



LBX

## EMERGENCY RESPONSE PLAN

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24-Hour Emergency Number

**1-877-458-8080**

### Regulatory 24-Hour Emergency Numbers

Alberta Energy Regulator/Alberta Environment and Parks Energy & Environmental Response Line	1-800-222-6514 780-422-4505 (outside of AB)
British Columbia Energy Regulator (BCER) Industry Incident Reporting Line	1-800-663-3456
Canada Energy Regulator	1-403-299-2773
Transportation Safety Board	1-819-997-7887
Saskatchewan Ministry of Energy and Resources	1-844-764-3637
Saskatchewan Ministry of Environment	1-800-667-7525
Manitoba Business, Mining, Trade & Job Creation	1-800-223-5215
Manitoba Environment & Climate Change (Spill Reporting)	1-204-944-4888

Cenovus Energy Inc.  
225 6 Ave SW, P.O. Box 766  
Calgary, Alberta T2P 0M5  
Bus: 403-766-2000  
Fax: 403-766-7600

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## REVISION HISTORY

This Emergency Response Plan is effective November 20, 2025.

Date of Update Inserted Into  
ERP:

Signature:

Plan Holder Name:

Date of Revision	Reason for Revision	Section	Affected Pages
November 20, 2025	<p>Annual update of the ERP. Apply any regulatory changes throughout the core, as well as client specific changes to standards and processes.</p> <p>Annual area-specific update: verify all government/ support/ emergency services agencies, verify/update operational information</p>	Foreword	Pg. 0-3, 0-16
		Section 1	Pg. 1-10
		Section 2	Pg. 2-6, 2-29
		Section 4	Pg. 4-19 to 4-20, 4-23 to 4-24
		Section 5	Pg. 5-3, 5-5, 5-11 to 5-12, 5-19 to 5-22, 5-25 to 5-26
		Section 6	Pg. 6-19
		Section 7	Pg. 7-5 to 7-7, 7-13, 7-36, 7-43
		Section 8: Area Specific	Various throughout the site sections
October 28, 2024	<p>Annual update of the ERP. Apply any regulatory changes throughout the core, as well as client specific changes to standards and processes.</p> <p>Annual area-specific update: verify all government/ support/ emergency services agencies, verify/update operational information</p>	Foreword	All Pages
		Section 1	All Pages
		Section 2	Pg. 2-6, 2-29, 2-36
		Section 3	All Pages
		Section 4	Pg. 4-17 to 4-20, 4-23 to 4-24, 4-40 to 4-41
		Section 5	Pg. 5-3, 5-5, 5-9, 5-13 to 5-18, 5-21 to 5-26
		Section 6	All Pages
		Section 7	Pg. 7-9, 7-27 to 7-28, 7-34, 7-37
		Section 8: Area Specific	Various throughout the site sections

November 20, 2023	<p>Annual update of the ERP. Apply any regulatory changes throughout the core, as well as client specific changes to standards and processes.</p> <p>Annual area-specific update: verify all government/ support/ emergency services agencies, updated all area users and transients, updated resident information as a result of face-to-face consultations, map updates</p>	Foreword	Title Page, Pg. 0-1, 0-3, 0-11, 0-14
		Section 1	Pg. 1-11 to 1-12
		Section 4	Pg. 4-11 to 4-14, 4-17 to 4-24, 4-27, 4-35 to 4-37
		Section 5	Pg. 5-3 to 5-10, 5-13, 5-14, 5-17 to 5-22, 5-25 to 5-28
		Section 6	Pg. 6-65 (Form A8)
		Section 7	TOC, Pg. 7-10, 7-43
		Section 8: Area Specific	Various throughout the site sections
November 10, 2022	<p>Annual area-specific update: verify all government/ support/ emergency services agencies, convert to the new 'Section 8: Area Specific Information' Cenovus template (the site sections themselves stay the same format as in previous years)</p>	Section 8: Area Specific	All
April 15, 2022	<p>Annual update of the Corporate ERP. Apply any regulatory changes throughout, as well as client specific changes to standards and processes.</p>	Foreword	Title Page, Pg. 0-1, 0-3, 0-5, 0-15, 0-16
		Section 1	Pg. 1-19, 1-37, 1-41, 1-52, 1-53
		Section 2	Pg. 2-3, 2-6, 2-7, 2-9, 2-11, 2-13, 2-15, 2-17, 2-29, 2-44
		Section 3	Pg. 3-3
		Section 4	Pg. 4-14, 4-17, 4-27, 4-39, 4-51
		Section 5	Pg. 5-3
		Section 6	Pg. 6-1, 6-3, 6-13, 6-15
		Section 7	Pg. 7-10, 7-11, 7-13, 7-14, 7-23, 7-27, 7-28
November 25, 2021	<p>Annual area-specific update for all sections: verify all government/ support/ emergency services agencies, field contact information, operations information, access map updates.</p> <p>Added Section 5.2 to the ERP.</p>	Foreword	Pg. 0-3, 0-5
		Sections 3.1 to 3.4	All
		Sections 4.1 to 4.5	All
		Sections 5.1 to 5.2	All
April 15, 2021	<p>New ERP manual – based on amalgamation of Cenovus Energy (CVE) / Husky Energy (HSE) merger.</p>	All Core Sections (Foreword, Sections 1 to 7)	All

DISTRIBUTION LIST

Manual #	Type	Res Info	Title/Agency	Name
Corporate				
106258	Binder	Full		
106259	Binder	Full		

2 Hard Copy Corporate Manuals

Field				
106260	Binder	Full		
106261	Binder	None		
106262	Binder	Full		
106263	Binder	None		
106264	Binder	None		
106265	Binder	None		
106266	Binder	None		
106267	Binder	Full		
106268	Binder	Full		
106269	Binder	Full		
106270	Binder	Full		
106271	Binder	None		
106272	Binder	None		
106273	Binder	None		

14 Hard Copy Field Manuals

DISTRIBUTION LIST

Manual #	Type	Res Info	Title/Agency	Name
External				
106274	Binder	Full		
106275	Digital	Full		
106276	Digital	None		
106277	Digital	None		
106278	Digital	None		
106279	Digital	None		
106280	Digital	None		
106281	Digital	None		
106282	Digital	None		
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106284	Digital	None		
106285	Digital	None		
106286	Digital	None		
106287	Digital	None		
106288	Binder	Full		

