTIONAL SUPPORT PLANS, CONTINUED

In addition, the following support groups will assist in minimizing the risk to Keyera assets, stakeholders and employees:

Land

The Land FSP provides support by minimizing the risk to Keyera assets through informing stakeholders, municipalities, communities and Indigenous Communities as required during an incident. This group also maintains the land contract records for all of Keyera assets and will provide land ownership and contact information for access.

This FSP primarily focuses on supporting the incident response through consulting with those affected members of the public. Land and the Community Relations Advisor's primarily function will be as the Liaison Officers or the Operations Team within the Public Protection Branch.

Damage Prevention

The Damage Prevention (DP) FSP provides support by minimizing the risk to Keyeras underground infrastructure as required during an incident. This FSP primarily focuses on supporting the incident response through aerial and ground patrol. In addition, DP is involved with ROW surveillance and monitoring, line locating through On-Call notification and minimizing unauthorized activities. DP functions as Technical Specialists primarily found under the Planning Section, however they may reside in the Operations Section.

Cavern Integrity

The Cavern FSP provides support by minimizing the risk to Keyera assets through providing technical advice and recommendations for asset integrity for underground storage caverns and associated wells as required during an incident. The Integrity Management Program (IMP) has been developed to meet or exceed applicable regulatory requirements and relevant standards and considers industry best practices. The Cavern Integrity Management (CIM) Program provides the processes and procedures required to meet technical requirements for cavern and well integrity management.

This FSP primarily focuses on supporting the incident response through providing technical cavern data and information during a response. The Cavern Integrity group will be serving at Technical Specialist in the Planning Section.

Supply Chain Management (Logistics)

The Supply Chain Management FSP provides support for purchasing, procurement and contracting for goods and services in an incident as required. These services and tasks are supported through the Logistics Section function and occasionally through the Finance & Administration Section. This FSP primarily focuses on supporting the incident response through arranging for necessary equipment, materials, and support services to any incident facility (location), as well as to ensure that responders have the necessary transportation, lodging, medical, security, amenities, etc. to safely and properly respond.

Information Technology/Information Services (IT/IS)

The IT/IS Functional Support Plan (FSP) provides support for all information technology and related services in an incident, and more specifically as it relates to the Incident Command Post (ICP), Emergency Coordination Centre (ECC), other incident facilities, and general responder communications. These services and tasks are supported through the Logistics Section via the Communications Unit and Facilities Unit. The FSP primarily focuses on the initial setup of the ICP and other incident facilities requiring technology and connectivity, as well as the ongoing maintenance and troubleshooting to ensure that all responders have the necessary equipment, communications, and capabilities to optimally perform their roles.

4.3 FIRE / EXPLOSION

4.3 Fire / Explosion
Initial Response
Shut down the equipment in the affected area, isolate and de-pressure from a remote location if it is safe to do so. For the safety of our workers, it would only be acceptable for workers to fight incipient fires (fires in the beginning stages ie: Garbage can fire or a 3 foot by 3 foot grass fire). Keyera personnel will not be fighting industrial fires period. Please refer to the Keyera Fire Safety Plan for applicable Facility.
First Person On Scene
The first person on scene will:
• Assume the role of Incident Commander until relieved by a more qualified individual.
• Assess the situation to ensure personal and others' safety.
• Evacuate personnel from hazard area, consider the following:
• The availability of safe evacuation routes and ability to attend and transport injured personnel.
• Determine need for backup or outside resources. Contact emergency services as needed (911, where available).
• Initiate the evacuation alarm.
• If dealing with fire, ensure backup is present or en route before attempting to contain or control the fire.
• Assess the need to shut down the plant to minimize risk to personnel and equipment, execute if necessary.
• Assess risk of controlling an incident with available personnel and equipment, execute if risk is deemed low.
• Contact Control Room/Supervisor giving an initial assessment including location, area potentially affected and other hazards.
• Keyera Incident Commander will form Unified Command with the Authority having jurisdiction.
Incident Commander
In addition, the Incident Commander will:
• Call the Keyera 24-Hour Emergency Number.
• Ensure evidence is documented and secured for investigation.
• Review Incident Commander Checklist.
Boiling Liquid Expanding Vapour Explosion (BLEVE)
BLEVE is a process whereby the flammable liquid in a vessel is heated through an outside source (flame impingement). The added heat causes the liquid to vaporize and the pressure to rise in the vessel. When the pressure reaches the release pressure of the vessel's pressure safety valve (PSV) the valve will lift and return the pressure in the tank to a safe level and then close. If the external heated source cannot be eliminated, this process will continue. When the liquid level in the tank drops below the level of the flame impingement, the vessel will begin to weaken and will eventually result in a catastrophic failure or BLEVE. BLEVE's are not predictable. The vessel failure may occur within the first few minutes of the impingement or may take several hours.

4.3 FIRE / EXPLOSION, CONTINUED

4.3 Fire / Explosion, Continued
Boiling Liquid Expanding Vapour Explosion (BLEVE), Continued
Note: *Fires that have potential for becoming a BLEVE would not be considered incipient fires and as such there is to be no approach attempts made for the purpose of attempting to fight the fire. No approach attempts by Keyera personnel*

4.4 HAZARDOUS PRODUCT RELEASES

4.4.1 Gas Release

4.4.1 Gas Release
First Person On Scene
The first person on scene will:
• Maintain a safe distance from gas release in the upwind or other safe direction.
• Assume the role of Incident Commander until relieved by a more qualified individual.

• Notify the Local Authorized Control Centre. Provide the following information:
  • Your name, location and contact number.
  • Location of the emergency.
  • Nature of the emergency.
  • Estimated size and/or seriousness of the emergency.
  • Initial indication of the equipment and manpower needed to respond the emergency.

• Don appropriate PPE. Isolate leak if it can be done safely, otherwise evacuate the area.
• Evacuate all personnel from hazard area to upwind or other safe location.

• Evaluate situation and provide information to the Control Centre as it becomes available.
  • Other hazards.
  • Wind direction and speed.
  • Ambient air temperature.
  • Location of release.
  • Product has been released.
  • Size of release. On or off site.
  • Vapour cloud location. Rate of travel.
  • Security and roadblocks.
  • Maintain the area secure until assigned a different duty.

Incident Commander
In addition, the Incident Commander will:
• Use all available means of gathering information.
• Dispatch an Investigative Team, if safe to do so.
• Call the Keyera 24-Hour Emergency Number.
• Communicate with Operations Section Chief.
• Sound any available alarm. Do not hesitate to muster when situation is unclear.

4.4.1 Gas Release, Continued

4.4.1 Gas Release, Continued
Incident Commander, Continued
• Account for all personnel on site.
• Alert other personnel in area about nature and location of incident and, if necessary, isolate the area and evacuate non-essential personnel to a safe area.
• Determine the Level of Emergency. (Refer to the **SECTION 1**)
• Assign a Documentation Unit Scribe/Aide.
• Notify the Regulator and other appropriate agencies as required.
• Ensure own safety and that of fellow responders; work closely with the Site Safety Officer, if assigned.
• Initiate defensive (e.g., vacate area) and/or, if qualified, initiate offensive response actions (e.g. isolate, depressurize) consistent with the level of expertise and training, knowledge of problem(s) and understanding of hazards.
• Make decision on what processes to shut down, which valves to close, etc.
• Communicate with On Site Personnel to evaluate situation on ongoing basis.

• "Size up" situation to identify problem(s) to be addressed by incident site personnel.
  • Is gas going offsite?
  • Are there ignition sources in area?
  • Will gas supply diminish?
  • Can gas supply be eliminated?
  • Is ignition a safe or better option (Refer to the Public Protection Section)?
  • Determine if local residents and businesses are potentially at risk. (Refer to the *Public Protection Section*).

• Refer to Incident Commander Checklist.

4.4.2 Vapour Cloud

4.4.2 Vapour Cloud
First Person On Scene
The first person on scene will:
• Assume the role of Incident Commander until relieved by a more qualified individual.
• Evacuate all personnel from hazard area.
• Move to a safe area immediately.
• Move upwind if release is downwind of your location.
• Move crosswind if release is upwind of your location.
• Move to higher ground if possible.
• Sound the alarm.
• Assess the situation to ensure personal and others' safety.
• Account for all personnel.
• Consider other hazards.
• Move victim(s) to a safe area and administer first aid as necessary.
• Request emergency medical services, as required.
• Arrange transport of victim to medical aid.
• Provide information to Emergency Medical Services (EMS).
• Determine need for backup or outside resources.
• Notify the Olds or Local Authorized Control Centre and direct Supervisor.
• Document all information by completing the required forms in the Forms Section.
• Isolate the source of the leak, provided there is no danger to life in doing so.
• Establish roadblocks to prevent any unauthorized personnel from entering the incident site and monitor air quality at roadblocks.
• If safe to do so, water fog the plume to knock it down.
• Local responders are responsible for attempting a rescue if safe to do so.
Incident Commander
In addition, the Incident Commander will:
• Call the Keyera 24-Hour Emergency Number.
• Account for personnel on site.
• Ensure all potential sources and concentrations of product are identified on site.
• Ensure required communication occurs between internal and external people.
• Ensure appropriate air quality monitoring is taking place.
• Contact third party company to assist with determining if ignition is required.
• Request additional resources, as required.
• Ensure evidence is documented and secured for investigation.
Vapour Cloud Characteristics
Vapour clouds are formed when a hydrocarbon or other material is released to the atmosphere. The release can occur as a vapour jet, a liquid jet, or a liquid spill. The type of release affects the characteristics of the vapour cloud.

4.4.2 Vapour Cloud, Continued

4.4.2 Vapour Cloud, Continued
Vapour Cloud Characteristics, Continued
The vapour jet is formed when a leak occurs on a service that is operating at a pressure that is lower than the vapour pressure of the fluid at the given operating temperature. When a leak occurs, the vapour is expelled at a velocity that is dependent upon the pressure of the system. The higher the operating pressure, the higher the velocity. At relatively high pressure, this velocity approaches the speed of sound.
Liquid jets occur when a leak occurs on a system that is operating at a pressure above the vapour pressure of the fluid at the given operating temperature. Liquid is released and a portion will vaporize if the normal boiling point of the material is below ambient temperature. In addition, as the liquid droplets mix with air and contact the ground, additional liquid will vaporize due to heating from these media. The pool that forms on the ground will continue to vaporize as it absorbs heat from the ground.
The liquid pool is formed when a leak occurs on a service that has a vapour pressure that is lower than the atmospheric pressure at the ambient temperature. The fluid spills to the ground and will begin to evaporate. The rate of evaporation is dependent upon the vapour pressure of the fluid at the ambient temperature – the higher the vapour pressure, the higher the rate of evaporation – and characteristics of the surface on which it spills. The vapour that is formed will produce an explosive mixture in the vicinity of the spill.
Vapour Plume Management
A vapour plume is the visible cloud or fog of hydrocarbon vapours emanating from an HVP piping leak site. It is a result of the hydrocarbon vapours condensing moisture out of the surrounding air. The visible vapours do not necessarily determine or indicate the extent of the hydrocarbon vapours. On a windy dry day, the visible portion may only exist for a short distance while on a calm day it will be visible for a much greater distance.
The size of the leak and normal operating pressure on the line may also be a large factor in the size of the plume. A large break on a small line will produce a large cloud for a short time period after which it will reduce to the steady “boil off period”. If the line is large this "boil off period" may last several days.
It should be noted that the actual size and safe limits of a plume’s boundary would only be determined by using a combustible gas detector.
Keyera Practice for a Controlled Vapour Cloud Ignition
Scope and Applicability
This practice applies to all plants, pipelines, storage cavern and terminals, rail and truck loading and offloading facilities.
The purpose of the practice is to provide guidelines for controlled ignition as a method for controlling vapour clouds formed as a result of high vapour pressure (HVP) product releases. The purpose of the ignition is to reduce risk to personnel, the public, environment, plant and property. The practice defines circumstances, evaluation methods, minimum training requirements and the decision process for personnel who will ignite HVP vapour clouds.
Due to a vast number of variables involved during a HVP product release it is not possible to capture all scenarios and possible response methods for each scenario in this practice. This practice should be used and a guideline for ideal course of action for controlled HVP vapour cloud ignition. Never replace common sense with instructions listed in this manual.
Scope of Responsibility
The Keyera District Manager or his/her delegate must ensure that: • Emergency response plans are in place to address specific HVP product release scenarios • The workers are trained and competent to operate gas monitors and ignition equipment • All gas monitors are periodically calibrated and ignition equipment is properly inspected prior to ignition • A hazard assessment is completed prior to starting work that includes identification of the extent and the composition of the plume, travel path, meteorological conditions, and topography of the area. From this assessment, it can be determined whether ignition is the most favourable control option

4.4.2 Vapour Cloud, Continued

4.4.2 Vapour Cloud, Continued
Keyera Practice for a Controlled Vapour Cloud Ignition, Continued
Scope of Training, Certification and Competencies
Only trained and competent authorized personnel will be permitted to ignite HVP plumes in order to prevent vapour clouds from migrating out of controlled areas or reaching process areas. Acceptable form of training is Enform's Vapour Plume Ignition Training course, or a comparable course approved by Liquids Operations HSSE Manager
Scope of Application
Ignition of any HVP product vapour cloud will be considered as an alternative control measure when public and personnel health or safety is at risk as the vapour could shows potential to migrate.
• The Area Manager or his/her delegate with HVP ignition training has the authority to ignite the leak. If hazard would be increased by waiting to attempt communication with the Area Manager or the delegate for permission to ignite the plume, the most senior Keyera employee at the scene with HVP ignition training can make the decision
• Depending on availability of time, decision to ignite the release will be made in conjunction with the Incident Commander (if accessible), CAT Team Lead in the ECC (if convened) and Regulatory Authorities (e.g. AER)
• First step in evaluation is to determine the extent of the flammable vapour cloud. This will be achieved by two workers (the Assessment Team) walking around the plume with gas monitors. This practice will also allow personnel to establish any low lying terrain features where the cloud may extend further. At no point will the assessment team get into an area where gas concentration is greater than 10% LFL. It is recommended that decision to ignite is not taken unless a full circle around the vapour cloud has been completed. However, where it is not possible to complete a full cycle, Ignition Team will make an assessment whether it is possible to determine the extent of the flammable vapour cloud by alternative methods e.g. By line of sight
• The Assessment Team will identify how vegetation, road access, power lines, etc. will affect the behaviour of the vapour cloud and control operations. The team will also make sure that the vapour cloud is not trapped/contained in any kind of structure which would cause detonation if ignited
• Wind direction will be constantly monitored in case it changes
The following will be considered prior to ignition: • Is there a greater potential for property and/or environmental damage due to accidental ignition and/or explosion? • Are any members of the public or response workers at risk? • Is the proximity to residences, public facilities, towns and urban centres known? • Is the status of evacuations known? • Is there a fire hazard after ignition in relation to buildings, facilities, forested or cropland areas? (flame front may affect al structures) • Is the safety of ignition team assured by clearly identifying the emergency hazard areas?
The following actions should be taken prior to ignition:
• Isolate the product with automatic or manual valves as quickly as possible
• Put all affected site plants and pipelines into emergency shut down and evacuate all operating personnel to a safe distance
• Initiate the notification process
• If the leak is at a cavern, empty the caverns to pipelines if it is deemed safe and practical to do so by the management of pipelines

4.4.2 Vapour Cloud, Continued

4.4.2 Vapour Cloud, Continued
Keyera Practice for a Controlled Vapour Cloud Ignition, Continued
• Activate mutual aid (if applicable) and fire department
• Contact neighbouring residences and facilities, begin public evacuation if necessary
• Notify all other potentially impacted facilities
• Ensure that a safety corridor has been established prior to proceeding with ignition.
• Ensure that all personnel are accounted for and assembled in eh safety corridor
Equipment Required:
• Flare Pistol and Flares (minimum 10). Parachute type flare shells are not permitted as these shells are highly inaccurate and their use in HVP ignition is limited • Wind Direction Device. Where windsocks are not available use a piece of light tape attached to a rod or hand held radio antenna • Flammable gas monitors, charged and calibrated • Two way communication devices • Binoculars • Inherently Fire Retardant (IFR) Clothing
Note: *A two man team trained in controlled vapour ignition and gas monitoring is required for ignition (Ignition Unit).*
Ignition Actions
• Ignition actions must be carried out by a third party contractor.
• Ignition must be attempted from a safe distance and in a gas free area; preferably with the shooter protected by a structure
• Approach the vapour cloud from upwind and to the side. This is to provide a wider vapour cloud cross section to aim at
• Fire shells toward the plume from a maximum upwind range
• Initially attempt to hit the perimeter of the vapour cloud where air to fuel mixtures are correct for ignition
• If the flare lands short and no ignition takes place, it can be assumed that the flare is not in the flammable vapour cloud. Move closer provided that you do not get into an area where the gas concentration is greater than 10% LFL
• Repeat until ignition is successful and sustained
Post Ignition Procedures
• Advise Incident Commander of ignition status
• Continually monitoring for Flammable Vapours in downwind and low-lying areas, Emergency Hazard Area and EPZ
• Continue monitoring wind direction and speed
• Maintain security around immediate area of the burning gas
• Monitor all personnel for injuries
• Evaluate the potential of fire spread
• Follow established fire control procedures at site.
Refer to ***SECTION 3****: Responder Safety and Public Protection*, ***SECTION 3.8*** *Ignition* for additional information

4.4.3 Pipeline Release

4.4.3 Pipeline Release
First Person On Scene
The first person on scene will:
• Assume duties of Incident Commander until relieved by a more qualified individual.

• Contact Control Centre to provide information, giving an initial assessment including location, area potentially affected and other hazards. Provide the following information:
  • Your name, location and contact number.
  • Location of the emergency.
  • Nature of the emergency.
  • Estimated size and/or seriousness of the emergency.
  • Initial indication of the equipment and manpower needed to respond to the emergency.

• Don appropriate PPE.
• Determine leak location, maintaining safe distance from the release in the upwind direction. Use gas detection to ensure safe distances.
• Eliminate all sources of ignition.
• If safe to do so, isolate leak (e.g. close manual valves).
• Alert personnel in area and control access to area.
• Evacuate all non-essential personnel from hazard area.

• Evaluate situation and convey information to the Control Centre on an ongoing basis.
  • Other hazards
  • Wind direction and speed.
  • Ambient air temperature.
  • Location of release.
  • Product released.
  • Size of release. On or off site.
  • Vapour cloud location. Rate of travel.
  • Security and roadblocks.

Investigative Team
An investigative team may:

• Ensure team members are properly equipped, including:
  • Vehicle
  • Radio or telephone
  • Monitors and/or explosion meters
  • Flare gun and flares
  • Danger/ warning markers

• Travel to incident scene; observe safe approach guidelines.
• Ensure own safety and safety of all responders.
• Obtain the status of the incident from the Control Centre before approaching the leak.
• Advise the Control Centre of safe routes to leak area.
• Confirm that the Control Centre has shut down the pipeline section or system, if appropriate, and/or has remotely closed valves in the suspect location.
• Approach the leak from an upwind direction, if possible, using explosion meters and/or LEL monitors
• Check any buildings within the vicinity of the leak and evacuate any persons potentially in danger.
• Determine the extent of the danger area and if the hazard can be reduced by ignition.
• Maintain communications with the Control Centre.
• Maintain watch over leak area and warn person(s) away from danger.

4.4.3 Pipeline Release, Continued

4.4.3 Pipeline Release, Continued
Investigative Team, Continued
• Locate suitable locations along pipeline for stopple installations on each side of leak. Locations must have regard for safe working condition, access and location of existing valves.
• Give direction to emergency crew to excavate for stopple installations.
• Request additional support or resources as needed.
Incident Commander
In addition, the Incident Commander will:
• Travel to incident scene; observe safe approach guidelines.
• Call Keyera 24-Hour Emergency Number.
• Notify the Regulator and other appropriate agencies as required.
• Account for all personnel on site.
• Ensure own safety and safety of all responders; work closely with Safety Officer.
• Determine the Level of Emergency. (Refer to **SECTION 1**).
• Assign a Documentation Scribe/Aide.
• Alert other personnel in area about nature and location of incident and, if necessary, establish an Isolation Perimeter and evacuate non-essential personnel to a safe area outside the perimeter.

• "Size up" situation to identify problem(s):
  • Is product going offsite?
  • Are there ignition sources in area?
  • Will energy supply diminish?
  • Can source be eliminated?

• Determine if local residents and businesses are potentially at risk.
• Determine type and level of security needed to maintain Isolation Perimeter.
• Develop solutions to problems and delegate work that needs to be done into manageable tasks.
• Place additional personnel and resources on standby, if required.
• Compile and maintain appropriate documentation.
Third Party Identification of a Potential Pipeline Release/Leak
• Establish/record details of incident from caller or SCADA/Leak detection system.

• Record the following information:
  • Caller's name, phone number, incident location (including LSD, if available), date and time.
  • Pipeline damage, vapour cloud, fire explosion, natural disaster or terrorist activity.
  • Conditions (burning, blowing, cloud), wind direction and speed.
  • Parties notified: Police, Fire Department, and Municipalities.
  • People on site, injuries.
  • Immediate danger to; town, farm, residence, industry, traffic.

• In the case of a vapour cloud, inform the caller of dangers, advise to evacuate the area.
• Only if safe to do so, and if possible, request caller to remain in contact until pipeline personnel arrive.
Shutdown and Isolation Procedures
Refer to the **Pipeline Control Centre Event Checklist** for additional guidance on shutdown actions.
• Immediately shutdown injections into pipeline and all pumps upstream of incident.
• Continue with deliveries upstream and downstream and run downstream pumps until pressures are as low as possible at incident location.

4.5 SPILL OR LEAK

4.5.1 Spills

4.5.1 Spills
First Person On Scene
The first person on scene will:
• Assume the role of Incident Commander until relieved by a more qualified individual.
• Assess the situation to ensure personal and others' safety. Consider other hazards.

• Sound alarm and evacuate all personnel from hazard area, consider the following:
  • Move to a safe area immediately.
  • Move upwind if release is downwind of your location.
  • Move crosswind if release is upwind of your location.
  • Move to higher ground if possible.

• Protect yourself by donning appropriate Personal Protective Equipment (PPE) as required before attempting a rescue.
• Move victim(s) to a safe area and administer first aid as necessary.
• Determine need for backup or outside resources. Contact emergency services as needed (911, where available).

• Notify the Olds or Local Authorized Control Centre to provide information, giving an initial assessment including location, area potentially affected and other hazards. Provide the following information, if available:
  • The location of the leak.
  • The nature of the substance being released.
  • An estimate of the size and seriousness of the leak.
  • Indication of the equipment and manpower needed to control the release, and the action planned prior to additional staff arrival.

• Establish roadblocks to prevent any unauthorized personnel from entering the incident site and monitor air quality at roadblocks.
• Use barricades and/or flagging to secure the area, if necessary.
• Implement control procedures to minimize the impacts. For a spill utilize the appropriate absorbents and/or berms downstream of the impacted area and only once safe to do so.
• Document actions on the Critical Information Report and an ICS 201.
Incident Commander
In addition, the Incident Commander will:
• Call the Keyera 24-Hour Emergency Number.
• Account for personnel on site.
• Ensure all potential sources and types of products are identified.
• Ensure appropriate air quality monitoring is taking place.
• Ensure required communication occurs between internal and external people.
• Ensure evidence is documented and secured for investigation.
Initial Response to a Spill
A hazard assessment must be completed prior to conducting tactical operations and appropriate safety measures put into place. The Incident Commander directs the immediate isolation of the source and containment of the spill as long as there is no immediate danger to health or safety. The containment may include closing or blocking culverts, temporary ditching or berms and using absorbents. The IC will also ensure an Emergency one-call is placed before any possible ground disturbance.

4.5.1 Spills, Continued

4.5.1 Spills, Continued
Initial Response to a Spill, Continued
Possible spill impacts must be assessed, including areal extents. Aerial overflights should be established as soon as possible. Specific tactical measures to respond to spills can be found in the WCSS Spill Response Manual.
The emergency phase of a spill response will continue until all parties in Unified Command agree there is no further risk to people, property and the environment. At this time, remediation and restoration activities may still be underway, but will become a project rather than an emergency response.
Spills - Waterway
Always approach a spill with caution, from upwind and uphill, testing with a gas detector. A specific plan of action must be implemented when a leak is reported to be near or into a body of water. The immediate priority when tactically responding to spilled product in or near water is to prevent migration. Containment, recovery and storage tactics must be established as quickly as safely possible. The fate and behavior of the product will have an impact on response measures and thus should be assessed as early as possible.
Immediate actions will include:
• Public and official authorities downstream from the leak shall be contacted and informed of the situation. They may also be invited as a Stakeholder or member of Unified Command if they are providing response resources.
Containment of Natural Gas Liquids (NGL) mix when spilled in a waterway is not safe, nor feasible. These products are typically flammable and explosive and should not be contained to a pooled area. Feasibility wise, the nature of the liquid, rapid evaporation and low film strength will not permit absorption or the use of a floating dam to contain it.
Spill - Land
Always approach a spill with caution, from upwind and uphill, testing with a gas detector. Keep sources of ignition away from the area covered by the vapour. Special caution must be used downwind and downhill from the spill as liquid spills will spread and pool in low lying areas.
The appropriate tactical response measures to contain, recover and store spilled product should be developed at the time and are dependent on the situation. Recovery should not begin until storage and/or transport is arranged.
Depending on the specific product, the fate of the spill will vary and must be assessed in order to maximize response efforts.
NGL Mix Spilled In Waterway
Leaking natural gas liquid mix will boil into the atmosphere creating a vapour cloud that will, if trapped in a valley, move downwind. The cloud of vapour is extremely volatile and the outer fringes may be at, or near, the lower explosive limit (LEL).
• All sources of ignition in the path of the vapour cloud shall be eliminated.
• The cloud of vapour shall be monitored from upwind until it is obvious that it has dispersed into the atmosphere. The refrigerating effect of the rapid boiling and gas expansion can freeze the soil surrounding the pipe. The amount of freezing is directly related to the size and movement of the body of water and the severity of the rupture.
• Plume ignition must be considered as a tactical response and only carried out once approved by the Incident Commander and by trained personnel.

4.5.2 Leaks

4.5.2 Leaks	Comments
Initial Response	
• Immediately and safely shut down the source.	
• All shut-down procedures to be recorded and confirmed before work commences at the accident site.	
• Implement emergency action plan for the isolated section.	
• Dispatch fully equipped contract crews.	
• Dispatch resources including bulldozers, backhoes, air compressors, as the need requires. Ensure One-Call has been completed and responded to prior to any ground disturbance and crossings.	
Small Leak	
A small Leak of NGL will not usually present a significant hazard in an open area where the liquid is vaporizing as it leaks and the vapours are dispersing in the air as they form. A small leak of this substance may cause a hazardous condition if the vapours collect in a confined space in quantities sufficient to form a flammable mixture.	
Response Actions	
• Keyera personnel dispatched to leak area.	
• Outline a safe perimeter around the leak and set up necessary road blocks.	
• Determine if evacuation is necessary.	
• Determine and carry out repair.	
• Arrange for surveillance of any temporary repair until permanent repairs are completed	
• Arrange for permanent repairs and area clean up.	
Medium Leak	
A leak of a size such that the vapour does not disperse within a small area creates a very hazardous condition. The cold vapour, heavier than air, will tend to flow downwind and into depressions and form a flammable mixture with air.	
The area downwind of a leak of adjacent lower areas should be approached only with an explosion meter to avoid flammable concentrations of vapour mixtures.	
If a quantity of liquid has escaped and vapourizes, all sources of ignition, such as car and truck engines, must be kept well away from the probable hazardous area.	
Response Actions	
• Contact Control Centre to shut down pipeline.	
• Investigate leak, report the conditions.	
• Outline a safe perimeter around the leak and set up necessary road blocks.	
• Call the Keyera 24-Hour Emergency Number.	
• Advise local police, request assistance to control people in the area. Direct police to site with a safe approach route.	
• Approach leak site from upwind.	
• Determine if evacuation is necessary.	
• Determine if the hazard can be reduced by igniting the vapour. Plume ignition may only be carried out by trained personnel.	

4.5.2 Leaks, Continued

4.5.2 Leaks, Continued	Comments
Medium Leak, Continued	
• Advise the Emergency Coordination Center (ECC) of proposed actions including ignition decision and repair plans.	
• Maintain communications with all affected parties.	
• Carry out all possible safety measures. Arrange for surveillance of any temporary repair until permanent repairs are completed.	
Large Leak	
A large leak of NGL may be caused by damage to the pipe by external sources. This can quickly be detected at the Control Centre due to volume balance upset and changes in operation pressures. The Leak Detection Model should detect a large leak within minutes of its occurrence. Such a leak will also probably be reported from the site.	
There will be an immediate outflow of liquid at the failure followed by intermittent slugs of liquid and vapour. About one-third of the liquid will flash into vapour. The remainder will form a pool of super cooled liquid and vapourize as rapidly as the heat flow from the surrounding air and ground will permit.	
If the flammable vapour-air plume formed at the leak has not ignited, it will have reached its greatest size within the first half hour from the time the leak occurred. Every effort should be made to prevent ignition of the vapour-air plume until the line fill available to the leak is depleted and the plume becomes diluted below the lower flammability limit.	
Response Actions	
• Shut down equipment with leak and close remotely operated valves upstream from leak.	
• Investigate leak, report the conditions.	
• Outline a safe perimeter around the leak and set up necessary road blocks.	
• Notify Keyera 24-Hour Emergency Number	
• Advise local police, request assistance to control people in the area. Direct police to site with a safe approach route.	
• Approach leak site from the windward direction.	
• Determine if evacuation is necessary.	
• Determine if the hazard can be reduced by igniting the vapour from the leak following evacuation of the area. Plume ignition may only be carried out by trained personnel.	
• Advise Emergency Coordination Center (ECC) of proposed actions including ignition decision and repair plans.	
• Maintain communications with all affected parties.	
• Carry out all possible safety measures. Arrange for surveillance of any temporary repair until permanent repairs are completed.	

4.6 TRANSPORTATION OF DANGEROUS GOODS

Transport Canada develops safety standards and regulations, provides oversight, and gives expert advice (through the Canadian Transport Emergency Centre — CANUTEC) on dangerous goods accidents to promote public safety in the transportation of dangerous goods by all modes of transport in Canada.

In the event of an emergency involving dangerous goods, call CANUTEC at 1-888-CANUTEC (226-8832); 613-996-6666 or *666 on a cellular phone. CANUTEC is the Canadian Transport Emergency Centre operated by the Transportation of Dangerous Goods (TDG) Directorate of Transport Canada.

4.6.1 Trucking / Rail

4.6.1 Trucking / Rail
Initial Response
The first priority following any must be the health and safety of all persons involved. The response will depend on the incident and resources readily available, and include the administration of:
• Securing the scene (prevent access, further injury or damage and to assist with investigation). This OHS regulation
• Provide first aid or CPR.
• Use of small-scale fire suppression.
• Execute evacuation.
• Shut-down equipment.
• Notify responders-police, fire, ambulance.
• Notify company representatives.
• Notify additional responders ERAC, CANUTEC, or Chemtrec, as required.
Drivers are responsible to have responder contact information for transportation jurisdictions.
Packing Group information (refer to the product SDS) may be required for emergency response planning.
Incidents involving rail transportation will be jointly managed by both the product consignor and transporter (rail operator) as applicable.
Once the situation is secured, additional assistance may be sought as required. The ERP notification procedures may be initiated based on the corporate assessment.
Vehicle Incident
The first person on scene will:
• Assume the role of Incident Commander until relieved by a more qualified individual.
• Assess the situation to ensure personal and others' safety.
• Determine the necessary Personal Protective Equipment (PPE) needed to safely carry out response actions.
• Shut off all ignition sources if safe to do so.
• Evacuate non-essential personnel from hazard area.
• Administer first aid as necessary.
• Determine need for backup or outside resources. Contact emergency services as needed (911, where available).
• Contact immediate supervisor giving an initial assessment including location, area potentially affected, injuries and other hazards.
• Gather names/addresses/phone numbers of any witnesses.
• Establish roadblocks, if necessary.

4.6.1 Trucking / Rail, Continued

4.6.1 Trucking / Rail, Continued
Vehicle Incident, Continued
In addition, the Incident Commander will:
• Call the Keyera 24-Hour Emergency Number.
• Account for personnel on site.
• Ensure required communication occurs between internal and external people.
• Establish and maintain a secure incident scene.
• Request additional resources, as required.
• Complete the appropriate documentation.
• Ensure evidence is documented and secured for investigation
• Review Incident Commander Checklist.

4.6.2 Emergency Response Guidebook

The Emergency Response Guidebook (ERG) was developed jointly by Transport Canada (TC), the U.S. Department of Transportation (DOT), the Secretariat of Transport and Communications of Mexico (SCT) and with the collaboration of CIQUIME (Centro de Informaciòn Quìmica para Emergencias) of Argentina, for use by fire fighters, police, and other emergency services personnel who may be the first to arrive at the scene of a transportation incident involving dangerous goods.

The ERG was last updated in 2024 and is primarily a guide to aid first responders in quickly identifying the specific or generic hazards of the material(s) involved in the incident, and protecting themselves and the general public during the initial response phase of the incident.

This guidebook will assist responders in making initial decisions upon arriving at the scene of a dangerous goods incident. It should not be considered as a substitute for emergency response training. The ERG does not address all possible circumstances that may be associated with a dangerous goods incident. It is primarily designed for use at a dangerous goods incident occurring on a highway or railroad.

To view the ERG - 2024: https://www.tc.gc.ca/eng/canutec/emergency-response-guidebook.html

4.7 NATURAL DISASTERS OR SEVERE WEATHER

4.7 Natural Disasters or Severe Weather
(Including a grass fire, forest fire, flooding, tornado or thunderstorm)
First Person On Scene
The first person on scene will:
• Assume the role of Incident Commander until relieved by a more qualified individual.
• Assess the situation to ensure personal and others' safety.
• Evacuate personnel from hazard area.
• Administer first aid as necessary.
• Determine need for backup or outside resources. Contact emergency services as needed (911, where available).
• Notify the Olds or Local Authorized Control Centre to provide information, giving an initial assessment including location, area potentially affected and other hazards.
• If dealing with fire, ensure backup is present or en route before attempting to contain or control the fire.
• Assess risk of controlling an incident with available personnel and equipment, execute if risk is deemed low.
• If alerted of severe weather patterns seek shelter and remain indoors, if possible.
Incident Commander
In addition, the Incident Commander will:
• Call the Keyera 24-Hour Emergency Number.
• Account for personnel on site.
• Ensure required communication occurs between internal and external people.
• Implement control procedures to minimize impact including deciding what gets shut in or isolated or when the facility should be evacuated.
• Request additional resources as required.
• Ensure evidence is documented and secured for investigation.
• Review Incident Commander Checklist.

4.8 NEXT-OF-KIN NOTIFICATION

When an employee, contractor or member of the public is seriously injured, missing or pronounced dead, the next of kin must be notified as promptly as possible.

Responsibility for Notification

Employee	Notification of an employee's next of kin is the responsibility of the RCMP or local police. The Incident Commander will designate a Keyera representative to participate in the notification.
Contractors	Notification about contractors should be made by the RCMP or local police together with the employer. The Incident Commander will ensure that the contractor's management is notified. Some independent contractors may not have a head office. In such cases, the Incident Commander will designate a Keyera representative to participate in the notification.
Public	If a member of the public is injured or killed as a result of Keyera operations, notifications will be coordinated through the RCMP or local police.

Consider involving the Keyera Human Resource department for additional and ongoing support.