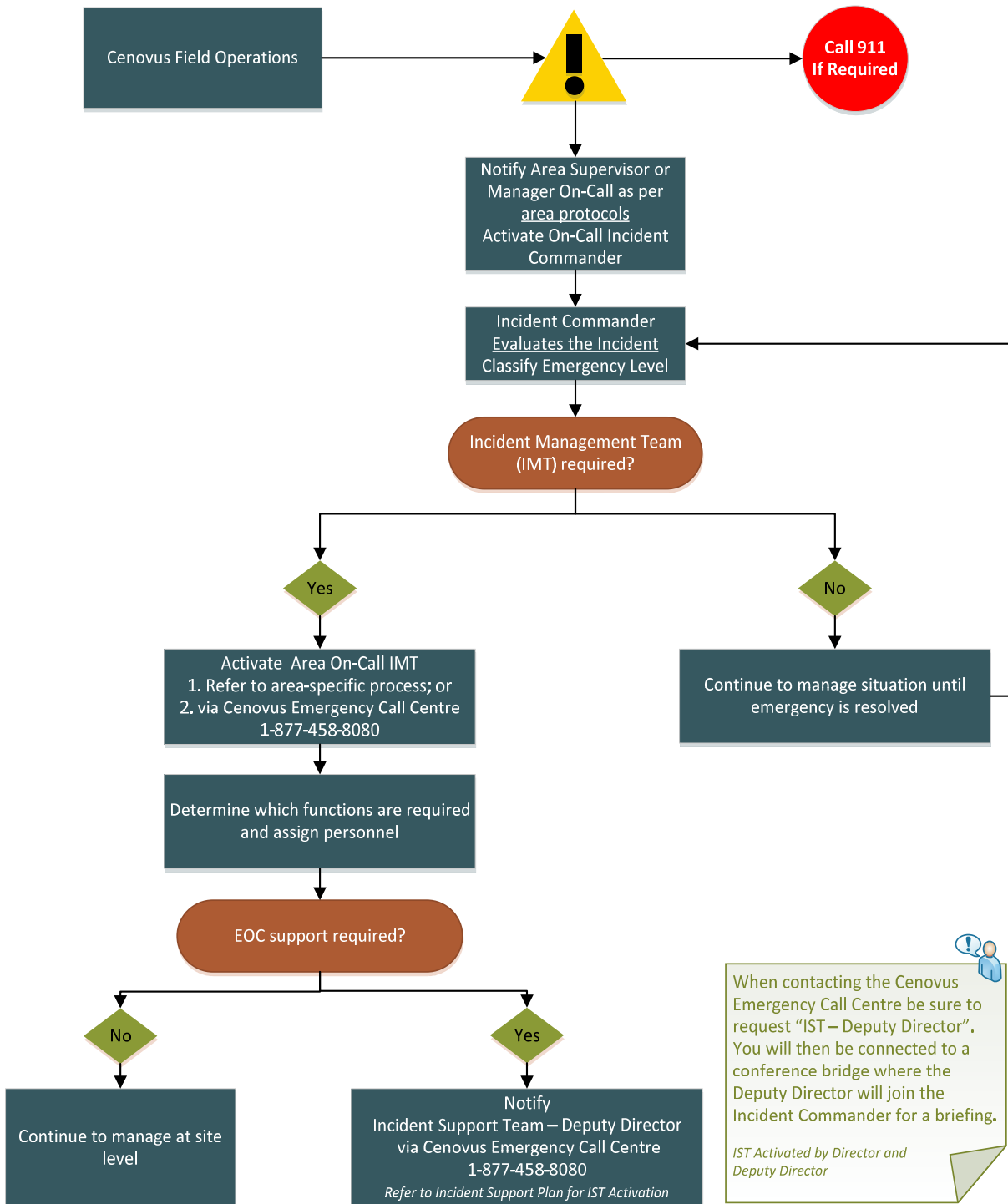
2 Hard Copy External Manuals

13 Digital External Manuals

INTERNAL NOTIFICATION FLOWCHART

**Western Canada Operations  
Activation Flowchart**

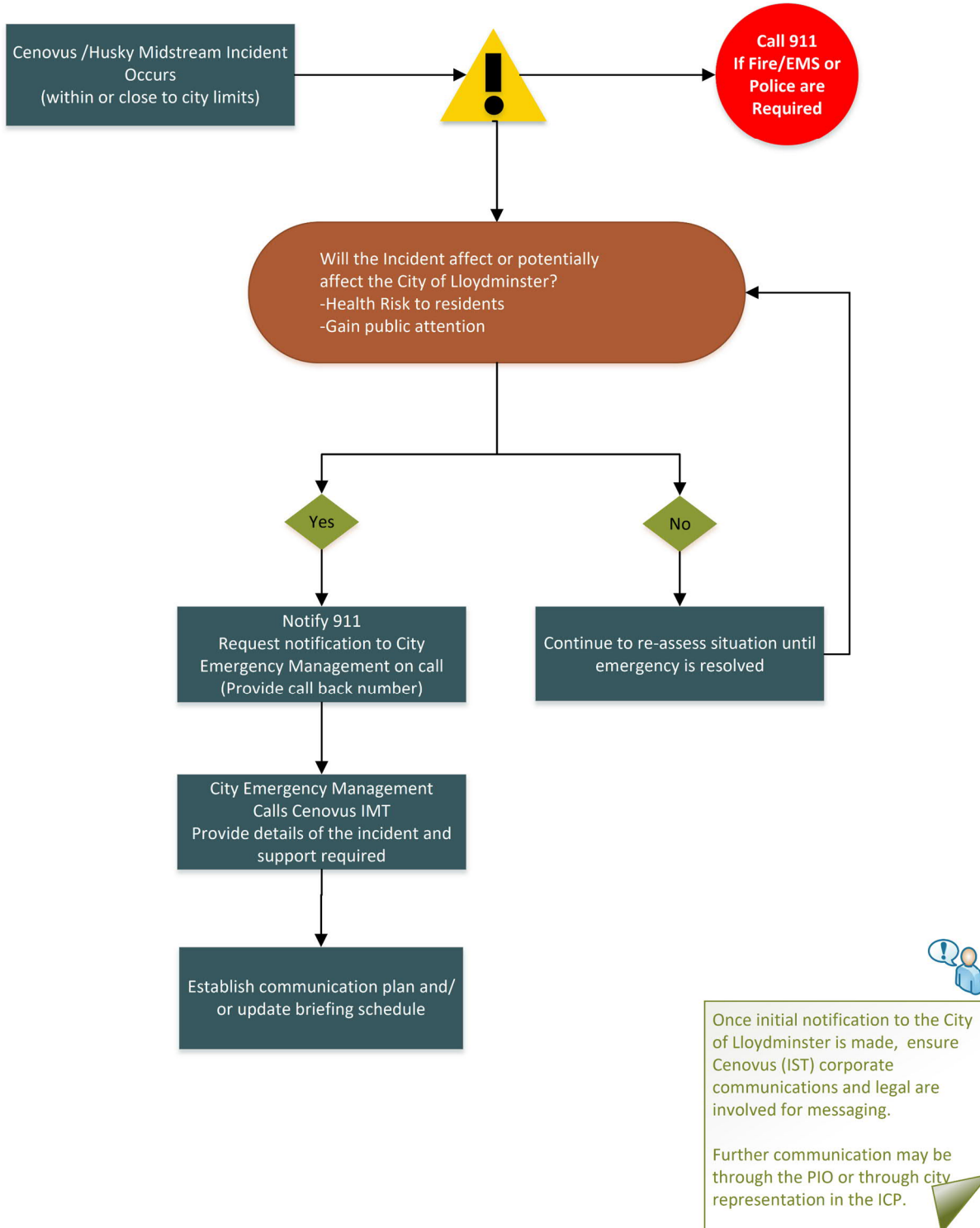
Version 1.0 – April 15, 2021



CITY OF LLOYDMINSTER NOTIFICATION FLOWCHART

**City of Lloydminster  
Notification Flowchart**

Final Version 1.0 – Feb. 7, 2023



# SECTION 8: AREA SPECIFIC INFORMATION

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AREA SPECIFIC INFORMATION

LLOYDMINSTER PIPELINE SYSTEM

ONION LAKE PIPELINE SYSTEM

CER INFORMATION

MUTUAL AID AGREEMENTS

WILDFIRE RESPONSE & EVACUATION PLAN

## OPERATIONS OVERVIEW

Husky Midstream operates the LBX lines that cross the Alberta - Saskatchewan border.

The Pipeline System operates within the areas of:

- Lloydminster, Saskatchewan
- Lloydminster, Alberta
- Onion Lake, Saskatchewan

The LBX Emergency Response Plan encompasses the following operating system:

- LBX Pipeline System
- Onion Lake Pipeline System

There is a tabbed section for the operating area with detailed lists of facilities, contacts and related information.

## POTENTIAL HAZARDS

Hazards that may affect the pipeline system include:

- Gas release
- Hydrocarbon spill
- Explosion and/or fire
- Security related incidents such as bomb threats or acts of terrorism

## RELEASE RATE / VOLUME / EPZ CALCULATIONS

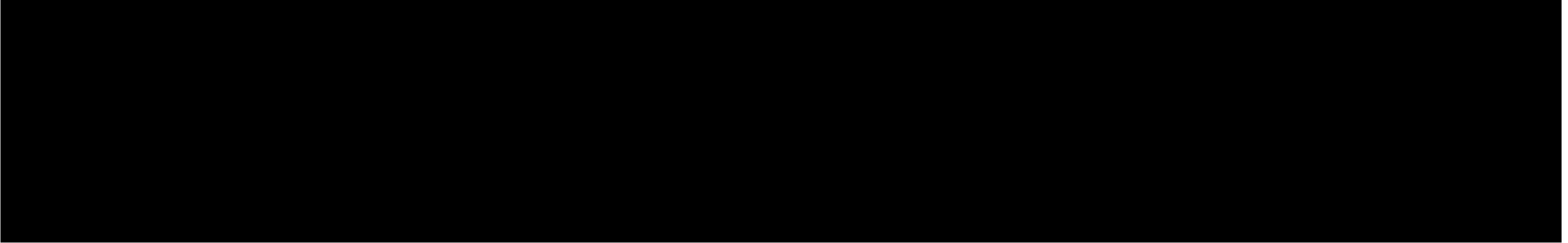
The maximum calculated emergency planning zone (EPZ) for lines within the CER regulated LBX Lloydminster System right of way is 230m. However, for emergency planning and mapping purposes, these lines have been assigned an EPZ of 250m.

For the CER regulated LBX Onion Lake System lines, these have been assigned an EPZ of 250m.

Please see the following page for the CER release volume and EPZ calculation table.

## COMMUNICATIONS

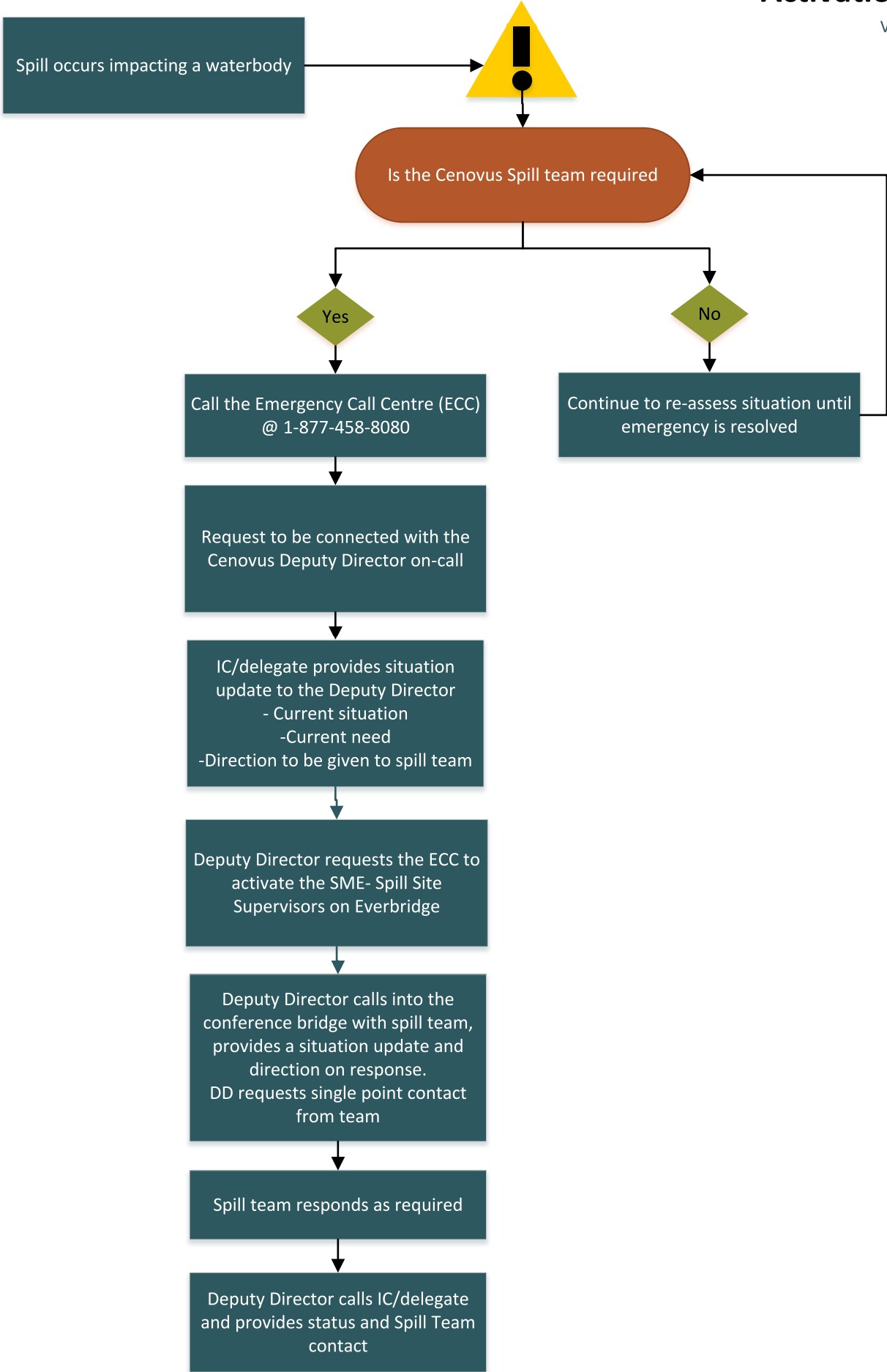
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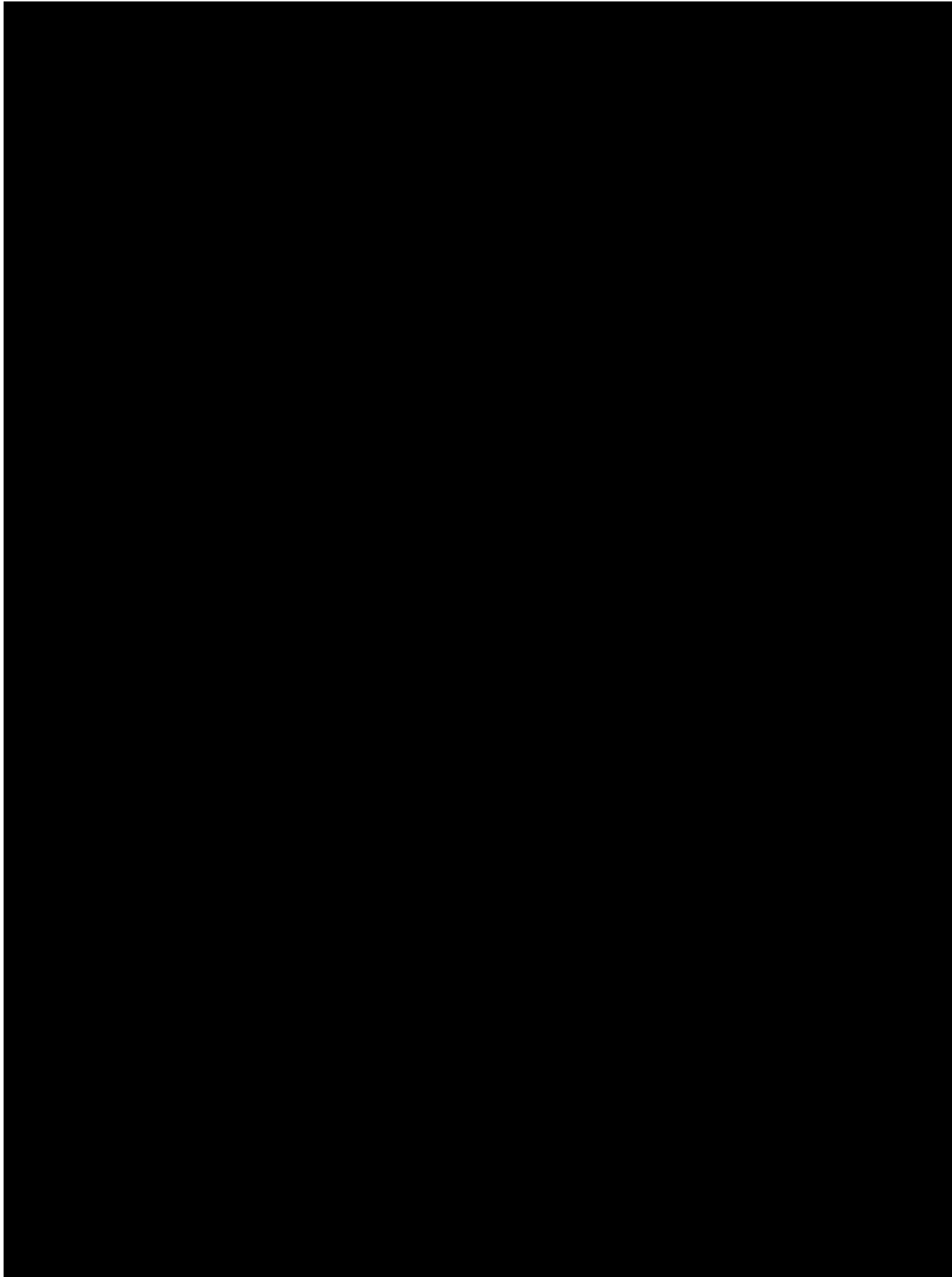


# Cenovus Spill Site Supervisor Activation Flowchart

Version 1.0 – Oct.3, 2023

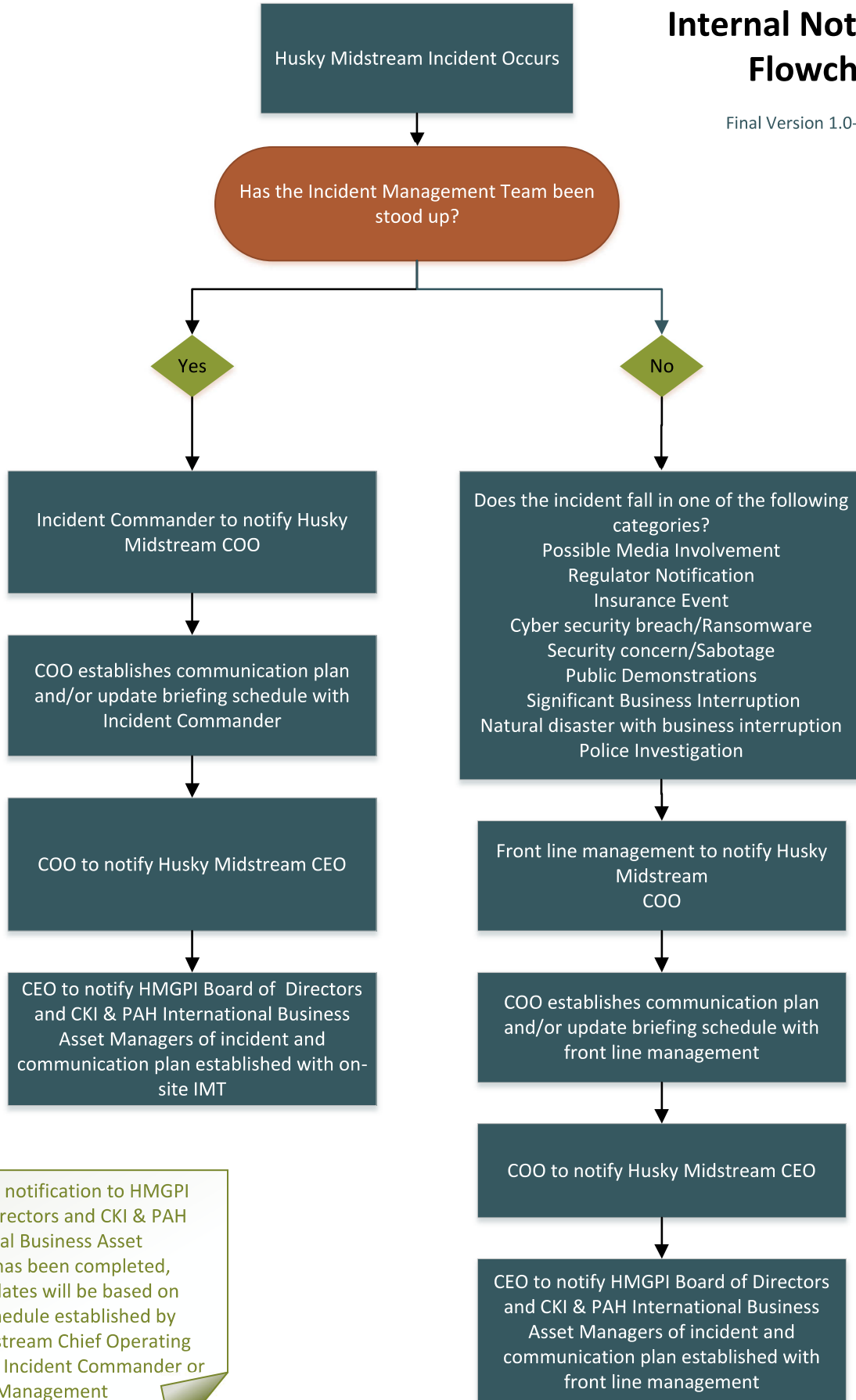


# Cyber Incident Notification Process



# Husky Midstream Internal Notification Flowchart

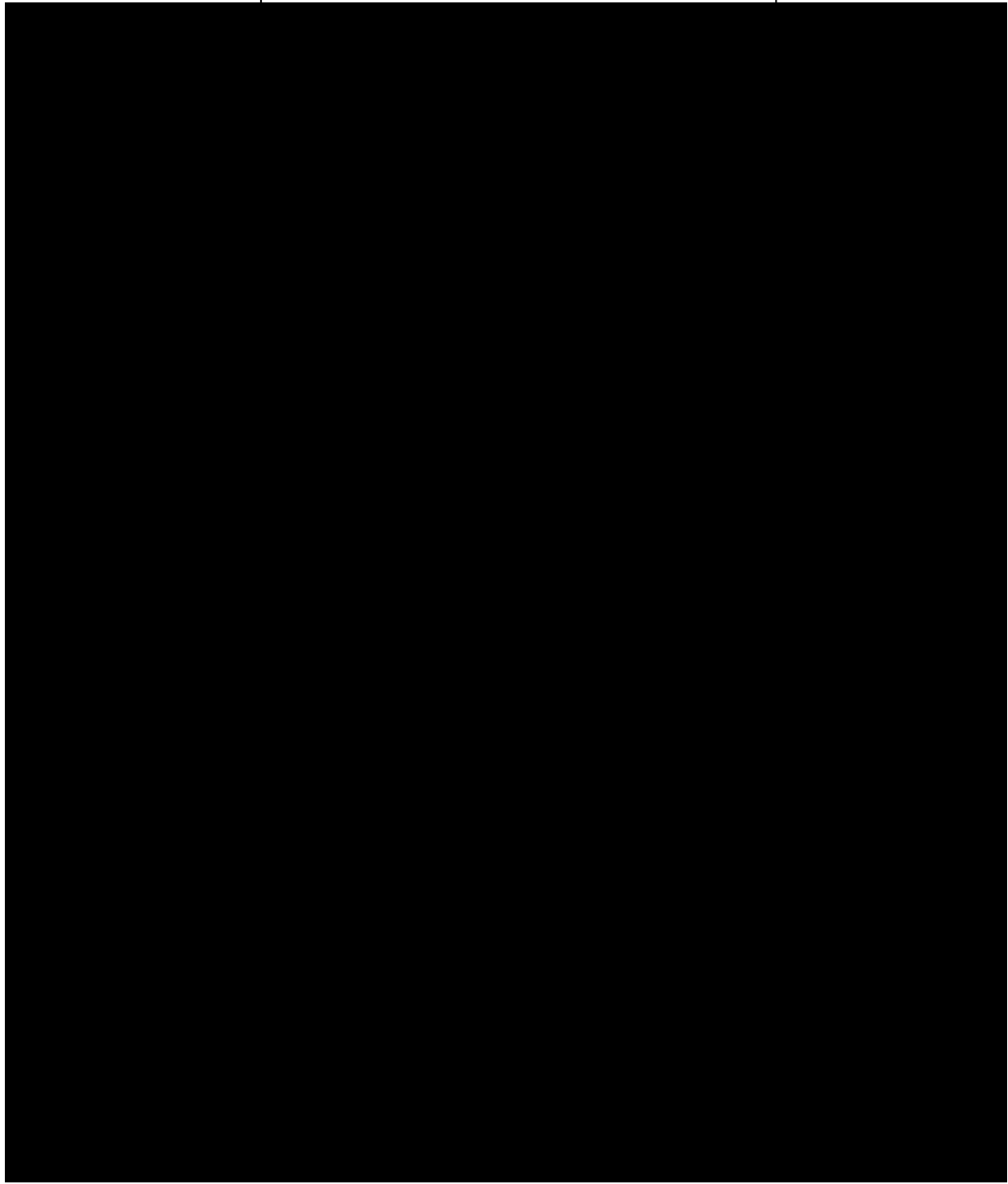
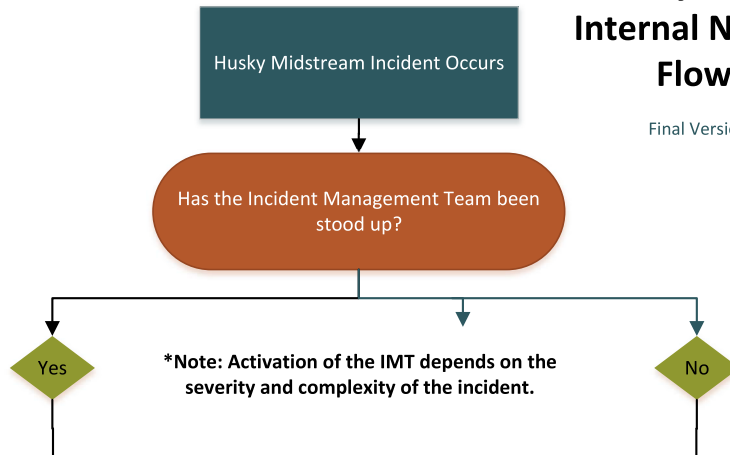
Final Version 1.0- Apr.14, 2023