Before Notifying the Next of Kin

- Never release names before the next of kin are notified.
- Whenever possible, a senior company representative will participate with the RCMP, or local Police.
- Be prepared to support the next of kin. Consider assistance such as transportation, child care, alternative accommodation, reimbursements for daily expenses and the temporary care of the family home if required.
- Make the notification in person, not by telephone or through an intermediary.
- Provide the relatives with as much information as possible. Present only the facts; do not speculate.
- Do not discuss personal views of liability or fault.
- Be prepared to listen to what people are saying. Allow the next of kin to vent their emotions.
- Attempt to support and reunite families as quickly as possible.
- Offer assistance; document key issues and concerns.
- Document the details of anyone who appears to be having trouble coping with the incident so that he / she can be given prompt support.
- Do not leave the next of kin alone.
- Offer to contact a neighbour, friend, relative, minister, doctor or counsellor.
- Leave your name and telephone number with family members

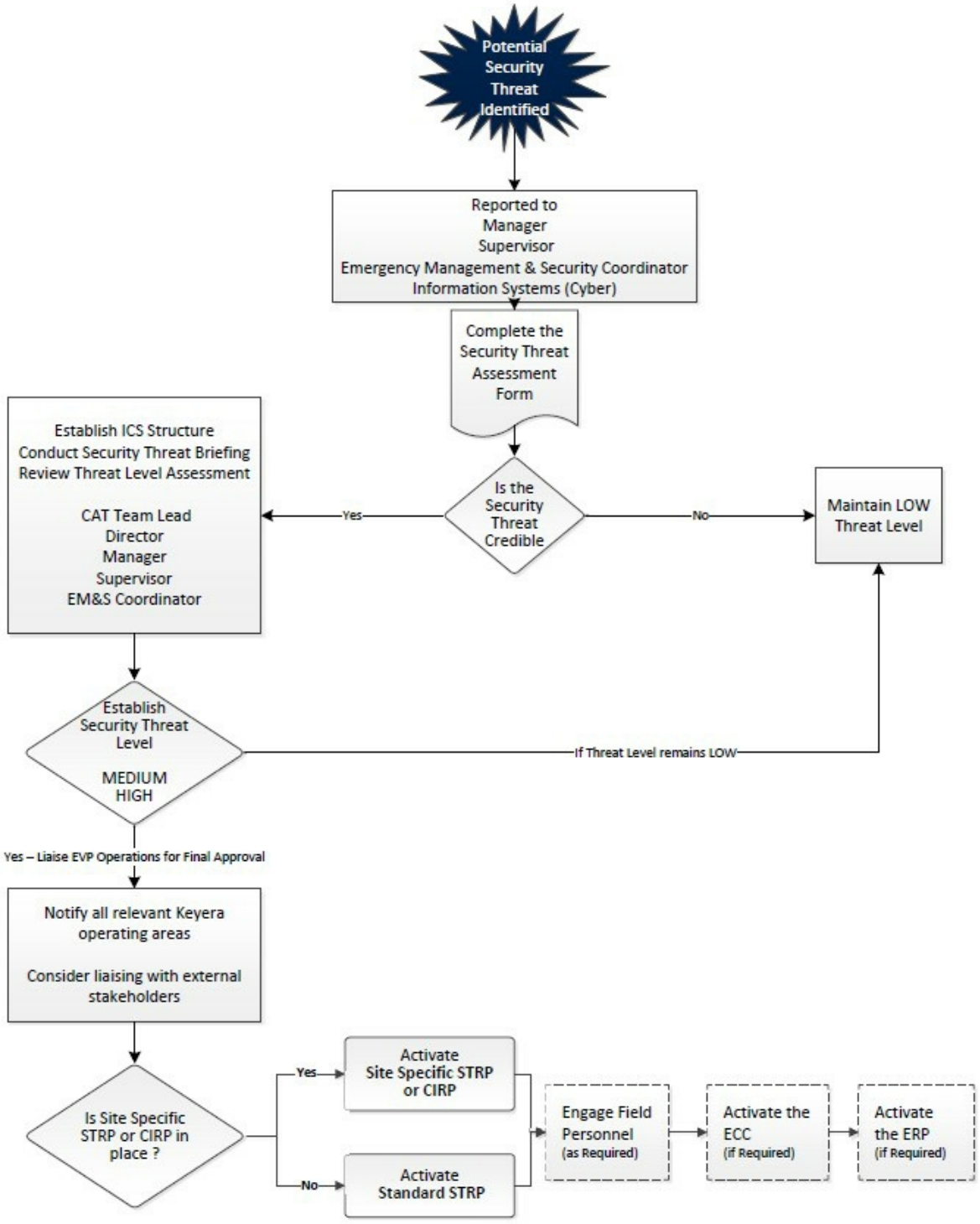
4.9 SECURITY INCIDENTS

4.9.1 General Security Response Actions

4.9.1 General Security Response Actions
Overview
To activate a response to a security incident refer to the Security Threat Response Plan (STRP) Standard or Security Procedures & Security Plans.
Security Procedures and Plans listed below provide detailed response measures. Standards, Procedures & Plans are available from the Emergency Management and Security Team
Security Procedures & Security Plans • Security Threat Procedure • Suspicious Activities Procedure • Suspicious Package Procedure • Civil Disturbance Procedure • Terrorism Procedure • Theft Procedure • Unauthorized Entry Procedure • Vandalism Procedure • Workplace Violence Procedure • Security Incident Procedure • Control System – IT Attack Procedure • Cyber Incident Response Plan (CIRP) • Site Specific Security Threat Response Plans
Initial Actions
Review **FIGURE 4.9-1**: STRP Activation process map below or in the STRP Standard
Document response actions on the ICS 201
Begin documenting on the Security Threat Assessment Form (Refer to 8.1 in Security Threat Response Plan Standard) • Record initial incident details (Type of Incident, location, personnel, communications, response details, etc.) • Record initial response objectives and strategies to achieve incident priorities

FIGURE 4.9-1 - STRP STANDARD: STRP ACTIVATION

STRP Notification Flowchart



Note: Activate countermeasures as per threat levels

4.10 DAMS (BRINE PONDS)

4.10.1 Potential and Imminent Emergencies

4.10.1 Potential and Imminent Emergencies
Potential Flood Emergency
When an abnormal condition is observed at the brine ponds or the brine ponds performs abnormally and, without swift and effective intervention, the condition could deteriorate and lead to brine ponds breach.
Imminent Flood Emergency
When the brine ponds have failed, or there is a severe abnormal condition that has a significant probability of leading to a brine ponds breach.
Drawdown Procedures
As required, in a potential or imminent flooding situation, begin drawdown operations of the pond level in a controlled manner by:
Activating the appropriate discharge pumps for the control structure affected, as required:
• If water is being transferred to an injection well or back to the cavern, notify the applicable personnel of the transfer.
• If transfer is initiated to another pond, monitor the level of that pond.
• Operate pump and discharge line
• Monitor pump and discharge lines for proper operation
• Continue frequent monitoring of structures, embankments and water levels for unusual or changed conditions.
• Restrict access along roads threatened by a potential flood emergency.
A Brine Pond Breach or potential Brine Pond Breach at a site may present the following hazards.

4.10.2 Potential Abnormal Conditions

4.10.2 Potential Abnormal Conditions
Water Levels Above Normal High Operating Level
• Initiate drawdown procedures
• Inspect the brine pond toe and abutments of the brine pond for any new seeps, an abnormal increase in quantities of seepage, or any indication of muddy/silty/cloudy flow.
• Inspect the dykes for signs of slope instability, such as slumps, cracking, settlement and any new deformity or misalignment, however unlikely
• Inspect the dykes for signs of slope instability, such as slumps, cracking, settlement and any new deformity or misalignment, however unlikely
• Continue frequent monitoring of structures, embankments and water levels for unusual or changed conditions.
• Restrict access along roads threatened by a potential flood emergency.
• Put resources (personnel and heavy equipment) on standby or mobilize resources or and equipment to the site, to repair damages
Slumping or Cracking of Brine Ponds
In case of slumping or cracking, the following shall be determined and/or conducted: • Location of the slumping or cracking. • Size and severity of affected area(s) in height, width and depth. • Estimated leakage discharge (clear or muddy/silty/cloudy) and reservoir and elevations. • Report findings, or threats of imminent flood • Whether the brine pond needs to be drawn down with injection pumps. • Whether to undertake shelter-in-place, a site or an EPZ evacuation. • Put support services (personnel and heavy equipment) on standby or mobilize resources to repair damages in the pond embankment, as required. • Continue frequent monitoring of structures, embankments and water levels for unusual or changed conditions. Implement appropriate additional response actions as necessary. • Restrict access along roads threatened by a potential flood emergency.
Failure of Operating Equipment
In case of failure of operating equipment at the water control structure, the following shall be determined and/or conducted: • Probable cause of failure, durations and effects on water control structure operation. • Whether immediate assistance is required to remedy the problem. • Whether temporary replacement or temporary alternatives are available. • Report findings, including imminent deteriorating conditions, and assess the potential impacts of the situation on site operations and all stakeholders (public and private). • Determine whether the brine pond needs to be drawn down with injection pumps. • Decide whether to undertake shelter-in-place, a site or an EPZ evacuation. • Activate brine pond pumping equipment, or if that has failed, alternate pumping equipment. • Continue frequent monitoring of structures, embankments and water levels for unusual or changed conditions. Implement appropriate additional response actions as necessary. • Restrict access along roads threatened by a potential flood emergency.

4.10.2 Potential Abnormal Conditions, Continued

4.10.2 Potential Abnormal Conditions, Continued
Springs, Seeps or Soft Areas
In the event of the development of new springs, seeps or soft areas, or any changes in the condition of existing areas, the following shall be determined and/or conducted: • Location of the spring, seep or soft spot. • Size of affected area. • Estimated leakage discharge rate. • Nature of the discharge (whether clear or muddy/silty/cloudy water). • Brine pond elevation. • Report findings and assess the potential impacts of the situation on site operations and all stakeholders.
In the event of rapid increase or muddy/silty/cloudy appearance in seepage, the following shall be done immediately to stabilize the berm:
• Notify area leadership especially in the event of imminent deteriorating conditions.
• Cover the areas with filter fabric.
• Ballast filter fabric with a thick layer of gravel or free draining material.
• Consult with additional technical experts, as required, to evaluate and stabilize the berm.
• Decide whether to begin drawing down the pond level in a controlled manner, as required.
• Put support services and/or resources (personnel and heavy equipment) on standby or mobilize resources or and equipment to the site, to repair damages in the pond embankment, as required.
• Continue frequent monitoring of structures, embankments and water levels for unusual or changed conditions. Implement appropriate additional response actions as necessary, based on changing conditions.
• Consult with civil/dam consulting/engineering firm to develop next steps
Abnormal Instrumentation Readings
In the event of abnormal instrumentation readings, the following shall be determined and/or conducted: • Interstitial space (between the pond liner and secondary containment) to get no levels, unless it's rained. • Whether the pond level (pond level stick readings) has changed significantly. • Ensure a visual inspection the brine pond levels has occurred. • Put support services and/or resources (personnel and heavy equipment) on standby or mobilize resources or and equipment to the site, to repair damages in the pond embankment, as required. • Consult with civil/dam consulting/engineering firm to develop next steps

SECTION 5

Section Last Revised: May 20, 2026

MEDIA & CRISIS COMMUNICATIONS

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5.1 Overview

Figure 5.1-1 - Crisis Communications Leadership Structure

5.2 Information Officer

5.3 Keyera Crisis Communications Plan

5.4 Crisis Communication Approvals

5.5 Keyera Media Policy

5.5.1 Sensitive Information

5.6 Regulatory Requirement

Figure 5.6-1 - Communications Plan Template

5.1 OVERVIEW

The development and implementation of timely, strategic and effective communications during an incident is critical to protect the public, employees, responders, and Keyera's reputation.

FIGURE 5.1-1 - CRISIS COMMUNICATIONS LEADERSHIP STRUCTURE

No Files Uploaded

5.2 INFORMATION OFFICER

The Information Officer (IO) is responsible for leading communications efforts in the Incident Management Team (IMT). The IO's focus is the incident response and providing critical information to affected stakeholders via the development and implementation of a communication plan. . They may also work with external-facing roles such as the Liaison Officer and the Public Protection Branch to support aligned messaging across the response.

Only one IO will be assigned for each incident, including incidents operating under Unified Command (UC) and multi-jurisdictions. Under a Unified Command (UC) the IO role will likely **not** be a Keyera employee; however, the Crisis Communications team may fill Assistant IO (AIO) roles in the Joint Information Center (JIC).

The Information Officer's responsibilities are to

• Provide information about the incident and the related response effort to stakeholders in a timely, accurate, and responsible fashion.
• Ensure that information about the incident is clear, factual and consistent with that provided by other responders and government agencies.
• Minimize unnecessary speculation, rumour, or concerns about the incident and potential risks to the public.
• Protect the company's reputation as a responsible corporate citizen.

The Information Officer is supported by a team of pre-assigned employees to assist in implementing the communications plan. The Information Officer also ensures that the necessary contacts have been made to the External Affairs team at Keyera's head office in Calgary.

5.3 KEYERA CRISIS COMMUNICATIONS PLAN

The Crisis Communication team will follow the Keyera Crisis Communication Plan (CCP) to guide incident response activities. The plan provides the following:

- A roadmap for effective and efficient communication through each response phase of an incident
- Essential templates for frequently used communications products and documents, and checklists for specific functions and roles
- Guidance for Keyera to work in a Joint Information Center (JIC)

5.4 CRISIS COMMUNICATION APPROVALS

When Keyera is leading the response effort in a single-party led incident response, the Communications

team must ensure appropriate review and approval of key messages to protect the reputation of the company. For more detailed instruction on this process, refer to the Keyera *Crisis Communication Plan* for required approvals based on the type of communications product. *Approvals must be secured* before any communication(s) can be released to media or publicly.

5.5 KEYERA MEDIA POLICY

According to the Keyera Media Policy only designated Keyera spokespersons are authorized to provide information to the media and public. The Liaison & Communications Manager and the IO are authorized to speak on behalf of the company. Depending on the situation, the Liaison & Communications Manager and/or the IO can recommend other Keyera spokesperson(s) or approve other employees to speak. However, they will be intensively prepped before speaking publicly with approved talking points.

The Media Policy is in place to:

- Designate and list all authorized spokespersons for the company
- Prevent the improper use or disclosure of material, sensitive or confidential information pertaining to company operations and plans (see **SECTION 5.5.1** Sensitive Information)
- Avoid exposing employees, contractors or third-parties to risk that could result from unapproved or inaccurate disclosure of company information via the media and/or public

All employees are instructed to refer media requests to the Communications team at media@keyera.com or 1.855.797.0036.

5.5.1 Sensitive Information

Sensitive topics should be handled with extreme caution and may include:

- Joint Venture assets and agreements (Do not forget that some assets are joint ventures, and an appropriate communications process will need to be followed)
- Cause of incident (Do not speculate as to a cause, an investigation into the root cause is required)
- Volume of release (Until a definitive number is known, stick with qualified statements and a volume range if needed)
- Time to complete clean-up and return to service (Avoid speculation and use appropriately qualified language)
- Overall cost (As with volumes, qualify as appropriate and do not speculate)
- Market/customer impact (Avoid speculation of market impact, line or facility outage or any mention of customer volumes, commitments or production)
- Earnings impact from incident (Do not speculate. Indicate that the company is focused on responding to the incident and will assess any impact as appropriate)
- Significant regulatory implications or corrective actions -- either directly from the incident or due to several incidents of a similar nature (Avoid speculation; work with the Liaison Officer and regulators proactively)

The above sensitive information needs to be generalized especially in early stages of the incident response and/or may need to be heavily qualified by Communications/Legal/Investor Relations/Senior Leadership.

5.6 REGULATORY REQUIREMENT

Keyera is required to develop a detailed communications plan which may be required by Regulatory Agencies. The plan outlines Keyera messaging and how Keyera will reach affected stakeholders using targeted communications tools. The plan template is shown in **FIGURE 5.7-1**.

FIGURE 5.6-1 - COMMUNICATIONS PLAN TEMPLATE

Activity	Audience	Messages / Information to be Shared	Timing	Tools	Responsibility	Regulatory Requirement	Completion Date	Lessons Learned
Why do you need to communicate?	Who are you communicating to? Describe from the audience list.	What information does the audience needs to know? Why does it matter to them? What is the call to action?	When does this need to be executed?	How will you communicate?	Who is responsible for drafting, reviewing and approving?	Which regulatory requirement, if any, does this activity address?	When was this activity executed?	What have you learned from executing this activity? Are there recommendations to improve similar activities in the future?

SECTION 6
FORMS

Section Last Revised: May 20, 2026

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6.1 Government First Call

6.2 Executive Update Form

6.3 AER Release Reporting Form

6.4 Security Threat Assessment Form

6.5 ICS Forms

6.6 Air Monitoring Form

6.7 Resident Notification Form

6.8 Resident Registration Form

6.9 Roadblock Form

6.10 Media Inquiry Form

6.11 WCSS Ice Safety Plan

6.12 ECC Briefing Checklist

NOTE: For additional employee guidance and tools for initial response activities, please refer to the Keyera Emergency Management Quick Reference Guide.

Government First Call Communication Form

Keyera has adapted the Alberta Energy Regulator (AER) First Call Communication Form to create the Government First Call Communication form. This is to be utilized by Keyera personnel for the collection of essential incident details in all operating areas.

General Incident Information		
Regulator contact:	Agency:	Field centre:
Licensee:	Caller:	Phone:
E-mail address for release report:		
License #:	Pipeline line #:	Approval #:
Incident location: ____/ _____/ _____/ _____ W ___M		
Emergency level:		
Serious event? ☐ Yes ☐ No If yes, what kind of serious event? ☐ Blowout ☐ Explosion ☐ Fire ☐ Other control loss ☐ Fracking ☐ Casing failure		
Land type (jurisdiction): ☐ Freehold ☐ First Nations ☐ Métis ☐ CFB ☐ Crown – Disposition #:		
Agencies notified:		Date:
FIRST duty office (DO) contacted: ☐ Yes ☐ No If yes, date & time DO was contacted:		
DO contact name:		

Release Details			
Volumes			
Substance*	**Released ($m^3/10^3$ m^3)**	**Recovered ($m^3/10^3$ m^3)**	**Disposal/storage location**
* For emulsion, break down oil & water if possible.			
Description of how the release volume was determined and verified (including calculations; e.g., spill length × width × depth):			
Area affected (length × width): m^2			
How was the area affected determined? (Aerial survey, perimeter walk, range finder, samples taken, etc.):			
Who delineated the spill area (environmental technologist, operator, etc.) and what process was used?			

☐	Reminded licensee to update the Regulator immediately if release volumes or area changes from what was originally reported
☐	Asked for the immediate submission of photos of the entire spill site to the Regulator and communicated that photos of the cleanup will need to be submitted with the release report.

Cause of release (suspected or actual)

Impact

Release off lease? ☐ Yes ☐ No (pipeline right-of-way is off lease)

If yes, was the landowner notified? ☐ Yes ☐ No Name of landowner/agency:

Release within disposition boundary? ☐ Yes ☐ No

Outside disposition – was leaseholder notified? ☐ Yes ☐ No Name of leaseholder:

If outside disposition, reminded licensee that they will need a TFA.

Actual incident H_2S concentration (if applicable): % / ppm / mol/kmol

Nearest town:	Distance and direction to town:

Environment affected: ☐ Air ☐ Land ☐ Water

Distance of release to the nearest water body, watercourse, or waterway:

How was this distance determined?

Wildlife/waterfowl/livestock affected: ☐ None ☐ Habitat affected ☐ Animals injured/killed

Notes/description:

Confirm how the release has been or will be contained:

Confirm how the release has been or will be cleaned up:

Evacuees (#):	People injured (#):	Fatalities (#):

Were members of the public affect? ☐ Yes ☐ No

If yes, indicate if they were

☐ Notified ☐ instructed to shelter-in-place ☐ advised to evacuate

Notes/description:
Media Interest? ☐ None ☐ Local ☐ Regional ☐ National
Damage to public property? ☐ Minor/no damage ☐ Substantial (home covered in oil) ☐ Extensive (home destroyed)

Pipeline Specific		
Hit? ☐Yes ☐No	Line #:	Test failure? ☐ Yes ☐ No
Normal operating pressure: kPa	Maximum operating pressure: kPa	
Is the pipeline shut in, depressured, and isolated? ☐ Yes ☐ No		
If yes, date & time:		
What is the total volume of liquid in the pipeline?		
Are there isolation valves? ☐ Yes ☐ No If yes, have they been activated? ☐ Yes ☐ No		
Are there any other pipelines that tie into the failed line? ☐ Yes ☐ No If yes, have they been shut in/isolated? ☐ Yes ☐ No		
☐ Reminded the company to contact the Regulator before excavating the pipeline.		
☐ Reminded, advised, or directed the company that the pipeline is not to be returned to service without the Regulators permission.		
Right-of-way (ROW)		
☐ Licensee has confirmed when the pipeline ROW and well were last checked. Date:		
How was the ROW surveillance conducted (from the air, by quad, on foot, using infrared, etc.)?		
☐ Requested that daily production volumes for the well/pipeline be submitted within 24 hours.		
Investigation information		
What operations are currently taking place (containment, sampling, line locating, retaining contractors/consultants, pipeline excavation, repair, site access, EM survey, etc.)?		

Canada Energy Regulator Event Reporting Form can be found at:
https://apps.cer-rec.gc.ca/ERS/Contact/Edit

Executive Update Form

1. Incident Name	2. Operational Period (Date/Time) From: To:	EXECUTIVE UPDATE
3. Operations:		
4. Environmental		
5. Planning		
6. Other		
7. Prepared by:	Date/Time	
EXECUTIVE UPDATE FORM		

Release Report

Initial verbal notification of the release to the AER is required prior to completing this release report.

General Information			
AER FIS incident no.:	EDGE reference no.:		
Date AER notified:	Time: ☐ p.m. ☐ a.m.	AER contact:	
Type of report: Click here for list	Projected date for final report:		
Incident date:	Time: ☐ p.m. ☐ a.m.	Incident location:	W
Licensee/Company name :			
Licence no.:	Public lands disposition no.: Click here for list		
EPEA approval no.:	Scheme/Permit approval no.:	Other AER approval no.:	
Form completed by:	Phone number:		

Release Volume Details

If volumes change from what was initially reported, then verbal notification to the AER is required.

Released Substance*	Volume released	Free Fluids recovered	Shipped to (waste receiver)*	Licence/ approval no.*	Location
	m^3	m^3	Click here for list		W
	m^3	m^3	Click here for list		W
	m^3	m^3	Click here for list		W
Gas	10^3 m^3				
Release rate:	Duration of release:				

*** If the released substance is "Emulsion" the crude oil, produced water, and gas must all be reported separately above.**

* Refer to ST107 for the list of AER-approved oilfield waste management (WM) facilities.

Waste Recovery Volume Details

Waste substance	Volume recovered	Shipped to (waste receiver)*	Licence/ approval no.*	Location
Excavated soil/solids removed	m^3	Click here for list		W
	m^3	Click here for list		W
Contaminated surface water and/or snow removed	m^3	Click here for list		W
	m^3	Click here for list		W
Washwater and/or freshwater used	m^3	Click here for list		W
	m^3	Click here for list		W
Vegetation/crop bagged and/or removed	m^3	Click here for list		W
	m^3	Click here for list		W

* Refer to ST107 for the list of AER-approved oilfield waste management (WM) facilities.

Contaminated soils storage: ☐ Yes ☐ No ☐ On site ☐ Off site – If off site, enter location: W

On-site waste treatment: ☐ Yes ☐ No Waste Treatment Description:

Release Containment Details

☐ Within well/facility lease boundary –– Contained to working surface of lease boundary: ☐ Yes ☐ No

☐ Outside well/facility lease boundary

Release contained by berm: ☐ Yes ☐ No Release contained by liner: ☐ Yes ☐ No Liner type (*Directive 055*): Click here for list

Release onto land/soil: ☐ Yes ☐ No Surface soil type: Click here for list Subsurface soil type: Click here for list

Release Site Details

Land jurisdiction type: Click here for list Environment affected: Click here for list Area affected: m^2

☐ Within public lands disposition boundary ☐ Outside public lands disposition boundary – TFA number:

Distance to closest water body: m Distance to nearest town: km Name of nearest town:

Distance to closest water well: m Distance to nearest permanent dwelling: km

Release Impacts Details

Incident/release H_2S concentration: Unit of measurement: ☐ % ☐ ppm ☐ mol/kmol

Wildlife/livestock affected: Click here for list Equipment loss: Click here for list

Emergency response plan (ERP) activated: ☐ Yes ☐ No

☐ Public affected ☐ Public evacuation Number evacuated:

☐ Landowner notified* ☐ Leaseholder notified*

☐ WH&S notified* Number of injuries: Number of fatalities:

* Provide details in Additional Notifications box.

Pipeline Details (fill in for AER-licensed-pipeline incident)

Pipeline is not to be returned to service without permission from the AER. See www.aer.ca for definitions for incident type and cause.

Incident type: Click here for list Incident cause: Click here for list

Licence number: Line number: Installation number (if applicable):

Start location: W End location: W ABSA registration number (if applicable):

Associated facility location: W Associated facility licence number:

☐ Test failure ☐ Retest segment ☐ Pipeline repair pretested ☐ Cathodic protection

Type of external coating: ☐ Corrosion mitigation/monitoring program:

Normal operating pressure: kPa Maximum operating pressure kPa

Date line shut in: Pipeline returned to service: ☐ No ☐ Yes Date:

Clean-up/Remediation Details

All releases must be remediated or managed in a matter satisfactory to the AER.

Clean-up status: Click here for list **Final cleanup/remediation completion date:**

☐ In-situ remediation implemented

Remediation guidelines used (choose all applicable):

☐ Tier 1 ☐ Tier 2 ☐ SST ☐ SCARG ☐ CCME ☐ Exposure control

Method of subsurface delineation: Confirmatory samples taken: ☐ Number of samples:

Remediation certificate applied for: ☐ Yes ☐ No

Environmental contractor: Phone number:

Additional Incident Notification Details			
Name of agency/landowner	**Person notified / reference no.**	**Phone number**	**Date**

Incident Details

Submit photos of the incident and cleanup/remediation to the AER. Fill in all text boxes below:

Detailed description of circumstances leading up to the release:

How release was identified:

Steps/procedures taken to minimize, control, or stop release:

Steps taken to contain release:

If release was on lease steps taken to ensure no migration off lease (including subsurface migration):

Description of how release volume(s) was determined and verified (include any calculations used):

How the affected area was determined (include any calculations used):

Description of environmental impact:

Clean-up operation details:

Remediation operation details:

Release cause: Click here for list

Description of root cause:

Steps/procedures taken to prevent similar future releases:

Additional comments:

Security Threat Assessment Form

Complete all areas (as applicable), with information that is known to be factual. Please do not add any information that has not been verified.

ASSESSMENT FORM COMPLETED BY

Name: _____ Contact #: _____
Title: _____ Email: _____
Date: _____ Time: _____

OTHERS INCLUDED IN THE ASSESSMENT

Name:	Position & Business Unit:

THREAT REPORTED BY THE FOLLOWING SOURCE

❒ Employee ❒ Public ❒ GovernmentAgency ❒ Police ❒ Other (describe): _____
Date: _____ Name: _____
Contact #: _____ Title: _____
Time: _____ Email: _____
Method of Reporting: _____ Business Unit: _____

TYPE OF THREAT - PHYSICAL

❒ Physical Threat ❒ ICS/SCADA ❒ Civil Disturbance ❒ Mischief ❒ Cyber
❒ Verbal Threat ❒ Suspicious Mail/Packages ❒ Vandalism
❒ Interference (blocking access to right-of-way ROW) ❒ Other (describe): _____

TYPE OF THREAT - CYBER

❒ Malware ❒ ICS/SCADA ❒ Social Engineering ❒ Ransomware ❒ DOS ❒ Breach
❒ Cloud Related ❒ Fraud ❒ Malicious Insider ❒ Identity Theft ❒ Weather Related
❒ Personally Identifiable Information (PII) ❒ Email Compromise ❒ Other (describe): _____

ADVERSARY: PERSON OR GROUP

❒ Resident/Occupant ❒ Landowner ❒ Activist ❒ First Nations ❒ Employee ❒ Protestor ❒ Public
❒ Other (describe): _____
Name: _____ Contact #: _____
Physical Address: _____ Website/URL: _____
Known Vehicles: _____ Email: _____
Age: _____

THREAT CIRCUMSTANCES

❒ Against Employee ❒ Against Company ❒ Against Contractor ❒ Against Industry ❒ Unconfirmed
Describe circumstances/what occurred/what location: _____
Is there history of the same person or group making a threat? ❒ Yes ❒ No ❒ N/A
If yes, describe: _____
Date: _____ Place of Occurrence: _____
Are there witnesses to the occurrence? ❒ Yes ❒ No ❒ N/A
If yes, Name of witnesses: _____ ❒ Yes, witness statements have been completed and provided
❒ No, witness statements have not been completed or provided
The threat was direct and clearly understood. Explain: _____ ❒ Yes ❒ No ❒ N/A
The threat was indirect/Vague/Implied. Explain: _____ ❒ Yes ❒ No ❒ N/A
The threat is expected to occur in the future. Explain: _____ ❒ Yes ❒ No ❒ N/A

IMPACTED ASSET(S) & USER(S)

Asset	Contact Name	Phone	Email

REPORTED TO POLICE

Date: _____ File #: _____ Investigator Name: _____
Police Agency: _____ Contact #: _____ Email: _____
Is the matter under investigation? Explain: _____ ❒ Yes ❒ No
Are charges laid? Explain: _____ ❒ Yes ❒ No
Have the Police commented? Explain: _____ ❒ Yes ❒ No

ASSET HISTORY

Has the asset/user recently been victim of a physical and/or cyber-security incident? ❒ Yes ❒ No ❒ Unknown
Has the asset/user been victim of a physical and/or cyber-security incident in the past? ❒ Yes ❒ No ❒ Unknown

RECENT EVENTS

Are there any recent landowner issues and/or concerns? ❒ Yes ❒ No ❒ Unknown
Are there any recent termination issues and/or concerns? ❒ Yes ❒ No ❒ Unknown
Are there any recent employee performance issues and/or concerns? ❒ Yes ❒ No ❒ Unknown
Are there any recent issues with the general public? ❒ Yes ❒ No ❒ Unknown
Are there any recent contractor issues and/or concerns? ❒ Yes ❒ No ❒ Unknown

ADVERSARIES

Are physical and/or cyber-security adversaries present and active within the community, area or region? ❒ Yes ❒ No ❒ Unknown

LANDOWNER (IF APPLICABLE)

Has the landowner been apprised of right-of-entry information? ❒ Yes ❒ No ❒ Unknown
Has the right-of-entry (ROE) been served and explained? ❒ Yes ❒ No ❒ Unknown
Where is the person's residence in relation to the ROW? _____

INDUSTRY THREATS

Has another operator within the same industry and/or region received physical and/or cyber-security related threats? ❒ Yes ❒ No ❒ Unknown
Has another operator within the same industry and/or region recently been victim of a physical and/or cyber-security threat? ❒ Yes ❒ No ❒ Unknown
Does a current threat that is directed at the company exist? ❒ Yes ❒ No ❒ Unknown

CREDIBILITY

Does the threat specifically identify a target? ❒ Yes ❒ No
Does the threat specify a time it is to be carried out? ❒ Yes ❒ No
Is it probable that the threat will be carried out? ❒ Yes ❒ No ❒ Unknown
Threat is: ❒ Not Credible ❒ Unknown ❒ Believed ❒ Confirmed Comments: _____

CAPABILITY

Is there a degree of sophistication required for the adversary to commit a crime against the asset? ❒Yes ❒ No
Is the person or group considered capable of carrying out a physical or cyber threat (e.g., fit/health, physically imposing; young/middle aged; or elderly; physical impediment; unhealthy; unfit etc.) ❒Yes ❒ No

SUMMARY OF THREAT

Summarize Circumstances:
_____
_____
_____

SECURITY THREAT ASSESSMENT

CREDIBILITY	PROBABILITY	CONSEQUENCE
LOW (VALUE OF 1)		
❒ A possible physical and/or cyber threat of harm to the company and/or to personnel has been made.	❒ Threat is unlikely to be carried out.	❒ Little or no impact on asset (s).
MEDIUM (VALUE OF 2)		
❒ A probable physical and/or cyber threat of harm to the company and/or to personnel has been made.	❒ Threat is likely to be carried out.	❒ Impacts are felt, but not critical.
HIGH (VALUE OF 3)		
❒ A confirmed physical and/ or cyber threat of harm to the company and/or to personnel has been made.	❒ Threat is likely to be carried out.	❒ Critical impact (s) that could rasult in breach, damage, loss, and/orinjury.

Credibility ☐ **+ Probability** ☐ **+ Consequence** ☐ = _____

(LOW = 3 MEDIUM = 4-6 HIGH = 7-9)

SECURITY THREAT LEVEL = _____

SECURITY THREAT LEVEL CLASSIFICATION

❒ **Low Level Threat →1-3 (Standard Operating Procedures)**

No Security Plan Required (Standard Operating Procedures in place)

Threat deemed LOW for an illegal and/or violent act (including cyber) towards Keyeras' assets, operations and/or other regional industry operators, or industry at large

A LOW categorization of risk does not imply "no threat" but indicates the situation should or may continue to be monitored. All standard security countermeasures should remain in place.

❒ **Medium Level Threat → 4-6 (Possible Duration: Days, Weeks, Months)**

Activate Security Threat Response Plan Operational Security Countermeasures (Physical) and/or Information System(IS) Countermeasures (Cyber)

Threat deemed to be MEDIUM for an illegal and/or violent act (including Cyber) towards Keyeras' assets, operations and/or other regional industry operators, or industry at large.

A MEDIUM categorization of risk means that there is an elevated threat for violence or illegal incident(s) and any security measures that are currently in position should remain, and further security measures should be considered as per organizational security countermeasures.

❒ **High Level Threat → 7-9 (Possible Duration: Days or Weeks)**

Activate Security Threat Response Plan Operational Security Countermeasures (Physical) and/or Information System(IS) Countermeasures (Cyber)

Based on available information and intelligence, there appears to be a HIGH risk for an illegal and/or violent act (including Cyber) occurring towards Keyeras' assets, operations and/or other regional industry operators, or industry at large.

A HIGH categorization of risk means that Keyeras' is at HIGH or imminent threat to experience a violent or illegal incident(s) and immediate intervention is required to prevent an act from occurring. Any security measures that are currently in position should remain, and enhanced security measures should be considered as per organizational countermeasures.

Note: High-risk situations require the most intensive supervision and management strategies to be applied.

Form	Description
ICS Forms	
Incident Action Plan (IAP) Cover Sheet	
ICS 201	Incident Briefing
ICS 202	Incident Objectives
ICS 203	Organization Assignment List
ICS 204	Assignment List
ICS 204a	Assignment List Attach
ICS 205	Incident Radio Communication Plan
ICS 205a	Communications List
ICS 206	Medical Plan
ICS 207 (IMT)	IMT Organizational Chart
ICS 209	Incident Status Summary
ICS 210	Status Change
ICS 211e	Check-in List (Equipment)
ICS 211p	Check-in List (Personnel)
ICS 213	General Message
ICS 214	Unit Log
ICS 214a	Individual Log
ICS 215	Operational Planning Worksheet
ICS 215a	IAP Safety Analysis
	Air Operations Summary
ICS 220	Demobilization Check Out
ICS 221	Daily Meeting Schedule
ICS 230	Meeting Summary
ICS 231	Resources at Risk Summary
ICS 232	Incident Open Action Tracker Work
ICS 233	Analysis Matrix
ICS 234	Work Analysis Matrix Example
ICS 234 Example	

INCIDENT BRIEFING FORM (ICS 201)

1. Incident Name	2. Incident Number	3. Time of Incident Date: Time:

4. Map/Sketch
Include sketch, showing the total area of operations, the incident site/area, impacted and threatened areas, overflight results, trajectories, impacted shorelines, or other graphics depicting situational status and resource assignment.

5. Situation Summary and Health and Safety
Recognize potential incident health and safety hazards and develop necessary measures to protect responders from those hazards (remove hazard, personal protective equipment, warn people of the hazard).