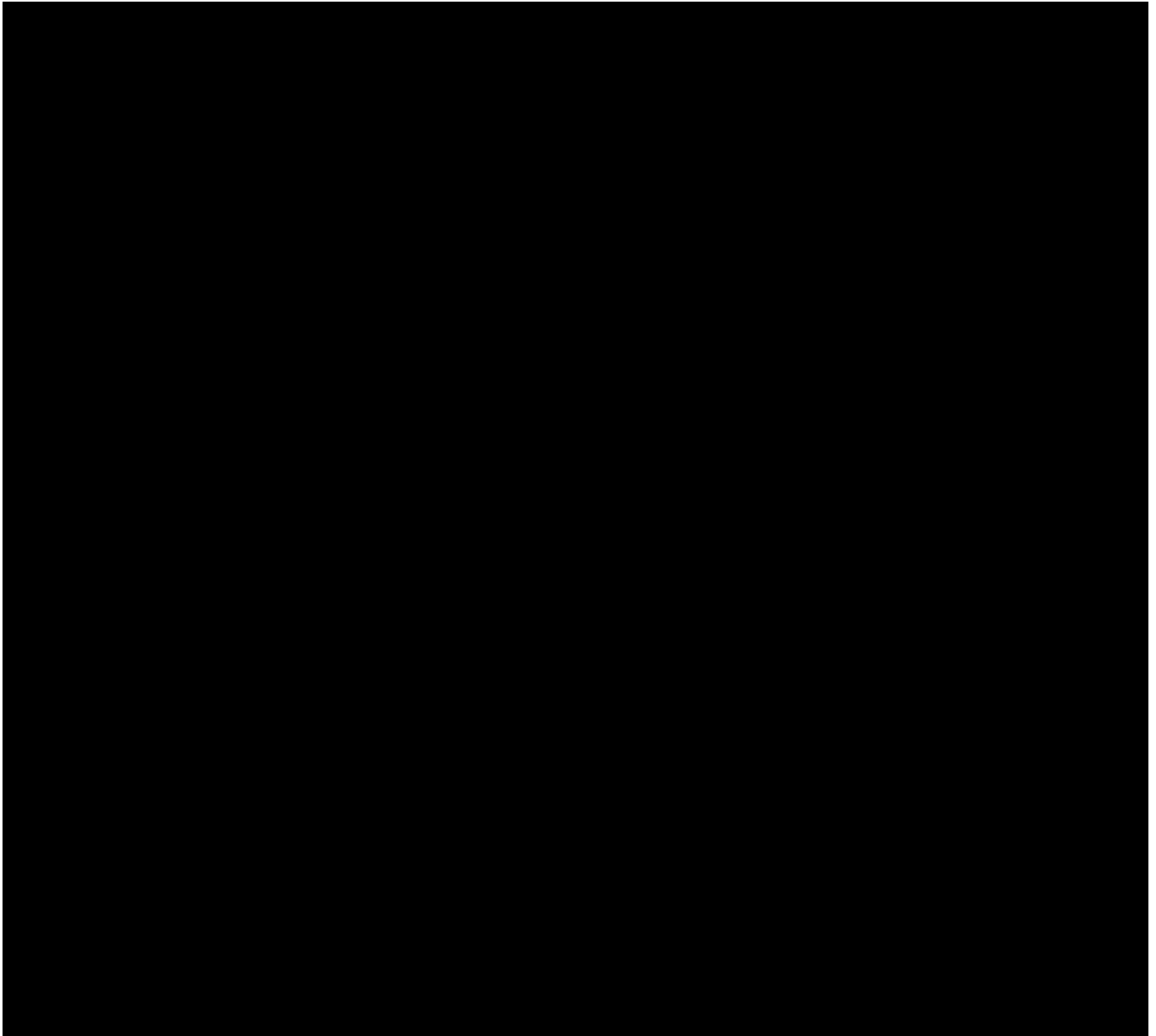
Once initial notification to HMGPI Board of Directors and CKI & PAH International Business Asset Managers has been completed, further updates will be based on briefing schedule established by Husky Midstream Chief Operating Officer and Incident Commander or Front Line Management