6. Prepared By Name: Position/Title: Signature:

INCIDENT BRIEFING FORM (ICS 201)

1. Incident Name	2. Incident Number	3. Time of Incident Date: Time:

7. Incident Priorities	8. Initial Incident Objectives
Life Safety *Incident Stabilization* *Minimize Impacts*	

9. Summary of Current Actions

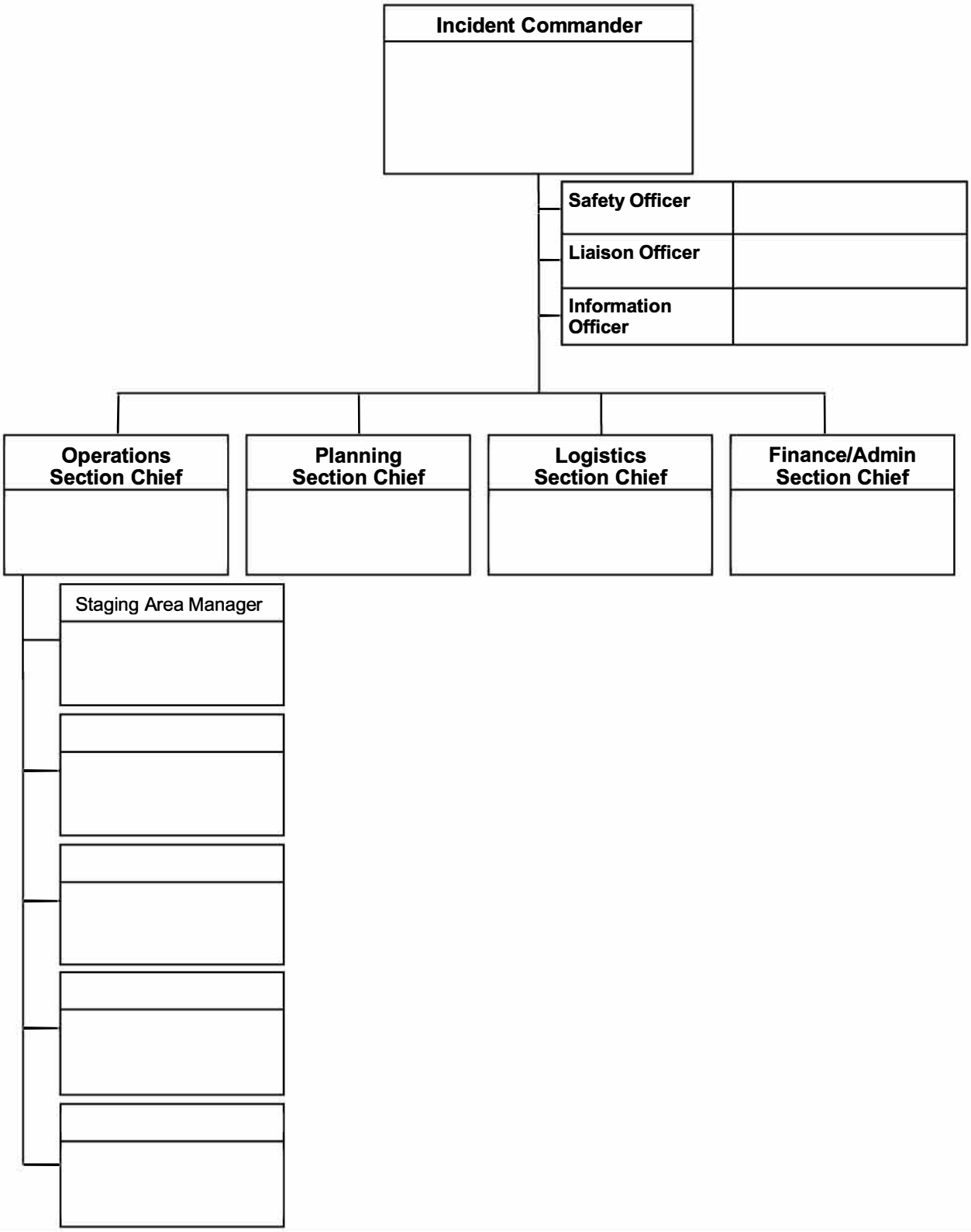
Time	Actions

6. Prepared by: Name: Position/Title: Signature:

INCIDENT BRIEFING FORM (ICS 201)

1. Incident Name	2. Incident Number	3. Time of Incident Date: Time:

10. Current Organization



6. Prepared by: Name: Position/Title: Signature:

INCIDENT BRIEFING FORM (ICS 201)

1. Incident Name	2. Incident Number	3. Time of Incident Date: Time:

11. Resources Summary

Resources Needed	Resources Identifier	Date/Time Ordered	ETA	Arrived?	Notes (Location/Assignment/Status)
				☐	
				☐	
				☐	
				☐	
				☐	
				☐	
				☐	
				☐	
				☐	
				☐	
				☐	
				☐	
				☐	
				☐	
				☐	
				☐	

6. Prepared by: Name: Position/Title: Signature:

1. Incident Name	2. Operational Period (Date/Time) From: To:	INCIDENT OBJECTIVES ICS 202-OS

3. Overall Incident Objective(s)

Life Safety

Incident Stabilization

Minimize Impacts

4. Objectives for specified Operational Period

5. Safety Message for Specified Operational Period

Approved Site Safety Plan Located at:

6. Weather **See Attached Weather Sheet**

7. Tides/Currents **See Attached Tide/Current Data**

8. Time of Sunrise **Time of Sunset**

9. Attachments (mark "X" if attached)

- ☐ **Organization List (ICS 203-OS)**
- ☐ **Medical Plan (ICS 206-OS)**
- ☐ **Resource at Risk Summary (ICS 232-OS)**
- ☐ **Assignment List (ICS 204-OS)**
- ☐ **Incident Map(s)**
- ☐ **Incident Status Summary (ICS 209-OS)**
- ☐ **Communications List (ICS 205-OS)**
- ☐ **Traffic Plan**
- ☐ _____

10. Prepared by: (Planning Section Chief) **Date/Time**

1. Incident Name	2. Operational Period (Date/Time) From: To:	ORGANIZATION ASSIGNMENT LIST ICS 203-OS

3. Incident Commander and Staff

	Primary	Deputy
Federal:		
State:		
RP(s):		

Safety Officer:	
Information Officer:	
Liaison Officer:	

4. Agency Representatives

Agency	Name

5. PLANNING SECTION

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

6. LOGISTICS SECTION

Chief	
Deputy	
a. Support Branch	
Director	
Supply Unit	
Facilities Unit	
Transportation Unit	
Vessel Support Unit	
Ground Support Unit	
b. Service Branch	
Director	
Communications Unit	
Medical Unit	
Food Unit	

7. OPERATION SECTION

Chief		
Deputy		
a. Branch I – Division Groups		
Branch Director		
Deputy		
Division/Group		
Division/Group		
Division Group		
Division Group		
Division Group		
b. Branch II – Division/Groups		
Branch Director		
Deputy		
Division/Group		
Division/Group		
Division/Group		
Division/Group		
Division/Group		
c. Branch III – Division/Groups		
Branch Director		
Deputy		
Division/Group		
Division/Group		
Division/Group		
Division/Group		
Division/Group		
d. Air Operations Branch		
Air Operations Br. Dir		
Air Tactical Supervisor		
Air Support Supervisor		
Helicopter Coordinator		
Fixed Wing Coordinator		

8. FINANCE/ADMINISTRATION SECTION

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

9. Prepared By: (Resources Unit) **Date/Time**

1. Incident Name	2. Operational Period (Date/Time) From: To:	ASSIGNMENT LIST ATTACHMENT ICS 204a-OS

3. Branch	4. Division/Group

5. Strike Team/Task Force/Resource Identifier	6. Leader	7. Assignment Location

8. Work Assignment Special Instructions (if any) [Ops]

9. Special Equipment/Supplies Needed for Assignment (if any) [Ops]

10. Special Environmental Considerations (if any) [P.S.C.]

11. Special Site-Specific Safety Considerations (if any) [S.O.]

Approved Site Safety Plan Located at:

12. Other Attachments (as needed)

- ☐ **Map**
- ☐ **Shoreline Cleanup Assessment Team Report**
- ☐ _____
- ☐ **Weather Forecast**
- ☐ **Tides**
- ☐ _____

13. Prepared by: (Resources Unit Leader)

1. Incident Name	2. Operational Period (Date/Time) From: To:	**Assignment List** **ICS 204-OS**

3. Branch	4. Division/Group

5. Operations Personnel Name Affiliation Contact # (s)

Operations Section Chief: _____

Branch Director: _____

Division/Group Supervisor: _____

6. Resources Assigned This Period "X" indicates 204a attachment with special instructions

Strike Team/Task Force/Resource Identifier	Leader	Contact Info. #	# of Persons	Notes/Remarks	↓
					☐
					☐
					☐
					☐
					☐
					☐
					☐

7. Assignments

8. Special Instructions for Division/Group

9. Communications (radio and/or phone contact numbers needed for this assignment)

Name/Function	Radio: Freq./System/Channel	Phone	Pager

Emergency Communications

Medical _____ Evacuation _____ Other _____

10. Prepared By (Resource Unit Leader	Date/Time	11. Approved By (Planning Section Chief)	Date/Time

1. Incident Name	2. Operational Period (Date / Time) From: To:	INCIDENT RADIO COMMUNICATIONS PLAN ICS 205-OS

3. BASIC RADIO CHANNEL USE

SYSTEM / CACHE	CHANNEL	FUNCTION	FREQUENCY	ASSIGNMENT	REMAKRS

4. Prepared by: (Communications Unit) **Date / Time**

1. Incident Name	2. Operational Period (Date / Time) From: To:	COMMUNICATIONS LIST ICS 205A-OS

3. Basic Local Communications Information

Assignment	Name	Method(s) of contact (radio frequency, phone, pager, cell #(s), etc.)

4. Prepared by: (Communications Unit) **Date / Time**

1. Incident Name	2. Operational Period (Date / Time) From: To:	MEDICAL PLAN ICS 206-OS

3. Medical Aid Stations

Name	Location	Contact #	Paramedics On site (Y/N)

4. Transportation

Ambulance Service	Address	Contact #	Paramedics On board (Y/N)

5. Hospitals

Hospital Name	Address	Contact #	Travel Time		Burn Ctr?	Heli-Pad?
			Air	Ground		

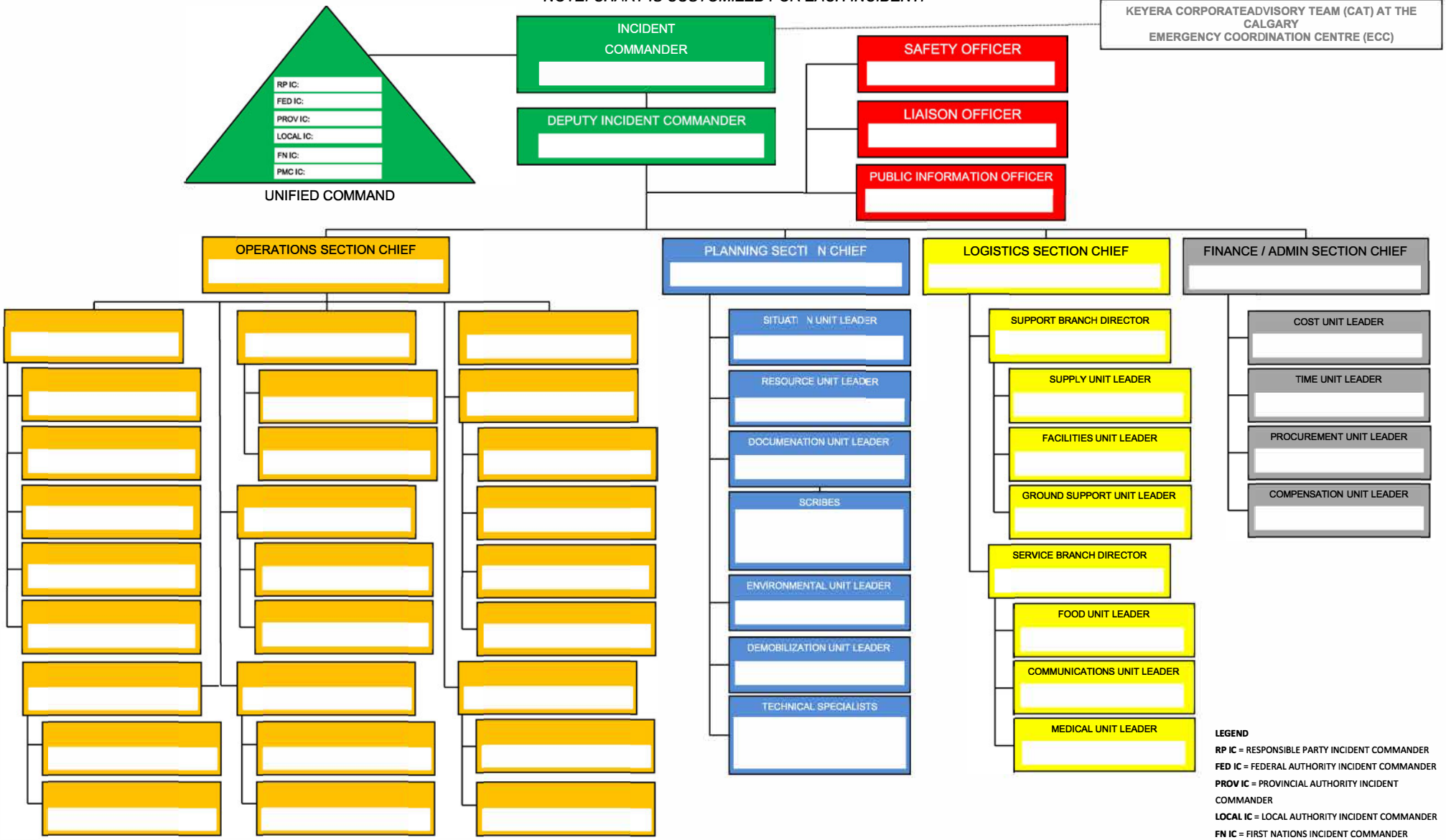
6. Special Medical Emergency Procedures

7. Prepared by: (Medical Unit Leader) Date/Time	8. Reviewed by: (Safety Officer) Date/Time

1. Incident Name	2. Operational Period (Date/Time) From: To:	INCIDENT ORGANIZATION CHART ICS 207-OS

INCIDENT MANAGEMENT TEAM (IMT) AT THE INCIDENT COMMAND POST (ICP) & FIELD EMERGENCY RESPONSE

NOTE: CHART IS CUSTOMIZED FOR EACH INCIDENT.



**Refer to Section 2: Roles and Responsibilities for positions that may be filled in an emergency, as required.*

1. Incident Name	2. Operational Period (Date/Time) From: To:	Time of Report	INCIDENT STATUS SUMMARY ICS 209-OS

3. Spill Status (Estimated, in Barrels) [Ops & EUL/SSC]

Source Status: Remaining Potential (bbl): _____

☐ Secured Rate of Spillage (bb/hr): _____

☐ Unsecured

	Since Last Report	Total
Volume Spilled		
Mass Balance/Oil Budget		
Recovered Oil		
Evaporation		
Natural Dispersion		
Chemical Dispersion		
Burned		
Floating, Contained		
Floating, Uncontained		
Onshore		
Total spilled oil accounted for:		

4. Waste Management (Estimated) [Ops/Disposal]

	Recovered	Stored	Disposed
Oil (bbl)			
Oily Liquids (bbl)			
Liquids (bbl)			
Oily Solids (tons)			
Solids (tons)			

5. Shoreline Impacts (Estimated, in miles) [PSC/EUL/SSC]

Degree of Oiling	Affected	Cleaned	To Be Cleaned
Light			
Medium			
Heavy			
Total			

6. Wildlife Impacts [Ops/Wildlife Br.]

Numbers in () indicate subtotal that are threatened/endangered species.

	Captured	Cleaned	Released	DOA	Died in Facility Euth.	Died in Facility Other
Birds						
Mammals						
Reptiles						
Fish						
Total						

7. Safety Status [Safety Officer]

	Since Last Report	Total
Responder Injury		
Public Injury		

8. Equipment Resources [RUL]

Description	Ordered	Available/ Staged	Assigned	Out of Service
Spill Resp. Vsls				
Fishing Vessels				
Tugs				
Barges				
Other Vessels				
Skimmers				
Boom (ft.)				
Sbnt/Snr Bm. (ft.)				
Vacuum Trucks				
Helicopters				
Fixed Wing				

9. Personnel Resources [RUL]

Description	People in Cmd. Post	People in the Field	Total People On Scene
Federal			
State			
Local			
RP			
Contract Personnel			
Volunteers			
Total Response Personnel from all Organizations:			

10. Special Notes

11. Prepared by: (Situation Unit Leader)

1. Incident Name	2. Operational Period (Date / Time) From: To:	STATUS CHANGE ICS 210-OS

3. Personnel / Resource Name or I.D.

4. New Status

☐ Available / Staged ☐ Assigned _____ ☐ Out of Service

5. FROM Location or Status	6. TO Location or Status

7. Time of Location / Status Change

8. Comments

9. Prepared by: **Date / Time**

10. Processed by: (Resource Unit) **Date / Time**

CHECK-IN LIST EQUIPMENT - (ICS 211e)

1. Incident Name:	2. Operational Period:	3. Check-In Location
_____	From:_____ To:_____	☐ Command Post ☐ Staging Area ☐ Other (Shelter, C-POD, etc.) ☐ DOC

4. Equipment Description	5. Equipment Identifier	6. Supplier/Owner	7. Assignment	8. Contact Information	9. Time In	Time Out

10. Prepared by: Name:_____ Position/Title:_____ Signature:_____

ICS 211e Date/Time: _____

CHECK-IN LIST – PERSONNEL (ICS 211 P)

1. Incident Name:	2. Operational Period:	3. Check-In Location
_____	From:_____ To:_____	☐ Command Post ☐ Staging Area ☐ Other (Shelter, C-POD, etc.) ☐ DOC _____

4. Name (First, Last)	5. Company/Agency	6. ICS Section	7. Contact Information	8. Time In	Time Out

6. Prepared by: Name:_____ Position/Title:_____ Signature:_____

ICS 211p Date/Time: _____

1. Incident Name	2. Date and Time of Message	GENERAL MESSAGE ICS 213-OS

3. TO:	ICS Position
4. FROM:	ICS Position

5. Subject:

6. Message

7. Reply

8. Signature / Position (person replying) **Date / Time of reply**

/

Original: Originator Copies: (2) Recipient (3) Copy Electronic version: NOAA 1.0 June 1, 2000

General Message (ICS213)

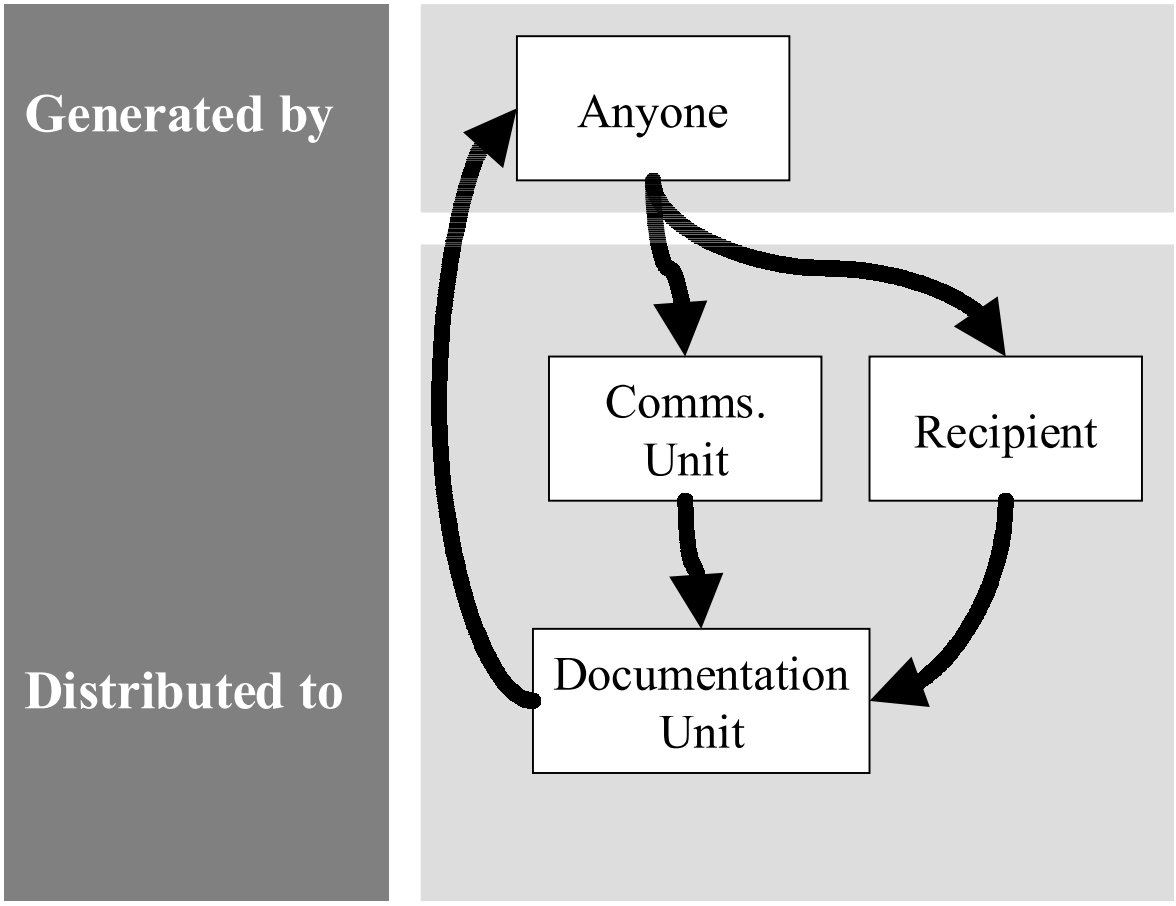
Purpose. The General Message is used by:

- Incident personnel to record incoming messages which cannot be orally transmitted to the intended recipients;
- Command Post and other incident personnel to transmit messages to the Incident Communications Center for transmission via radio or telephone to the addressee;
- Incident personnel to send any message or notification to incident personnel which requires a hard-copy delivery;
- Incident personnel to place resource orders.

Preparation. This form is prepared by any incident personnel needing to transmit a hard-copy message. The recipient should send a timely reply to the originator, as necessary.

Distribution. Upon completion, the General Message may be hand-carried to the addressee or to the incident Communications Center for transmission.

Originator retains a copy of the form. All completed original forms MUST be given to the Documentation Unit.



UNIT LOG (ICS 214)

1. Incident Name	2. Operational Period (Date/Time)
_____	From:_____ To:_____
3. Unit Name/Designators:	**4. Unit Leader**
_____	Name:_____ ICS Position:_____

4. Unit Leader

NAME	ICS POSITION	HOME BASE

6. Activity Log

TIME	MAJOR EVENTS

7. Prepared By: Name:_____ Position/Title:_____ Signature:_____

ICS 214 Date/Time:_____

UNIT LOG (ICS 214)

6. Activity Log (continued)

TIME	MAJOR EVENTS

7. Prepared By: Name:____________________ Position/Title:____________________ Signature:____________________

ICS 214 Date/Time:____________________

INDIVIDUAL LOG (ICS 214a)

1. Incident Name	2. Operational Period (Date/Time)	
_____	From:_____	To:_____
3. Individual Name:	**4. ICS Section:**	**5. Assignment/Location**
_____	_____	_____

6. Activity Log

TIME	MAJOR EVENTS

7. Prepared By: Name:_____ Position/Title:_____ Signature:_____

ICS 214a Date/Time:_____

1. Incident Name	2. Operational Period (Date/Time) From: To:	OPERATIONAL PLANNING WORKSHEET ICS 215-OS

3. Division/ Group or Location	4. Work Assignments	5. Resource/Equipment														6. Notes/Remarks	7. Reporting Location	8. Requested Arrival Time	9. "X" here if 204a Needed
		Resource																	
		Req.																	☐
		Have																	
		Need																	
		Req.																	☐
		Have																	
		Need																	
		Req.																	☐
		Have																	
		Need																	
		Req.																	☐
		Have																	
		Need																	
		Req.																	☐
		Have																	
		Need																	
		Req.																	☐
		Have																	
		Need																	
10. Total Resources Required																13. Prepared by:			
11. Total Resources On Hand																Date		Time	
12. Total Resources Needed																			

1. Incident Name:	2. Operational Period (Date/Time) From: To:	IAP SAFETY ANALYSIS 215a-OS

3. Incident Area	4. Hazards/Risks	5. Mitigations

7. Prepared by:	Date/Time

1. Incident Name	2. Operational Period (Date / Time) From: To:	AIR OPERATIONS SUMMARY ICS 220-OS

3. Distribution

☐ Fixed-Wing Bases _____ ☐ Helibase _____

4. Personnel and Communications

	Air Operations Director	Air / Air Frequency	Air / Ground Frequency
Air Operations Director			
Air Tactical Supervisor			
Air Support Supervisor			
Helicopter Coordinator			
Fixed-Wing Coordinator			

5. Remarks (Spec. Instructions, Safety Notes, Hazards, Priorities)

6. Location / Function	7. Assignment	8. Fixed-Wing		9. Helicopter		10. Time		11. Aircraft Assigned	12. Operating Base
		NO.	TYPE	NO.	TYPE	Available	Commence		
	13. TOTALS								

14. Air Operation Support Equipment	15. Prepared by	Date / Time

1. Incident Name	2. Operational Period (Date / Time) From: To:	DEMOB. CHECK-OUT ICS 221-OS

3. Unit / Personnel Released	4. Release Date / Time

5. Unit / Personnel

You and your resources have been released, subject to signoff from the following:
(Demob. Unit Leader "X" appropriate box(es))

Logistics Section

- ☐ Supply Unit _____
- ☐ Communications Unit _____
- ☐ Facilities Unit _____
- ☐ Ground Unit _____

Planning Section

- ☐ Documentation Unit _____

Finance / Admin. Section

- ☐ Time Unit _____

Other

- ☐ _____ _____
- ☐ _____ _____
- ☐ _____ _____

6. Remarks

_____

_____

_____

_____

7. Prepared by: **Date / Time**

1. Incident Name	2. Operational Period (Date/Time) From: To:	DAILY MEETING SCHEDULE ICS 230-OS

3. Meeting Schedule (Commonly-held meetings are included)

Date/ Time	Meeting Name	Purpose	Attendees	Location
	Tactics Meeting	Develop primary and alternate Strategies to meet Incident Objectives for the next Operational Period.	PSC, OPS, LSC, EUL, RUL & SUL	
	Planning Meeting	Review status and finalize strategies and assignments to meet Incident Objectives for the next Operational Period.	Determined by the IC/UC	
	Operations Briefing	Present IAP and assignments to the Supervisors / Leaders for the next Operational Period.	IC/UC, Command Staff, General Staff, Branch Directors, Div. Sups., Task Force/Strike Team Leaders and Unit Leaders	
	Unified Command Objectives Meeting	Review/ identify objectives for the next operational period.	Unified Command members	

4. Prepared by: (Situation Unit Leader) **Date/Time**

1. Incident Name	2. Meeting Date/Time	MEETING SUMMARY ICS 231-OS
3. Meeting Name		
4. Meeting Location		
5. Facilitator		
6. Attendees		
7. Notes (with summary of decisions and action items)		
8. Prepared by:	Date/Time	

1. Incident Name	2. Operational Period (Date/Time) From: To:	RESOURCES AT RISK SUMMARY ICS 232-OS

3. Environmentally-Sensitive Areas and Wildlife Issues

Site #	Priority	Site Name and/or Physical Location	Site Issues

Narrative

4. Archaeo-cultural and Socio-economic Issues

Site #	Priority	Site Name and/or Physical Location	Site Issues

Narrative

5. Prepared by: (Environmental Unit Leader) **Date/Time**

1. Incident Name:						**Incident Open Action Tracker ICS 233-OS**	
2. No.	3. Item	4. For/POC	5.Briefed POC (X)	6. Start Date	7. Status	8. Target Date	9 .Actual Date
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
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26							
27							
28							
29							
30							
31							
32							

WORK ANALYSIS MATRIX (ICS 234)

1. Incident Name: _____	2. Operational Period From:_____ To:_____	
3. Operation's Objectives (DESIRED OUTCOME)	**4. Optional Strategies (HOW)**	**5. Tactics/Work Assignments (WHO, WHAT, WHERE, WHEN)**

6. Prepared By: Name:_____ Position/Title:_____Signature:_____

ICS 234 Date/Time:_____

WORK ANALYSIS MATRIX FORM INSTRUCTIONS (ICS FORM 234-OS)

Purpose. The Work Analysis Matrix is designed to help select the best strategies and tactics to achieve the operational objectives. This optional form assists staff in carrying out incident objectives by outlining the who, what, where, when, and how of the response. The tactics from this form carry forward to the "Work Assignment" on the ICS-215. Another purpose of the ICS-234 is that it presents alternative (or what-if) strategies and tactics to respond to bad weather, sudden changes in operational conditions, etc. This form is simply a formalized version of how most OSCs tend to think in order to turn objectives into tactical field work.

Preparation. The Work Analysis Matrix, if used, is usually completed by the Operations Section Chief and Planning Section Chief prior to the Tactics Meeting.

Distribution. All completed original forms must be submitted to the Documentation Unit.

Item #	Item Title	Instructions
1	Incident Name	Enter the name of the incident
2	Operational Period	Enter the time interval for which the form applies. Record the start and end date and time.
3	Operational Objectives	Enter the relevant Operational Objectives from the ICS 202, with numbers
4	Operational Strategies	Enter all strategies that could be used to meet the objective ("how")
5	Tactics/Work Assignments	Enter details, including as much as possible, who, what, where, and when, of work assignments to carry out Operational Strategies
6	Prepared By	Enter the name and position of the person preparing the form
7	Date/Time	Enter the date and time (24-hour format) the form was prepared

EXAMPLES		WORK ANALYSIS MATRIX ….ICS 234-OS
1. Incident Name EXERCISE MP-99	2. Operational Period From: April 10/18 0600hrs To: April 11/18 0600hrs	
3. Operation's Objectives DESIRED OUTCOME	4. Optional Strategies HOW	5. Tactics/Work Assignments WHO, WHAT, WHERE, WHEN
(Life Safety – Priority) Protect the Public: Establish perimeter control and secure incident area by 1030hrs.	Block roads to prevent public access to hazardous area	road block crew #1 will block xx at xx using road block kit and Keyera vehicle by 0600hrs. TCPL crew to block xx using their trucks by 0630hrs. Hire xyz security company to provide 24/7 perimeter control by 1000hrs. Keyera personnel (crew ABC) to install temporary fencing around the perimeter by 1030 hrs.
	Conduct evacuations within the EPZ	Operations Section – Public Protection Branch Director to conduct phone notifications to impacted parties and provide instructions. Contact info to be obtained from the Keyera EM App. All records to be provided to Documentation Unit Leader.
	Conduct vapour monitoring down wind of the incident site	Hire xyz mobile monitoring vendor to conduct vapour monitoring identified in the monitoring plan, starting adjacent to the EPZ and downwind to nearest residences by 0600hrs.
(Life Safety – Priority) Conduct a hazard risk analysis and develop safeguards to protect responders by 1030hrs.	Establish safe working zones by conducting vapour monitoring	Air monitoring group 1 to conduct vapour monitoring at xx locations for benzene, total hydrocarbons (LELs) and O2. Must document results and stop work and evacuate if thresholds are exceeded. Must notify Safety Officer if thresholds exceeded. Half face respirators are required if benzene is above xx.
	Decontaminate all responders	Xyz to establish a decontamination chamber and dry decon all responders leaving hot zone. Dry decon procedure attached.

Air Monitoring Form

Date:	Time:	Wind Conditions		H_2S, SO_2, LEL Reading:	Location of Reading:
		Direction	Speed		

Resident Notification Form

(Resident Notification / Evacuation / Shelter Contact Log)

Prepared by: **Position:** **Date:**

Name: **(List all names at present location)**	**Map ID No.**	**Contact Time**	**Child or Answering Machine Only**	**Assistance or Transportation Required**
Form Prepared by:				

Resident Registration Form

Prepared by: **Date:**

Name	Check In Time	Res. # on Map	# of People	Remarks	Check Out Time	Contact #
Form Prepared by:						

Roadblock Form

Prepared by:

Checkpoint #
Date:

Vehicle Type & License Plate No.	Name of Driver	# Passengers	Time Entering EPZ	Time Exiting EPZ	Remarks
Form Prepared by:					

Media Inquiry Form

Use this form to document all calls received from the media, and collect the listed information.

Date:	**Time:**	**Received by:**
Reporter's Name:		
Media Outlet/affiliation:		
Phone Number:		**Email address:**
Deadline:		
Information requested:		
Information forwarded to spokesperson (circle one) **Yes** **No**		
Notes:		

WCSS ICE SAFETY PLAN

Name: _____
Date: _____
Time: _____

SITE ASSESSMENT

Location (GPS coordinates, Legal Land Description)				
Date (dd/mm/yy)	/ /		Time	
Current Temperature				
Temperature variations last 24 hours				
Predicted temperature variations for next 24 hours				
Windchill				
Site Access description (for responder vehicles / equipment)	Poor	Fair	Good	Excellent
Ice Faults	Yes	No		
Pressure Ridges	Yes	No		
Cracks	Yes (wet / dry)	No		

SAFETY CONTROLS

Muster Station	
First Aid Station	
Medical Facility	
Local Hospital	
STARS Registration #	
Warm-up Facility	

ICE CUTTING STRATEGY RESTRICTIONS

- Authorized personnel and equipment only on-ice – Safety Chief/Crew Chiefs
- Stationary loads - < 2 hours
- Personnel working within 2 meters of ice slot must be secured with manned or anchored safety lines
- Buddy system only on-ice personnel.
- Certification required – operating boat, chainsaws other as required.
- Speed limits on ice identified and followed.
- No departures until site is secured,
- Other

  _____

WCSS
Western Canadian Spill Services Ltd.

SAFETY ORIENTATION

Instructors / Crew Chiefs to review with students / crews

- Hazard Assessment for Working on Ice
- Safety controls
- Emergency communications and actions
- Ice Cutting Strategy Restrictions

Verification Crew Briefings

Ice Evaluation Team	
Ice Slotting Team	
Ice Rescue	
Airboat	

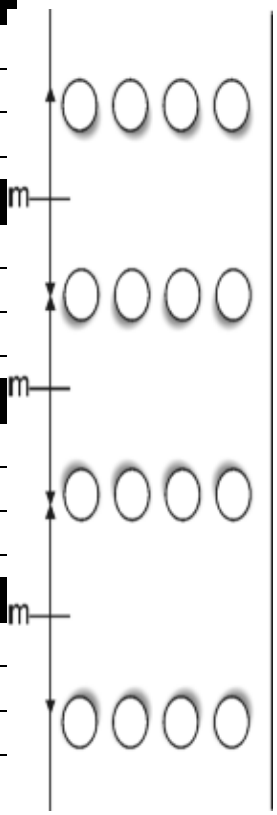
ICE-COVERED WATERCOURSE ASSESSMENT

HOLE #	1	2	3	4
Ice Thickness (in. / cm)				
Water Depth (in. / cm)				
Current Velocity (km/hr)				

HOLE #	1	2	3	4
Ice Thickness (in. / cm)				
Water Depth (in. / cm)				
Current Velocity (km/hr)				

HOLE #	1	2	3	4
Ice Thickness (in. / cm)				
Water Depth (in. /cm)				
Current Velocity (km/hr)				

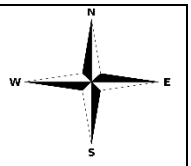
HOLE #	1	2	3	4
Ice Thickness (in. / cm)				
Water Depth (in. /cm)				
Current Velocity (km/hr)				



NOTE

Indicate the direction of flow at each augured hole with an arrow on the surface. Once direction of flow and main current has been identified, mark out a pattern for slot location or deflection boards.

SITE DRAWING



Ice Thickness (inches/cm) - Draw in bore hole location & indicate thickness in inches & cm

Ice Quality

- Indicate block location
- Indicate thickness of
  - white ice: _____
  - blue ice: _____

$P = A \times h^2$

$A =$

$h^2 =$

Effective Ice Thickness: _____

Weight Bearing Capacity: _____

Risk Tolerance: _____

REFERENCE – GENERAL DESCRIPTION OF WORK

Objectives:

	Ensure safety of all workers, observers and others that could be impacted both during and following the work.
	Identify the weight bearing capacity of the ice sheet in the working area.
	Determine suitable risk tolerance for work required.
	Identify a containment and recovery strategy.
	Slot the ice with appropriate equipment.
	Debrief and document follow up requirements and lessons learned.
	Secure the site.

Other: _____

_____

_____

_____

Typical Sequence of Events:

	Identify Equipment Deployment Site Location
	Hazard assessment and identification of safety controls and zones
	Develop Ice Safety Plan
	Crew orientations and specific hazard identification and safety controls
	Placement of the ice rescue team
	Ice Assessment
	Identify weight bearing capacity and equipment requirements
	Discuss risk tolerance & identify ice removal strategy
	Slot ice and begin recovery operations
	Install boom or dimensional lumber at the perimeter of the spills site to prevent lateral migration
	Debrief
	Identify follow up
	Site clean up
	Secure site and appoint someone to check on barricades

Other: _____

_____

If this is a spill event; ensure work policies and procedures are in line with the incident action plan and other relevant site-specific spill response plans.

REFERENCE – PERSONAL PROTECTIVE EQUIPMENT

ON-ICE WORKERS – RESCUE TEAM / ICE EVALUATION AND SLOTTING TEAM

- Minimum – PFD; floater jacket preferred.
- Initial Ice Assessment – harness and rope tended and anchored.
- Further assessment work, ice slotting, containment and recovery-developed as per initial ice assessment. - Minimum 1m distance from slots
- Ice awls
- Whistle
- Appropriate outer work wear
- Ice cleats if appropriate
- Chainsaw safety equipment
- Hearing Protection-(double protection required when operating equipment)
- Other _____
  _____

ON-ICE WORKERS – AIR BOATS

- Minimum – personal flotation device (PFD)
- Hearing and eye protection (double protection required when operating equipment)
- Warm outer work wear
- Communications radio or pre-designated signals
- Ice Cleats
- Other _____
  _____

OBSERVERS

- Follow company policy linked to PPE requirements.
- Appropriate outer cold weather clothing.
- Stay off ice unless escorted

Other _____
_____

Emergency Coordination Centre (ECC) – Briefing Checklist

ECC Facilitator Leads Briefing

Incident Commander (IC) – Provides Briefing

Please hold question until the IC briefing is completed

Current Situation:

- ☐ Provide a **brief description** of the situation
  - ☐ Location (Describe the area)
  - ☐ Product released (Amounts, potential amounts, Worst Case Discharge)
  - ☐ Impacts on people or communities (Evacuation, Shelter in Place, Disruptions to business/roads/public access)
  - ☐ Impacts on the environment (Water, Wildlife, etc.)
  - ☐ Any safety issues/concerns? (Injuries, Air quality concerns, Major hazards/threats, etc.)
- ☐ Status of **external notifications** (as required)
  - ☐ Federal (CER, etc.)
  - ☐ Province agencies
  - ☐ 911
  - ☐ Tribal / First Nations
  - ☐ Contractors

Potential Impacts / Consequences:

- ☐ People / Communities
- ☐ Environment
- ☐ Media / Social
- ☐ Commercial Impacts
- ☐ Security Issues

Current Plan:

- ☐ Protection of **Life Safety** (Safety of responders and community)
- ☐ **Incident stabilization** (What are we doing to stabilize and mitigate effects?)
  - ☐ Source Control
  - ☐ Containment and remediation of product
  - ☐ Restoration of damaged equipment
  - ☐ Property and Environmental Protection

Help Required:

- ☐ Resources on site / Resources needed

Facilitator Leads IC and ECC Communications (Questions and Clarification)

Clarification of Incident:

- ☐ Questions from the ECC to IC
- ☐ Identify any potential concerns for the incident
- ☐ Business / Commercial interruptions
- ☐ Threats to communities and / or environment
- ☐ Media / Social Media impacts
- ☐ Regulatory reporting requirements and stakeholder engagement
- ☐ Insurance Requirements
- ☐ Legal Implications / Considerations
- ☐ **Review and complete ICS 201 and fill in the information as required.**

Delegation of Tasks:

- ☐ Identify and clarify operational priorities
- ☐ Confirm assigned tasks. Who is going to accomplish what?
- ☐ Budget accountability (if needed)
- ☐ Use of H2 V EOC
- ☐ Ask, "What have we missed?"
- ☐ Next ECC Briefing? Communications Plan
- ☐ Whom do we need to be included in the EOC for future calls (IC does not need to be part of this discussion)?

Establish time for next briefing

All printed versions of Keyeras documentation are considered uncontrolled. To ensure current and approved revision of this document, users should compare the revision number and approval date to the official document within the library.

SECTION 7
REFERENCE MATERIALS

Section Last Revised: May 20, 2026

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7.1 Concordance Table

7.1.1 Canada Energy Regulator Onshore Pipeline Regulations (SOR/99-294)

7.1.2 AER Directive 071 (D071)

7.1.3 Environmental Emergency Regulations (SOR/2019-51)

7.2 Training Requirements

7.3 ERP Amendment Request Form

7.4 Acronyms

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7.6 Characteristics of H2S and SO2

7.7 Canadian Environmental Protection Act (E2) Requirements

7.8 Transportation of Dangerous Goods (TDG)

7.9 Dominion Land Survey System (DLS)

7.10 Concessions and Lots

7.1 CONCORDANCE TABLE

The following tables show the relevant sections of external regulations and standards mapped to each Section within the ERP.

7.1.1 Canada Energy Regulator Onshore Pipeline Regulations (SOR/99-294)

NOTE: The below table follows the format established in the Emergency Procedures Manual (EPM) Review.