# Husky Midstream Internal Notification Flowchart

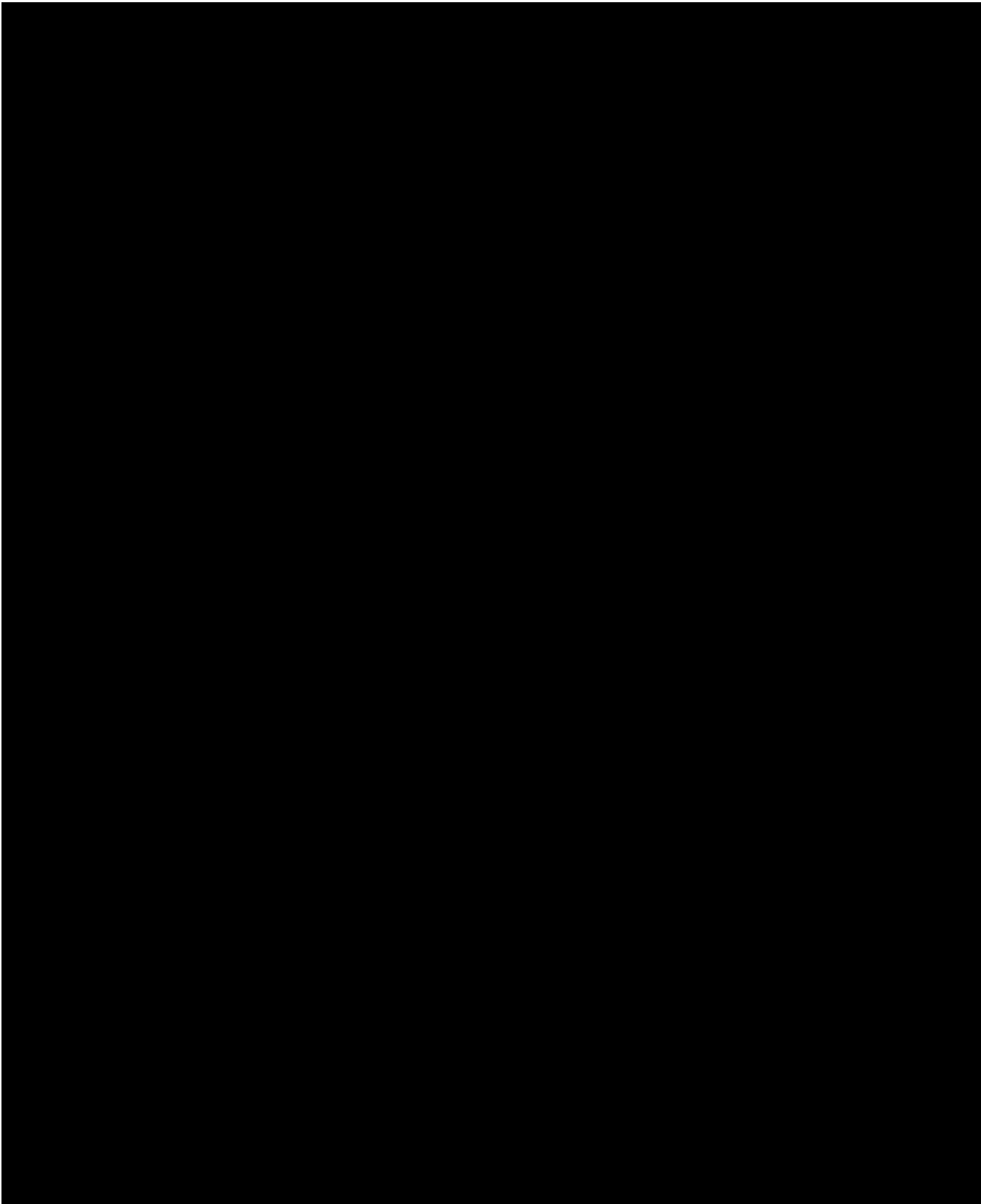
Final Version 4.0 - Sep.30, 2025



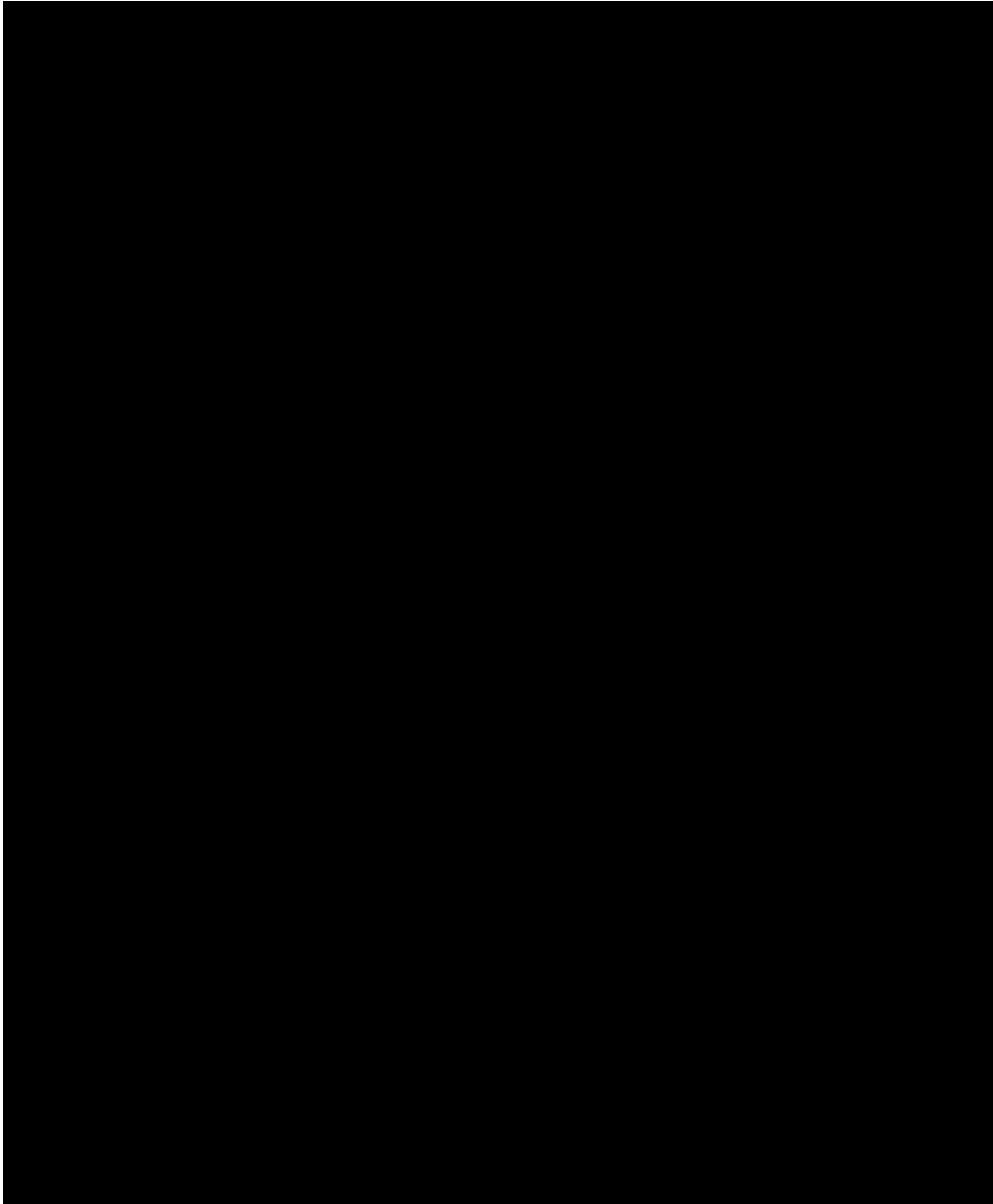
## SITE SPECIFIC CONSIDERATIONS



MUSTER POINTS



## PUBLIC CONSIDERATIONS



## EQUIPMENT LISTS

### EQUIPMENT AND SUPPLIES AT THE INCIDENT COMMAND POST

Listed below is the suggested equipment for the Incident Command Post:

Quantity	Equipment

## ROADBLOCK KITS

Roadblock kits can be found at the following locations:

Site	Location	Quantity

Roadblock kits contain the following:

Quantity	Equipment
1	High Visibility Vest
1	Stop Sign with reflective tape
2 each	Pens and pencils
1	Radio (where applicable)
1	Flashlight with extra batteries
1	Reflector
1	Yellow flashing light
1 roll	Caution Tape
1	Decal for kit

## RESPONSE FACILITY LOCATIONS

### FIELD INCIDENT COMMAND POST (ICP)

Location	Contacts
[Redacted Content]	

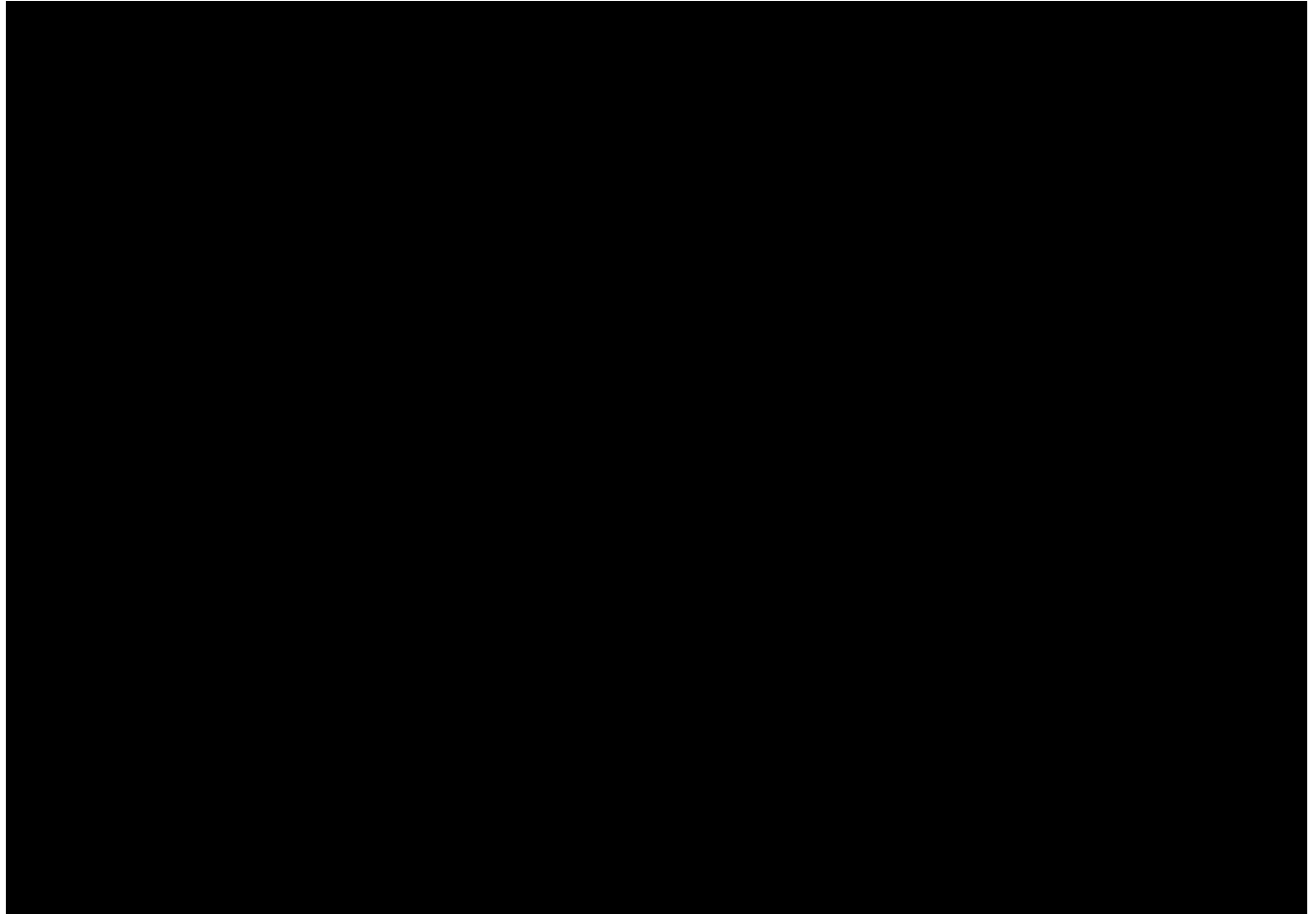
### CORPORATE EMERGENCY OPERATIONS CENTRE

Location	Contacts
[Redacted Content]	

### MUTUAL AID

[Redacted Content]	
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## CITY OF LLOYDMINSTER EM NOTIFICATION REQUIREMENTS



## TELEPHONE DIRECTORY

## CORPORATE PERSONNEL

Name	Title	Telephone Numbers
Corporate		
[Redacted Content]		

## IMT CYBER SECURITY INCIDENT RESPONSE

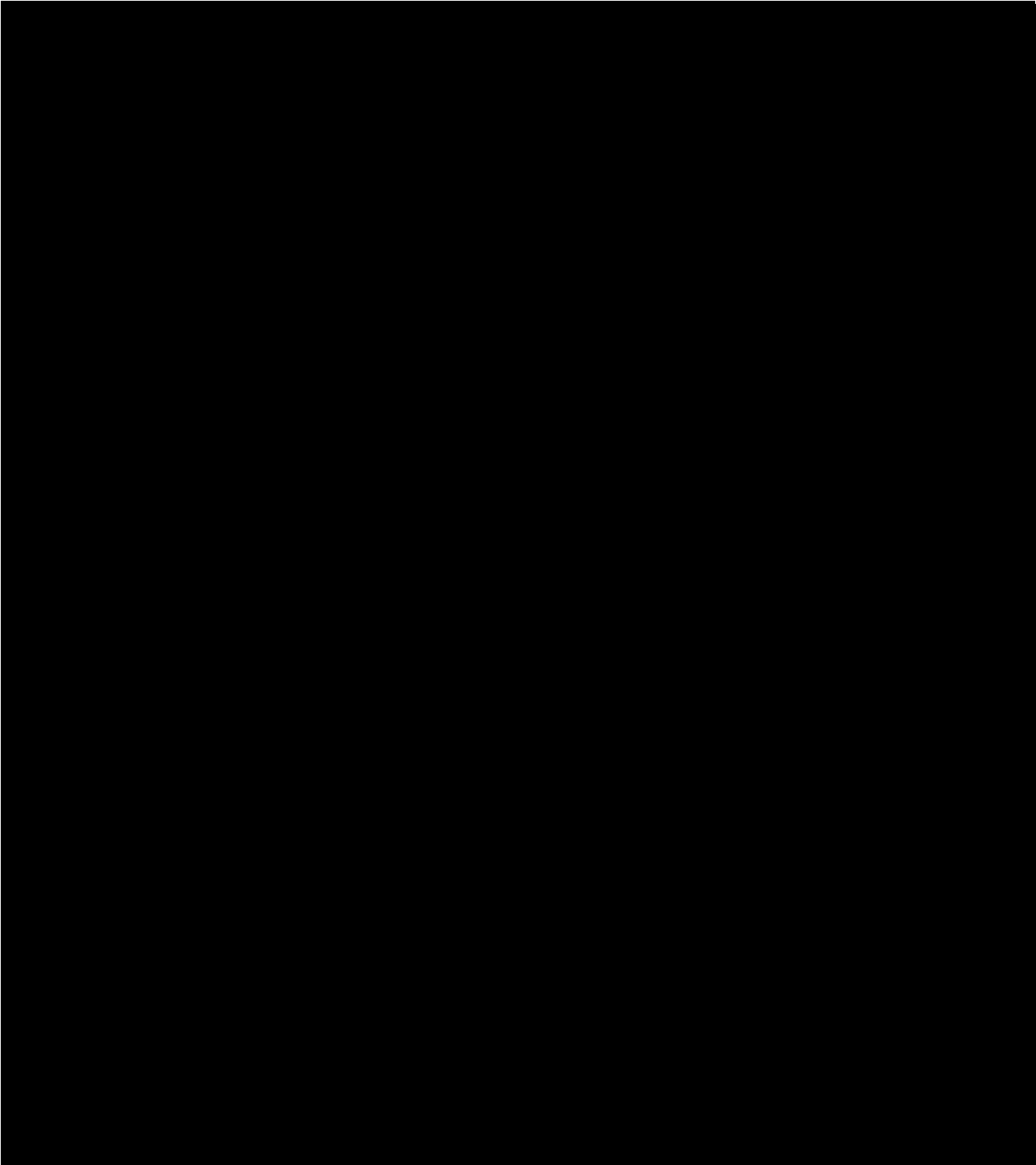
Name	Title	Telephone Numbers
[Redacted Content]		

## CENOVUS COMMUNITY &amp; INDIGENOUS AFFAIRS

Name	Title	Telephone Numbers
[Redacted Content]		

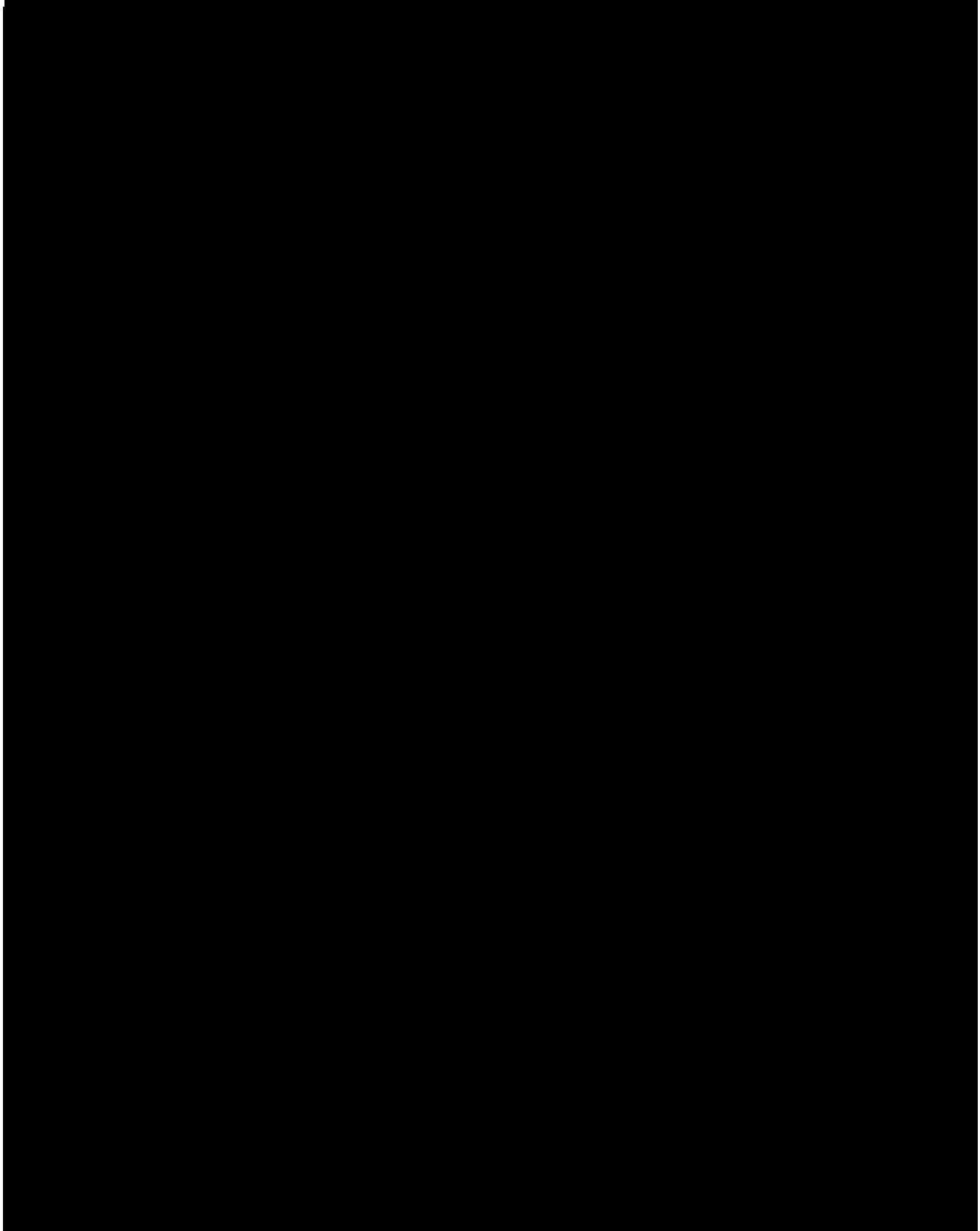
FIELD PHONE LIST  
HUSKY MIDSTREAM

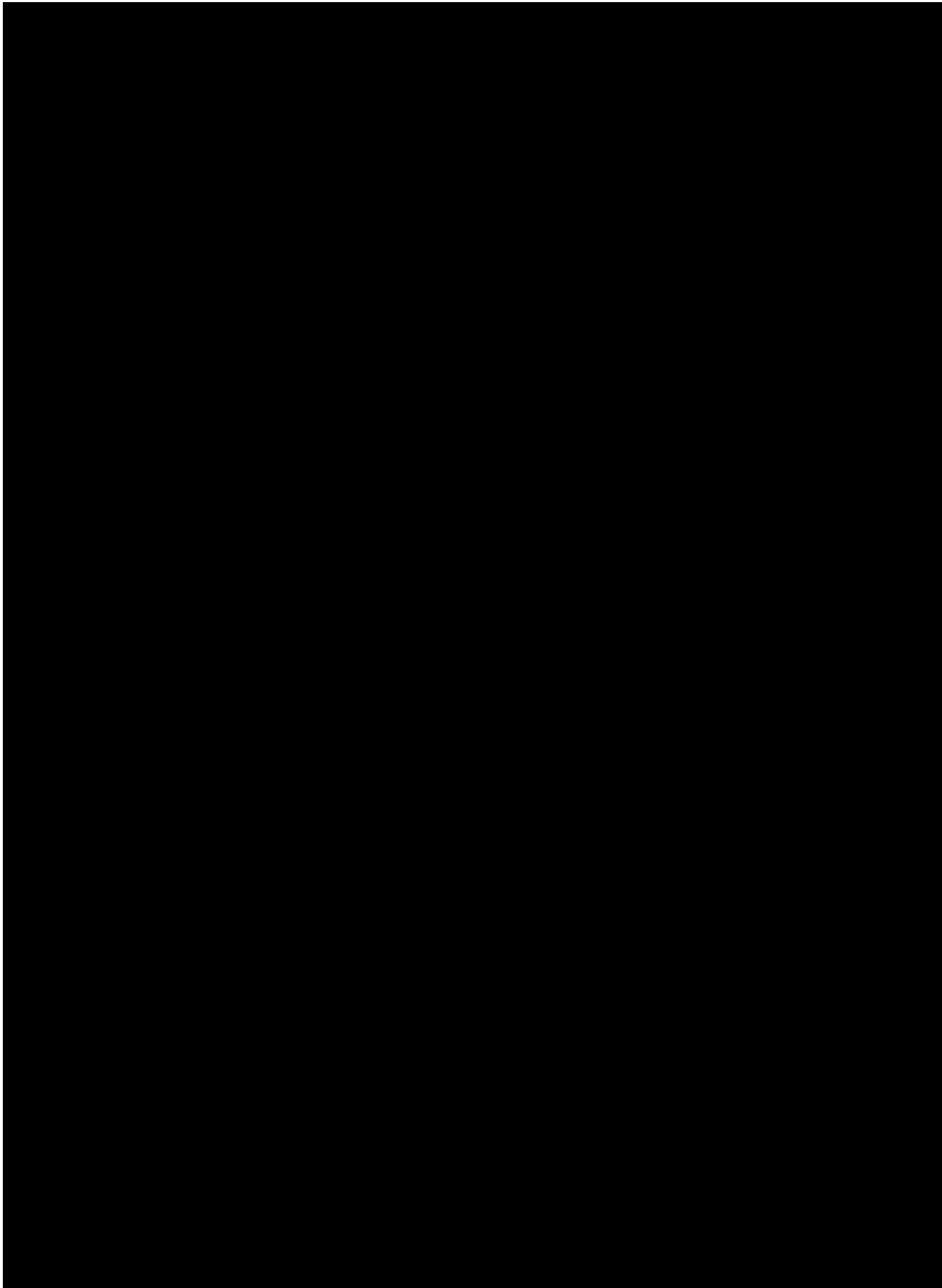
Last Updated: November 17, 2025

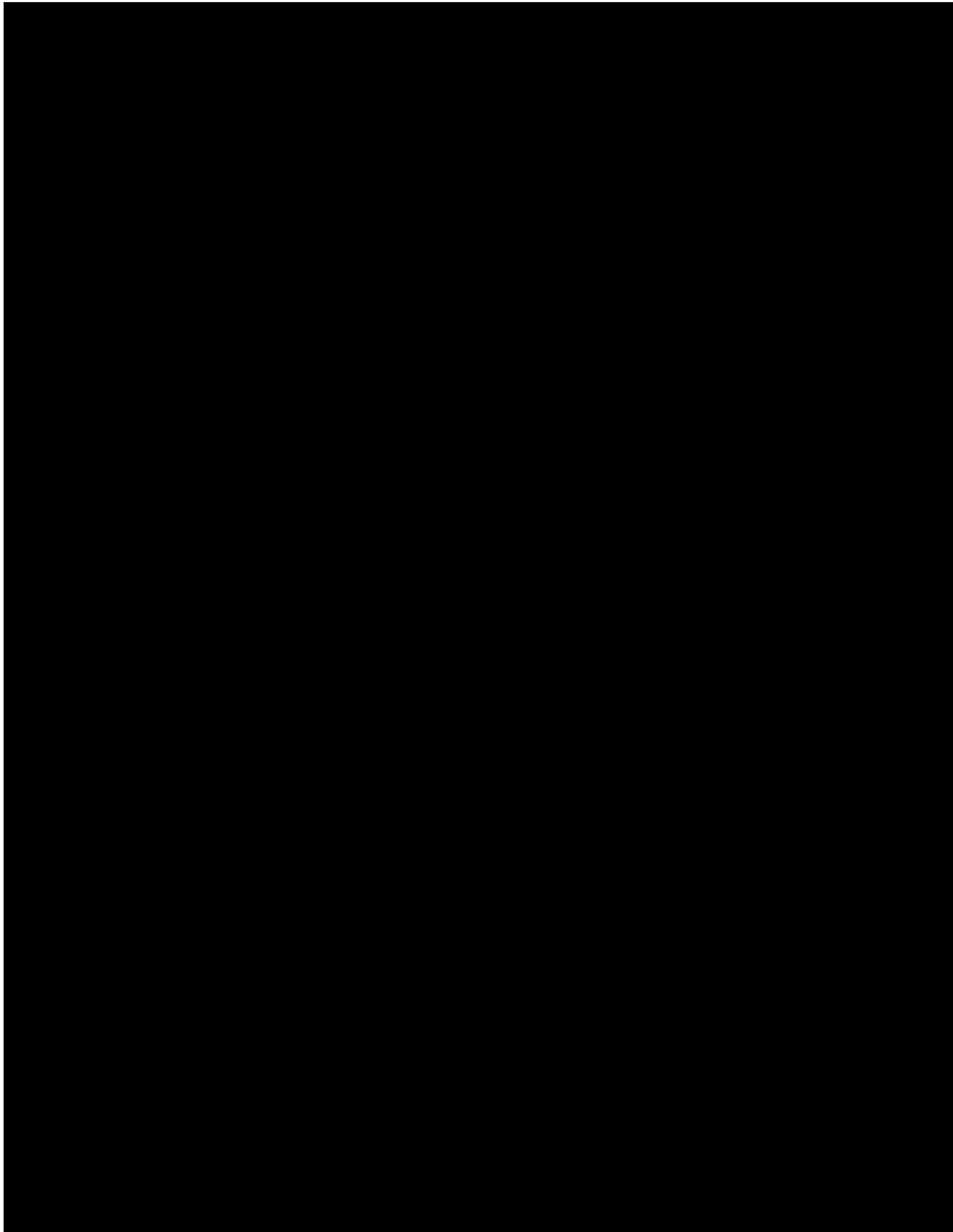


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SUPPORT SERVICES & CONTRACTORS