CER OPR	CSA Z662	Regulatory Requirement	ERP Section
Document Control and Design			
34, 6.5(i)(o), 32(1.1)	3.1.2(g), 10.5.2.3	A distribution list of all persons holding copies of the plan should be maintained and kept current. Provisions should be made for the review and updating of emergency plans and must identify the individual (or position) responsible. The plans should be reviewed and updated annually at a minimum and more often if major changes are required. A detailed record of changes/revisions must be kept.	*Distribution List* *Revision History*
33	10.5.2.2	Applicable response organizations and other agencies must be consulted in the development of this EPM.	Section 8: Government Agencies and Local Authorities *Local Section*
Definitions and Levels of Emergency			
32(1.1)		The EPM should include a definition and criteria for the determination of an emergency and triggers for various levels of response to emergency situations.	Section 1: Initial Response *1.3 Initial Response Checklist* *1.3.4 Levels of Emergency*
OPR ss.32(1.1)		The EPM must describe how emergencies are reported to the company, how appropriate company personnel and first responders will be notified, how confirmation of an incident or release will occur, and the initial steps to be taken.	Section 1: Initial Response *All*
Organizational Structure and Emergency Response Procedures			
6.4, 32(1.1), 6.5(q)	3.1.2(b)	The EPM must contain an organizational structure and Incident Management System (may be in the form of an organizational chart) illustrating the chain of command and functional responsibilities used to coordinate an emergency.	Section 0: Overview *0.4 Emergency Response Framework* Section 2: Roles and Responsibilities *2.2 IMT Organization* *2.4 CAT Organization*
6.4, 32(1.1), 6.5(q)	3.1.2(b)	The EPM must include site-specific information (including high risk / high consequence areas)	Section 9: Area Specific Information *All*
32(1.1), 48		The EPM must include spill control procedures and locations of spill control points	Section 4: Incident Specific Measures *4.4 Spill or Leak* Section 9: Area Specific Information *All* 8.1 Incident, Spill and Release Reporting Requirements

7.1.1 Canada Energy Regulator Onshore Pipeline Regulations (SOR/99-294), Continued

CER OPR	CSA Z662	Regulatory Requirement	ERP Section
	10.5.2.1	The EPM must contain, or make reference to, shutdown procedures.	Section 1: Initial Response *1.3 Initial Response Checklist* Section 2: Roles and Responsibilities Section 9: Area Specific Information *9.4 Alarms and Communications* *9.6 Other Area Specific Information*
	10.5.2.1	The EPM must identify procedures for down-grading emergency response levels.	Section 2: Roles and Responsibilities *2.1.2 Demobilization / Post Incident Procedures* Section 2: Roles and Responsibilities Section 9: Area Specific Information *9.4 Alarms and Communications* *9.6 Other Area Specific Information*
	10.5.2.1	Public safety measures must be included or referenced in the EPM.	Section 3: Responder Safety and Public Protection *All*
Roles and Responsibilities			
6.4(b), 32(1)	3.1.2(b)	The EPM must identify each responder's role, responsibilities and reporting relationship. Sufficient details should be provided to ensure that all critical activities are covered.	Section 2: Roles and Responsibilities *All*
32(1), 33, 34	3.1.2(b)	Companies must consult with agencies during the development and updating of EPMs and response plans to facilitate clarity on roles, responsibilities and capabilities. These roles and responsibilities must be identified in the EPMs.	Section 8: Government Agencies and Local Authorities *Local Section*
6.4(c), 32(1.1)		Where a company relies on support from other organizations, (Ex. contracted response organizations); (for personnel or equipment) mutual aid or other agreements must be identified and should be listed in the EPM.	Section 4: Incident Specific Measures *4.1 Functional Support Plans* Section 8: Government Agencies and Local Authorities *Mutual Aid* Section 9: Area Specific Information *9.8 External Support Organizations*
6.5(t)		The EPM must include or make reference to the source location of response and contingency plans and other critical response information that may be utilized during an emergency.	Section 4: Incident Specific Measures *All*

7.1.1 Canada Energy Regulator Onshore Pipeline Regulations (SOR/99-294), Continued

CER OPR	CSA Z662	Regulatory Requirement	ERP Section
Product Information			
32(1.1)		The EPM must include product information.	Section 1: Initial Response *1.3.2 Initial Actions and Assessment* Section 7: Reference Materials *7.6 Characteristics of H_2S and SO_2*
Hazards and Site Safety			
6.5(c)(d)	3.1.2(f)	The EPM must address the hazards identified in the company hazards inventory.	Section 1: Initial Response *1.3.3 Initial Actions and Assessment* Section 4: Incident Specific Measures *All* Section 7: Reference Materials *7.6 Characteristics of H_2S and SO_2* Section 9: Area Specific Information *Technical Data*
6.5(e)(f)		The company must have a documented risk evaluation process applicable to the EM program.	Section 1: Initial Response *1.3 Initial Response Checklist*
6.5(f)		The EPM must have, or make reference to the controls in place to prevent, manage and mitigate the identified hazards and risks.	Section 1: Initial Response *1.3 Initial Response Checklist* Section 4: Incident Specific Measures *All* Section 7: Reference Materials *7.6 Characteristics of H_2S and SO_2* Section 9: Area Specific Information *Alarms and Communications* *Equipment Lists and Location* *Other Area Specific Information*
	10.2.6.1	Procedures must be in place for site control and security during an incident.	Incident Management Handbook: *Roles and Responsibilities: Security Unit Leader, Roadblock Group Supervisor* Section 3: Responder Safety and Public Protection *3.2 Responder Safety* *3.4 Isolation of the EPZ* Section 9: Area Specific Information *Alarms and Communications* *Maps and Plot Plans*

7.1.1 Canada Energy Regulator Onshore Pipeline Regulations (SOR/99-294), Continued

CER OPR	CSA Z662	Regulatory Requirement	ERP Section
	10.5.1.1(b)	Area maps must be included in the EPM.	Section 9: Area Specific Information *Maps and Plot Plans*
Communication			
6.5(m), 32(1.1), 34		The EPM will include how the company will manage the internal and external communication and flow of information, including how the company will manage communications with First responders and other agencies on site.	Section 1: Initial Response *1.3.1 Notifications* Section 5: Media & Crisis Communications *All*
	3.1.2(d)	The EPM will include a public relations or media plan.	Section 5: Media & Crisis Communications *All*
6.5(m)		The actions taken and communications equipment available will be sufficient to cover the operating area.	Section 5: Media & Crisis Communications *All* Section 9: Area Specific Information *Equipment Lists*
Emergency Response Equipment			
47	10.2.7.1	Companies should possess or have access to sufficient emergency response equipment appropriate for the type of product being stored and the conditions in which it is being stored to respond to the worst-case emergency, as determined by its hazard assessments. The plan should also describe the resources that are available from other contractors and organizations and the contracts or written agreements for accessing these resources should be referenced.	Section 4: Incident Specific Measures *4.1 Functional Support Plans* Section 8: Government Agencies and Local Authorities *Mutual Aid* Section 9: Area Specific Information *Equipment Lists and Locations* *External Support Organizations*
46	3.1.2(c)(iii)	All applicable personnel will be trained in the appropriate use of the equipment.	Section 7: Reference Materials *7.2 Training Requirements* Section 8: Government Agencies and Local Authorities *Mutual Aid*
Internal and External Notification and Reporting			
33, 34	10.4.3.1	The EPM will include current, verified, internal and external notification lists, including company employees, first responders, response organizations, contractors, mutual aid partners, Indigenous Peoples, and government officials.	Section 9: Area Specific Information *All*

7.1.1 Canada Energy Regulator Onshore Pipeline Regulations (SOR/99-294), Continued

CER OPR	CSA Z662	Regulatory Requirement	ERP Section
34		There will be confirmed methods for contacting persons and businesses in the EPZ.	Incident Management Handbook: *Roles and Responsibilities: Public Protection Branch Director, Notification Group Supervisor* Section 3: Responder Safety and Public Protection *3.6 Evacuation* *3.7 Shelter-in-Place* Section 9: Area Specific Information *Local Public Information*
52		Procedures must be in place for reporting incidents to the appropriate regulatory bodies.	Section 1: Initial Response *1.3 Initial Response Checklist* *1.3.1 Notifications* Section 8: Government Agencies and Local Authorities *Federal and Provincial Sections*
Documentation			
6.5(n), 56(g)(vii)	3.1.2(e), 10.4.3.2	The EPM will include procedures for record keeping during and following an emergency, including minimum record keeping requirements, a forms index and information that must be retained.	Section 1: Initial Response *All* Section 2: Roles and Responsibilities *2.1.2 Demobilization / Post Incident Procedures* 2.1.2 Demobilization / Post Incident Procedures *Roles and Responsibilities: Common Responsibilities (Scribe), Transfer of Personnel, Documentation Unit Leader* Section 6: Forms *All*
Continuing Education and Training			
6.5(j)(k), 35, 46	3.1.2(c), 10.5.2.4	Procedures must be established to provide for initial and refresher training for all personnel (internal and external) who will have a role in an emergency response. Exercises should be conducted to evaluate the company's response capabilities. The EPM should indicate the types of exercises and frequency with which they are conducted.	Section 7: Reference Materials *7.2 Training Requirements* *Training Records* *Exercise Reports*
35		Procedures must be established to provide for continuing education for all personnel who will have a response role or be impacted in the event of an incident. All applicable individuals, agencies, contractors, etc. will be provided training appropriate to their role regarding proper use of the EPM.	Section 7: Reference Materials *7.2 Training Requirements* *EM Training Matrix* *Training Records* *Exercise Reports* *Consultation Records*

7.1.2 AER Directive 071 (D071)

D071	Regulatory Requirement	ERP Section
2.1 (1)	The licensee must have a corporate-level ERP with preplanned procedures that will aid in effective response to an emergency.	Section 1: Initial Response *All* Section 2: Roles and Responsibilities *All* Section 4: Incident Specific Measures *All*
2.1 (2)	The licensee must include the following information in its ERP:	*N/A*
	Key Licensee Contacts Section 9: Area Specific Information	Section 9: Area Specific Information *Internal Emergency Telephone Numbers*
	24-hour licensee emergency contact telephone number	Section 9: Area Specific Information *Keyera 24-hour Emergency Lines*
	A method of classifying incidents and response actions for specific incidents	Section 1: Initial Response *1.3.2 Initial Actions and Assessment* *1.3.4 Level of Emergency*
	A communication plan that addresses • Communication with response team, support services and government • Communication with the public and media • Downgrading and stand-down of emergency levels	Section 0: Overview *0.4.2 Response Organizations* Section 2: Roles and Responsibilities *2.1.2 Demobilization / Post Incident Procedures* Incident Management Handbook: *Roles and Responsibilities: Liaison Officer* Section 5: Media & Crisis Communications *All*
	Establishment of incident management systems	Section 0: Overview *0.4.1 Response Principles* *0.4.7 Incident Command System* *0.4.8 ICS Planning Cycle* Section 2: Roles and Responsibilities *All*

7.1.2 AER Directive 071 (D071), Continued

D071	Regulatory Requirement	ERP Section
	Activation of a reception centre	Incident Management Handbook: *Roles and Responsibilities: Reception Centre Group Supervisor* Section 4: Incident Specific Measures *All* Section 9: Site Specific Information *Reception Centres*
2.1.1 (5)	The licensee must include all the information in Appendix 4 in its corporate-level ERP.	Section 1: Initial Response *1.3.4 Level of Emergency*
2.1.1 (6)	The licensee must define appropriate actions, including public protection measures that would be taken for each level of emergency.	Section 1: Initial Response *1.3 Initial Response Checklist* Section 3: Responder Safety and Public Protection *All*
2.1.2 (7)	The licensee must describe its procedures for contacting and maintaining communication with key licensee personnel, government agencies, support services, members of the public, and the media.	Section 0: Overview *0.4.2 Response Organizations* Incident Management Handbook: *Roles and Responsibilities: Liaison Officer, Public Information Officer* Section 5: Media & Crisis Communications *All*
	The licensee must clearly define the responsibility to contact the ERCB and other responders in the event of an emergency.	Section 1: Initial Response *1.3.1 Notifications*
	The licensee must describe procedures that will be implemented during an incident to contact and maintain communication with directly impacted members of the public in order to keep them informed of the situation and the actions being taken.	Section 0: Overview *0.4.2 Response Organizations* Section 2: Roles and Responsibilities *2.8 Liaison Manager* *2.10 Public Information Manager* Incident Management Handbook: *Roles and Responsibilities: Liaison Officer. Public Information Officer* Section 3: Responder Safety and Public Protection *All* Section 5: Media & Crisis Communications *All*

7.1.2 AER Directive 071 (D071), Continued

D071	Regulatory Requirement	ERP Section
	The licensee must describe procedures that will be used to inform and update the media and procedures in getting factual messages out to the public at large in an expeditious manner.	Section 5: Media & Crisis Communications *All*
	The licensee must describe procedures to downgrade and stand-down levels of emergency.	Section 2: Roles and Responsibilities *2.1.2 Demobilization / Post Incident Procedures* Incident Management Handbook: *Roles and Responsibilities: Demobilization Unit Leader*
2.1.3 (8)	The licensee must identify the roles and responsibilities of personnel required to effectively respond to an emergency.	Section 2: Roles and Responsibilities *All*
2.1.4 (9)	The licensee must describe how it will manage and coordinate a response to an emergency.	Section 1: Initial Response *All* Section 2: Roles and Responsibilities *All*
	The licensee must address the roles and responsibilities of personnel at its on-site command post, the company regional emergency operations centre (REOC), and the corporate EOC.	Section 0: Overview *0.4.2 Response Organizations*
	The licensee is expected to clearly outline the communication protocols and procedures to be used between these command centres.	Section 0: Overview *0.4.2 Response Organizations* Section 2: Roles and Responsibilities *All*
2.1.5 (10)	The licensee must set out the procedures for activating a reception centre located at a safe distance from the release source, and meeting and registering evacuees at the reception centre.	Incident Management Handbook: *Roles and Responsibilities: Reception Centre Group Supervisor* Section 3: Responder Safety and Public Protection *All* Section 9: Site Specific Information *Reception Centres*

7.1.3 Environmental Emergency Regulations (SOR/2019-51)

The following tables show the relevant sections of the Government of Canada Environmental Emergency Regulations, 2019, mapped to each Section within the ERP and Site Specific Environmental Emergency (E2) Plan.

These regulations aim to help reduce the frequency and severity of accidental releases of hazardous substances into the environment. Made under the Canadian Environmental Protection Act, 1999, they improve industry's capacity to deal with environmental emergencies that may occur at fixed facilities across Canada.

These regulations require that any person who owns, has the charge, management or control of a regulated substance at or above certain quantities notify Environment and Climate Change Canada (ECCC). For higher-risk facilities, an environmental emergency plan must also be prepared, brought into effect and exercised.

The *Environmental Emergency Regulations, 2019* (the final regulations) were published in the Canada Gazette on March 6, 2019.

SOR/2019-51	Regulatory Requirement	ERP Section
Maximum Expected Quantity		
1(2)	For the purposes of these Regulations, the maximum expected quantity of a substance is to be determined in accordance with subsections 3(1) to (4) for the one-year period beginning on the day on which the applicable situation referred to in subsection 3(1) or (5) occurs or the one-year period beginning on the day on which a notice is submitted under section 13.	Kyera Technical Asset Review/EPZ Assessment Section 9: Site Specific Information *Technical Data - Facilities* Site Specific (E2) Plan *ECCC Regulated Substances*
List of Substances		
2(1) (a) (b)	For the purposes of the definition substance in section 193 of the Act, the list of substances consists of	Technical Asset Review/EPZ Assessment Site Specific (E2) Plan *ECCC Regulated Substances*
	The substances having a CAS registry number set out in column 1 of Part 1 of Schedule 1 and that, if present in a mixture, are in a concentration that is greater than or equal to the concentration set out in column 3 of that Part; and	
	The solutions having a CAS registry number set out in column 1 of Part 2 of Schedule 1, if the concentration of the solute in the solution is greater than or equal to the concentration set out in column 3 of that Part and, in the case of a solution that is present in a mixture, if the concentration of the solute in the mixture is greater than or equal to the concentration set out in column 3 of that Part.	

7.1.3 Environmental Emergency Regulations (SOR/2019-51), Continued

SOR/2019-51	Regulatory Requirement	ERP Section
Exclusions		
2(a) (i) (ii) (b) (c) (d) (e) (f) (g) (h) (i)	The following substances are excluded from the list referred to in subsection (1):	Technical Asset Review/EPZ Assessment Site Specific (E2) Plan *ECCC Regulated Substances*
	a substance that is identified in column 5 of Part 1 of Schedule 1 as combustible or likely to explode and	
	is in a mixture that has a flashpoint greater than 23 °C and a boiling point greater than 35 °C, or	
	is a component of natural gas in its gaseous form;	
	a substance that is identified in column 5 of Part 1 or 2 of Schedule 1 as an inhalation hazard and is in a mixture, in gaseous or liquid form, that has a total vapour pressure of less than 1.33 kPa;	
	a substance that is used to fuel a heating appliance or to generate power at the facility where it is located and is present in a quantity that is less than the quantity set out in column 4 of Part 1 of Schedule 1 for that substance;	
	a substance that is regulated under the Transportation of Dangerous Goods Act, 1992 or the Canada Shipping Act, 2001;	
	a substance that is in a pipeline that is regulated under the Canada Energy Regulator Onshore Pipeline Regulations or in a processing plant that is regulated under the CER Processing Plant Regulations;	
	a substance that is in a pipeline located entirely within a province and that is on a property where there are no fixed onshore installations other than pipelines, compressor stations or pump stations;	
	a substance that is in a fuel tank that is connected to and supplies the engine of a conveyance that is used for transportation;	
	the substance set out in item 57 of Part 1 of Schedule 1, if it is in a solid form;	
	the substance set out in item 143 of Part 1 of Schedule 1, if it is in the form of solid particles that measure more than 10 µm in diameter; and	
	the substance set out in item 167 of Part 1 of Schedule 1, if it is in a form other than white phosphorous.	

7.1.3 Environmental Emergency Regulations (SOR/2019-51), Continued

SOR/2019-51	Regulatory Requirement	ERP Section
Notice Regarding Substances Located at a Facility		
3(1) (a) (b)	A responsible person must, within 90 days after the day on which either of the following situations occurs, submit to the Minister a notice containing the information referred to in Schedule 2 for each facility at which a substance is located:	Schedule 2 – Submitted to Environment Canada Site Specific (E2) Plan *ECCC Regulated Substances*
	the total quantity of the substance, whether it is in a container system or not, is equal to or greater than the quantity set out in column 4 of Part 1 or 2 of Schedule 1 for that substance; or	
	a quantity of the substance is placed in a container system that has a maximum capacity that is equal to or greater than the quantity set out in column 4 of Part 1 or 2 of Schedule 1 for that substance.	
Excluded quantities		
3(2) (a) (b) (c) (d) (e)	In determining the quantity of a substance for the purposes of subsection (1), the following quantities are excluded:	Technical Asset Review/EPZ Assessment
	quantities of the substance that are located at the facility for a period of 72 hours or less, unless the substance is loaded or unloaded at the facility, if, during that period, the person keeps evidence of the date and time at which the quantities of the substance arrived at the facility;	
	quantities of the substance that are in a container system that has a maximum capacity of 0.03 t or less;	
	quantities of the substance that are in a container system that has a maximum capacity of 0.03 t or less;	
	quantities of the substance set out in item 17 of Part 1 of Schedule 1 that are in a container system that has a maximum capacity of less than 10 t and is located at least 360 m from all points along the boundary of the facility; and	
	quantities of a substance set out in item 163 of Part 1 of Schedule 1 or item 5 or 9 of Part 2 of that Schedule that are located at a farming operation for on-site use as an agricultural nutrient.	
Determination of Quantity — Part 1 of Schedule 1		
3(3)	For the purposes of subsection (1), the quantity of a substance set out in Part 1 of Schedule 1 that is in a mixture is to be determined by multiplying the quantity of the mixture, expressed in tonnes, by the concentration, expressed in percentage (mass/mass), of the substance in the mixture.	Schedule 1 Technical Asset Review/EPZ Assessment

7.1.3 Environmental Emergency Regulations (SOR/2019-51), Continued

SOR/2019-51	Regulatory Requirement	ERP Section
Determination of Quantity — Part 2 of Schedule 1		
3(4) (a) (b)	For the purposes of subsection (1), the quantity of a substance that is a solution set out in Part 2 of Schedule 1 is to be determined.	Schedule 1 Technical Asset Review/EPZ Assessment
	in the case of a solution that is not in a mixture, by multiplying the quantity of the solution, expressed in tonnes, by the concentration expressed in percentage (mass/mass) of the solute in the solution; and	
	in the case of a solution that is in a mixture, if the concentration of the solute in the solution is available, by multiplying the quantity of the mixture, expressed in tonnes, by the concentration expressed in percentage (mass/mass) of the solute in the solution and the concentration expressed in percentage (mass/mass) of the solution in the mixture, and if the concentration of the solute in the solution is not available, by multiplying the quantity of the mixture, expressed in tonnes, by the percentage (mass/mass) of the solution in the mixture.	
Notice of Change		
3(5) (a) (b) (c)	A responsible person must, within 60 days after the day on which any of the following situations occurs, submit an updated notice to the Minister that contains the information referred to in Schedule 2:	Schedule 2 – Submitted to Environment and Climate Change Canada
	the information that was reported under section 1 or 2 of Schedule 2 has changed;	
	the maximum expected quantity that was most recently reported under paragraph 3(d) of Schedule 2 in respect of a substance has increased by 10% or more; or	
	the maximum capacity that was most recently reported under paragraph 3(f) of Schedule 2 in respect of a container system, in which a quantity of a substance is contained, has increased by 10% or more.	
Preparation		
4(1) (a) (b)	A responsible person must, for each facility at which a substance is located, prepare an environmental emergency plan with respect to the substance under the following circumstances:	Schedule 2 – Submitted to Environment Canada Site Specific (E2) Plan *ECCC Regulated Substances*

7.1.3 Environmental Emergency Regulations (SOR/2019-51), Continued

SOR/2019-51	Regulatory Requirement	ERP Section
4(1) (a) (b)	if some or all of the substance is not in a container system, a responsible person has reported a maximum expected quantity under paragraph 3(d) of Schedule 2 that is equal to or greater than the quantity set out in column 4 of Part 1 of Schedule 1 for that substance; or	Schedule 2 – Submitted to Environment Canada Site Specific (E2) Plan *ECCC Regulated Substances*
	if the substance is in a container system, a responsible person has reported under paragraph 3(d) of Schedule 2, a maximum expected quantity that is equal to or greater than the quantity set out in column 4 of Part 1 or 2 of Schedule 1 for that substance, and under paragraph 3(f) of Schedule 2, a maximum capacity that is equal to or greater than the quantity set out in column 4 of Part 1 or 2 of Schedule 1 for that substance.	
Required Content		
4(2) (a) (b) (c) (d) (e) (f) (g) (h) (i) (j) (k) (l) (m) (n) (o)	The environmental emergency plan must include the following:	Section 9: Site Specific Information *Technical Data - Facilities* Site Specific (E2) Plan *Location* *Directions and Access* *ECCC Regulated Substances* *Characteristics of Facility and Surrounding Area*
	a description of the properties and characteristics of the substance and the maximum expected quantity of the substance at the facility;	
	a description of the commercial, manufacturing, processing or other activity involving the substance that takes place at the facility;	
	a description of the facility and of the area surrounding the facility that may be affected by an environmental emergency referred to in paragraph (d), including any hospitals, schools, residential, commercial or industrial buildings and any highways, public transit infrastructure, parks, forests, wildlife habitats, water sources or water bodies;	
	an identification of any environmental emergency that could reasonably be expected to occur at the facility and that would likely cause harm to the environment or constitute a danger to human life or health, including the environmental emergency referred to in paragraph (e) and, if applicable, the environmental emergency that is more likely to occur than the environmental emergency referred to in paragraph (e) and that would have the longest impact distance outside the boundary of the facility;	

7.1.3 Environmental Emergency Regulations (SOR/2019-51), Continued

SOR/2019-51	Regulatory Requirement	ERP Section
	an identification of the harm to the environment or danger to human life or health that would likely result from an environmental emergency involving the release of the maximum quantity of the substance that could be contained in the container system that has the largest maximum capacity, if a quantity of the substance is in a container system, and the maximum expected quantity of the substance that will not be in a container system, if a quantity of the substance is not in a container system;	Section 9: Site Specific Information *Technical Data - Facilities* Site Specific (E2) Plan *Substance Specific Properties & Emergency Management* *Roles & Responsibilities* *Training*
	an identification of the harm to the environment or danger to human life or health that would likely result from the environmental emergency identified under paragraph (d), if any, that is more likely to occur than the environmental emergency referred to in paragraph (e) and would have the longest impact distance outside the boundary of the facility;	
	a description of the measures to be taken to prevent and prepare for the environmental emergencies identified under paragraph (d) and the measures that will be taken to respond to and recover from such emergencies if they were to occur;	
	a list of the position titles of the persons who will make decisions and take a leadership role in the event of an environmental emergency and a description of their roles and responsibilities;	
	a list of the environmental emergency training that has been or will be provided to prepare personnel at the facility who will respond in the event that an environmental emergency identified under paragraph (d) occurs;	
	a list of the emergency response equipment that is necessary for the measures described in paragraph (g) and the equipment's location;	

7.1.3 Environmental Emergency Regulations (SOR/2019-51), Continued

SOR/2019-51	Regulatory Requirement	ERP Section
	a description of the measures that will be taken by a responsible person or by a responsible person and local authorities, acting jointly, to communicate with the members of the public who may be adversely affected by the environmental emergency referred to in paragraph (f) to inform them, before the environmental emergency occurs, of the possibility that the environmental emergency could occur, the potential effects of the environmental emergency on the environment and on human life or health, taking into account the factors referred to in paragraphs (a) to (c), and the measures that will be taken by the responsible person to protect the environment and human life or health, and the means by which the responsible person will communicate with them, in the event that the environmental emergency occurs	Site Specific (E2) Plan *Public Communication* *Local Authority Communication* *Facility Map & Plot Plan* *Facility Site Section*
	a description of the measures that will be taken by a responsible person or by a responsible person and local authorities, acting jointly, to, in the event that an environmental emergency involving the release of a substance occurs, communicate with the members of the public who may be adversely affected to provide them, during and after its occurrence, with information and guidance concerning the actions that could be taken by them to reduce the potential harm to the environment and danger to human life or health, including an explanation of how those actions may help to reduce the harm or danger;	
	the position title of the person who will communicate with the members of the public referred to in paragraphs (k) and (l);	
	a description of the consultations that a responsible person had with local authorities, if any, with respect to the measures referred to in paragraph (k) and (l); and	
	a plan of the facility showing the location of any substances in relation to the physical features of the facility.	
Existing Plan		
4(3)	For the purposes of subsection (1), a responsible person may use an environmental emergency plan that has been prepared on a voluntary basis, or for another government or under another Act of Parliament, if that plan meets the requirements of subsection (2) or is amended so that it meets those requirements.	Site Specific (E2) Plan
Adequate measures		
4(4)	The measures included in the environmental emergency plan must be adequate to address the objectives of preventing, preparing for, responding to and recovering from the environmental emergencies identified under paragraph (2)(d).	Site Specific (E2) Plan *Substance Specific Properties & Emergency Management*

7.1.3 Environmental Emergency Regulations (SOR/2019-51), Continued

SOR/2019-51	Regulatory Requirement	ERP Section
Notice – preparation of plan		
5	Within six months after the day on which an environmental emergency plan is required to be prepared under subsection 4(1), a responsible person must inform the Minister that they have prepared the plan or are using a previously prepared plan in accordance with subsection 4(3) by submitting a notice that contains the information referred to in Schedule 3.	Schedule 3 - Submitted to Environment and Climate Change Canada
Bringing into effect		
6	Within 12 months after the day on which an environmental emergency plan is required to be prepared under subsection 4(1), a responsible person must bring the plan into effect and submit a notice to the Minister that contains the information referred to in Schedule 4.	Schedule 4 - Submitted to Environment and Climate Change Canada
Simulation Exercise		
7(1) (a) (b)	A responsible person must conduct simulation exercises in relation to each environmental emergency plan that is prepared under subsection 4(1) as follows: each year, beginning on the day on which the plan is brought into effect, a simulation exercise in respect of one substance from each of the hazard categories referred to in column 5 of Parts 1 and 2 of Schedule 1, using an environmental emergency identified under paragraph 4(2) (d) as the emergency being simulated; and every five years, beginning on the day on which the plan is brought into effect, a full-scale simulation exercise in respect of any one substance, using an environmental emergency referred to in paragraph 4(2)(e) or (f) as the emergency being simulated.	Section 7: Reference Materials *7.2 Training Requirements* *EM Training Matrix*
Cycle for simulation exercises		
7(2)	For the purposes of paragraph (1)(a), a simulation exercise conducted in respect of a substance belonging to a given hazard category must simulate a different environmental emergency for each subsequent simulation exercise until all of the environmental emergencies identified under paragraph 4(2) (d) for each of the substances belonging to that hazard category have been simulated, after which the environmental emergencies must be cycled through again.	Section 7: Reference Materials *7.2 Training Requirements* *EM Training Matrix*
7(3)	Paragraph (1)(a) does not apply in respect of a year during which a full-scale simulation exercise is conducted under paragraph (1)(b).	Section 7: Reference Materials *7.2 Training Requirements*

7.1.3 Environmental Emergency Regulations (SOR/2019-51), Continued

SOR/2019-51	Regulatory Requirement	ERP Section
Record of simulation exercise		
8	After each simulation exercise is conducted in relation to the environmental emergency plan, a responsible person must prepare a record that contains the date, a summary and the results of the simulation exercise and any modifications to be made to the plan as a result of the simulation exercise	Section 7: Reference Materials *7.2 Training Requirements* *Training Records* *Exercise Reports*
Notice — simulation exercises conducted		
9	A responsible person must, within five years after the day on which the environmental emergency plan is brought into effect under section 6, submit a notice to the Minister containing the information referred to in Schedule 5 concerning the simulation exercises conducted in relation to an environmental emergency plan.	Schedule 5 - Submitted to Environment and Climate Change Canada
Updates to the plan		
10	A responsible person must review and, if necessary, update the environmental emergency plan at least once a year to ensure that it continues to meet the requirements of subsection 4(2) and keep a record of the date of the review.	*Revision History*
Access		
11	A responsible person must make a copy of the environmental emergency plan readily available at the facility referred to in subsection 4(1) and at any other place where a copy of the plan needs to be kept for consultation by the individuals who are to carry it out.	*Distribution List*
Measures under paragraph 201(1)(b) 12		
12	The emergency measures that are to be taken under paragraph 201(1)(b) of the Act include the measures to respond to and recover from an environmental emergency that are set out in the environmental emergency plan. of Act	Section 1: Initial Response *All* Section 4: Incident Specific Measures *All* Section 7: Reference Materials *7.7 Canadian Environmental Protection Act (E2) Requirements*

7.1.3 Environmental Emergency Regulations (SOR/2019-51), Continued

SOR/2019-51	Regulatory Requirement	ERP Section
Periodic Submission of Notices Notice regarding a substance		
13	If a notice has been submitted under subsection 3(1), a responsible person must submit a new notice to the Minister that contains the information referred to in Schedule 2 no later than five years after the day on which the most recent notice containing that information was submitted.	Schedule 2 – Submitted to Environment and Climate Change Canada
Notice of simulation exercise		
14	If a notice has been submitted under section 9, a responsible person must submit a new notice to the Minister that contains the information referred to in Schedule 5 no later than five years after the day on which the most recent notice containing that information was submitted.	Schedule 5 - Submitted to Environment and Climate Change Canada
Change in Circumstances Change in quantity or capacity		
15(1) (a) (b)	If a notice has been submitted under subsection 3(1) in respect of a substance located at a facility, a responsible person must submit a notice to the Minister if the total quantity of the substance located at the facility is, for a period of one year, less than the quantity set out in column 4 of Part 1 or 2 of Schedule 1 for that substance; or a quantity of the substance is, for a period of one year, no longer found in a container system at the facility that has a maximum capacity that is equal to or greater than the quantity set out in column 4 of Part 1 or 2 of Schedule 1 for that substance	Schedule 1 Schedule 2 – Submitted to Environment and Climate Change Canada
Time limit for submission		
15(2) (b)	The notice must contain the information referred to in Schedule 6 and be submitted no later than 60 days after the end of the period referred to in paragraph (1)(a) or (b), as the case may be.	Schedule 6 - Submitted to Environment and Climate Change Canada
Cessation of operations		
16	A responsible person who intends to cease operations for a period of one year or more at a facility where a substance is located, for any purpose other than maintenance, must submit a notice containing the information referred to in Schedule 7 to the Minister at least 30 days before the day on which operations are to cease, or as soon as feasible in the case of extraordinary circumstances such as fire, major accident, vandalism, natural disaster or act of terrorism.	Schedule 7 - Submitted to Environment and Climate Change Canada

7.1.3 Environmental Emergency Regulations (SOR/2019-51), Continued

SOR/2019-51	Regulatory Requirement	ERP Section
Transfer of ownership of facility		
17	If there is a transfer of the ownership of a facility where a substance is located, a responsible person must, if a notice has been submitted under subsection 3(1) in respect of the substance, submit a notice containing the information referred to in Schedule 7 to the Minister on or before the date of the transfer.	Schedule 7 - Submitted to Environment and Climate Change Canada
Reporting of Environmental Emergencies Paragraph 201(1)(a) of Act		
18(1) (a) (b) (c)	For the purposes of these Regulations, paragraph 201(1)(a) of the Act applies only in relation to an environmental emergency that has or may have an immediate or long-term harmful effect on the environment; constitutes or may constitute a danger to the environment on which human life depends; or constitutes or may constitute a danger in Canada to human life or health.	Section 7: Reference Materials *7.7 Canadian Environmental Protection Act (E2) Requirements* Section 8: Government Agencies and Local Authorities 8.1 Incident, Spill and Release Reporting Requirements *Federal Reporting Requirements*
Written Report — designated person		
18(2)	The person who is designated to be provided with a written report respecting the occurrence of an environmental emergency involving a substance that is on the list referred to in section 2 is the Regional Director, Environmental Enforcement Directorate, Enforcement Branch, Department of the Environment, in the region where the environmental emergency occurs.	Section 7: Reference Materials *7.7 Canadian Environmental Protection Act (E2) Requirements* Section 8: Government Agencies and Local Authorities 8.1 Incident, Spill and Release Reporting Requirements *Federal Reporting Requirements*
Written Report — required contents		
18(3)	The written report must include the information referred to in Schedule 8.	Schedule 8 - Submitted to Environment and Climate Change Canada
Submission Requirements Certification		
19(1)	Any information that is required to be submitted under these Regulations, and any written report provided under paragraph 201(1)(a) of the Act, must be accompanied by a certification, signed and dated by the person who is required to submit the information or provide the report, or by their authorized representative, stating that the information or report is accurate and complete.	Signed Declaration

7.1.3 Environmental Emergency Regulations (SOR/2019-51), Continued

SOR/2019-51	Regulatory Requirement	ERP Section
Additional information		
19(2)	If the certification is provided by an authorized representative, the authorized representative must provide their name, telephone number and email address.	Signed Declaration
Electronic submission under these Regulations		
20(1)	Any information that is required to be submitted to the Minister under these Regulations must be submitted electronically in the form and format specified by the Minister and bear the electronic signature of the person who is required to submit the information or of their authorized representative.	N/A
Electronic submission — written report of environmental emergency		
20(2)	Any written report provided under paragraph 201(1)(a) of the Act to an enforcement officer or the person referred to in subsection 18(2) must be submitted electronically in the form and format specified by the Minister and bear the electronic signature of the person who is required to submit the report or of their authorized representative.	N/A
Submission on paper		
20(3)	If the Minister has not specified a form and format or if it is not feasible to submit the information or report electronically because of circumstances beyond the person's control, the information or report, as the case may be, must be submitted on paper in the form and format specified by the Minister, if any, and be signed by the person or their authorized representative.	N/A
Record Keeping		
21(1)	Any records prepared in accordance with sections 8 and 10 must be kept at the facility referred to in subsection 4(1).	N/A
Seven years		
21(2)	The records referred to in subsection (1) must be kept for a period of not less than seven years beginning on the day on which they are prepared.	N/A
Transitional Provision Application of section 3		
22	For the purposes of section 3, if either of the situations described in paragraph 3(1)(a) or (b) occurs in respect of a facility before the day on which these Regulations come into force, a responsible person must submit the notice referred to in subsection 3(1) to the Minister within 90 days after the day on which these Regulations come into force.	Schedule 2 – Submitted to Environment and Climate Change Canada

7.2 TRAINING REQUIREMENTS

Keyera is committed to ensure that personnel involved in an emergency response fully understand their roles and the roles of others with whom they may interact during an incident. To meet this commitment and to ensure personnel respond effectively, training activities will include:

Exercise Frequency

- Table Top or Communication Exercises must be performed annually for all federal and/or provincial regulated ERPs.
- Full Scale Major Exercises must be performed once every 3 years for all federal and/or provincial regulated ERPs.
- Table Top Exercise must be performed annually for all E2 registered sites, including a more extensive simulation exercise every five years

Table Top Exercise

- Designed to explore emergency situation, free of time constraints, with an emphasis on learning, discussion and group problem solving
- Review initial response processes/standards, communication protocols and managing a response effort from the Incident Command Post.
- The exercise complexity, scope and duration will vary based on the pre-defined exercise objectives and may include ECC, KLIRO and/or government agency participation.

Full Scale Exercise

- Designed to fully activate the Emergency Response Plan and prompt the involvement of:
    - Applicable government agencies with simulation of non-participating agencies.
    - Applicable Local and Health Authorities, with simulation of non-participating authorities.
    - Public, stakeholders and media may be simulated.
    - Corporate Emergency Coordination Centre and resources.
- The exercise complexity, scope and duration will vary based on the pre-defined exercise objectives and external participation.

7.2 TRAINING REQUIREMENTS, CONTINUED

Specialized Emergency Response Training

- Emergency response training can be facilitated as a standalone session or as training module(s in conjunction with table top and full scale exercises. These training sessions include, but are not limited to:
    - ***Incident Command System (ICS) Training*** - Standalone certified ICS, ICS role specific and/or Keyera designed ICS courses.
        - E.g. ICS 200/300, ICS Management by Objectives, ICS Planning Section, etc.
    - ***Specialty Emergency Response Tactical Training*** - Exercises and specialty training sessions that involve the deployment of response equipment.
        - E.g. Spill Response On-water, Spill Response On-ice, Boat Handling, etc.
    - ***Functional Group Training*** - Training sessions facilitated for a specific Keyera Department(s) or Functional Group.
        - E.g. Stakeholder Notification, Trucking, Logistics, Health &Safety, etc.
    - ***Specialty Training Modules*** - Training modules generally facilitated in conjunction with exercises to enhance responder knowledge and competency.
        - E.g. Public Protection, Front Line Media, ICS Refresher, ERP Orientation, etc.

First Responder Continuing Education Sessions

- Designed to provide continual education for first responders, local authorities and government agencies regarding energy sector emergency response. Continuing education messages are supplied to applicable stakeholders on a 2 year alternating basis via:
    - First responder information handouts, public information handouts and area maps.
    - Face to face presentations, site tours and local authority consultations.
    - Phone updates when requested and on an as needed basis.
- All stakeholders identified within the program are educated on the following:
    - Emergency Response Plans/Emergency Procedures Manuals.
    - Emergency response procedures and incident specific measures
    - Roles and responsibilities of various responders.

7.3 ERP AMENDMENT REQUEST FORM

Please use this form to submit any updates, changes or corrections that you wish to have made to the Emergency Response Plan to:

Submitted By: Redacted. This section contains the names and contact information of identifiable individuals. It is protected from publication under clause 1(a)(i) of Order AO-001-MO-006-2016 as information about identifiable individuals.

Name (please print)	
Position	
Date	

Please outline your changes. If possible, include the section, page number(s), statement and/or graphic that should be changed.

Change / Comments	Section	Page Number

NOTE: All suggested changes will be reviewed. If an identified change is deemed critical, the change will be made to the applicable pages and distributed to all plan holders within 90 days of being notified.

7.4 ACRONYMS

Emergency Management

AOBD - Air Operations Branch Director
BD - Branch Director
CAT - Corporate Advisory Team
COML - Communications Unit Leader
CST - Corporate Strike Team
DMOB - Demobilization Unit Leader
DOCL - Documentation Unit Leader
ECC - Emergency Coordination Centre
EMS - Emergency Medical Services
EMT - Emergency Medical Technician
EOC - Emergency Operations Center
EUL - Environmental Unit Leader
Fed IC - Federal Incident Commander
FNIC - First Nation Incident Commande
FSC - Finance/Administration Section Chief
GIS - Geographic Information System
GSUL - Ground Support Unit Leader
H/C - Historic/Cultural
HAZMAT - Hazardous Material
HAZSUB - Hazardous Substances
IAP - Incident Action Plan
IC - Incident Commander
ICP - Incident Command Post
ICS - Incident Command System
IMH - Incident Management Handbook
IMT - Incident Management Team
INT - Intelligence Officer
IRG - Incident Response Guidebook
ISB - In-situ Burn
ISD - Incident Status Display
JIC - Joint Information Centre
LO - Liaison Officer
LSC - Logistics Section Chief
MUL - Medical Unit Leader
NIMS - National Incident Management System
OSC - Operation Section Chief
OSRO - Oil Spill Removal Organization
PIO - Public Information Officer
PROVIC - Provincial Incident Commander
PSC - Planning Section Chief
RAR - Resources at Risk
RARTHSP - Resources at Risk Technical Specialist
RO - Response Organization
RP - Responsible Party
RPIC - Responsible Party Incident Commander
RUL - Resources Unit Leader
SAR - Search and Rescue
SCAT - Shoreline Cleanup Assessment Team
SITL - Situation Unit Leader
SO - Safety Officer
SSHP - Site Safety and Health Plan
SVA - Security Vulnerability Assessment
TFR - Temporary Flight Restrictions
THSP - Technical Specialist
UC - Unified Command

Security

ACTCMP - Alberta Counter-Terrorism Crisis Management Plan
AERCB - Alberta Energy Resources Conservation Board
BC OGC - British Colombia Oil & Gas Commission
CAPP - Canadian Association of Petroleum Producers
CCV - Closed Circuit Video Surveillance
CER - Canada Energy Regulator
CGA - Canadian Gas Association
CPTED - Crime Prevention Through Environmental Design
CSIS - Canadian Security and Intelligence Service
C-TPAT - Customs-Trade Partnership Against Terrorism
FAST - Free and Secure Trade
IDS - Intrusion Detection System
NRCAN - Natural Resources Canada
PSC - Public Safety Canada
PSS - Physical Security Standard
RCMP - Royal Canadian Mounted Police
SMP - Security Management Program
SOP - Standard Operating Procedures
SRA - Security Risk Assessment
STRP - Security Threat Response Plan
SVA - Security Vulnerability Assessment

7.5 GLOSSARY

Agency Representative: Individual assigned to an incident from an assisting or cooperating agency that has been delegated full authority to make decisions on all matters affecting his/her agency's participation at the incident. Agency Representatives report to the Liaison Officer upon arrival at the ICP.

Air Operations Branch Director: The person primarily responsible for preparing and implementing the air operations portion of the Incident Action Plan. Also responsible for providing logistical support to helicopters assigned to the incident.

Alert: An incident that can be handled on site by the licensee through normal operating procedures and is deemed to be a very low risk to members of the public.

Allocated Resources: Resources (personnel and equipment) dispatched to an incident.

Assigned Resources: Resources checked-in and assigned work tasks on an incident.

Assignments: Tasks given to resources to perform within a given operational period, based upon tactical objectives in the Incident Action Plan.

Assistant: Title for subordinates of the Command Staff positions. The title indicates a level of technical capability, qualifications, and responsibility subordinate to the primary positions. Assistants may also be used to supervise unit activities at camps. Assistants could attend the same meeting to assist with scribing. Assistants do not have the authority to make decisions on behalf of their superior.

Assisting Agency: An agency which directly contributes tactical or service resources in support of an incident response.

Available Resources: Incident-based resources which are immediately available for an assignment.

Base: The location at which some logistics functions are coordinated and administered. (Incident name or other designator will be added to the term "Base"). The Incident Command Post may be collocated with the base. There is only one base per incident.

Branch: The organizational level having functional/geographic responsibility for major incident operations. The Branch level is organizationally between Section and Division/Group in the Operations Section, and between Section and Units in the Logistics Section.

Cache: A pre-determined complement of tools, equipment, and/or supplies stored in a designated location, and available for incident use.

Camp: A geographical site, within the general incident area, separate from the base, equipped and staffed to provide sleeping areas, food, water, and sanitary services to out-of-service incident personnel.

Ceiling Recommended Exposure Limit: Recommend Exposure Limit - The concentration that should not be exceeded during any part of the working exposure. An employee’s exposure to a hazardous substance shall at no time exceed the ceiling value.

Check-In: The process whereby resources first report to an incident response. Check-in locations include: Incident Command Post (Resources Unit), Incident Base, Camps, Staging Areas, Helibases, and Division/Group Supervisors (for direct line assignments).

Chief: The ICS title of individuals responsible for command of functional sections: Operations, Planning, Logistics, and Finance/Administration.

Clear Text: The use of plain English in radio communications transmissions. No Ten Codes nor agency specific codes are used when using Clear Text.

Closure Order: Also known as a Fire Hazard Order. A closure order is issued to close a specific area to unauthorized personnel. The closure order area is that area within the boundaries described in an order issued by the ERCB under Section 97(1) of the Oil and Gas Conservation Act.

Command: The act of controlling manpower and equipment resources by virtue of explicit or delegated authority. May also refer to the Incident Commander/Unified Command.

7.5 GLOSSARY, CONTINUED

Command Post: See Incident Command Post.

Command Staff: The Command Staff consists of the Information Officer, Safety Officer, Liaison Officer, and Legal Officer, who report directly to the Incident Commander. They may have an assistant or assistants, as needed.

Communications Unit: Functional unit within the Logistics Sections responsible for Incident communications equipment and facilities, supervising the Incident Communications Centre, distributing communications equipment to incident personnel, and the maintenance and repair of communications equipment.

Control Point: A location-specific response tactic used to contain or recover oil. A river, stream or creek may include many control points along its path where response resources (boom, skimmers, etc.) may be deployed. Control Points are described in the Emergency Response Plans.

Cooperating Agency: An agency supplying assistance other than direct tactical, support, or service functions or resources to the incident control effort (Ex. Red Cross, telephone company, etc.).

Corporate Advisory Team: The CAT is responsible for coordination of response efforts from corporate to the Field Response Team and for efforts to ensure business continuity during the incident. the level of CA activation will be determined by the CAT Lead and assigns all positions to meet the level of activation.

Corporate Level ERP: A corporate-level ERP is used when a specific ERP is not required and contains preplanned procedures that will allow for effective response to an emergency

Cost Unit: Functional unit within the Finance/ Administration Section responsible for tracking costs, analyzing cost data, making cost estimates, and recommending cost-saving measures.

Decontamination: The process of removing or neutralizing contaminants that have accumulated on personnel and equipment.

Demobilization Unit: Functional unit within the Planning Section responsible for assuring orderly, safe, and efficient demobilization of incident resources.

Deputy: A fully-qualified individual who, in the absence of a superior, could be delegated the authority to manage a functional operation or perform a specific task. In some cases, a Deputy could act as relief for a superior, and, therefore, must be fully qualified in the position. Deputies can be assigned to the Incident Commander, General Staff, and Branch Directors.

Director: The ICS title for individuals responsible for supervising a Branch.

Dispatch: The implementation of a command decision to move resources from one place to another.

Dispatch Centre: A facility from which resources are directly assigned to an incident.

Division: The organization level having responsibility for operation within a defined geographic. The Division level is organizationally between the Task Force/Strike Team and the Branch. (See also "Group"). Divisions may be led by a Division Supervisor.

Documentation Unit: Functional unit within the Planning Section responsible for collecting, recording, and safeguarding all documents relevant to the incident.

E2 Emergency Planning Zone (E2 EPZ): A geographical area surrounding a facility and associated on-site storage containing hazardous product that represents the most likely emergency scenario and requires specific emergency response planning by the licensee.

E2 Worst Case Zone: A geographical area surrounding a facility and associated on-site storage containing hazardous product that represents the worst case emergency scenario.

Emergency: A present or imminent event that requires prompt coordination of action or special regulation of persons or property to protect health, safety or welfare of people or to limit damage to property.

7.5 GLOSSARY, CONTINUED

Emergency Coordination Centre (ECC): A pre-designated facility established by company, agency or jurisdiction to coordinate overall jurisdictional/agency response/support to emergency response.

Emergency Management: Management of an emergency or incident. The ICS organization is designed to fulfill the emergency management role.

Emergency Medical Technician (EMT): A health-care specialist with particular skills and knowledge in pre-hospital emergency medicine.

Emergency Planning Zone (EPZ): A geographical area surrounding a well, pipeline, or facility containing hazardous product that requires specific emergency response planning by the lice

Emergency Shut Down Valve (ESD): A valve that blocks the passage of material from both directions and can automatically close when the amount of material passing through the valve exceeding allowable limits.

ERCBH2S: A software tool that calculates site-specific EPZs using thermodynamics, fluid dynamics, atmospheric dispersion modelling, and toxicology.

Evacuation: The removal of people from the incident area or EPZ.

Explosive Limits (Lower and Upper): Each gaseous hydrocarbon substance has a minimum (Lower Explosive Limit or LEL) and a maximum (Upper Explosive Limit or UEL) percentage in air below or above which combustion will not take place. Explosive limit and flammability limit are used interchangeable. The terms "Too Lean" and "Too Rich" are used for levels outside of the explosive range.

Facilities Unit: Functional unit within the Support Branch of Logistics Section that provide fixed facilities for incident. These facilities include Incident Base, feeding areas, sleeping areas, sanitary facilities, etc.

Finance/Administration Section: The Section responsible for all incident costs and financial considerations. Includes the; Time Unit, Procurement Unit, Compensation/Claims Unit, and Cost Unit.

Fire Hazard Order: An order issued by the ERCB during an emergency to restrict public access to a specified area.

Food Unit: Functional unit within the Service Branch of the Logistics Section responsible for providing meals for incident personnel.

Function: In ICS, function refers to the five major activities in the ICS, i.e., Command, Operations, Planning, Logistics, and Finance/Administration. The term function is also used when describing the activity involved, Ex. "the planning function."

General Plan: A long-range plan to manage an incident. The General Plan is used to identify long-range objectives and resource requirements. The General Plan defines time line and framework looking into future and covering the duration of response.

General Staff: The group of incident management personnel comprised of; Incident Commander, Operations Section Chief, Planning Section Chief, Logistics Section Chief, and Finance/Administration Section Chief.

Geographic Information System (GIS): An electronic information system that provides a georeferenced data base to support management decision-making.

Government Emergency Operations Centre (GEOC): An operations centre with capacity to accommodate CMO's from each Government department. It is comprised of two centres, the Consequence Management Operations Centre (COMOC) and the Crisis Management Operations Centre (CRMOC). The GEOC was formerly known as the EMAOC or COMOC. Also called Provincial Operations Centre (POC).

Ground Support Unit: Functional unit within Support Branch of the Logistics Section responsible for fueling, maintaining, vehicle repair, and ground transportation of personnel and supplies.

Group: Groups are established to divide the incident into functional areas of operation. Groups are composed of resources assembled to perform special function not necessarily within a single geographic Division (see Division). Groups are located between Branches (when activated) and Single Resources in the Operations Section.

7.5 GLOSSARY, CONTINUED

Hazardous Product: Substances released in quantities that may harm persons, property or the environment.

Heli-base: Location within the general incident area for parking, fueling, maintaining, and loading helicopters.

Heli-spot: Location where helicopters can take off/land. Some may be used for temporary loading.

High Vapour Pressure (HVP): A pipeline system containing hydrocarbon mixture in the liquid or quasiliquid state with a vapour pressure greater than 110 kPa absolute at 380°C. Some examples are liquid ethane, ethylene, propane, butanes, and pentanes plus. HVP lines have a vapour pressure greater than 240 kPa at 38ºC (34.8 PSIG at 100°F) and include ethane, propane butane, and pentanes plus, either as a mixture or as a single component.

Hydrogen Sulphide (H2S): A naturally occurring gas found in a variety of geological formations and also formed by the natural decomposition of organic matter in the absence of oxygen. H_2S is colourless, has a molecular weight that is heavier than air, and is extremely toxic. In small concentrations it has a rotten egg smell and causes eye and throat irritation. Depending on the particular gaseous mixture, gas properties, and ambient conditions, a sour gas release may be

- heavier than air so that the gas cloud will tend to drop towards the ground with time (dense),
- lighter than air so the gas cloud will tend to rise with time (buoyant), or
- about the same weight as air so that it tends to neither rise nor drop but disperses (neutrally buoyant).

Ignition: Process of setting a hydrocarbon release on fire.

Incident: An unexpected occurrence or event, caused by human or natural phenomena, that requires action by upstream and/or emergency personnel, to prevent or minimize the impact on the safety or health of people, property or the environment.

Incident Action Plan (IAP): Incident Action Plan contains Objectives reflecting the overall incident and specific strategies and tactics for the next operational period. IPAs will include attachments when complete.

Incident Area: Legal geographical area of incident including affected area(s) and traffic route(s) to corresponding storage and disposal sites.

Incident Base: See Base.

Incident Command Post (ICP): Location at which the primary Command functions are executed; may be co-located with the incident base.

Incident Command System (ICS): Standardized on-scene emergency management system specifically designed to allow its user(s) to adopt an integrated organizational structure equal to the complexity and demands of single or multiple incidents, without being hindered by jurisdictional boundaries.

Incident Commander (IC): Individual(s) responsible for managing all incident activities.

Incident Communication Centre: Location of the Communications Unit and the Message Centre.

Incident Management Team (IMT): Comprehensive team established at ICP to include all components of a Command, General Staff and support personnel. IMT members have delegated authority and formal responsibilities.

Incident Objectives: Statements of guidance and direction necessary for the selection of appropriate strategies, and tactical direction of resources. Incident objectives are based on realistic expectations of what can be accomplished when all allocated resources have been effectively deployed. Incident objectives must be achievable and measurable, yet flexible enough to allow for strategic and tactical alternatives.

Incident Situation Display (ISD): The Situation Unit is responsible for maintaining a display of status boards which communicate critical incident information vital to establishing and maintaining an effective command and control environment.

Initial Isolation Zone (IIZ): An area in close proximity to a continuous hazardous release where indoor sheltering may provide temporary protection due to the proximity of the release. Isolation - To separate an area or process from the rest of the plant.

Jurisdiction: A range or sphere of authority. At an incident, public agencies have jurisdiction related to their legal responsibilities and authority for incident mitigation. Jurisdictional authority at an incident can be political/geographical (Ex. city, county, municipality, or Federal boundary lines), or functional (Ex. police department, health department, etc.). (See Multi-Jurisdiction).

7.5 GLOSSARY, CONTINUED

Jurisdictional Agency: Agency having jurisdiction and responsibility for specific geographical area, or mandated function.

Leader: The ICS title for an individual responsible for a Task Force/Strike Team or functional Unit.

Liaison Officer (LO): A member of the Command Staff responsible for coordinating with stakeholder groups and representatives from assisting and cooperating agencies.

Liquefied Petroleum Gas (LPG): Mixture of heavier, gaseous hydrocarbons (butane and propane), liquefied as a portable source of energy.

Logistics Section: The Section responsible for providing facilities, services, and materials for the incident.

Lower Explosive/ Flammable limit (LEL/LFL): The lowest concentration of gas or vapour (per cent by volume in air) that burns or explodes if an ignition source is present at ambient temperatures.

Managers: Individuals within ICS organizational units who are assigned specific managerial responsibilities (Ex. Staging Area Manager or Camp Manager).

Medical Unit: Functional unit within the Service Branch of the Logistics Section responsible for developing the Medical Plan, and for providing emergency medical treatment for incident response personnel.

Message Centre: The message centre is part of the Communications Centre and collocated with or adjacent to it. It receives, records, and routes information about resources reporting to the incident, resource status, and handles administration and tactical traffic.

Mobile Air Quality Monitoring: The use of sophisticated portable equipment capable of measuring meteorological conditions and tracking substances such as H_2S or SO_2 and of measuring very low (ppb) atmospheric concentrations and also capable of being able to record and provide preliminary analysis (e.g. averaging values over time) of the monitored readings.

Multi-Agency Incident: Incident where one or more agencies assist jurisdictional agency/agencies. May be single or Unified Command.

Multi-Jurisdiction Incident: Incident requiring action from multiple agencies that have statutory responsibility for incident mitigation. In ICS, these incidents will normally be managed using a Unified Command.

Officer: ICS title for personnel responsible for Command Staff positions of Safety, Liaison, and Information.

Operational Period: Period of time scheduled for execution of given set of operational actions specified in the IAP. Operational Periods can be various lengths, usually not over 24 hours.

Operations Section: Responsible for all operations directly applicable to the primary mission. Directs unit operational plans preparation, requests or releases resources, makes expedient changes to the Incident Action Plan (as necessary), and reports such to the Incident Commander. Includes the Recovery and Protection Branch, Emergency Response Branch, Air Operations Branch, and Wildlife Branch.

Out-Of-Service Resources: Resources assigned to an incident but unable to respond for mechanical, rest, or personnel reasons.

Planning Meeting: A meeting, held as needed throughout the duration of an incident, to select specific strategies and tactics for incident control operations and for service and support planning.

Planning Section: Responsible for collecting, evaluating, and disseminating tactical information related to the incident, and for preparing and documenting IAPs. The section also maintains information on the current and forecast situation, and on the status of resources assigned to the incident. Includes the Situation, Resource, Environmental, Documentation, and Demobilization Units, and Technical Specialists.

Polrep: Pollution report.

7.5 GLOSSARY, CONTINUED

Preplanned Strategy: Strategies developed and documented prior to an incident.

Procurement Unit: Functional unit within Finance/Administration Section responsible for financial matters involving vendor contracts.

Protective Action Zone (PAZ): An area downwind of a hazardous release where outdoor concentration levels may result in life threatening or serious and possibly irreversible health effects to the public.

Provincial Emergency Operations Centre (PEOC): Also called GEOC

Public Information Officer (PIO): A member of the Command Staff responsible for providing incident information to the public and news media or other agencies or organizations. There is only one PIO per incident. The PIO may have assistants.

Radio Cache: A cache may consist of a number of portable radios, a base station, and, in some cases, a repeater stored in a predetermined location for dispatch to incidents.

Reception Centre: A centre established to register evacuees and to assess their needs. The centre is used to register evacuees for emergency shelter or, if temporary shelter is not required because evacuees will stay elsewhere, to ascertain where they can be contacted.

Recorders: Individuals within ICS organizational units who are responsible for recording information. Recorders may be found in Planning, Logistics, and Finance/Administration.

Regional Emergency Operations Centre (REOC): A single operations centre established in a suitable location to manage the larger aspects of the emergency and is manned jointly by a level of government and industry staff.

Reporting Location: Any one of six facilities/locations where incident assigned resources may be checked in. The locations are: Incident Command Post-Resources Unit, Base, Camp, Staging Area, Helibase, or Division/Group Supervisors (for direct line assignments.) Check-in for each specific resource occurs at one location only.

Resource Status: Describes the current operational status of response resources. ICS recognizes three definitions - available, assigned and out-of-service. Oil spill resource tracking also recognizes an en-route status.

Resources: All personnel and major items of equipment available, or potentially available, for assignment to incident tasks on which status is maintained.

Resources at Risk Technical Specialist (RAR): Responsible for identifying at risk resources from exposure to spilled oil by analyzing known and anticipated oil movement, the location of natural cultural and economic resources.

Resources Unit: Functional unit within the Planning Section responsible for recording the status of resources committed to the incident. The Unit also evaluates resources currently committed to the incident, the impact that additional responding resources will have on the incident, and anticipated resource needs.

Responsible Party (RP): The owner/operator (Keyera) of the infrastructure which is the spill source.

RP Incident Commander (RPIC): Keyera's designated Incident Commander.

Safety Officer (SO): A member of the Command Staff responsible for monitoring and assessing safety hazards or unsafe situations, and for developing measures for ensuring personnel safety. The Safety Officer may have assistants.

Section: The organization level having functional responsibility for primary segments of incident operation such as: Operations, Planning, Logistics, Finance/ Administration. The Section level is organizationally between Branch and Incident Commander.

Service Branch: A Branch within the Logistics Section responsible for service activities at the incident. Includes the Communications, Medical, and Food Units.

7.5 GLOSSARY, CONTINUED

Shelter In Place: Remaining indoors for short term protection from exposure to toxic gas releases.

Single Resource: Individual, a piece of equipment and its personnel complement, or a crew or team of individuals with an identified work supervisor that can be used on an incident.

Site Safety And Health Plan (SSHP): Site-specific document required by Provincial and Federal regulations. The SSHP, at minimum, addresses, includes, or contains the following elements: health and safety hazard analysis for each site task or operation, comprehensive operations work plan, personnel training requirements, PPE selection criteria, site-specific occupational medical monitoring requirements, air monitoring plan, site control measures, confined space entry procedures (if needed), pre-entry briefings (tailgate meetings, initial and as needed), pre-operations commencement health and safety briefing for all incident participants, and quality assurance of SSHP effectiveness.

Situation Status: Activity of documenting and communicating operational response status.

Situation Unit: Functional unit within the Planning Section responsible for collecting, organizing, and analyzing incident status information, and for analyzing the situation as it progresses.

Source Control: Actions necessary to control the spill source and prevent the continued release of oil or hazardous substance(s) into the environment.

Span of Control: Span of Control means how many organizational elements may be directly managed by one person. Span of Control may vary from three to seven, and a ratio of one to five reporting elements is recommended.

Staging Area: The location where incident personnel and equipment are staged awaiting tactical assignment.

Stakeholders: Any person, group, or organization affected by, and having a vested interest in, the incident and/or the response operation.

Strategy: The general plan or direction selected to accomplish incident objectives.

Strike Team: Specified combinations of the same kinds and types of resources, with common communications and a leader.

Sulphur Dioxide (SO2): A colourless, water-soluble, suffocating gas formed by burning sulphur in air; also used in the manufacture of sulphuric acid. SO_2 has a pungent smell similar to a burning match. SO_2 is extremely toxic at higher concentrations. The molecular weight of SO_2 is heavier than air; however, typical releases are related to combustion therefore making the gaseous mixture lighter than air (buoyant).

Supervisor: The ICS title for individuals responsible for directing the activities of a Division or Group.

Supply Unit: Functional unit within the Support Branch of the Logistics Section responsible for ordering equipment and supplies required for incident operations.

Support Branch: A Branch within the Logistics Section responsible for providing personnel, equipment, and supplies to support incident operations. Includes the Supply, Facilities, Ground Support, and Vessel Support Units.

Supporting Materials: Refers to the several attachments that may be included with an Incident Action Plan (Ex. communications plan, map, site safety and health plan, traffic plan, and medical plan).

Surface Development: Occupied permanent or part-time dwellings, publicly used facilities including campgrounds, places of business, and any other surface development where the public may gather on a regular basis. Surface development includes residences that are required to egress through the EPZ and those immediately adjacent to the EPZ.

Tactical Direction: Directions given by the Operations Section Chief including: the tactics appropriate for the selected strategy; the selection and assignment of resources; tactics implementation; and performance monitoring for each operational period.

Tactics: Deploying and directing resources during an incident to accomplish the desired objective.

7.5 GLOSSARY, CONTINUED

Task Force: A group of resources with common communications and a leader assembled for a specific mission.

Technical Specialists: Personnel with special skills who can be used anywhere within the ICS organization.

Time Unit: Functional unit within the Finance/Administration Section responsible for recording time for incident personnel and hired equipment.

Unified Command (UC): Unified team which manages an incident by establishing a common set of incident objectives and strategies. This is accomplished without loss nor abdication of agency nor organizational authority, responsibility, nor accountability.

Unit: The organizational element having functional responsibility for a specific incident planning, logistic, or finance/administration activity.

Vapour Density: A measure of the weight of the gas compared to air (air = 1).

Vapour Pressure: The pressure exerted by the vapour when the rate of evaporation is equal to the rate of condensation of the vapour.

Vessel Support Unit: Functional unit within the Support Branch of the Logistics Section responsible for implementing the Vessel Routing Plan; for fueling, maintaining, and repairing vessels and other vessel support equipment; and coordinating transportation on the water and between or among shore resources.

Volunteer: Any individual accepted to perform services by an agency which has the authority to accept volunteer services. A volunteer is subject to the provisions of the authorizing statute or regulations.

7.6 CHARACTERISTICS OF H2S AND SO2

Characteristics and Dangers of Hydrogen Sulphide (H_2S)

- Found in decaying organic matter, natural oil and gas, silos and sewers.
- Found at gas temperatures above -60°C.
- Flammable – burns to form SO_2.
- Odour of rotten eggs at low concentrations that kills all sense of smell at higher concentrations.
- Will tend to disperse more slowly in sheltered or calm low lying areas.
- Extremely toxic.
- At lower concentrations (20-50 ppm) irritates mucous membranes (eyes, throat, lungs), causes headaches, dizziness, nausea, may cause pulmonary edema (fluid in the lungs) upon prolonged exposure.
- High concentrations (500-1000 ppm) may cause paralysis of the respiratory centre in the brain and breathing stops.

H_2S Toxicity Table

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.

7.6 CHARACTERISTICS OF H2S AND SO2, CONTINUED

Concentration H_2S in Air (ppm)	Description of Potential Health Effects
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.
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.

NOTE: 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

Characteristics and Dangers of Sulphur Dioxide (SO_2)

- This is a choking gas, unlike H_2S, and one wants to move to an area where the discomfort is not experienced.
- Formed by the combustion of H2S or sulphur and is non-flammable.
- Found as a gas at temperatures above -10°C.
- Has the odour that occurs when a wooden match is extinguished.
- Highly irritating – dissolves to form sulphuric acid.
- At lower concentrations irritates eyes, nose and throat, causes difficulty in breathing and shortness of breath.
- Causes pulmonary edema at high concentrations – may be fatal. Effects on heavy smokers are more severe.

7.6 CHARACTERISTICS OF H2S AND SO2, CONTINUED

SO_2 Toxicity Table

Concentration SO_2 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	Definitely irritating to the eyes; chronic respiratory symptoms develop; respiratory protection is necessary.
50 – 100	Maximum tolerable exposures for 30 – 60 minutes.
Greater than 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.

NOTE: 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

7.7 CANADIAN ENVIRONMENTAL PROTECTION ACT (E2) REQUIREMENTS

Environment Canada requires any petroleum operator who has charge, management, or control of substances in excess of threshold limits listed in 'Schedule 1 of the Canadian Environmental Protection Act' to:

- Submit notices (some periodic) to inform ECCC of compliance with the regulatory requirements
- Prepare an Environmental Emergency Plan (E2 Plan) and review and update it, if necessary, at least once per year
- Bring the E2 Plan into effect to make sure the facility is ready to respond to an accidental release
- Conduct simulation exercises of the E2 Plan each year, a more extensive simulation exercise every five years and prepare a record after each exercise to be kept for a minimum of 7 years
- Keep a copy of the E2 Plan readily available at the facility and other places where it is needed

For details about the Keyera storage facilities, Facility Licence Numbers, Facility Codes, types of containers, substances stored [United Nations (UN) Number], guide numbers, quantities, volumes, transportation methods, transportation frequencies, and Canadian Transport Emergency Centre (E2) Zones refer to the appropriate Keyera Site-Specific Supplemental Section.

Description of Surrounding Area

For area specific Emergency Response Plans (ERPs) - Refer to ***SECTION 9.1.2*** *General Area Description* for a description of the surrounding area.

Emergency Response Planning

- For a map showing the E2 Zone(s) refer to ***SECTION 9.2****: Maps and Plot Plans* and the *ECCC E2 Plan*.
- For a plot plan refer to ***SECTION 9.2****: Maps and Plot Plans*.
- For the location of the surface developments inside the E2 Zone(s) refer to ***SECTION 9.2****: Maps and Plot Plans* and the *ECCC E2 Plan*.
- To identify the various roadways and waterways/water bodies inside the E2 Zone(s) refer to ***SECTION 9.1.2****: General Area Information* and the *ECCC E2 Plan (Characteristics of the Facility and Surrounding Area)*.
- For the list of applicable ECCC Sensitive Receptors and Response Considerations in the E2 Zones(s) refer to the *ECCC E2 Plan (Characteristics of the Facility and Surrounding Area)*.
- For government agencies that may be affected by an environmental emergency refer to the appropriate site-specific supplemental section and the *ECCC E2 Plan*.
- For mutual aid refer to the mutual section in ***SECTION 8****: Government Agencies and Local Authorities*.
- For procedures to carry out response activities refer to ***SECTION 2****: Roles and Responsibilities*.

7.7 CANADIAN ENVIRONMENTAL PROTECTION ACT (E2) REQUIREMENTS, CONTINUED

Prevention and Mitigation

Keyera has in place the following key elements of safety management:

- Risk assessment – as appropriate the following questions have been reviewed:
    - Is the product bullet or storage tank properly installed and a proper maintenance schedule followed?
    - Is the product bullet or storage tank free of any corrosion and damage?
    - If required, is the piping painted?
    - Is the product bullet or storage tank an adequate distance from buildings?
    - Is the product bullet or storage tank or systems (including piping) of which they are part of protected from damage from vehicles?
    - Is the area around the product bullet or storage tank well ventilated and free of any possible ignition source?
    - Is the area around the product bullet or storage tank free from combustible material?
    - Is the product bullet or storage tank properly grounded to avoid static accumulation?
    - Are operators of the equipment instructed to wear appropriate personal protective equipment (PPE)?
    - Are any hoses or fittings visually inspected before use?
    - Have the employees been certified in the proper use and handling of NGLs and condensate?
    - Have all employees and anyone else who may be responsible for implementing this plan been made aware of their responsibilities and have the necessary skills and training?
- The systems are designed and constructed to specific industry standards.
- Keyera has preventive maintenance checks and programs.
- Keyera is committed to maintaining effective operating procedures and facility documentation.
- Operator competence is ensured through determining the type and amount of training each employee requires upon hiring.
- Process and procedures are in place to ensure that changes in design, service, or staff are effectively managed to minimize impacts on operations.
- Incident investigation and analysis is conducted to minimize reoccurrence
- Regular review is carried out to assess compliance to standards.

Preparedness - Most Reasonable Worst Case Scenario

Using a HAZOP risk assessment technique or similar, Keyera has identified the Most Reasonable Worst Case Scenario of an Environmental Emergency to include the following.

- A valve leak from a product bullet or storage tank.
- A product bullet or storage tank spill or leak becoming ignited.
- A cascading (secondary effect) fire igniting the product bullet or storage tank.

7.7 CANADIAN ENVIRONMENTAL PROTECTION ACT (E2) REQUIREMENTS, CONTINUED

Keyera has identified that "Common and Reasonable Alternative Scenarios" would most likely be a leak or spill while loading or unloading a product bullet or storage tank.

Keyera has identified the potential consequences from an environmental emergency on the environment and human life or health to be serious injury or fatality in the event of an explosion or leak.

Emergency Preparedness Standards

Refer to ***SECTION 8****: Government Agencies and Local Authorities* for specific provincial or regulatory training and exercise requirements. Keyera emergency management program standards are outlined in ***SECTION 7.2*** *Training Requirements*. This includes details regarding orientations, specialized emergency response training, table tops, full scale exercises, and exercise records.

Recovery

Keyera will shut in the affected pipeline or facility, assess and respond to the environmental impacts in compliance with all regulation, only bringing the pipeline system or facility back on stream in the most efficient manner. Keyera has the resources and financial ability to respond and recover from any environmental emergency.

7.8 TRANSPORTATION OF DANGEROUS GOODS (TDG)

Keyera is required to report a release or anticipated release of dangerous goods that are being offered for transport, handled or transported by road vehicle, railway vehicle or vessel must, as soon as possible after a release or anticipated release, make an emergency report to any local authority that is responsible for responding to emergencies at the geographic location of the release or anticipated release if the dangerous goods are, or could be, in excess of the quantity set out in the following table:

TABLE

Class	Packing Group or Category	Quantity
1	II	Any quantity
2	Not applicable	Any quantity
3, 4, 5, 6.1 or 8	I or II	Any quantity
3, 4, 5, 6.1 or 8	III, or without packing group	30 L or 30 kg
6.2	A or B	Any quantity
7	Not applicable	A level of ionizing radiation greater than the level established in section 39 of the *Packaging and Transport of Nuclear Substances Regulations, 2015*
9	II or III, or without packing group	30 L or 30 kg

SOR/2016-95, s. 10 SOR/2017-253, s. 52 SOR/2019-101, s. 9

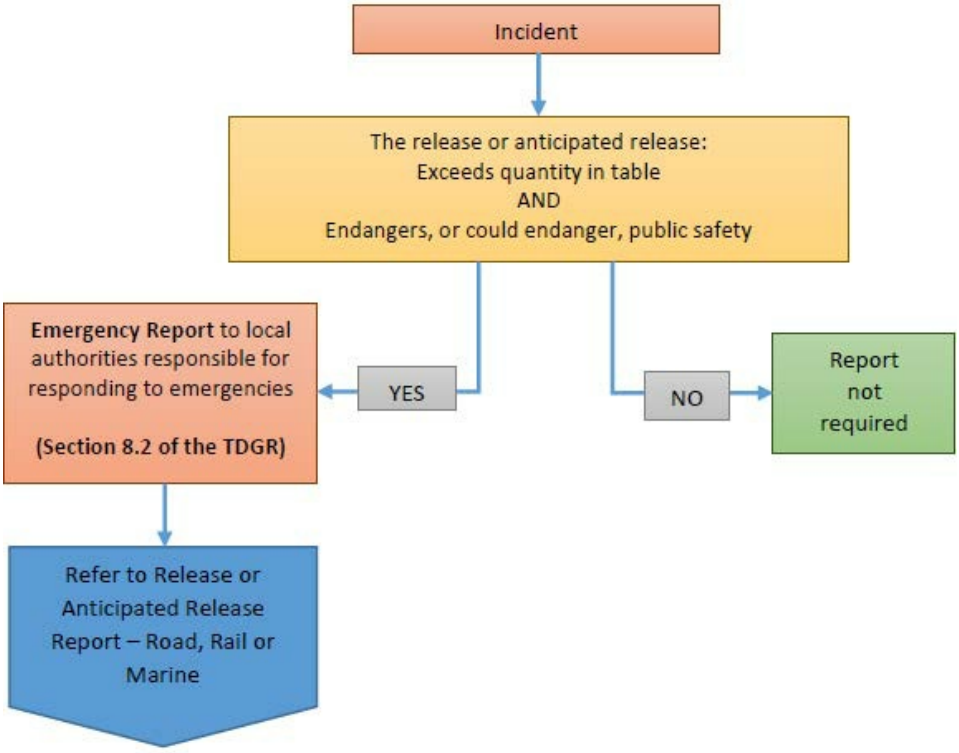
Types of reports required by Transport Canada

Part 8 of the *Transportation of Dangerous Goods Regulations SOR/2001-286* (Reporting Requirements) requires a number of different report types. When certain conditions are met, persons subject to the TDG Regulations must submit one of the report types below.