## GOVERNMENT AGENCIES AND OTHER CONTACTS – ALBERTA

Organization	Location	24-Hour	Other
Alberta Energy Regulator (AER) / Alberta Environment and Parks	24 Hour Emergency Line		
Alberta Boiler Safety Association (ABSA)	Alberta-wide		
Alberta Emergency Management Agency	Alberta-wide		
Alberta Health Services	Central Zone Z3		
	Northern Zone Z5		
Alberta Safety Services – Electrical Branch	Alberta-wide		
Alberta Ministry of Transportation & Economic Corridors	Alberta-wide		
Alberta Environmental and Dangerous Goods Emergencies (EDGE)	Alberta-wide		
CANUTEC	Canada-wide		
City of Lloydminster (Emergency Management)	Lloydminster		
CN Rail	Canada-wide		
Canadian Pacific Kansas City Railway	Canada-wide		
Department of Fisheries and Oceans <sup>1</sup>	Central and Arctic Region		
Dept. of National Defense – CFB Wainwright	Wainwright		
Dept. of National Defense – CFB Cold Lake	Cold Lake		
Cold Lake Air Weapons Range (CLAWR)	Cold Lake		
Emergency Services (EMS, Fire, RCMP) <sup>2</sup>	Canada-wide		
Lloydminster Municipal Airport	Lloydminster, AB		
Municipalities, RM, Counties	City of Lloydminster		
	County of Vermilion River		
Canada Energy Regulator (CER) <sup>3</sup> Pipeline & Facilities Emergencies (for CER regulated pipelines only)	Transportation Safety Board (TSB)		
NAV Canada – Flight Service Station	Edmonton FIC		
Occupational Health and Safety	Alberta-wide		
Poison Centre	Alberta-wide		
Saskatchewan Health Authority	Regina		
STARS Emergency Link Centre	Alberta-wide		
Workers' Compensation Board	Alberta-wide		

## Note:

1. Notifications to the Department of Fisheries and Oceans will be made by Environment Canada.
2. The RCMP and Alberta Transportation must be notified of any situation affecting a provincial highway.
3. Notifications concerning CER regulated pipelines and facilities are to be made to the Transportation Safety Board in light of the 'single window' incident reporting protocol the two entities have

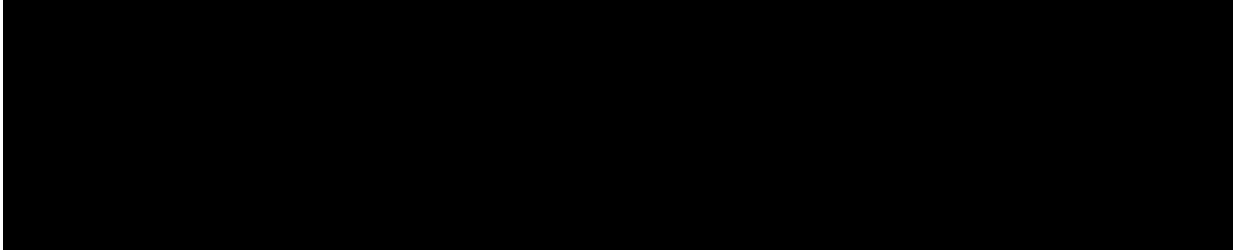
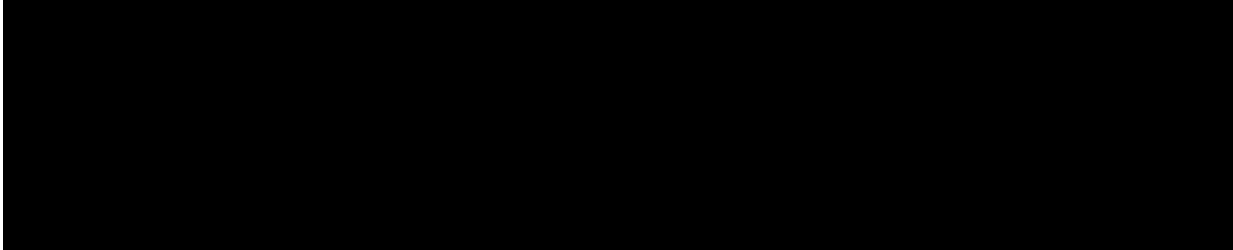
## GOVERNMENT AGENCIES AND OTHER CONTACTS – SASKATCHEWAN

Organization	Location	24-Hour	Other
Technical Safety Authority of Saskatchewan	Saskatchewan-wide		
CANUTEC	Canada-wide		
City of Lloydminster (Emergency Management)	Lloydminster		
Department of Fisheries and Oceans <sup>1</sup>	Central and Arctic Region		
Technical Safety Authority of Saskatchewan	Regina		
Saskatchewan Public Safety Agency (SPSA)	Regina		
Emergency Services (EMS, Fire, RCMP) <sup>2</sup>	Canada-wide		
Municipalities, RM, Counties	City of Lloydminster		
	R.M. of Britannia 502		
	R.M. of Frenchman Butte 152		
Canada Energy Regulator (CER) Pipeline & Facilities Emergencies (for CER regulated pipelines only)	Transportation Safety Board (TSB)		
NAV Canada – Flight Service Station	Edmonton FIC		
Occupational Health and Safety	Saskatchewan-wide		
Poison Centre	Saskatchewan-wide		
Rescue Squad	Lloydminster Rescue Squad		
Saskatchewan Ministry of Highways and Infrastructure <sup>2</sup>	Saskatchewan-wide		
Saskatchewan Ministry of Energy and Resources (MER)	Lloydminster Field Office		
	Regina		
Saskatchewan Ministry of Environment	Regina		
	Firewatch Line – SK Wide		
	Spill Control Centre		
Saskatchewan Health Authority	Regina		
SaskPower	Saskatchewan-wide		
STARS Emergency Link Centre	Alberta-wide		
Transportation of Dangerous Goods	Saskatchewan-wide		
Water Security Agency of Saskatchewan (WSA)	Moose Jaw		
Workers' Compensation Board (WCB)	Saskatchewan-wide		

## Note:

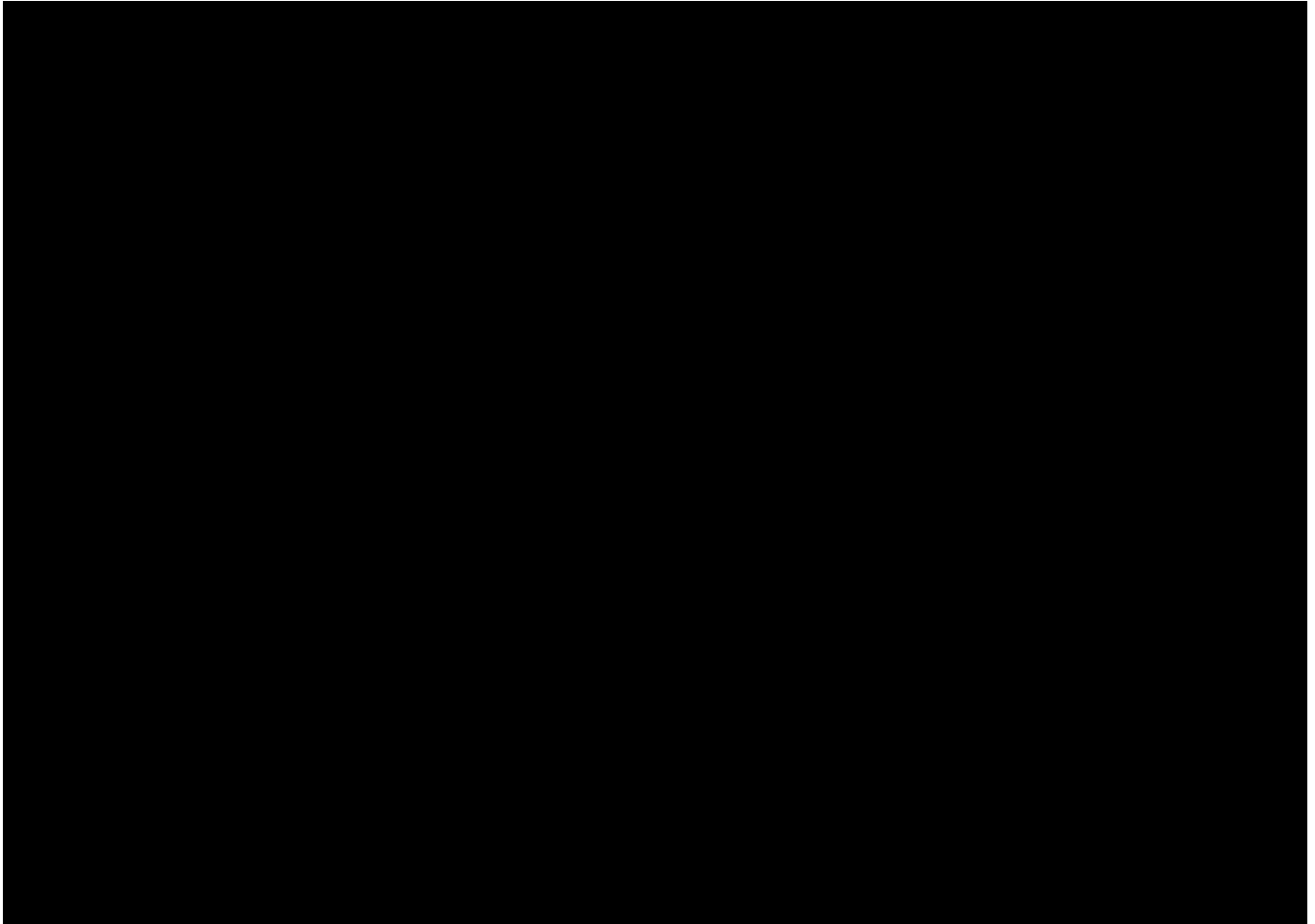
1. Notifications to the Department of Fisheries and Oceans will be made by Environment Canada.
2. The RCMP and Saskatchewan Highways & Infrastructure must be notified of any situation affecting a provincial highway.