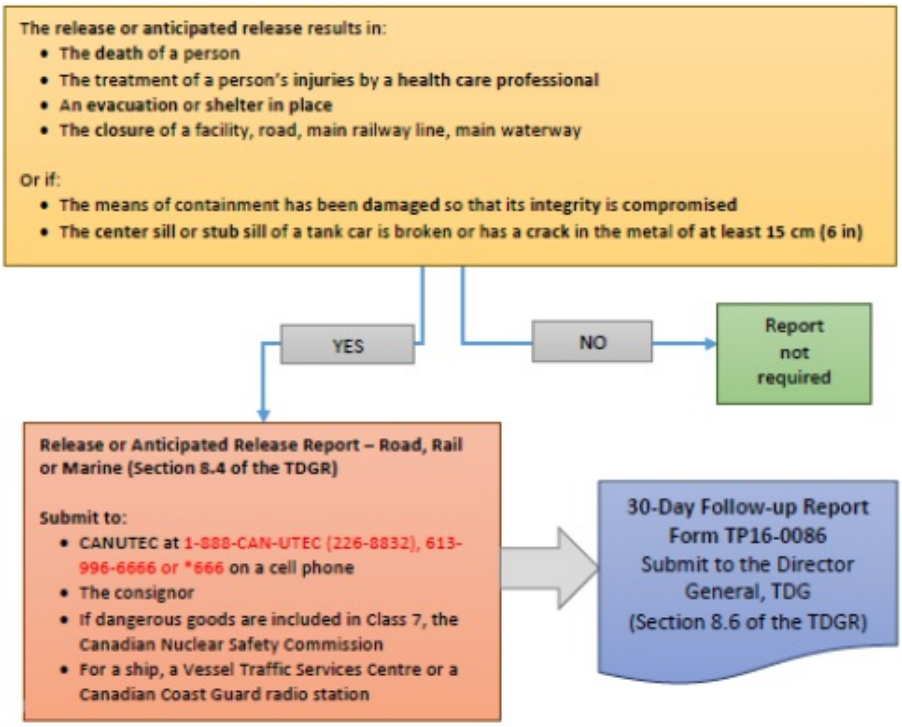
- Reports for the Transport of Dangerous Goods by Road, Rail and Marine
- Emergency Report – Road, Rail or Marine (Section 8.2 of the TDG Regulations)
- Release or Anticipated Release Report – Road, Rail or Marine (Section 8.4 of the TDG Regulations)
- 30-Day Follow-up Report (Section 8.6 of the TDG Regulations)
- Reports for the Transport of Dangerous Goods by Air
- Dangerous Goods Accident or Incident Report — Air (Section 8.9 of the TDG Regulations)
- 30-Day Follow-up Report (Section 8.11 of the TDG Regulations)
- Undeclared or Misdeclared Dangerous Goods Report (Section 8.14 of the TDG Regulations)
- Dangerous Goods Occurrence Report (ICAO) (Section 8.15.1 of the TDG Regulations)
- Reports Relating to Security – All Modes of Transport
- Loss or Theft Report (Section 8.16 of the TDG Regulations)
- Unlawful Interference Report (Section 8.18 of the TDG Regulations)

7.8 TRANSPORTATION OF DANGEROUS GOODS (TDG), CONTINUED

Flowchart for Emergency Report – Road, Rail or Marine



Flowchart for a Release or Anticipated Release Report - Road, Rail or Marine by Telephone



7.8 TRANSPORTATION OF DANGEROUS GOODS (TDG), CONTINUED

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. CANUTEC's emergency response advisors provide immediate advice over the phone about the actions to take and to avoid during a dangerous goods emergency. They can also send technical information to local authorities responsible for responding to emergencies by email or fax during an incident.

In the case of dangerous goods included in Class 1, Explosives included in Class 1.1, 1.2, 1.3, 1.4 (except for 1.4S), 1.5 or 1.6, a Natural Resources Canada inspector at 613-995-5555

In the case of dangerous goods included in Class 7, Radioactive Materials, the Canadian Nuclear Safety Commission at 1-844-879-0805.

Refer to the following link to access the Transport Canada Guide for Reporting Dangerous Goods Incidents:

https://tc.canada.ca/sites/default/files/2022-03/guide_for_reporting_dangerous_goods_incidents__2021.pdf

7.9 DOMINION LAND SURVEY SYSTEM (DLS)

Alberta, Saskatchewan and Manitoba

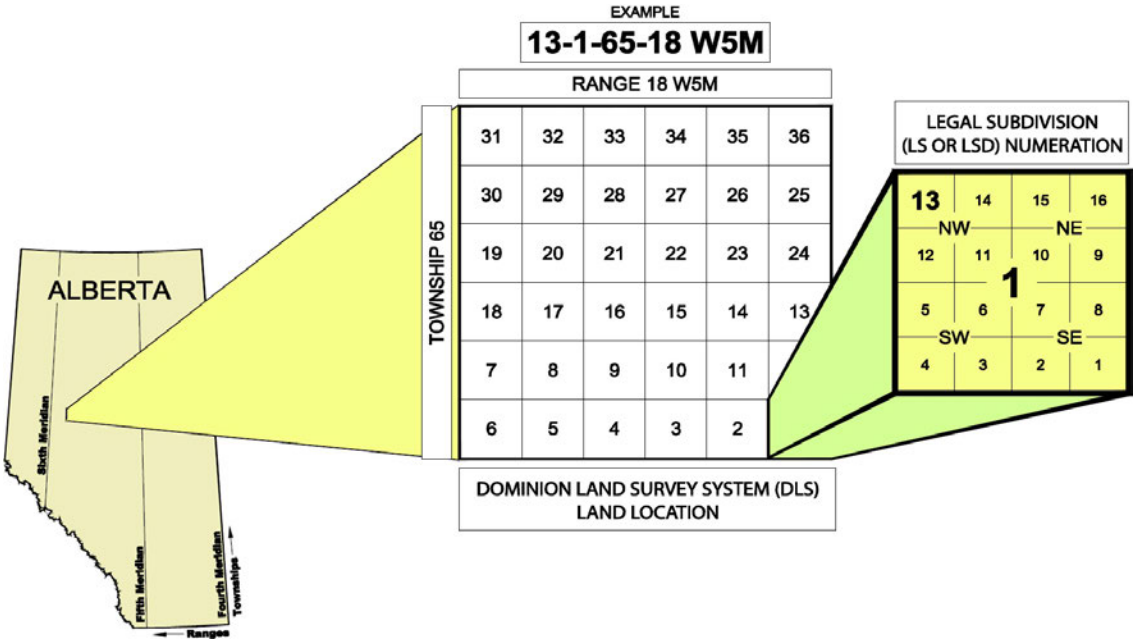
Keyera is required to report a release or anticipated release of dangerous goods that are being offered. Any parcel of land can be located by its legal land description. Legal land descriptions are based on the Dominion Land Survey System. The Dominion Land Survey System is a grid network dividing most of Western Canada into equal-sized parcels of land.

Under the Dominion Land Survey System, land is designated as being west of a meridian. Between meridians are six-mile wide columns called Ranges. Ranges are numbered consecutively from east to west starting at Range 1 west of each meridian. Range numbers reset to 1 at each meridian. Townships are six-mile wide rows that intersect ranges and are numbered consecutively from Township 1 at the Montana border to Township 126 at the Northwest Territories border.

The term township also describes the six by six square mile formed by the intersection of ranges and townships. Townships are divided into 36 sections, each section measuring one by one mile. Sections can then be divided into quarters (NE, NW, SE, SW) or into 16 legal subdivisions (LSD or LS) as indicated.

7.9 DOMINION LAND SURVEY SYSTEM (DLS), CONTINUED

The legal description of the section highlighted in the diagram would be written as follows:



Legal Land Description

	LSD or LS	Section	Township	Range	Meridian
Example	13	01	065	18	West of the 5th

Definitions

Section: is a piece of land that measures one mile by one mile

Quarter: is a quarter section

Township: is a block of 36 sections, measuring six miles by six miles

Meridian: is a north-south line used as a reference point. The primary meridian is west of Winnipeg and is the basis for the land surveying throughout the Prairies

7.10 CONCESSIONS AND LOTS

Ontario

Most of southern Ontario employs a survey system based on counties, townships, concessions, and farm lots. A county is grouped together by several named townships of unequal size and shape. Each township was divided into strips called concessions. Think piano keys. The concessions were further divided into 100, 200, or 300-acre lots. The names of these concessions with their township and the lot numbers are all part of the legal description of the property.

Most concessions are named with a simple number like 1, 2, 3 (often shown as Roman numerals) or letter like A, B, C. But many townships, perhaps most townships, have several concessions with unique designations. For example, Lot 7, Concession 5, Sandwich. In the example Sandwich represents a township.

SECTION 8

Section Last Revised: May 20, 2026

GOVERNMENT AGENCIES AND LOCAL AUTHORITIES

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8.1 Incident, Spill and Release Reporting Requirements

8.2 Government Involvement

8.2.1 General Communication Expectations

8.3 Government Notification Matrix

8.4 Local Section

8.4.1 Emergency Services

8.4.2 Local Authorities

8.5 Provincial Section

8.6 Federal Section

8.6.1 Federal Agency Notifications

8.6.2 Federal Government Roles

8.6.2.1 Federal Regulatory Agency

8.6.2.2 Transportation Safety Board of Canada (TSB)

8.6.2.3 Canadian Environmental Protection Act (E2)

8.6.2.4 Environment & Climate Change Canada (ECCC)

8.6.2.5 Canadian Department of Fisheries & Oceans (DFO)

8.6.2.6 NAV Canada

8.6.2.7 Health Canada

8.6.2.8 Public Health Agency of Canada

8.6.2.9 Indigenous Services Canada, Regional Operations and First Nations and Inuit Health Branch

8.6.2.10 Indian Oil & Gas Canada (IOGC)

8.6.2.11 Transport Canada

8.6.2.12 Public Safety Canada

8.6.2.13 Royal Canadian Mounted Police (RCMP)

8.7 Mutual Aid

8.1 INCIDENT, SPILL AND RELEASE REPORTING REQUIREMENTS

Ontario Reporting Requirements

Ontario Energy Board (OEB) Reporting
What should be reported? Any level of emergency or any spill as defined by the Ministry of the Environment and Climate Change.
When and how to report? Immediately report verbally to both the Ministry of the Environment and Climate Change - Spills Action Centre at 1-800-268-6060 or 416-325-3000 and Emergency Management Ontario (EMO) Duty Officer at 416-314-0472 or 1-866-314-0472.

Ministry of the Environment and Clim ate Change Reporting Requirements
What should be reported? A spill must be reported if it: Harms or causes material discomfort to any person. Injures or damages property or animal life. Impairs the quality of the natural environment air, water, or land. Causes adverse health effects. Presents a safety risk. Renders property, plant, or animal life unfit for use. Leads to the loss of enjoyment of the normal use of property. Interferes with the normal conduct of business. **Spill** - are releases of pollutants into the natural environment from a structure, vehicle or other container that is abnormal in quality or quantity. For additional details, spill classifications, and volumes, refer to the Classification and Exemption of Spills and Reporting of Discharges at https://www.ontario.ca/laws/regulation/980675.
When and how to report? Ministry of the Environment and Climate Change maintains a 24-hour reporting line for environmental emergencies. Spills must immediately be reported to the Spills Action Centre at **1-800-268-6060**. Spills must also be reported immediately to the municipality and the person in control of the substance, if known, and not already aware. Where requested to do so by an environment officer, a person shall file a written report with the department setting out such information as is requested by the environment officer. [Canadian Environmental Protection Act (CEPA) Section 201 requires a written report within **30 days**.]

8.1 INCIDENT, SPILL AND RELEASE REPORTING REQUIREMENTS, CONTINUED

Chemical Class	Road, Rail or Marine Amount	Loss or Theft Amount
Class 1 Explosives	Any quantity of Packing Group II	Any quantity in Class 1.1, 1.2, and 1.3 Total quantity of 450 kg or more in Class 1.4 (except 1.4S), 1.5, or 1.6
Class 2.1 Flammable Gases	Any quantity	Total quantity of 450 kg or more
Class 2.2 Non-Flammable Gases		No TDG Reporting Requirements
Class 2.3 Toxic Gases (poisonous or corrosive)		Any quantity
Class 3 Flammable liquids	Any quantity of Packing Group I or II More than 30 L or 30 kg of Packing Group III	Total quantity of 450 kg or more of desensitized explosives Any quantity of UN1261, Nitromethane
Class 4.1 Flammable solids		Total quantity of 450 kg or more of desensitized explosives Any quantity of UN1357, Urea Nitrate, with not less than 20% water, by mass; UN3370, Urea Nitrate, Wetted, with not less than 10% water by mass
Class 4.2 Spontaneously Combustible		Total quantity of 450 kg or more in Packing Groups I or II
Class 4.3 Dangerous when wet		Total quantity of 450 kg or more in Packing Groups I or II
Class 5.1 Oxidizing substances		Total quantity of 450 kg or more in Packing Groups I or II Any quantity of UN1485, Potassium Chlorate; UN1486, Potassium Nitrate; UN 1487, Potassium Nitrate and Sodium Nitrate Mixture; UN1489, Potassium Perchlorate; UN1495, Sodium Chlorate; UN1498, Sodium Nitrate; UN1499 Sodium Nitrate and Potassium Nitrate Mixture; UN1511, Urea Hydrogen Peroxide; UN1942 Ammonia Nitrate, with not more than 0.2% combustible substances, including any organic substance calculated as carbon, to the exclusion of any other added substances; UN2014 Hydrogen Peroxide, Aqueous Solution with not less than 20% but not less than 60% hydrogen peroxide (stabilized as necessary); UN2015, Hydrogen Peroxide, Stabilized; UN2031, Nitric Acid, other than red fuming; UN3149, Hydrogen Peroxide and Peroxyacetic Acid Mixture with acid(s), water and not more than 5% peroxyacetic acid, stabilized
Class 5.2 Organic peroxides		Any quantity in Class 5.2, Type B, liquid or solid, temperature controlled
Class 6.1 Toxic substances		Any quantity of Packing Group I
Class 6.2 Infectious substances	Any quantity of Category A or B	Any quantity

8.1 INCIDENT, SPILL AND RELEASE REPORTING REQUIREMENTS, CONTINUED

Chemical Class	Road, Rail or Marine Amount	Loss or Theft Amount
Class7 Radioactive materials	For packages being transported under exclusive use: (i) 10 mSv/h on the external surface (ii) 2 mSv/h on the surface of the conveyance, and (iii) 0.1 mSv/h at a distance of 2 m from the surface For packages not being transported under exclusive use: (i) 2 mSv/h on the external surface (ii) 0.1 mSv/h at a distance of 1m from the package, (iii) 2 mSv/h on the surface of the conveyance, and (iv) 0.1 mSv/h at a distance of 2m from the surface of the conveyance.	Any quantity
Class 8 Corrosives	Any quantity of Packing Group I or II 30 L or 30 kg of Packing Group III	Total quantity of 450 kg or more in Packing Group I or II Any quantity of UN1796, Nitrating Acid Mixture with more than 50% nitric acid; UN1826, Nitrating Acid Mixture, Spent, with more than 50% nitric acid; UN2032, Nitric Acid, Red Fuming
Class 9 Miscellaneous products, substances or organisms	25 kilograms or 25 litres	No TDG Reporting Requirements
Class 9.1 Miscellaneous (except and with PCB mixtures)	30 L or 30 kg of Packing Group II or III, or without Packing Group	
Class 9.2 Aquatic Toxic		
Class 9.3 Wastes (chronic toxic)		

8.1 INCIDENT, SPILL AND RELEASE REPORTING REQUIREMENTS, CONTINUED

Federal Reporting Requirements

Canada Energy Regulator (CER) Reporting Requirements

What should be reported?

A company shall immediately notify the CER of any incident. A significant incident is any acute event that results in:

- A death.
- A serious injury (as defined in the Onshore Pipeline Regulations or TSB regulations).
- A fire or explosion that causes a pipeline or facility to be inoperative.
- A LVP hydrocarbon release in excess of 1.5 m3 that leaves company property or the right-of-way.
- A rupture.
- A toxic plume as defined in CSA Z662.

Immediately Reportable Events

What should be reported?

Where an event meets any of the below criteria, immediate (within 3 hours) verbal and written notification is required to the TSB and CER (Single Reporting Window):

- A death.
- A serious injury (as defined in section 1 of the National Energy Board Onshore Pipeline Regulations (in 2020 the title changed from National Energy Board Onshore Pipeline Regulations to Canadian Energy Regulator Onshore Pipeline Regulations)
- An unintended or uncontrolled low-vapour pressure (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 m3.
- Any unintended or uncontrolled release of sour natural gas or hydrogen sulphide.
- A significant adverse effect on the environment (a release of any chemical or physical substance at a concentration or volume sufficient to cause an irreversible, long-term, or continuous change to the ambient environment in a manner that causes harm to human life, wildlife, or vegetation)
- a fire, ignition or explosion that poses a threat to the safety of any person, property or the environment
- 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 occurrence that causes people, including employees, to take protective measures (e.g. muster, shelter-in-place or evacuation)

Call direct 819-994-3741 or toll-free 1-800-387-3557 to provide your initial report.

(Source: https://apps.cer-rec.gc.ca/ers)

(Source: http://www.tsb.gc.ca/eng/incidents-occurrence/pipeline/index.html)

When and How to Report an Immediately Reportable Incident (TSB and CER)

Immediately contact the Transportation Safety Board's 24-hour hotline at 819-997-7887 **WITHIN 3 HOURS**.

Also, complete the CER/TSB Online Event Reporting System (OERS) electronically at: https://apps.cer-rec.gc.ca/ers/home/index **WITHIN 3 HOURS**

Immediately Reportable Incidents

An "incident" is defined in section 1 of the OPR 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.

(Source: https://www.cer-rec.gc.ca/bts/ctrg/gnnb/rprtnggdlns/index-eng.html)

8.1 INCIDENT, SPILL AND RELEASE REPORTING REQUIREMENTS, CONTINUED

When and How to Report an Incident
When the incident is not significant, complete the CER/TSB Online Event Reporting System (OERS) (https://www.cer-rec.gc.ca/bts/ctrg/gnnb/rprtnggdlns/index-eng.html). If in doubt as to whether the incident is significant or not, proactively and immediately contact the Transportation Safety Board's 24-hour hotline at 819-997-7887.
CER/TSB Online Event Reporting System (OERS)
The CER/TSB Online Event Reporting System (OERS) is intended for use by regulated companies to provide notification to the Canada Energy Regulator (CER) and Transportation Safety Board (TSB) of various events that are defined in regulation including incidents, unauthorized activities, and operations and maintenance activities. Refer to the following link https://apps.cer-rec.gc.ca/ers/home/index.
Reporting Timelines
Section 52 of the OPR requires companies to immediately notify the Board of any incident. Section 3 of the OPR defines Immediately Reportable Events: incidents that harm people or the environment, a rupture, or a toxic plume. The company is required to input the details required by both the TSB and the CER into OERS. 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. For all other events that do not meet any of the definitions in the TSB reporting requirements, 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, companies' initial notification of an incident 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.
Additional Reporting
During any level of emergency a company will also: • Refer to the appropriate provincial Notification Matrix to determine what provincial government agencies need to be notified. • Notify the provincial oil and gas regulator. The CER has Memorandums of Understandings with some provincial oil and gas regulators. As required, the provincial oil and gas regulator may provide response resources (manpower and equipment) from their field centres/offices to support the CER. • Refer to the appropriate provincial Incident, Spill, and Release Reporting Requirements for any provincial/territory or Canadian Environmental Protection Act spill and release reporting requirements.
Serious Injury
A serious injury includes an injury that results in: • A fracture of a major bone; • The amputation of a body part; • The loss of sight in one or both eyes; • Internal hemorrage; • Third degree burns; • Unconsciousness, or • The loss of a body part or function of a body part. (Source: https://laws-lois.justice.gc.ca/eng/regulations/SOR-2014-37/FullText.html)

8.1 INCIDENT, SPILL AND RELEASE REPORTING REQUIREMENTS, CONTINUED

Canadian Environmental Protection Act (E2) Reporting Requirements
These reporting requirements are set out by Environment Canada; however, notification and reporting of emergencies is through provincial and territorial authorities. Refer to the following link for list of all provincial and territorial authorities: (https://www.canada.ca/en/environment-climate-change/services/environmentalemergencies-program/contacts-province.html)
When an environmental emergency (i.e. a spill of a hazardous substance) occurs that involves a listed substance (as per Schedule 1 – List of Substances http://gazette.gc.ca/rp-pr/p2/2019/2019-03-06/html/sor-dors51-eng.html) at a fixed facility, any person who owns or has the charge, management or control of a substance or causes or contributes to the environmental emergency must take a number of actions as soon as possible. These include: • Calling the 24-hour telephone services in the respective province or territory where the release occurs • Taking all measures to respond to the environmental emergency and reduce any impacts on the environment or human health • Making a reasonable effort to contact any member of the public who may be affected by the environmental emergency • Submitting a written report through ECCC's Single Window Interface: https://ec.ss.ec.gc.ca

Transport Canada Reporting Requirements - If a spill or anticipated spill occurs during the transportation or handling of a Transportation of Dangerous Goods regulated products where the volume exceeds those specified at https://www.tc.gc.ca/eng/canutec/emergencies-reporting-411.htm, the spill must be immediately reported to the local police and the provincial or territorial authority. Refer to the following link for a list of all provincial and territorial authorities: (https://www.tc.gc.ca/eng/canutec/emergenciesreporting-411.htm#_How_to_make).

Department of Fisheries and Oceans Canada (DFO) Reporting Requirements - If there is a release into a water body of any substance hazardous to fish, contact DFO Central and Arctic Region (only if fish bearing water body) at 204-983-5000. In most cases where the release enters a waterbody, the provincial regulator will notify DFO.

8.2 GOVERNMENT INVOLVEMENT

Government agencies will contribute valuable support to Keyera during an emergency by providing advice, resources and local information. The extent of the regulatory agencies and other government support will vary depending on the severity of the incident and jurisdiction. In the event of criminal activities or incident in an office setting, support and response coordination may be taken over by local authorities.

While there are procedures and responsibilities that are specific to each provincial and federal regulatory body, there are common government agency tasks that occur regardless of location:

- Respond to and assess the incident.
- Determine the appropriate agency responses to the incident.
- Ensure the lead agency has been notified.
- Activate any agency-specific municipal emergency plans (MEP).
- Activate agency-specific incident facilities (Ex. ICP, MEOC, etc.), if required.
- Activate field staff as needed.
- Activate the emergency public warning system to alert people to life threatening hazards, as required.
- Deploy representatives to Provincial Operations Centre (POC) if activated and/or required.
- Deploy personnel to the Incident Command Post (ICP) and/or Emergency Operations Centre (EOC) if requested and/or appropriate with all appropriate equipment as needed.
    - As appropriate, may be a member of unified command.
    - Fulfill a role within the Incident Management Team, as necessary.
- If necessary, declare a local State of Emergency.
- If the hazard area extends beyond the Emergency Planning Zone (EPZ), the county will coordinate evacuation of the public as well as reception centre establishment and maintenance with the industrial operator.
- Cooperate with other agencies to increase support to the response.
- Participate in any public-at-large communication, as applicable.
- Coordinate news releases with the licensee, if required.
- Inform Emergency Management & Fire Safety and the public when the emergency is over.

8.2.1 General Communication Expectations

To ensure all responders – company and government - are able to effectively coordinate actions it is critical for communication to be clear, concise, and timely. Initial notifications to first responders (911) and the lead regulatory body must occur immediately once the incident has been verified. Additional notifications to other lead agencies, supporting agencies and local authorities must be made once the ERP has been activated and additional incident details identified. Required emergency government agency notifications are outlined within each respective provincial government matrix.

The lead regulatory body will be responsible for the industry regulation and oversight; this will be dependent on the location and type of incident, as well as the company asset impacted. The lead and supporting agencies may be engaged by the lead regulatory agency; however, it is Keyera's policy to make all additional notifications to ensure that the appropriate agencies have been contacted. All federal and/or provincial requirements, agencies, roles and responsibilities, applicable to the ERP are further outlined within the respective subsections in this section.

8.3 GOVERNMENT NOTIFICATION MATRIX

Ontario Government Notification Matrix

Notification Matrix - Ontario

Agencies or Resource / Incident Type	Initial Responders			Lead Agencies and Priority Contacts					Support Agencies & Other Government Contacts																	
	Ambulance Services	Local Fire Department	Local Police	CER - Canada Energy Regulator	TSB - Transportation Safety Board	EMO - Emergency Management Ontario	Ministry of the Environment, Conservation and Parks - Spills	Local Authorities	CANUTEC	DFO - Department of Fisheries and Oceans	NAV CANADA	Ministry of Labour	TSSA - Technical Standards and Safety Authority	ESA - Electrical Safety Authority	ECCC - Environment & Climate Change Canada	Ontario Ministry of Northern Development, Mines, Natural Resources and Forestry	Ministry of Transportation	Ministry of Health and Long-term Care Health Unit	WSIB - Workplace Safety and Insurance Board	ERAC - Emergency Response Assistance Canada	CHEMTREC	IOGC - Indian Oil & Gas Canada	PEAS - Pollution Emergency Alerting System (Michigan)	DEQ - Department of Environmental Quality (Michigan)	Bureau of Fire Services (Michigan)	NRC - National Response Centre (US Federal)
Sour Hydrocarbon or HVP Release		a	✓	b	c	✓	✓	d	✓	e	f	g	h			i	j	k	l	m			p	q	r	s	t
LVP Hydrocarbon Liquid Release		a	✓	b	c	✓	✓	d	✓	e		g	h			i	j	k	l	m			p	q	r	s	t
Toxic Material Release		a	✓	b	c	✓	✓	d	✓	e		g	h			i	j	k	l	m			p	q	r	s	t
Sweet Hydrocarbon Release		a	✓	b	c	✓	✓	d	✓	e		g	h			i	j	k	l	m			p	q	r	s	t
Rail or Trucking Incident		a	✓	b	c	✓	✓	d	✓	e		g	h			i	j	k	l	m	n	o	p	q	r	s	t
Pressure Vessel or Piping Incident				b	c	✓	✓	d	✓	e	f	g	h	✓			j	k	l	m				q	r	s	t
Fire / Explosion / B.L.E.V.E.		✓	✓	b	c	✓	✓	d	✓	e		g	h			i	j	k	l	m	n		p	q	r	s	t
Operation of Facilities Beyond Designed Limits				b	c	✓		d	✓	e		g	h				j	k	l	m							
Serious Injury or Death (Including Vehicle Accidents)	✓		✓	b	c	✓							✓					k	l	m						s	t
Motor Vehicle Accident (No Injuries)			✓															k									
Missing Person			✓																								
Electrical Incident				b	c	✓									✓				l	m							
Security Incident (Bomb Threat, Terrorism, Civil Disturbance)			✓	b	c	✓	✓	d	✓	e		g					j	k	l	m							
On-Site Incident Involving E2 Regulated Substance		a	✓	b	c	✓	✓	d	✓	e	f	g	h			i	j	k	l	m			p	q	r	s	t
✓ Compulsory contact	NOTE: Anytime the company contacts the public, in addition to the local authorities (counties/municipalities); it should also consider contacting the Local Police.																										

a) Contact the local fire department if there is a potential for secondary fires. Industry fire fighters should be mobilized to fight industrial hydrocarbon fires.
b) The Ontario Energy Board (OEB) has no 24-hour emergency reporting protocol. Contact the Ministry of Community Safety and Correctional Services – Emergency Management Ontario (EMO), Ministry of Environment and Climate Change - Spills Action Centre, and the Ontario Ministry of Natural Resources and Forestry.
c) CER is a compulsory contact only for emergencies and near misses involving CER regulated sites and inter-provincial pipelines. Contact the CER through the TSB 24-hour emergency line for incidents occurring at operations regulated by the CER. Also complete the Online Event Reporting System (OERS) (electronically at https://apps.cer-rec.gc.ca/ers).
d) Contact for incidents that have a spill or impact the environment.
e) Contact the Canadian Transport Emergency Centre (CANUTEC) when a highway is shut down, there is an injury or fatality, there is lost, stolen or unlawfully interfered with dangerous goods (except Class 9), the incident involves infectious substances, there is an accidental release from a cylinder that has suffered a catastrophic failure, where the shipping documents display CANUTEC's telephone number, where a railway vehicle, ship, aircraft aerodrome or an air cargo facility is involved, when a facility is closed, evacuation/shelter-in-place procedures take place as a result of the transportation of dangerous goods, containment has been damaged and integrity compromised, or the centre/stub sill of a tank car is broken or there is a crack in the metal ≥ 15cm (6"). CANUTEC can also provide guidance on handling procedures for toxic material releases.
f) If there is a release into a water body of any substance deleterious to fish, contact Fisheries and Oceans Canada (only if fish bearing water body).
g) Contact NAV CANADA if a Notice to Airmen (NOTAM) is required.
h) Contact Ontario Ministry of Labour if there is a potential for or actual serious injury to or death of workers (workplace-related issues).
i) Contact ECCC for incidents involving PCBs or any spills on First Nations Lands, in national parks, into river or lake systems having fish, or onto railway right-of-way. Canadian Environmental Protection Act (CEPA) Reporting Requirements occur through ECCC. Refer to the CEPA Incident, Spill, and Release Reporting Requirements.
j) Contact Ontario Ministry of Northern Development, Mines, Natural Resources and Forestry for any incident that could affect forestry lands.
k) Contact Ontario Ministry of Transportation if the incident affects any highway. Rural roads are the responsibility of the local authority.
l) Contact Ontario Ministry of Health and Long-term Care if the incident could affect the health of the public.
m) Contact WSIB if the incident involves an injury or death (worker-related issues).
n) Emergency Response Assistance Canada will only respond to incidents that involve the following UN numbers: 1075 (Propane, Butane, etc.) and 1010 (Butadiene); with a tank storage capacity of 450 litres or greater. Advisory assistance will be provided to incidents involving tank storage capacities less than 450 litres.
o) Plains has a contract in place with CHEMTREC, a 24/7/365 emergency call center that provides immediate information and assistance in the event of a chemical or hazardous material incident related to the transportation of dangerous goods.
p) Indian Oil & Gas (IOGC), the First Nation and the provincial authority must be notified immediately in the event of any health or environment-threatening emergency or off-lease spills on First Nation reserve lands. On-lease spills greater than 1m3 must be reported to IOGC immediately.
q) Contact the Michigan Pollution Emergency Alerting System to report spills, releases, or other environmental emergencies involving: air, land, water, groundwater, wetlands, dams landfills, hazardous or radioactive materials, mines, public drinking water, oil and gas wells and nuclear power plants.
r) Contact the Michigan Department of Environmental Quality to report spills or releases of petroleum or hazardous substances on land or into water.
s) Contact the Michigan Bureau of Fire Services to report spills or releases of petroleum or hazardous substances on land or into water.
t) The National Response Center (NRC) is the designated federal point of contact for reporting all oil, chemical, radiological, biological and etiological discharges into the environment. Immediate notice to the NRC is required for any release that impacts water. Immediate notice to the NRC is required for any pipeline, LNG Facility, or underground natural gas storage facility release that results in any of the following: 1) An unexpected loss of more than 3 million cubic feet or more of gas. 2) Death or hospitalization. 3) $50,000 or more in damages. 4) An emergency shutdown of an LNG or Underground Natural Gas Storage Facility. 5) Any impact to water. 6) Anything else the operator deems as a significant incident. Immediate notice to the NRC is required for any transportation incident that results in any of the following as a direct result of the hazardous material or waste 1) Death or hospitalization. 2) The general public being evacuated for more than 1 hour. 3) A major transportation artery or facility closed for more than 1 hour. 4) The flight pattern or routine of an aircraft being altered. 5) Fire, breakage or spillage of a radioactive or infectious substance. 6) The release of 450 litres or 450 kg of a marine pollutant. 7) Anything else the carrier deems as a continuing danger to life. CERCLA hazardous substances (defined in 40 CFR part 302) that are not part of the Petroleum Exclusion (as they are added after the refining process), that are released into the environment (not contained in a building), in quantities equal to or greater than their Reportable Quantities (RQs) must be reported to the NRC as per 40 CFR part 302. Note release of CERCLA hazardous substances must also be reported to the SERC, LEPC & TERC. The NRC notifies the pre-designated On-Scene Coordinator from the EPA (incidents impacting inland areas & waters) or U.S. Coastguard (incidents impacting coastal waters & great lakes) who will direct the federal government's response to the incident. If you cannot contact the NRC you can contact the EPA or US Coast Guard.

8.4 LOCAL SECTION

8.4.1 Emergency Services

(Local police, fire, ambulance and 911 call centre)

- Respond to and assess emergency incident.
- Participate in unified command, as appropriate.
- Communicate to municipal Emergency Operations Centre(s) and provide site reps as required.
- Assist with fire protection outside of company property, off-site and / or outside the EPZ where trained personnel are available.
- Provide emergency medical assistance, as required.
- Provide timely news releases, if required.
- RCMP/Local Police are involved with any incidents entailing traffic accidents, road closures, fatalities or criminal activity. The following support will:
    - Assists with isolating and securing the incident site, including traffic and crowd control.
    - Aids with evacuations.
    - Manages the closure of major highways.
    - Maintains law and order.

Note: Professional oilfield fire fighters should manage extensive fires or uncontrolled facility fires.

8.4.2 Local Authorities

Redacted. This section contains the names and contact information of identifiable individuals. It is protected from publication under clause 1(a)(i) of Order AO-001-MO-006-2016 as information about identifiable individuals.

ROLES AND RESPONSIBILITIES

Date:	March 21, 2025
Local Authority:	**City of Sarnia**
Mailing Address:	240 East St. N, Sarnia ON N7T 6X7
Main Office Number:	519-332-1122
Fax Number:	-
Website:	www.sarnia.ca
24 Hour Number:	226-472-1150

EMERGENCY MANAGEMENT CONTACT INFORMATION

[redacted]

ROLES:

Confirmation that your municipality will carry out the following duties to the best of its ability:

- Direct and control the Local Authority's emergency response in accordance with your Municipal Emergency Response Plan (MEP) / Community Emergency Management Program
- Ensure emergency services and resources are available in accordance with the Local Authority's policies
- Provide support in accordance with the Local Authority's policies
- Assist with fire protection in accordance with the Local Authority's policies
- If required, activates a Municipal Emergency Coordination Centre / Incident Command Post
- If required, may dispatch representative(s) to Government and Keyera Midstream Canada Emergency Coordination Centre(s)
- If deemed necessary, may declare a State of Local Emergency (SOLE)

RESOURCES:

- If requested and resources available, may assist with set up and maintenance of roadblocks until alternative personnel can be provided
- Population ± 71,500
- Utilizes Sarnia-Lambton Alerts and 12 community sirens for notification
- Alert Ready mass notification may be initiated provincially
- Member of Lambton BASES organization, which is a mutual aid group that shares resources
- Communication with emergency officials on U.S. side of border
- Reception Centres will be chosen at time of incident depending on wind direction and evacuation route
- Evacuation trailers containing equipment available
- ERP copy via SmartPlan download

ROLES AND RESPONSIBILITIES

Date:	February 11, 2025
Local Authority:	**City of Windsor**
Mailing Address:	815 Goyeau Street, Windsor, ON N9A 1H7
Main Office Number:	519-253-3016
Fax Number:	519-255-6832
Website:	www.citywindsor.ca
24 Hour Number:	519-255-6478 or 519-258-4444

EMERGENCY MANAGEMENT CONTACT INFORMATION

[redacted]

ROLES:

Confirmation that your municipality will carry out the following duties to the best of its ability:

- Direct and control the Local Authority's emergency response in accordance with the City of Windsor Emergency Response Plan (City of Windsor ERP)
- Ensure emergency services and resources are available in accordance with the Local Authority's policies
- Provide support in accordance with the Local Authority's policies
- Assist with fire protection in accordance with the Local Authority's policies
- If required, activates municipal Emergency Operations Centre / Incident Command Post
- If required, may dispatch representative(s) to Government and Keyera Midstream Canada Emergency Coordination Centre(s)
- If deemed appropriate, may declare an emergency under the EMCPA, R.S.O. 1990, c. E.9

RESOURCES:

- If requested and resources available, may assist with set up and maintenance of roadblocks until alternative personnel can be provided
- Population ± 230,000
- Windsor Fire & Rescue Services has a Level 3 HazMat Tem and CBRNE team

- Mobile Incident Command Post shared with Windsor Police; 8 portable air monitoring stations, fire trucks equipped with thermal and infra-red imaging cameras, roadblock equipment, access to intrinsically safe drone
- Mutual Aid Agreement exists between each individual municipality in Essex County and the City of Windsor
- Designated EOC is Station 6 located at 1587 Provincial Road, Windsor, ON N8W 5V7
- Mass notification provided by Alert Ready, which is initiated through the Provincial Emergency Operations Centre and Everbridge mass notification system initiated by Windsor Fire & Rescue Services for the City of Windsor
- ERP copy via SmartPlan download

ROLES AND RESPONSIBILITIES

Date:
Local Authority: **County of Essex**
Mailing Address: 360 Fairview Avenue W, Essex, ON N8M 1Y6
Main Office Number: 519-776-6441
Fax Number: 519-776-4455
Website: www.countyofessex.ca
24 Hour Number: -

EMERGENCY MANAGEMENT CONTACT INFORMATION

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

ROLES:

Confirmation that your municipality will carry out the following duties to the best of its ability:

- Direct and control the Local Authority's emergency response in accordance with your Municipal Emergency Plan (MEP) / Community Emergency Management Program
- Provide Emergency Medical Services and County of Essex resources where available to accordance with the Local Authority's policies
- Provide support where able to in accordance with the Local Authority's policies
- If required and available, support a Municipal Emergency Coordination Centre / Incident Command Post
- If required and available, may dispatch representative(s) to Keyera Midstream Canada Emergency Coordination Centre(s)
- If deemed necessary, may declare a State of Local Emergency (SOLE)

RESOURCES:

- Upper Tier Municipality, would assist Towns of LaSalle, Tecumseh, Lakeshore, and the City of Windsor
- Essex County consists of 7 municipalities of which each has their own municipal fire service
- The 7 fire services have a Mutual Aid Plan and Program Agreement amongst each other and the City of Windsor Fire Services for equipment and people resource sharing which is all coordinated through the Windsor Fire Chief if a significant event occurs
- May open EOC if three or more municipalities are affected by an emergency and/or declare an emergency to the PEOC for the Province of Ontario, or at the request of a lower tier municipality or as a regional EOC if OPP (Ontario Provincial Police) made a request
- County of Essex has a flood plan and a pandemic plan in place
- County of Essex utilizes various notification systems for communication and for disaster / road detour / GIS updates
- There is an option to notify the public and/or municipalities and respective departments, along with municipal Emergency First Responders/CEMCs
- ERP copy via SmartPlan download

ROLES AND RESPONSIBILITIES

Date:	February 25, 2025
Local Authority:	**County of Lambton**
Mailing Address:	789 Broadway Street, Box 3000, Wyoming, ON N0N 1T0
Main Office Number:	519-845-0801
Fax Number:	519-845-3160
Website:	www.lambtononline.ca
24 Hour Number:	-

EMERGENCY MANAGEMENT CONTACT INFORMATION

[redacted]

[redacted]

ROLES:

Confirmation that your municipality will carry out the following duties to the best of its ability:

- Direct and control the Local Authority's emergency response in accordance with your Municipal Emergency Response Plan (MEP) / Community Emergency Management Program
- Ensure emergency services and resources are available in accordance with the Local Authority's policies
- Provide support in accordance with the Local Authority's policies
- If required, activates a Municipal Emergency Operations Centre / Incident Command Post
- Provision of Land ambulance service in accordance with the Local Authority's policies
- If required, may dispatch representative(s) to Government and Keyera Midstream Canada Emergency Coordination Centre(s)
- If deemed necessary, may declare a "state of emergency" under the Emergency Management and Civil Protection Act (EMCPA)

RESOURCES:

- Upper Tier Municipality, would support, assist, and coordinate with local municipalities as required
- Population ± 126,000
- County of Lambton oversees 9 Emergency Medical Service locations, Lambton Public Health, a County road network, social services and building services among other program areas
- Utilizes Sarnia-Lambton Alerts mass notification system; access to provincial "Alert Ready" notification
- Activation of Ontario 211 for call-taking services
- Provision of emergency financial assistance to residents affected by a disaster
- ERP copy via SmartPlan download

ROLES AND RESPONSIBILITIES

Date:	March 3, 2025
Local Authority:	**Municipality of Chatham-Kent**
Mailing Address:	5 Second Street, Chatham, ON M7M 5X2
Main Office Number:	519-436-3270
Fax Number:	519-352-9620
Website:	www.chatham-kent.ca
24 Hour Number:	-

EMERGENCY MANAGEMENT CONTACT INFORMATION

[redacted]

[redacted]

[redacted]

ROLES:

Confirmation that your municipality will carry out the following duties to the best of its ability:

- Direct and control the Local Authority's emergency response in accordance with your Municipal Emergency Plan (MEP) / Community Emergency Management Program
- Ensure emergency services and resources are available in accordance with the Local Authority's policies
- Provide support in accordance with the Local Authority's policies
- Assist with fire protection in accordance with the Local Authority's policies
- If required, activates a Municipal Emergency Coordination Centre / Incident Command Post
- If required, may dispatch representative(s) to Government and Keyera Midstream Canada Emergency Coordination Centre(s)
- If deemed necessary, may declare a State of Local Emergency (SOLE)

RESOURCES:

- All-hazards community safety department including Fire Services, Emergency Medical Services and Emergency Management
- Specialty teams including dive, high angle rescue and ice/water rescue
- Two full time, 1 composite and 16 volunteer fire stations
- Municipal offices in Blenheim, Chatham, Dresden, Ridgetown, Tilbury and Wallaceburg
- Utilize CKAlert Emergency Notification Service
- Use media releases through local radio stations and when necessary, conduct door-to-door visits
- Population ±106,000
- ERP copy via SmartPlan download

ROLES AND RESPONSIBILITIES

Date:	February 25, 2025
Local Authority:	**Municipality of Lakeshore**
Mailing Address:	419 Notre Dame Street, Belle River ON N0R 1A0
Main Office Number:	519-728-0550 (Fire Headquarters)
Fax Number:	519-728-2545
Website:	www.lakeshore.ca
24 Hour Number:	519-255-6478 Windsor Dispatch

EMERGENCY MANAGEMENT CONTACT INFORMATION

[redacted]

ROLES:

Confirmation that your municipality will carry out the following duties to the best of its ability:

- Direct and control the Local Authority's emergency response in accordance with your Municipal Emergency Response Plan (MEP) / Community Emergency Management Program
- Ensure emergency services and resources are available in accordance with the Local Authority's policies
- Provide support in accordance with the Local Authority's policies
- Assist with fire protection in accordance with the Local Authority's policies
- If required, activates a Municipal Emergency Coordination Centre / Incident Command Post
- If required, may dispatch representative(s) to Government and Keyera Midstream Canada Emergency Coordination Centre(s)
- If deemed necessary, may declare a State of Local Emergency (SOLE)

RESOURCES:

- If requested and resources available, may assist with set up and maintenance of roadblocks until alternative personnel can be provided
- Population ± 43,000
- Designated EOC: Lakeshore Town Hall
- Designated reception centre: Atlas Tube Centre
- Five Fire Stations each consisting of a District Chief, 3 Captains and ± 16 Fire Fighters. Equipment includes 10 fire pumps, 2 support vehicles, shore-based ice water rescues up to 300 feet offshore and awareness level hazmat support
- Essex County consists of 7 municipalities of which each has their own municipal fire service. The 7 fire services have a Mutual Aid Plan and Program Agreement amongst each other and the City of Windsor Fire Services for equipment and people resource sharing which is all coordinated through the Windsor Fire Chief if a significant event occurs.

- No mass notification system; access to the provincial alerting system “Alert Ready” depending on emergency criteria
- ERP copy via SmartPlan download

ROLES AND RESPONSIBILITIES

Date:	February 14, 2025
Local Authority:	**St. Clair Township**
Mailing Address:	1155 Emily Street, Mooretown, ON N0N 1M0
Main Office Number:	519-481-0111
Fax Number:	-
Website:	www.stclairtownship.ca
24 Hour Number:	519-481-0111 – listen to message and follow prompts for emergency

EMERGENCY MANAGEMENT CONTACT INFORMATION

[redacted]

ROLES:

Confirmation that your municipality will carry out the following duties to the best of its ability:

- Direct and control St. Clair Township emergency response in accordance with your Municipal Emergency Response Plan (MEP) / Community Emergency Management Program
- Ensure emergency services and resources are available in accordance with St. Clair Township policies
- Provide support in accordance with St. Clair Township policies
- Provide fire protection in accordance with St. Clair Township policies
- If required, activates a Municipal Emergency Coordination Centre / Incident Command Post
- If required, may dispatch representative(s) to Government and Keyera Midstream Canada Emergency Coordination Centre(s)
- If deemed necessary, may declare a State of Local Emergency (SOLE)

RESOURCES:

- If requested and resources available, may assist with set up and maintenance of roadblocks until alternative personnel can be provided
- Population ± 15,000
- Access to a Level 3 HazMat Team through mutual aid
- Response equipment includes 4 roadblock trailers, mobile command unit, UAV (drone) with thermal imaging capabilities, 2 industrial articulating platform aerial apparatus, 7 pumpers and 6 rescue trucks
- Designated Reception Centres: Wilkesport Community Centre, Courtright Community Hall, Brigden Fair Grounds Exhibition Hall, Corunna Legion, Sombra Community Centre, and Port Lambton Community Centre
- Mass notification provided by "Sarnia-Lambton Alerts"
- Siren system available but may be phased out in the future
- Provincial alerting system "Alert Ready" may be accessed depending on emergency criteria
- Local safety partnership BASES (Bluewater Association for Safety, Environment, and Sustainability), consists of industry members with a large inventory of industrial fire equipment
- ERP copy via SmartPlan download

ROLES AND RESPONSIBILITIES

Date:	February 24, 2025
Local Authority:	**Town of LaSalle**
Mailing Address:	1900 Normandy Street, LaSalle ON N9H 1P8
Main Office Number:	519-966-0744
Fax Number:	519-966-9346
Website:	www.lasalle.ca
24 Hour Number:	519-966-1711

EMERGENCY MANAGEMENT CONTACT INFORMATION

[redacted]

ROLES:

Confirmation that your municipality will carry out the following duties to the best of its ability:

- Direct and control the Local Authority's emergency response in accordance with your Municipal Emergency Response Plan (MEP) / Community Emergency Management Program
- Ensure emergency services and resources are available in accordance with the Local Authority's policies
- Provide support in accordance with the Local Authority's policies
- Assist with fire protection in accordance with the Local Authority's policies
- If required, activates a Municipal Emergency Coordination Centre / Incident Command Post
- If required, may dispatch representative(s) to Government and Keyera Midstream Canada Emergency Coordination Centre(s)
- If deemed necessary, may declare a State of Local Emergency (SOLE)

RESOURCES:

- If requested and resources available, may assist with set up and maintenance of roadblocks until alternative personnel can be provided
- Population ± 30,000
- Designated EOC: LaSalle Civic Centre
- Designated reception centre: Vollmer Complex
- Essex County consists of 7 municipalities of which each has their own municipal fire service. The 7 fire services have a Mutual Aid Plan and Program Agreement amongst each other and the City of Windsor Fire Services for equipment and people resource sharing which, once activated by the affected

municipality, is coordinated through the Windsor Fire Chief in the role of County Fire Coordinator if a significant event occurs.

- Utilizes Everbridge notification system; access to the provincial alerting system "Alert Ready" depending on emergency criteria.
- ERP copy via SmartPlan download

ROLES AND RESPONSIBILITIES

Date:	February 11, 2025
Local Authority:	**Town of Tecumseh**
Mailing Address:	917 Lesperance Road, Tecumseh ON N8N 1W9
Main Office Number:	519-979-4041
Fax Number:	519-979-5881
Website:	www.tecumseh.ca
24 Hour Number:	519-255-6478 Windsor Dispatch

EMERGENCY MANAGEMENT CONTACT INFORMATION

[redacted]

[redacted]

ROLES:

Confirmation that your municipality will carry out the following duties to the best of its ability:

- Direct and control the Local Authority's emergency response in accordance with your Municipal Emergency Response Plan (MEP) / Community Emergency Management Program
- Ensure emergency services and resources are available in accordance with the Local Authority's policies
- Provide support in accordance with the Local Authority's policies
- Assist with fire protection in accordance with the Local Authority's policies
- If required, activates a Municipal Emergency Operation Centre / Incident Command Post
- If required, may dispatch representative(s) to Government and Keyera Midstream Canada Emergency Coordination Centre(s)
- If deemed necessary, may declare a State of Local Emergency (SOLE)

RESOURCES:

- If requested and resources available, may assist with set up and maintenance of roadblocks until alternative personnel can be provided
- Population ± 24,000
- Level 1 HazMat response
- Designated reception centres: Essex County Civic Centre, Tecumseh Arena, and Leamington Retirement Residence
- Essex County consists of 7 municipalities of which each has their own municipal fire service. The 7 fire services have a Mutual Aid Plan and Program Agreement amongst each other and the City of Windsor Fire Services for equipment and people resource sharing which is all coordinated through the Windsor Fire Chief if a significant event occurs.

- Mass notification provided by Everbridge notification system. The Provincial alerting system "Alert Ready" may be accessed depending on emergency criteria.
- ERP copy via SmartPlan download

ROLES AND RESPONSIBILITIES

Date:	February 11, 2025
Local Authority:	**Windsor Port Authority**
Mailing Address:	3190 Sandwich Street, Windsor, ON N9C 1A6
Main Office Number:	519-258-5741 Ext. 211
Website:	www.portwindsor.com
24 Hour Number:	Windsor Police Services Dispatch 519-258-6111

EMERGENCY MANAGEMENT CONTACT INFORMATION

[redacted]

[redacted]

ROLES and RESOURCES:

- Federal Regulator for the Eastern Area Pipeline in water, first response and environmental assistance along shoreline.
- The role of the Windsor Port Authority is safety and order of the Detroit River Canadian navigation, shoreline within the Port of Windsor and all commercial marine facilities and critical infrastructures within the jurisdiction (boundary of LaSalle through to Tecumseh of the Detroit River and Lake St. Clair). If there is a nexus of the incident to the marine domain, the Windsor Port Authority may direct Sarnia Marine Traffic and Communications Service to close Detroit River to all marine traffic both commercial and recreational. The Harbour Master or designate of the Windsor Port Authority will be the lead for marine safety and navigation. The Canadian Coast Guard will be the lead for marine based environmental response if required.
- The Windsor Police, Ontario Provincial Police and LaSalle Police Services may be called upon to assist in the river closure from April 01 to October 31. After those dates there are no available marine assets due to the end of the boating season.
- The United States Coast Guard is the responsible response agency for the U.S. side of the Detroit River and Lake St. Clair.
- If required, may dispatch representative(s) to Government and Keyera Midstream Canada Emergency Coordination Centre(s)
- Response coordinated with the County of Essex
- The new Gordie Howe International Bridge will be alongside the pipeline and will have approximately 2,000 people working on site from 2021 to 2025. This will be a high-volume vehicle traffic bridge located

beside the pipeline and Windsor Storage Facility. The Director of Security for the bridge: office 226-759-2392.

- ERP copy via SmartPlan download

8.5 PROVINCIAL SECTION

8.5.1 Emergency Management

8.5.1.1 Emergency Management in Ontario

In Ontario, the Ministry of the Solicitor General – Emergency Management Ontario (EMO) is the lead agency for the province on public safety and security, maintaining the physical and economic security of Ontario, by coordinating public safety initiatives among municipal, fire and emergency services organizations within and outside of Ontario.

8.5.2 Worker Serious Injuries or Fatality

If workplace injuries or illnesses occur, the employer constructor, or mine or mining plant owner have the following duties to notify certain people:

- Where a person is killed or critically injured from any cause at a workplace, the constructor, if any, and the employer shall notify an inspector, and the committee, health and safety representative and trade union, if any, immediately of the occurrence by telephone or other direct means and the employer shall, within forty-eight hours after the occurrence, send to a Director and to the committee, health and safety representative and trade union, if any a written report of the circumstances of the occurrence containing such information and particulars as the regulations prescribe. *[section 51(1)]*
- If a person is disabled from performing his or her usual work or requires medical attention because of an accident, explosion, fire or incident of workplace violence at a workplace, but no person dies or is critically injured because of that occurrence, the employer shall, within four days of the occurrence, give written notice of the occurrence containing the prescribed information and particulars to the following:
    - The committee, the health and safety representative and the trade union, if any.
    - The Director, if an inspector requires notification of the Director. [section 52(1)]
- If an employer is advised by or on behalf of a worker that the worker has an occupational illness or that a claim in respect of an occupational illness has been filed with the Workplace Safety and Insurance Board by or on behalf of the worker, the employer shall give notice in writing, within four days of being so advised, to a Director, to the committee or a health and safety representative and to the trade union, if any, containing such information and particulars as are prescribed. *[section 52(2)]*
- If an accident, premature or unexpected explosion, fire, flood or inrush of water, failure of any equipment, machine, device, article or thing, cave-in, subsidence, rockburst, or other prescribed incident occurs at a project site, mine, mining plant or other prescribed location, the person determined under subsection (2) shall, within two days after the occurrence, give notice in writing with the prescribed information and particulars,
    - to the committee, health and safety representative and trade union, if any; and
    - to a Director, unless a report under section 51 or a notice under section 52 has already been given to a Director. *[section 53(1)]*

8.5 PROVINCIAL SECTION, CONTINUED

8.5.3 Provincial Government Roles - Ontario

Government agencies contribute valuable support to a company during an incident by providing advice, resources (manpower and equipment) and local information. In order to avoid conflicts over authority and response priorities, company representatives need to work as a team with involved government agencies. Emergency response should achieve an integrated approach that protects the responders, the public and the environment. The extent of government support depends on the severity of the incident and jurisdiction.

Note: Names of government agencies frequently change.

8.5.3.1 Petroleum Regulatory Agency – Ontario Energy Board (OEB)

With respect to natural gas, the Ontario Energy Board (OEB) approves natural gas rates, issues gas marketer licenses, approves pipeline construction, approves designation of gas storage facilities, reviews applications for well drilling and provides recommendations to the Minister of Northern Development, Mines, Natural Resources and Forestry.

8.5.3.2 Ontario Pipeline Coordinating Committee

The Ontario Pipeline Coordinating Committee coordinates the Ontario government's review of natural gas facility projects in Ontario that require approval from the Ontario Energy Board (OEB). Its goal is to minimize negative environmental impacts that could arise from these projects by reviewing environmental assessments and routing reports prepared by the applicants before they apply to the Board to have projects approved.

The committee is made up of government ministries and agencies that have a role in reviewing natural gas transmission and distribution facility projects and is chaired by a staff member from the Ontario Energy Board (OEB).

8.5.3.3 Ministry of the Solicitor General – Emergency Management Ontario (EMO)

During an emergency, Emergency Management Ontario (EMO) supports the community response and coordinates provincial activities as required.

8.5.3.4 Ontario Ministry of the Environment, Conservation and Parks

The Ministry of the Environment, Conservation and Parks is responsible for promoting clean and safe air, land, and water to ensure healthy communities, ecological protection and sustainable development, as well as enforcing compliance with environmental laws.

8.5.3.5 Ontario Ministry of Northern Development, Mines, Natural Resources and Forestry

Oversees Ontario's mineral sector, promotes economic development in Northern Ontario and the resource sector, protects biodiversity and supports outdoor recreation.

8.5.3.6 Ontario Ministry of Transportation

The Ministry of Transportation strives to be a world leader in moving people and goods safely, efficiently and sustainably to support a globally competitive economy and a high quality of life.

8.5 PROVINCIAL SECTION, CONTINUED

8.5.3.7 Ministry of Health and Long-Term Care

The Ministry of Health and Long-Term Care is working to establish a sustainable public health care system in Ontario and is based on helping people stay healthy, delivering good care when people need it, and protecting the health system for future generations.

8.5.3.8 Ministry of Labour, Immigration Training and Skills Development

The Ministry of Labour, Immigration Training and Skills Development works to prevent workplace injuries and illnesses, promoting and enforcing employment standards, helping settle workplace disputes and collective agreements, supporting apprenticeships, the skilled trades, industry training and employment services in Ontario.

8.5.3.9 Technical Standards and Safety Authority (TSSA)

Technical Standards and Safety Authority (TSSA) promotes and enforces public safety in three key sectors: Boilers and Pressure Vessels and Operating Engineers, Elevating Devices, Amusement Devices and Ski Lifts, Fuels. The Boilers and Pressure Vessels (BPV) Safety Program regulates all pressure-retaining components manufactured or used in Ontario to ensure boilers, pressure vessels and piping systems conform to the Technical Standards and Safety Act, 2000.

8.5.3.10 Electrical Safety Authority (ESA)

The Electrical Safety Authority (ESA) is the administrative authority mandated by the Government of Ontario to enhance public electrical safety in the province.

8.5.3.11 Workplace Safety and Insurance Board (WSIB)

The Workplace Safety and Insurance Board (WSIB) is an independent trust agency that administers compensation and provides no-fault collective liability insurance and access to industry-specific health and safety information.

8.5.3.12 Home and Community Care Support Services

Formerly Local Health Integration Networks (LHINS), Home and Community Care Support Services has been condensed into 5 regions. They are responsible for ensuring the health services funded under their structure can continue to deliver health services during an emergency. They engage health organizations – also known as transfer payment agencies – to coordinate emergency response activities and tasks. These organizations include public and private hospitals, Community Care Access Centres (CCACs), community support service organizations, mental health and addiction agencies, community health centres (CHCs) and long-term care homes.

Depending on the scope of the emergency and health support needs, coordination across multiple regions may be required. Coordination tables can be used to support this process with status reports to the MEOC. Cross-region action plans to prioritize response activities are developed with established mechanisms to coordinate actions across multiple boundaries.

8.6 FEDERAL SECTION

8.6.1 Federal Agency Notifications

All pipelines that cross a provincial/country boundary are administered by the Canada Energy Regulator (CER). The CER is the regulatory authority that controls emergency response planning and actions within their jurisdiction. The CER has Memorandums of Understandings with some provincial oil and gas regulatory authorities. As required, the provincial oil and gas regulatory authority may provide response resources (manpower and equipment) from their field centres/offices to support the CER.

If an emergency occurs at a CER regulated operation, the regulated company involved will initiate its emergency response plan and follow the Incident Reporting Requirements.

For storage tanks regulated under the Canadian Environmental Protection Act, Part 8 of the Act requires that an enforcement officer or any other person designated by regulation or interim order be provided with a written report concerning an environmental emergency. The final Regulations designate the Regional Director, Environmental Enforcement Directorate, Enforcement Branch, Department of the Environment, in the region where the environmental emergency occurs.

The final Regulations specify that a written report of an environmental emergency is only to be submitted if the release has or may have an immediate or long-term harmful effect on the environment, constitutes or may constitute a danger to the environment on which life depends, or constitutes or may constitute a danger in Canada to human life or health. This precision is intended to help clarify the criteria that trigger the need for a written environmental emergency report. If there is any doubt as to whether the incident is a reportable environmental emergency, the incident should be reported to the Department.

Note: If an immediately reportable incident occurs at a CER regulated asset, it must be reported within 3 hours.

8.6.2 Federal Government Roles

8.6.2.1 Federal Regulatory Agency

Canada Energy Regulator (CER)

The Canada Energy Regulator (CER) regulates inter-provincial and international pipelines, energy development and trade in the Canadian public interest. The CER's goal is to see to it that CER regulated facilities and activities are safe and secure and the environment is protected throughout their lifecycles.

The CER's top priority in any emergency is to make sure that people are safe and secure, and that property and the environment are protected.

For additional details, refer to the Canada Energy Board (CER) Onshore Pipeline Regulations (SOR/99-294 – Last Amended September 27, 2022).

8.6.2.2 Transportation Safety Board of Canada (TSB)

The Transportation Safety Board's (TSB) 24-hour hotline number provides a single window for reporting all occurrences to the Canada Energy Regulator (CER), Natural Resources Canada and RCMP as necessary. The incident reporting protocol requires that all incidents associated with CER regulated pipelines be reported using this single window approach through the TSB. This allows the TSB to collect data for evaluation and is intended to simplify the reporting procedure. All incidents and hazardous occurrences must be reported to the TSB within 24 hours. The TSB then forwards all information to the CER. This process meets the Canadian Labour Code regulations for reporting.

The TSB is an independent agency created to advance transportation safety through the investigation of occurrences in the marine, pipeline, rail, and air modes of transportation. A 'transportation occurrence' is any accident or incident associated with the operation of a ship, pipeline, railway rolling stock, or aircraft.

The TSB and Transport Canada (TC) are separate and distinct organizations. Transport Canada is concerned with developing and administering policies, regulations, and services for transportation systems in Canada with respect to marine, rail, and aviation. This differs from the TSB mandate of advancing transportation safety in the marine, pipeline, rail, and air modes of transportation through the conduct of independent investigations, the identification of safety deficiencies, and the making of recommendations to eliminate or reduce such deficiencies.

Another key difference between the TSB and TC is that TC reports to the Federal Minister of Transport, while the TSB reports to Parliament through the President of the Queen's Privy Council for Canada. This reinforces and demonstrates the TSB's independence from regulatory bodies.

8.6.2.3 Canadian Environmental Protection Act (E2)

Environment Canada requires any petroleum operator who has charge, management or control of substances in excess of threshold limits listed in Schedule 1 of the Canadian Environmental Protection Act to:

- Submit notices (some periodic) to inform ECCC of compliance with the regulatory requirements
- Prepare an Environmental Emergency Plan (E2 Plan) and review and update it, if necessary, at least once per year
- Bring the E2 Plan into effect to make sure the facility is ready to respond to an accidental release
- Conduct simulation exercises of the E2 Plan each year, a more extensive simulation exercise every five years and prepare a record after each exercise to be kept for a minimum of 7 years
- Keep a copy of the E2 Plan readily available at the facility and other places where it is needed

8.6.2.4 Environment & Climate Change Canada (ECCC)

Environment & Climate Change Canada's Environmental Emergencies Program (EEP) protects Canadian and their environment from the effects of environmental emergencies through provision of science-based expert advice and regulations.

The key Acts and Regulations that govern ECCC's role in environmental emergencies that allow it to deliver its mandate are:

- Canadian Environmental Protection Act, 1999
- Fisheries Act—Pollution Prevention Provisions;
- Migratory Birds Convention Act, 1994;
- Statutory Notification Requirements—EC's Environmental Notification System.
- Environmental Emergencies Regulations.

During an environmental emergency, The National Environmental Emergencies Centre (NEEC) is the focal point for ECCC.

ECCC's services during an environmental emergency:

- Collaborate with federal, provincial, territorial and international environmental protection agencies to enable rapid sharing of information.
- Convene and chair a Science Table of experts and stakeholders to develop consensus based advice to the Lead Agency.
- Identify environmentally sensitive areas and priorities (sensitivity and resource at risk mapping).
- Advise on mitigation and cleanup measures.
- Provide support and guidance in the assessment of oiled shorelines to prioritize their protection and cleanup (Shoreline Cleanup Assessment Technique (SCAT)).
- Advice on the fate and behavior of the spilled product.
- Advice on sampling and laboratory analysis.
- Provide weather forecasting and spill dispersion modelling to identify where these substances are likely to move in the environment.
- Provided expertise on the migratory bird resources and species at risk, including on-site assessment and determination of wildlife impact.
- Can conduct post-emergency assessments.
- Provide specialized advice in shoreline clean-up assessment techniques (SCAT).
- Provide Advise on mitigation and cleanup measures.

8.6.2.5 Canadian Department of Fisheries & Oceans (DFO)

The Canadian Coast Guard is the lead federal agency for ensuring appropriate response to all ship-source and unknown mystery spills in Canadian waters and waters under international agreements.

- Establishes appropriate and nationally consistent level of preparedness and response services in Canadian waters.
- Design and develop related regulations, policies, strategies and tools.
- Review, assess and monitor activities associated with fish habitat to ensure their compliance with the Fisheries Act and Species at Risk Act.
- Conduct environmental assessments under the Canadian Environmental Assessment Act.
- Design, develop and implement communication and education strategies.
- Any amount of hydrocarbons entering a waterway frequented by fish or occupied by waterfowl is deemed to be in contravention of the Federal Fisheries Act and must be reported to the Department of Fisheries and Oceans.
- Work together with provincial environment protection agencies and may be initially notified by ECCC.
- May send personnel to the site if there has been or could potentially be an impact to fish or fish habitat.
- Monitors and investigates all reports of marine pollution in Canada in conjunction with other federal departments.
- Maintains communications with the program's partners, including Transport Canada and ECCC, to ensure a consistent coordinated approach to marine pollution incident response.
- Aids in search and rescue operations.
- Work closely with ECCC, The Canadian Coast Guard and other provincial environmental agencies.

8.6.2.6 NAV Canada

NAV Canada is a private company who coordinates the safe and efficient movement of aircraft in Canadian domestic airspace and international airspace assigned to Canadian control.

Flight Information Centre (FIC) – FIC Services

Each Flight Information Centre is responsible for providing its particular service area with the following services, which pilots rely upon for safe flight planning and operations:

- Emergency
- Aviation Weather Briefing
- Flight Planning
- Enroute Flight Information Services
- Remote Aerodrome Advisory Services (RAAS)
- As requested by the licensee, the Flight Information Centre will issue a NOTAM (Notice to Airmen).

8.6.2.7 Health Canada

- Sets national standards to keep the environment healthy, keep water and air pollution low and Canadians safe.
- Maintains a nationwide network of radiation monitoring stations and can act if levels spike.
- Under Chemicals Management Plan, assess health risks from chemicals used in manufacturing and agriculture and require users to prove they actually need the chemicals to make their products
- Sets strict rules on how chemicals are used in order to limit human exposure.
- Preparedness exercises are designed to test how well the plans and procedures work during simulated emergency situations. Such exercises help the government identify strengths as well as any problems or inadequacies in preparedness plans and procedures so that these can be addressed before, not after, an actual emergency.
- During a health emergency or disaster, Health Canada and the Public Health Agency of Canada are responsible for supporting emergency health and social services in the provinces and territories.
- Work collaboratively with the provinces and territories to test ways in which the Canadian health care system can be improved and ensure its sustainability for the future.

8.6.2.8 Public Health Agency of Canada

The Centre for Emergency Preparedness and Response (CEPR) is responsible for:

- Developing and maintaining national emergency response plans for the Public Health Agency of Canada and Health Canada.
- Assessing public health risks during emergencies.
- Contribution to keeping Canada's health and emergency policies in line by collaborating with other federal and international health and security agencies.
- The health authority in the Government of Canada on bioterrorism, emergency health services and emergency response.
- Strengthen intergovernmental collaboration on public health and facilitate national approaches to public health policy and planning.
- Manages emergency preparedness and emergency response plans and keeps them up to date.
- Develops and runs exercises to train emergency workers.
- Develops and delivers training courses that teach health workers how to respond to emergencies.
- In an emergency situation, the Office of Emergency Response Services (OERS) is responsible for supporting emergency health and social services in the provinces, territories or abroad. It manages the National Emergency Stockpile System (NESS), which includes medical, pharmaceutical and related emergency supplies. The Office is responsible for the federal response to emergencies that have health repercussions; this includes the deployment of health emergency response teams (HERT).
- If a public health emergency grows beyond one province and/or territory, the Public Health Agency of Canada usually gets involved.
- Work with Health Canada to test ways in which the Canadian health care system can be improved and ensure its sustainability for the future.

8.6.2.9 Indigenous Services Canada, Regional Operations and First Nations and Inuit Health Branch

Since the Government of Canada's renewed commitment to a stronger relationship with Indigenous peoples in Canada, measures were initiated to affect a shift in the way the Government delivers services to Indigenous peoples. This included the creation of two new departments, which was announced on December 4, 2017. The two newly created departments, Crown-Indigenous Relations and Northern Affairs Canada (CIRNAC) and Indigenous Services Canada (ISC), are intended to improve the delivery of services while accelerating movement towards self-government and self-determination of Indigenous peoples.

As part of the departmental transition, both the former Regional Operations (RO) part of Indigenous and Northern Affairs Canada (INAC) and all of First Nations and Inuit Health Branch (FNIHB) of Health Canada have been absorbed into the newly created Indigenous Services Canada (ISC). RO and FNIHB work closely and collaborate towards the provision of emergency preparedness and response activities to First Nations communities in Canada.

In regard to First Nations emergency management, the role of RO is to 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. In Alberta Region, ISC-RO holds a comprehensive 10-year service agreement with Alberta Emergency Management Agency, through which First Nations in Alberta are supported in the four pillars of emergency management.

FNIHB carries out the public health preparedness and response activities related to natural and man-made disasters. This includes Communicable Disease Control and Environmental Public Health Services. In addition, FNIHB administers Non-Insured Health Benefits to First Nations clients, which includes extended coverage for medical transportation, pharma-care, medical devices and mental health supports. During an emergency, FNIHB works with First Nations leadership and health service providers to ensure health needs of First Nations communities are met.

Provincial specific FNIHB roles & responsibilities will be found in this section of the ERP, if applicable or as appropriate.

8.6.2.10 Indian Oil & Gas Canada (IOGC)

IOGC is an organization committed to managing and regulating oil and gas resources on First Nation reserve lands. It is a special operating agency within Indigenous Services Canada.

IOGC is responsible for oil and gas on First Nation reserve lands across Canada, but only a handful of reserves exist north of the 60th parallel. Therefore, practically all of IOGCs work is south of the 60th parallel, with most of that in the Western Canada Sedimentary Basin.

IOGC's general responsibilities are to:

- identify and evaluate oil and gas resource potential on Indian reserve lands;
- encourage companies to explore for, drill and produce these resources through leasing activity;
- ensure equitable production, fair prices and proper collection of royalties on behalf of First Nations; and
- secure compliance with and administer the regulatory framework in a fair manner.

IOGC operates pursuant to the Indian Oil and Gas Act and Indian Oil and Gas Regulations, 1995, as well as other relevant legislation and guidelines (see Acts and Regulations). Oil and gas activity on First Nation reserve lands depends on agreements involving First Nation band councils, oil and gas companies, and Indian Oil and Gas Canada.

Additional information is available at: http://www.pgic-iogc.gc.ca/eng/1100110010458/1100110010464

Acts and Regulations: https://www.pgic-iogc.gc.ca/eng/1100110010437/1100110010438

8.6.2.11 Transport Canada

Canadian Transport Emergency Centre (CANUTEC)

- Regulate the handling, offering for transport and the transport of dangerous goods by all modes in order to ensure public safety.
- Maintain a 24 hour emergency telephone service.
- Federal regulations require that CANUTEC be contacted in the event of an incident or accident involving dangerous goods and infections substances.
- Maintains records of over 3 million Safety Data Sheets (SDS).
- Assist emergency response personnel in handling dangerous good emergencies including advice on
    - Chemical, physical and toxicological properties and incompatibilities of the dangerous goods
    - Health hazards and first aid
    - Fire, explosion, spill or leak hazards
    - Remedial actions for the protection of life, property and the environment
    - Evacuation distances
    - Personal protective clothing and decontamination
- CANUTEC staff does not go to the site of an incident, however, should on-site assistance be required, CANUTEC can assist in the activation or industry emergency response plans.
- Provide communication links with the appropriate industry, government or medical specialists.
- Maintain voice communication and written information records for two years for the protection of all parties.

Aviation Operations Centre (AVOPS)

- To close air space beyond an airport (e.g. above a sour gas release), AVOPS can be contacted by the licensee.
- Rescind the NOTAM and re-open air space that was closed due to emergency.

8.6.2.12 Public Safety Canada

- Public Safety Canada works with provincial and territorial officials to ensure first responders and emergency management personnel are well-prepared through education, support and exercises.
- Responsible for promoting and coordinating the preparation of departmental emergency management plans as well as coordinating the government's response to an emergency through the Government Operations Centre (GOC).
- Public Safety Canada houses the Government Operations Centre at the hub of the national emergency management system. It's an advanced centre for monitoring and coordinating the federal response to an emergency.
- In the event of a large-scale natural disaster where response and recovery costs exceed what individual provinces and territories could reasonably be expected to bear on their own, PS provides financial assistance to the provincial and territorial governments through the Disaster Financial Assistance Arrangements (DFAA).
- Assistance is paid to the province or territory – not directly to individuals or communities. The provincial or territorial governments design, develop and deliver disaster financial assistance, determining the amounts and types of assistance that will be provided to those who have experienced losses.

8.6.2.13 Royal Canadian Mounted Police (RCMP)

- RCMP or local police would also become involved if there are fatalities, as they are required to participate in the investigations. This could be through the medical examiner.
- Maintain law and order and assist the operator with local security but would require discussion with the local police at the time.
- The Office of the Fire Commissioner (OFC) has a working relationship with the RCMP and the RCMP may conduct selected duties of the Fire Commissioner where the fire's impact is not significant.
- Assist with traffic control, crowd control, evacuation, and residence security.
- Typically would not be involved in setting up or maintaining roadblocks unless the emergencies impacted or required the closure of 1, 2 and 3 digit Provincial or Secondary highways.
- Establish and maintain communications with industrial operator.
- Dispatch a representative to the off-site Regional Emergency Operations Centre, when established, to coordinate the response.
- Coordinate with the industrial operator both the establishment and the administration of reception centres for evacuees.
- Maintain a 24 hour emergency contact number where resources can be accessed for a response related to Emergency Response Plans.

8.7 MUTUAL AID

Emergency Response Assistance Canada (ERAC)

Emergency Response Assistance Canada (ERAC) is an organization that provides a Transport Canada approved Emergency Response Assistance Plans (ERAP) to its members. Keyera has an active membership.

In the event of a road, rail or stationary vessel incident (≥ 450 litres) emergency involving Liquefied Petroleum Gas (LPG), Keyera, as required, can call Emergency Response Assistance Canada (ERAC) for advice and support of an LPG-related emergency. Documentation with any shipment will contain a Transport Canada Permit Number and contact numbers for Emergency Response Assistance Canada (ERAC) emergency activation. The table below outlines Keyera's Emergency Response Assistance Plans (ERAP):

ERAP Number	Type of Transport	Emergency Number	Product covered under ERAP
ERAC Emergency Response (LPG ERAP)			
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]			
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]

Redacted. This section contains technical and operational information about Keyera facilities. It is protected from publication under clause 1(a)(iii) of Order AO-001-MO-006-2016 because disclosure could reasonably be expected to prejudice Keyera's competitive position.

8.7 MUTUAL AID, CONTINUED

CANUTEC/CHEMTREC

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. Contact CANUTEC in the event of an emergency involving dangerous goods.

CHEMTREC allows shippers of hazardous materials to comply with government hazardous materials regulations and provide immediate critical response information for emergency incidents involving chemicals, hazardous materials and dangerous goods.

Additionally, a guide was developed to aid first responders in responding to a dangerous goods incident. Refer to *4.5: Transportation of Dangerous Goods and the 'Emergency Response Guidebook (ERG) – 2020 (ERG2016)'*.

The table below outlines Keyeras Emergency Response Assistance Plans (ERAP):

CANUTEC/Chemtrec Emergency Response					
Shipping Name	ERAP (Customer) Number	Type of Transport	Country	Emergency Number	Products covered under ERAP
[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. This section contains technical and operational information about Keyera facilities. It is protected from publication under clause 1(a)(iii) of Order AO-001-MO-006-2016 because disclosure could reasonably be expected to prejudice Keyera's competitive position.

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

SECTION 9
AREA INFORMATION

Section Last Revised: September 16, 2026

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9.2 Facility Site Information

9.2.1 Windsor Storage Facility

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SECTION 9
AREA INFORMATION, CONTINUED

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9.2.1.7 Maps and Plot Plans

9.2.1.8 Other Site-Specific Information

9.2.1.9 Additional Site-Specific Information

Figure 9.2-1 - Supplemental Information

9.3 Consultation Information

9.1 OVERVIEW

9.1.1 Regulatory Description

The Windsor Storage Facility is regulated by the Canada Energy Regulator (CER) as some of pipelines leaving the Facility cross the Canada/United States Border. The Windsor Storage Facility ERP has been created to meet the *Onshore Pipeline Regulations (SOR/99-294 – Last Amended March 16, 2020)*.

The on-site storage tanks / caverns located at Windsor Storage Facility are regulated under the *Canadian Environmental Protection Act, 1999* as the substances stored (Isobutane, Butane, Ethyl Mercaptan, Propane and Ethane) are in excess of the threshold limits listed in Schedule 1. Therefore, an Environmental Emergency Plan (E2 Plan) is required for the Windsor Storage Facility and is included as part of the ECCC E2 plan under separate cover to meet *Environment and Climate Change Canada Environmental Emergency Regulations, 2019: SOR/2019-51*.

The Windsor Storage Facility Site-Specific Section is to be used in conjunction with the Keyera Core Emergency Response Plan.

9.1.2 General Area Information

Overview

The Windsor Storage Facility is a natural gas liquids storage and pipeline terminal facility. It is located on approximately 149 acres of land within the Windsor city limits. The terminal consists of eight storage caverns, four brine ponds, the Eastern Delivery System (EDS), as well as product dehydration facilities, propane and butane tank loading cars, propane and butane tank car offloading, and propane truck loading equipment. The terminal is staffed with approximately ten employees and the terminal is operational 24 hours a day however, the site can be operated un-manned.

The terminal is constructed to meet contractual feedstock storage requirements. It presently receives designated batches of butane, propane, and ethane for storage and redistribution into pipeline or distribution loading racks. The 10" Eastern Delivery System (EDS) - North line to Sarnia, ON is operated as bi-directional batching lines for shipment to multiple Sarnia facilities and is covered by a separate Emergency Response Plan called the Eastern Area Pipeline ERP.

The EDS-South Pipeline transports light hydrocarbon liquids bi-directionally from Keyera Windsor to facilities in Michigan. The Operations Control Centre (OCC) operates the EDS-S Pipeline.

Kinder Morgan’s Utopia pipeline transports ethane through Windsor Terminal into Plain's WSP pipeline and (via slipstream) into Windsor cavern storage. The Utopia pipeline terminates in a fenced compound, which is located in the northwest corner of the Windsor facility.

Keyera Windsor-Sarnia Pipeline (WSP) transports ethane from the Utopia pipeline to NOVA’s Corunna Plant near Sarnia, ON. Windsor Terminal's dedicated WSP pumps provide upstream pressure as required.

The cavern storage at Windsor consists of eight underground caverns in a salt bed, approximately 1200 to 1500 feet (365m to 455m) below the surface. All caverns are of the brine displacement type.

9.1.3 Alarms and Communications

FIGURE 9.1.3-1 - WARNING SYSTEMS

Redacted. This section contains details of Keyera's facilities and operating procedures. It is protected from publication under clause 1(a)(ii) of Order AO-001-MO-006-2016 because disclosure creates a real and substantial risk of impairing the security of those facilities and their protective measures.

[redacted]

Warning Systems on Affected Buildings or Structures Will Be Activated as Follows:	Alarm Activated By:	Visible in the Following Locations:
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]

The company uses an internal Incident Notification System, and all potential incidents are recorded by generating a email. Email notifications are immediately sent via a notification list to Calgary and Area Managers and other identified personnel as required.

FIGURE 9.1.3-2 - COMMUNICATION INFRASTRUCTURE

Redacted. This section contains details of Keyera's facilities and operating procedures. It is protected from publication under clause 1(a)(ii) of Order AO-001-MO-006-2016 because disclosure creates a real and substantial risk of impairing the security of those facilities and their protective measures.

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

[redacted]

[redacted]

[redacted]

[redacted]

FIGURE 9.1.3-3 - EMERGENCY SHUT DOWN (ESD) SYSTEM

Redacted. This section contains details of Keyera's facilities and operating procedures. It is protected from publication under clause 1(a)(ii) of Order AO-001-MO-006-2016 because disclosure creates a real and substantial risk of impairing the security of those facilities and their protective measures.

9.1.4 Common Telephone Directory

FIGURE 9.1.4-1 - 24-HOUR EMERGENCY LINE

* 24-hour number

24-HOUR EMERGENCY LINE	
24-Hour Emergency Line	
24-Hour Emergency Number	866-377-7110*
[redacted]	[redacted]
[redacted]	[redacted]

Redacted. This section contains the names and contact information of identifiable individuals. It is protected from publication under clause 1(a)(i) of Order AO-001-MO-006-2016 as information about identifiable individuals.

FIGURE 9.1.4-2 - INTERNAL EMERGENCY TELEPHONE NUMBERS

* 24-hour number

INTERNAL EMERGENCY TELEPHONE NUMBERS	
Internal Contacts	
[redacted]	[redacted]
[redacted]	[redacted]
Redacted. This section contains the names and contact information of identifiable individuals. It is protected from publication under clause 1(a)(i) of Order AO-001-MO-006-2016 as information about identifiable individuals.	
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]

9.1.5 External Support Organizations

FIGURE 9.1.5-1 - SPILL CO-OP

SPILL CO-OP INFORMATION
Refer to Environmental Service Companies (Spill Response/Cleanup) in Support Services **SECTION 9.1.6**.

FIGURE 9.1.5-2 - MUTUAL AID

* 24-hour number

MUTUAL AID
Organization
Redacted. This section contains technical and operational information about Keyera facilities. It is protected from publication under clause 1(a)(iii) of Order AO-001-MO-006-2016 because disclosure could reasonably be expected to prejudice Keyera's competitive position.

FIGURE 9.1.5-3 - UTILITIES

* 24-hour number

UTILITIES	
Utility	
Essex Power – Enwin Utilities (24 hour)	519-255-2727
Independent Electricity System Operator (IESO)	416-967-7474
Enbridge Gas	877-969-0999

FIGURE 9.1.5-4 - OTHER ORGANIZATIONS

* 24-hour number

OTHER ORGANIZATIONS	
Organization	
CHEMTREC	800-424-9300 (United States) 703-741-5500 (Global-Wide)
Note: Keyera also has a contract in place with CHEMTREC, a 24/7/365 emergency call center that provides immediate information and assistance in the event of a chemical or hazardous material incident related to the transportation of dangerous goods.	
Ontario Poison Centre	800-268-9017
Ontario One Call (Click or Call Before You Dig.)	800-400-2255

9.1.6 Support Services

* 24-hour number

SUPPORT SERVICES	
Note: Engage Supply Chain for approved vendors.	
Aviation Support	
Zimmer Air Services Inc. (Blenheim, ON)	800-665-5485 519-676-9550
Construction Companies	
B&D Insulation/Sarnia Construction Association (Sarnia, ON)	519-344-5287
CIMS (formerly Chemfab) (Corunna, ON)	519-862-1433
Curran Contractors Ltd. (Sarnia, ON)	519-332-3610
GHD (Waterloo, ON)	519-884-0510
Vollmer Inc (Heavy Construction)	519-966-6100
LamSar Industrial Contractors Inc. (Sarnia, ON)	519-332-5010
Murray Mills Excavating	519-332-8923
Sterling Crane (Sarnia, ON)	519-481-0522
Moir Crane	519-737-6101 Ext. 2 (Office)
Diving Companies	
ASI Group Ltd (Stoney Creek, ON)	905-643-3283
Diving Services (Peterborough, ON)	705-742-5817
O.D.S. Marine Construction (Greely, ON)	613-821-3988
Emergency Equipment	
T.D. Williamson (Georgetown, ON)	905-873-2272
TEAM Industrial Services (Sarnia, ON)	519-344-9999
Electrical Service Companies	
Langtree Controls Ltd. (Sarnia, ON)	519-344-6868
Siemens Canada Ltd. (Sarnia, ON)	888-303-3353* (Emergency)
Mellon Inc. (Sarnia, ON)	519-332-0211
Rorison Industrial Electric (Windsor, ON)	519-969-5270
Environmental Laboratories	
AGAT Laboratories (London, ON)	519-652-6826
Bureau Veritas (London, ON)	800-268-7396 519-652-9444
Caduceon Environmental Laboratories (Windsor, ON)	519-966-9541
Lambton Scientific (Sarnia, ON)	519-344-4747
ORTECH Consulting (Sarnia, ON)	519-336-3327
Environmental Service Companies (Spill Response/Cleanup)	
Eastern Canada Response Corporation (ECRC) (Corunna, ON)	519-862-2281

9.1.6 Support Services, Continued

* 24-hour number

SUPPORT SERVICES, CONTINUED	
Environmental Service Companies (Spill Response/Cleanup), Continued	
Republic Services (Windsor, ON)	888-682-2900
GHD (Waterloo, ON)	519-884-0510
WSP (Windsor, ON)	519-974-5887*
Waste Management of Canada (Waterloo, ON)	800-665-1898*
SWAT Consulting	866-610-7928 Contract No. C-9249
Clean Harbors	800-645-8265* (Emergency Response Hotline)
Hotels / Motels	
Hampton Inn & Suites 1840 Huron Church Road Windsor, ON	519-972-0770
Holiday Inn Hotel & Suites Windsor (Ambassador Bridge) 1855 Huron Church Road Windsor, ON	519-966-1200
Mobile Air Monitoring Services	
GHD (Waterloo, ON)	519-884-0510
HSE Integrated Ltd.	519-332-0044 (Sarnia, ON) 905-664-0777 (Stoney Creek, ON)
ORTECH Consulting (Sarnia, ON)	519-336-3327
Safety Services	
AECOM (Barrie, ON)	705-721-9222
HSE Integrated Ltd.	519-332-0044 (Sarnia, ON) 905-664-0777 (Stoney Creek, ON)
BlackLine Safety Corp. - Calgary, Alberta	877-869-7212
Sentry Fire (Sarnia, ON)	519-383-8880
Vacuum Trucks	
Badger Daylighting (Sarnia, ON)	519-332-7011
GFL (Corunna, ON)	519-862-4591
The Hurricane Group	888-837-6388 (Office)
Valves	
TEAM Industrial Services (Sarnia, ON)	519-344-9999
Lambton Alloys (Sarnia, ON)	519-339-9733
Professional Valve Service (Sarnia, ON)	519-336-3933
Kings Energy Services	519-455-1351 (Office)
Security Services	
Protos Security	866-403-9630* (Primary) https://protossecurity.com/ (Website). Provider of security guard, off-duty law enforcement services and specialized services. Note: Contact Keyera Security team for dispatch requests
Paladin Security	519-336-6171 (Office) 416-591-5099* (Emergency)

9.1.7 Public Information Handout (PIH)

2026 PIH

OVERVIEW

As part of the public safety process, Keyera has created this information pamphlet, an Emergency Response Plan (ERP), and is contacting you to ensure that you are aware of their operations in the area.

This notification is to explain the information in this pamphlet and answer any questions you may have to ensure that you understand your role in the emergency response process.

Keyera is the owner of pipelines, facilities, wells, and gathering systems in your area.

Facility	Product	EPZ
Windsor Storage Facility	Propane	460 m
	Butane	432 m
	Ethane	351 m
	Ethyl Mercaptan	160 m

WHY ARE YOU BEING CONTACTED?

Although the probability of an incident is low, Keyera is taking advance preparations to ensure your safety. Keyera would like to ensure:

1. You are aware of the Emergency Response Plan and understand how it functions.
2. You are aware of the Reception Centre(s) and their locations.
3. You are advised of methods of communication to be used in case of an emergency.

Keyera may obtain the confidential* information it may need to contact each surface development in the immediate area.

WHAT TO DO IF YOU SMELL H_2S

1) If you are indoors and suspect there may be an H_2S release from a pipeline (for example if you detect a strong rotten egg odour, detect the sound of a leak, or observe a gas release), close all doors and windows and turn down the furnace and thermostat immediately. In the summer, turn off all air conditioning.
2) If you are outside, travel away and upwind from the suspected source.
3) DO NOT use any forms of ignition (smoking / lighters / fire places / wood stoves / etc.).
4) Contact Keyera via the contact information found on the front of this pamphlet and report the H_2S odour. Immediate action will be taken to determine the source of the odour.

   If unable to reach Keyera, notify the Alberta Energy Regulatory (AER) (see front panel) to report the odour.
5) Monitor the radio or television for explanation and instruction. You may also receive a call from Keyera, the municipality, or the AER providing further instruction or explanation.
6) If you are considering leaving the area, contact the Keyera representative, the municipality, or the AER for evacuation instructions. For major incidents, a special number may be provided, which should be used.
7) If environmental monitoring indicates that the H_2S release may impact members of the public, an evacuation will be carried out under the direction of authorized emergency personnel.
8) If you are directed to evacuate, follow the instructions that will safely move you away from the H_2S source and out of harm's way. You will also be provided with instructions to check in and register at a reception centre located in a secure and safe place.
9) All other individuals should consider leaving the area and should seek medical advice if health symptoms develop.

** INFORMATION GATHERED IS PROVIDED TO THE GOVERNMENT REGULATORS (AER) AND SELECTED RESPONDERS WITHIN THE COMPANY (KEYERA). ALL COPIES ARE DESTROYED AFTER OPERATIONS HAVE CEASED.*

LEVELS OF EMERGENCY

ALERT	**On-Site ONLY** - Immediate control of the hazard with progressive resolution of the solution. There is no risk to the public or environment as the incident is contained to the site.
LEVEL 1	**Low Impact** - Public, personnel and environment are not at serious risk and on-site personnel can control the incident. The incident is usually confined to the company.
LEVEL 2	**Moderate Impact** - Public, personnel or the environment are at definite risk and external assistance is required to control the situation. Media coverage is possible and the incident has an effect outside the company boundaries. External and provincial agencies must be notified.
LEVEL 3	**High Impact** - Control of the situation has been lost and presents or has caused a hazard to public, personnel and / or the environment, on or off company property. Immediate multi-agency and provincial government involvement is required.

EMERGENCY PROCEDURES

At any level of emergency, roadblocks would be set up around the Emergency Planning Zone (EPZ) to keep traffic out of the hazard area. Residents in the immediate area would be contacted, given an update of the situation and instructed on which precautions to take.

In the event the Emergency Planning Zone had to be evacuated, a Reception Centre would likely be set up at one of the locations identified on the front of this pamphlet.

In some cases, there may be concern that evacuation would expose people to greater hazard than if they remain in their homes. Buildings provide a supply of clean indoor air to dilute contaminated air that infiltrates from outdoors, thus reducing the concentrations to which the occupants are exposed. Therefore sheltering may be considered as an alternative to evacuations for short durations.

EMERGENCY CALLOUT SYSTEM

The Emergency Callout system is a voice-activated telephone messaging system. This system may be used to provide residents with emergency information or instructions. When the phone rings, and the resident answers, the system will automatically issue an informative message about the situation and provide the resident with information on the appropriate public protection measures required. At the end of the message, the following menu options allow the resident to respond:

Action	Meaning
Press "0"	Replay the message
Press "1"	Confirms receipt of message
Press "2"	Resident requires assistance; a company representative will send someone to the location to assist the resident
Press "3"	Request a call from a company representative

If there is no acknowledgment by the resident the system will continue to call and a rover will be sent to the location. The phone number display (caller ID) will be shown as "H2Safety Services 403-212-2332".

EARLY NOTIFICATION

At any level of emergency, Keyera responders will contact downwind residents and residents with special needs considerations. Special needs considerations include residents who may require transportation, residents who do not have a telephone on-site and / or residents who have health or respiratory problems.

KEYERA's 24-HOUR EMERGENCY NUMBER
1-866-377-7110

PUBLIC PROTECTION MEASURES

SHELTER-IN-PLACE PROCEDURE

If you are advised to stay sheltered, do not leave your house or attempt to start any vehicles until an Keyera representative advises you that it is safe to do so. The following steps should be taken if "Shelter-In-Place" procedures have been implemented:

- Immediately gather everyone indoors and stay there.
- Tightly close windows and outside doors. If convenient, tape the gaps around the exterior door frames.
- Extinguish indoor wood burning fires, close flue dampers if possible.
- Turn off appliances or equipment that either:
  - Blow out or use indoor air, such as:
    - Bathroom and kitchen exhaust fans
    - Built in vacuum systems
    - Clothes dryers
    - Gas fire places and stoves.
  - Draws in outdoor air, such as:
    - Heating ventilation and air conditioning (HVAC) systems
    - Fans for heat recovery ventilators or energy recovery ventilators.
- Turn down furnace thermostats to the minimum setting, turn off air conditioners.
- Leave all inside doors open.
- Wait in an interior room upstairs for further instruction.
- Avoid using the telephone, except for emergencies, so that you can be contacted by Keyera emergency response personnel.
- Call Keyera if you are experiencing symptoms or smelling odours (so that Keyera can coordinate a response).
- Even if you see people outside, do not leave until told to do so.
- If you are unable to follow these instructions, please notify Keyera emergency response personnel.

After the hazardous substance has passed through the area, you will receive an "all-clear" message from Keyera emergency response personnel. You may also receive, if required, instructions to:

- Ventilate your building by opening all windows and doors, turning on fans, and turning up thermostats. During this time the air outside may be fresher and you may choose to leave your building while ventilating.
- Once the building is completely ventilated, return all equipment to normal settings and operation.

PROCEDURE FOR EVACUATION

If it is necessary to evacuate, you will be contacted by telephone immediately. If you require voluntary evacuation assistance, have special needs considerations, or if there is no answer to our telephone calls, Keyera will dispatch personnel to your residence or business to verify your location and inform you of the situation. Special needs considerations include residents who may require transportation, residents who do not have a telephone on-site and / or residents that have health or respiratory problems.

The steps below should be followed if "Evacuation" procedures have been implemented:

- Gather all residents and bring any medicines required.
- Lock all windows and doors.
- Turn down thermostat and shut off any air exchange fans to outside.
- Drive safely on the route provided, proceed directly to the Reception Centre and check in with the representative.
- Wait for further instruction.

IGNITION

In conjunction with Shelter-In-Place and Evacuation strategies, the release may be ignited at the source in order to reduce your exposure to the hazard. The combustion of hydrogen sulphide (H_2S) results in the produced sulphur dioxide (SO_2) being carried high into the atmosphere allowing additional time for the public to safely evacuate.

WHILE THE CHANCE OF AN UNCONTROLLED RELEASE OF GAS IS REMOTE, THE EMERGENCY RESPONSE PLAN FOR THIS AREA IS IN PLACE TO ENSURE YOUR SAFETY.

9.1.7 Public Information Handout (PIH), Continued

2026 PIH

POTENTIAL HEALTH IMPACTS

PROPANE (C_3H_8)

ECCC Hazard Category	E - Explosion
CAS #	74-98-6
UN #	1075 / 1978
TC ERG Guide #	115

Propane is a colourless gas with a faint petroleum-like odour. It is shipped as a liquefied gas under it's vapour pressure. For transportation it may be stenched.
Contact with the unconfined liquid can cause frostbite by evaporative cooling.
It is easily ignited. The vapours are heavier than air and a flame can flash back to the source of the leak very easily. The leak may be either a liquid or vapour.
The vapours can asphyxiate by the displacement of air.
Under prolonged exposure to fire or heat the containers may rupture violently and rocket.

POTENTIAL HAZARDS

Health Hazards

- Vapours may cause dizziness or asphyxiation without warning.
- Some may be irritating if inhaled at high concentrations.
- Contact with gas or liquefied gas may cause burns, severe injury, and/or frostbite.
- Fire may produce irritating and/or toxic gases.

Fire or Explosion

- **EXTREMELY FLAMMABLE: Will be easily ignited by heat, sparks, of flames.**
- Will form explosive mixtures with air.
- Vapours from liquefied gas are initially heavier than air and spread along ground.
- Vapours may travel to source of ignition and flash back.
- Cylinders exposed to fire may vent and release flammable gas through pressure relief devices. Containers may explode when heated.
- Ruptured cylinders may rocket.

BUTANE (C_4H_{10})

ECCC Hazard Category	E - Explosion
CAS #	106-97-8
UN #	1011 / 1075
TC ERG Guide #	115

Butane is a colourless gas with a faint petroleum-like odour. It is shipped as a liquefied gas under it's vapour pressure. For transportation it may be stenched.
Contact with the unconfined liquid can cause frostbite by evaporative cooling.
It is easily ignited. The vapours are heavier than air and a flame can flash back to the source of the leak very easily. The leak may be either a liquid or vapour.
The vapours can asphyxiate by the displacement of air.
Under prolonged exposure to fire or heat the containers may rupture violently and rocket.

POTENTIAL HAZARDS

Health Hazards

- Vapours may cause dizziness or asphyxiation without warning.
- Some may be irritating if inhaled at high concentrations.
- Contact with gas or liquefied gas may cause burns, severe injury, and/or frostbite.
- Fire may produce irritating and/or toxic gases.

Fire or Explosion

- **EXTREMELY FLAMMABLE: Will be easily ignited by heat, sparks, of flames.**
- Will form explosive mixtures with air.
- Vapours from liquefied gas are initially heavier than air and spread along ground.
- Vapours may travel to source of ignition and flash back.
- Cylinders exposed to fire may vent and release flammable gas through pressure relief devices. Containers may explode when heated.
- Ruptured cylinders may rocket.

ETHYL MERCAPTAN (C_2H_6S)

ECCC Hazard Category	E - Explosion
CAS #	75-08-1
UN #	2363
TC ERG Guide #	129

Ethyl Mercaptan is a colourless low-boiling liquid with an overpowering, garlic-like/ skunk-like odour.
Less dense than water and very slightly soluble in water.
Vapours are heavier than air. Vapours may irritate nose and throat.
May be toxic if swallowed, by inhalation, or by contact.
Added to natural gas as an odorant. Used as a stabilizer for adhesives.

POTENTIAL HEALTH IMPACTS

ETHYL MERCAPTAN (C_2H_6S), continued

POTENTIAL HAZARDS

Health Hazards

- May cause toxic effects if inhaled or absorbed through skin.
- Inhalation or contact with material may irritate or burn skin and eyes.
- Fire may produce irritating and/or toxic gases.
- Vapours may cause dizziness or suffocation.
- Runoff from fire control or dilution water may cause pollution

Fire or Explosion

- **HIGHLY FLAMMABLE: Will be easily ignited by heat, sparks, of flames.**
- Vapours may form explosive mixtures with air.
- Vapours may travel to source of ignition and flash back.
- Most vapours are heavier than air. They will spread along ground and collect in low or confined areas (sewers, basements, tanks).
- Vapour explosion hazard indoors, outdoors, or in sewers.
- Runoff to sewer may create fire or explosion hazard.
- Containers may explode when heated.
- Many liquids are lighter than water.

ETHANE (C_2H_6)

ECCC Hazard Category	E - Explosion
CAS #	74-84-0
UN #	1035
TC ERG Guide #	115

Ethane is a colourless odourless gas. It is easily ignited. The vapours are heavier than air. The vapours can asphyxiate by the displacement of air. Under prolonged exposure to fire or heat the containers may rupture violently and rocket.
Contact with the liquid may cause frostbite.

POTENTIAL HAZARDS

Health Hazards

- Vapours may cause dizziness or asphyxiation without warning.
- Some may be irritating if inhaled at high concentrations.
- Contact with gas or liquefied gas may cause burns, severe injury, and/or frostbite.
- Fire may produce irritating and/or toxic gases.

Fire or Explosion

- **EXTREMELY FLAMMABLE: Will be easily ignited by heat, sparks, of flames.**
- Will form explosive mixtures with air.
- Vapours from liquefied gas are initially heavier than air and spread along ground.
- Vapours may travel to source of ignition and flash back.
- Cylinders exposed to fire may vent and release flammable gas through pressure relief devices. Containers may explode when heated.
- Ruptured cylinders may rocket.

EMERGENCY CONTACTS

GOVERNMENT CONTACTS

In the event of an emergency, Keyera will be working with the Transportation Safety Board (TSB), Canada Energy Regulator (CER) and local authorities.

Transportation Board of Canada (TSB)		
Pipeline Emergencies	24-Hr:	819-997-7887
Canada Energy Regulator (CER) - first call should be TSB		
Non-Pipeline Emergencies	24-Hr:	403-299-2773
Ontario Energy Board (OEB)		
Emergency Management Ontario	24-Hr:	866-517-0571
Spill Action Centre	24-Hr:	800-268-6060
City of Windsor	Admin:	519-225-2489
City of Windsor - Emergency Mgmt.	Admin:	519-253-8573

This Information Pamphlet is ECCC Regulated.

RECEPTION CENTRES

In the event of an emergency, Keyera will work in coordination with the local authorities to identify and establish appropriate Reception Centres. These centres will be selected based on accessibility, capacity, and proximity to the affected areas. Keyera, in collaboration with the local authorities, will ensure that suitable Reception Centres are available and properly equipped to support evacuees if required. The location of the reception centre will be communicated at the time of the emergency.

Public Awareness Information for landowners and area residents related to Keyera's Windsor Storage Facility

- Emergency Notification
- Public Protection Measures
- Pipeline Safety: Ontario One Call
  (Click or Call Before You Dig) 1-800-400-2255

SEPTEMBER 2026

KEYERA

Please review and familiarize yourself with the information in this pamphlet.

9.1.8 Emergency Response Planning Map

Click to view/print Windsor ECCC E2 Map

Redacted. This section contains details of Keyera's facilities and operating procedures. It is protected from publication under clause 1(a)(ii) of Order AO-001-MO-006-2016 because disclosure creates a real and substantial risk of impairing the security of those facilities and their protective measures.

9.1.9 Response Equipment

If required, services will be acquired from Eastern Canada Response Corporation (ECRC) and/or GHD.

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FIGURE 9.1.9-1 - PERSONAL PROTECTIVE EQUIPMENT (PPE)

All persons entering the plant are required to wear Canadian Standards Association (CSA)-approved:

- Steel-toe boots
- Gloves
- Safety glasses
- Hard hats
- Fire retardant work wear with reflective striping
- Personal gas monitors

9.2 FACILITY SITE INFORMATION

9.2.1 Windsor Storage Facility

9.2.1.1 Driving Directions

Windsor Storage Facility

Redacted. This section contains details of Keyera's facilities and operating procedures. It is protected from publication under clause 1(a)(ii) of Order AO-001-MO-006-2016 because disclosure creates a real and substantial risk of impairing the security of those facilities and their protective measures.

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

9.2.1.2 Evacuation

Muster Points

Redacted. This section contains details of Keyera's facilities and operating procedures. It is protected from publication under clause 1(a)(ii) of Order AO-001-MO-006-2016 because disclosure creates a real and substantial risk of impairing the security of those facilities and their protective measures.

Facility Evacuation

Redacted. This section contains details of Keyera's facilities and operating procedures. It is protected from publication under clause 1(a)(ii) of Order AO-001-MO-006-2016 because disclosure creates a real and substantial risk of impairing the security of those facilities and their protective measures.

[redacted]

9.2.1.3 Equipment Lists and Locations

Windsor Storage Facility

Located at the Keyera Windsor Storage Facility.

Equipment Lists

Redacted. This section contains details of Keyera's facilities and operating procedures. It is protected from publication under clause 1(a)(ii) of Order AO-001-MO-006-2016 because disclosure creates a real and substantial risk of impairing the security of those facilities and their protective measures.

Equipment Type	Quantity	Location
General Equipment		
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
SCBAs		
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
Fire Fighting Equipment		
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
First Aid Equipment		
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
Additional Equipment		
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]

9.2.1.3 Equipment Lists and Locations, Continued

Windsor Storage Facility

Equipment Lists

Equipment Type	Quantity	Location
Additional Equipment		
[redacted]	[redacted]	[redacted]
Supplies in the Control Room		
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
Spill Response Trailer		
[redacted]	[redacted]	[redacted]

Communications Equipment

Radio communications are required for on-site and off-site communications.

Equipment Type	Quantity	Location
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]

Vehicle Equipment

Equipment Type	Quantity	Location
[redacted]	[redacted]	[redacted]

9.2.1.3 Equipment Lists and Locations, Continued

Windsor Storage Facility

Vehicle Equipment

Equipment Type	Quantity	Location
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]

Roadblock Kits

Equipment Type	Quantity	Location
[redacted]	[redacted]	[redacted]

Ignition Kits

Equipment Type	Quantity	Location
[redacted]	[redacted]	[redacted]

9.2.1.4 Site Notifications

Windsor Storage Facility

* 24-hour number

SITE SPECIFIC EMERGENCY NOTIFICATIONS - INTERNAL CONTACTS	
Local Responders	
Redacted. This section contains the names and contact information of identifiable individuals. It is protected from publication under clause 1(a)(i) of Order AO-001-MO-006-2016 as information about identifiable individuals.	
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
Note: Additional responders may be mobilized by using the Keyera local area contact list and the Incident Command System (ICS) being part of the Core training requirement at Keyera.	
Associated Plants	
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
Incident Command Posts (ICPs)	
[redacted]	
[redacted]	[redacted]
[redacted]	
[redacted]	[redacted]
[redacted]	
Note: As required, if the Keyera Windsor Office is located inside the Emergency Planning Zone (EPZ), Keyera will relocate the Incident Command Post (ICP) to a safe location. One of the hotels listed below maybe utilized.	

9.2.1.4 Site Notifications, Continued

Windsor Storage Facility

Redacted. This section contains the names and contact information of identifiable individuals. It is protected from publication under clause 1(a)(i) of Order AO-001-MO-006-2016 as information about identifiable individuals.

* 24-hour number

RECEPTION CENTERS	
Location	
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	

* 24-hour number

FIRST RESPONDERS	
Ambulance/Fire/Police	
Ontario-wide Ambulance/Fire/Police/Hospitals	911*
Air Ambulance	911*
Note: Air ambulance services are coordinated through: local land ambulances, Central Ambulance Communication Centres (CACC)/Ambulance Communications Services (ACS).	
Municipal Fire Departments	
City of Windsor - Station #s 1, 2, 3, 4, 5, 6, 7	519-253-3016 (Admin) 519-253-6573 (Non-Emergency) 519-258-4444 Fire and Rescue Dispatch (Emergency Pager) 519-253-3016, Ext. 253 (Fire Chief)
Ontario Provincial Police (OPP)/Local Police (Sarnia/Windsor)	
To report an emergency in the USA from Canada, dial 1-810-985-8115 to get the USA 911 operator.	
Windsor Police Service	519-258-6111 (Non-Emergency)
Hospitals	
Windsor Regional Hospital Metropolitan Campus	519-254-5577 Ext. 52222
Windsor Regional Hospital Ouellette Campus	519-254-5577 Ext. .34401

9.2.1.4 Site Notifications, Continued

Windsor Storage Facility

* 24-hour number

LEAD AGENCIES	
Federal	
The Keyera Windsor Storage Facility is regulated by the Canada Energy Regulator (CER).	
Notes: If an emergency occurs on a CER-regulated operation, the regulated company involved will initiate its emergency response plan. The company will immediately contact the TSB's Hot Line to report all pipeline incidents and occurrences and complete the CER/TSB Online Event Reporting System (OERS) at https://apps.cer-one.gc.ca/ERS/Contact/Edit.	
Through the provincial reporting method, courtesy notification should be given to the provincial regulator.	
Canada Energy Regulator (CER) Transportation Safety Board of Canada (TSB) - Ottawa, ON	819-997-7887* (Emergency)
Note: First lead agency call to be made	
24-Hour CER Incident Cellular Telephone - Calgary, AB	403-299-2773
Note: If unable to reach the TSB Hot Line, call this contact	
Ontario	
Note: If an emergency occurs in Ontario at this CER-regulated operation, Keyera will initiate a courtesy notification to the Ontario Energy Board (OEB) and also notify the other Ontario lead agencies listed below.	
Ontario Energy Board (OEB)	877-632-2727 (Non-Emergency) (Daytime Only)
Note: The Ontario Energy Board (OEB) has no 24-hour emergency reporting protocol. Contact the Ministry of Community Safety and Correctional Services – Emergency Management Ontario (EMO), Ministry of Environment and Climate Change - Spills Action Centre, and the Ontario Ministry of Natural Resources and Forestry.	
Ministry of the Solicitor General – Emergency Management Ontario (EMO)	866-517-0571* (Emergency)
Environment Canada & Climate Change - National Environment Emergencies Centre: Ministry of Environment and Climate Change - Spills Action Centre Environmental and Spill Reporting Line	800-268-6060* (Emergency)

9.2.1.4 Site Notifications, Continued

Windsor Storage Facility

Redacted. This section contains the names and contact information of identifiable individuals. It is protected from publication under clause 1(a)(i) of Order AO-001-MO-006-2016 as information about identifiable individuals.

* 24-hour number

LOCAL AUTHORITIES	
Agency	
[redacted]	
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]

9.2.1.4 Site Notifications, Continued

Windsor Storage Facility

* 24-hour number

SUPPORTING AGENCIES	
Agency	
Note: Depending upon the type of incident, Keyera will initiate notification to the following federal and provincial supporting agencies.	
Ministry of Labour, Immigration, Training and Skills Development	877-202-0008 (Toll Free) 905-577-9774 (Office, Daytime only)
Technical Standards and Safety Authority (TSSA)	877-682-8772 (Office) (Monday to Friday from 8:00 a.m. to 5:00 p.m., excluding major holidays)
Electrical Safety Authority (ESA)	877-372-7233 (Office, Daytime only)
Ministry of Natural Resources and Forestry Wildlife Management Units: 93A, 94A, 94B	800-667-1940 (Office, Daytime only)
Ministry of Transportation	800-268-4686 (Office, Daytime only)
Ministry of Health – Windsor-Essex County Health Unit	519-258-2146 800-265-5822 (Toll Free)
Workplace Safety and Insurance Board (WSIB)	416-344-1000 800-387-0750* (Toll Free)
Environment Canada & Climate Change - National Environment Emergencies Centre: Ministry of Environment and Climate Change - Spills Action Centre Environmental and Spill Reporting Line	800-268-6060* (Emergency)
Note: Refer to Section 8: Government Agencies and Local Authorities, in the Keyera Core Emergency Response Plan, for the Ontario Incident, Spill, and Release Reporting Requirements, which identifies who, what, where, when, why and how an environmental emergency is to be reported.	
CANUTEC (Canadian Transport Emergency Centre) - Ottawa, ON	888-CAN-UTEC* 888-226-8832* 613-992-4624* (Information) *666 (Cellular)* 613-996-6666
Note: As required, in the event of an emergency involving dangerous goods, call CANUTEC.	
CANUTEC is the Canadian Transport Emergency Centre operated by the Transportation of Dangerous Goods (TDG) Directorate of Transport Canada. This is a federal emergency service based in Ottawa, ON. CANUTEC provides immediate reference for information on chemical spills and will also advise on methods to safely neutralize, decontaminate, approach or handle dangerous substances.	
Department of Fisheries and Oceans Canada (DFO) - Canadian Coast Guard Sarnia	800-265-0237* (Emergency)
Note: If there is a release into a water body of any substance deleterious to fish, contact Fisheries and Oceans Canada (only if fish bearing water body).	

9.2.1.4 Site Notifications, Continued

Windsor Storage Facility

* 24-hour number

SUPPORTING AGENCIES, CONTINUED	
Agency, Continued	
Transport Canada - Ottawa Situation Centre	888-857-4003* 204-983-3152 (Daytime) 416-952-0490* (Office)
Note: Programs (Airports, Harbours and Ports, and Environmental Services) - Includes Airport Capital Assistance Program, airport leases, Port Divestiture Funding, management of public port facilities, environmental assessments, environmental remediation, etc.	
NAV CANADA (NOTAM – Notice to Airmen)	866-992-7433* (Emergency)
One common toll-free phone number automatically directs you to a Flight Information Centre in the service area from which the call originates.	
United States – Cross Border Contacts	
Michigan Pollution Emergency Alerting System (PEAS)	800-292-4706
Michigan Bureau of Fire Services (Petroleum or hazardous substances from USTs on land or into water)	517-241-8847
Michigan Department of Environmental Quality (DEQ) (Petroleum or Hazardous substances from USTs on land or into water)	517-284-7272 800-292-4706
National Response Center (NRC)	800-424-8802* 202-267-2675*
National Response System and staffed 24 hours a day by the U.S. Coast Guard	

9.2.1.4 Site Notifications, Continued

Windsor Storage Facility

Redacted. This section contains the names and contact information of identifiable individuals. It is protected from publication under clause 1(a)(i) of Order AO-001-MO-006-2016 as information about identifiable individuals.

* 24-hour number

INDIGINOUS COMMUNITIES	
Indigenous Communities	
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]

9.2.1.5 Technical Data

Redacted. This section contains technical and operational information about Keyera facilities. It is protected from publication under clause 1(a)(iii) of Order AO-001-MO-006-2016 because disclosure could reasonably be expected to prejudice Keyera's competitive position.

Windsor Storage Facility

PIPELINES

Status	Starting		Ending		License	Line	Licensed Substance A	Licensed Substance B	Maximum Cumulative HVP Release Volume	Licensed Parameters					Emergency Planning Zone
	Point	Valve	Point	Valve						H_2S	MOP	Length	OD	WT	
									(m^3)	(%)	(kPag)	(km)	(mm)	(mm)	(km)
This section is not applicable to the WSF ERP. Refer to the Eastern Area Pipeline ERP for additional information.															
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

FACILITIES

Status	Location	Facility Licence	Footnotes	Description	Pipeline Emergency Planning Zone	E2 Emergency Planning Zone	Assigned Emergency Planning Zone
					(km)	(km)	(km)
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

NOTES:

1. Keyera has applied the largest EPZ of any CEPA required bullet, storage tank or cavern located at its Windsor Storage Facility as a worst case scenario

WELLS / CAVERNS

Cavern #		Last Sonar	Footnotes	Total Capacity	Usable Capacity
				m^3	m^3
Refer to Section 9.2.1.8 Other Site-Specific Information.					

9.2.1.5 Technical Data, Continued

Windsor Storage Facility

RAIL

Location	Facility Licence	Status	Substance	E2 Emergency Planning Zone (km)
Windsor Terminal (see footnote)				

NOTES: Redacted. This section contains details of Keyera's facilities and operating procedures. It is protected from publication under clause 1(a)(ii) of Order AO-001-MO-006-2016 because disclosure creates a real and substantial risk of impairing the security of those facilities and their protective measures.

[redacted]

[redacted]

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

[redacted]

[redacted]

9.2.1.6 Major Accident Risk (MAR) Scenarios

Windsor Storage Facility

Not applicable to facility and/or area

9.2.1.7 Maps and Plot Plans

Windsor Storage Facility

Click to view/print 2026 WSF Emergency Gates & Muster Points

Redacted. This section contains details of Keyera's facilities and operating procedures. It is protected from publication under clause 1(a)(ii) of Order AO-001-MO-006-2016 because disclosure creates a real and substantial risk of impairing the security of those facilities and their protective measures.

9.2.1.7 Maps and Plot Plans, Continued

Windsor Storage Facility

Click to view/print D-Win-220-00138 schematic

9.13 Local Public Information

Industrial Operators

Company	Telephone
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]

[redacted]

Redacted. This section contains the names and contact information of identifiable individuals. It is protected from publication under clause 1(a)(i) of Order AO-001-MO-006-2016 as information about identifiable individuals.

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9.2.1.9 Additional Site-Specific Information

Storage Cavern Emergency Detected

Redacted. This section contains technical and operational information about Keyera facilities. It is protected from publication under clause 1(a)(iii) of Order AO-001-MO-006-2016 because disclosure could reasonably be expected to prejudice Keyera's competitive position.

[redacted]

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

[redacted]

[redacted]

FIGURE 9.2-1 - SUPPLEMENTAL INFORMATION

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9.3 CONSULTATION INFORMATION

[redacted]