**Emergency Response Plan  
Lloydminster Pipeline System**

<b>Name</b>	<b>Owner</b>	<b>LSD</b>	<b>SCADA ID</b>	<b>Page</b>
				1
				3

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**System Description**



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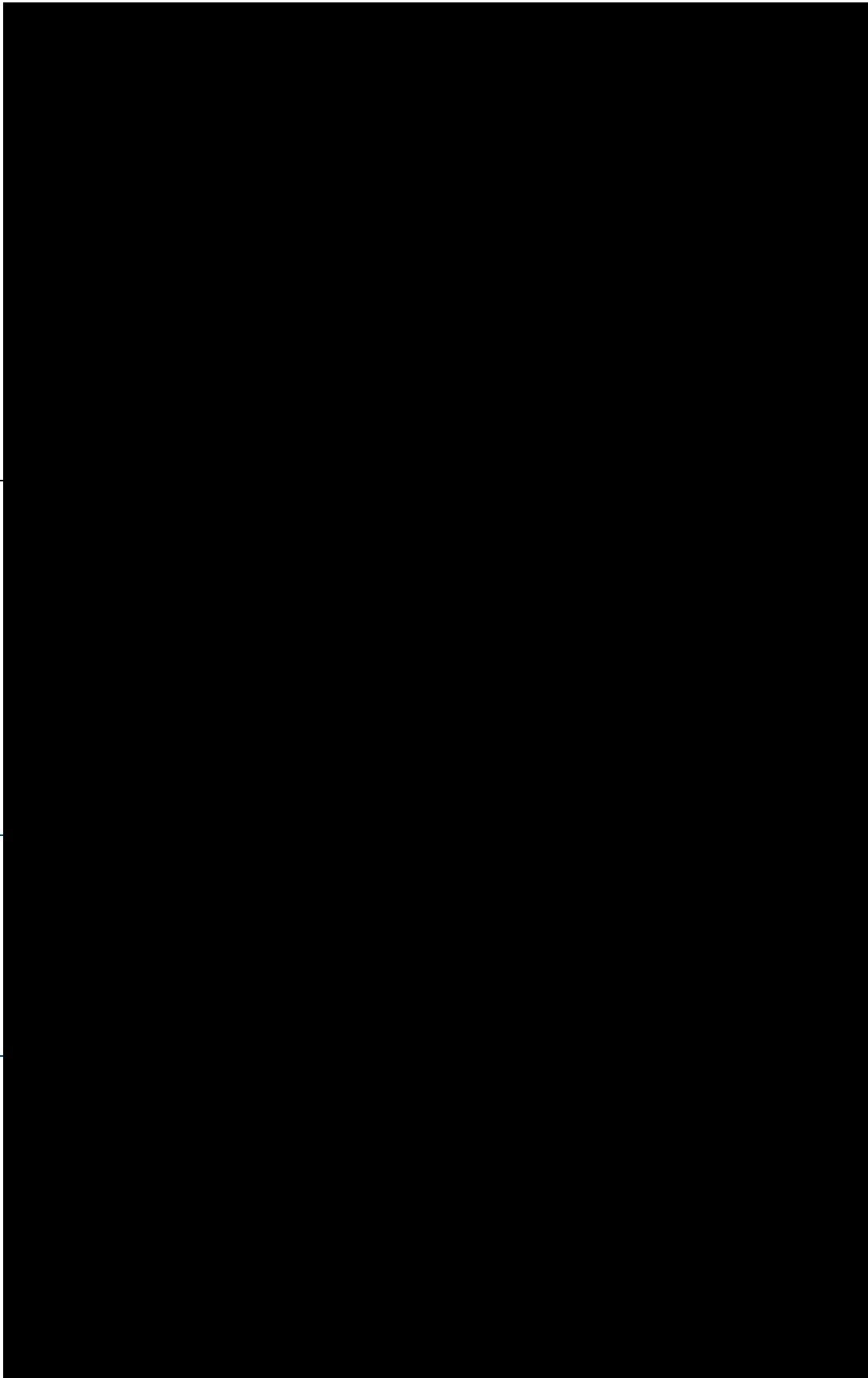
**FACILITY  
DESCRIPTION &  
RESPONSE  
LOCATION**

**AREA  
SENSITIVITIES &  
REQUIRED  
ACTIONS**

**TRAP TO TRAP  
ISOLATION**

**ISOLATION  
VALVES**

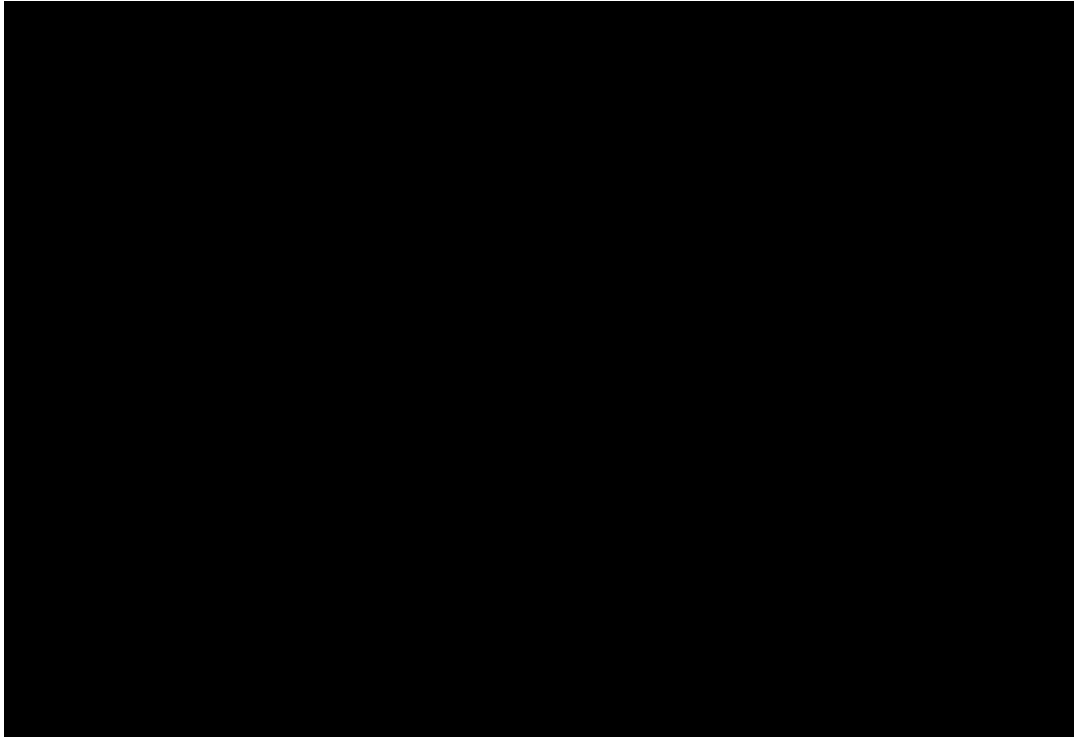
**EMERGENCY  
TELEPHONE  
NUMBERS**

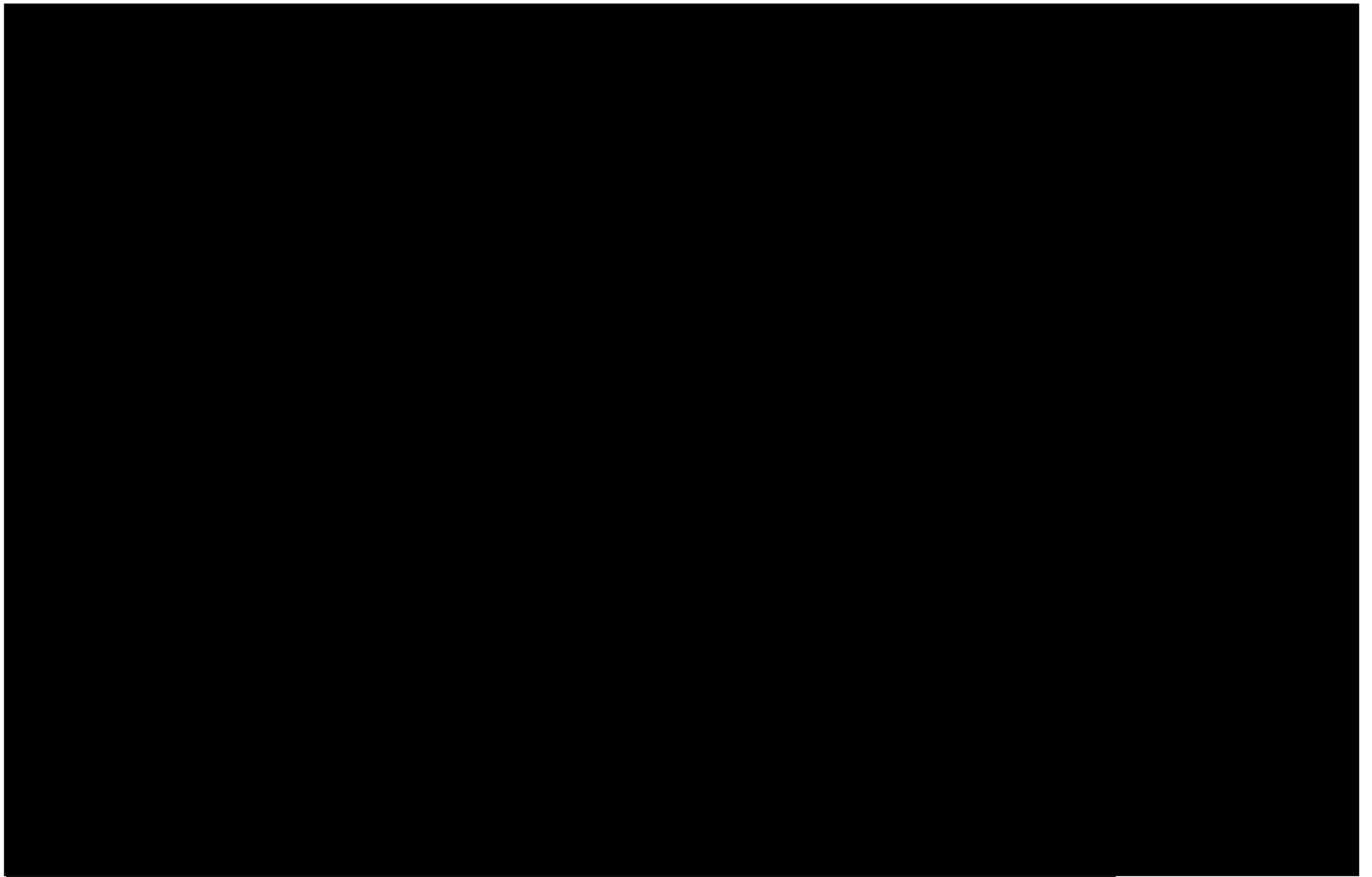


*For additional contact information, refer to the Phone List in Section 8: Area Specific Information*

**SAFETY  
EQUIPMENT**

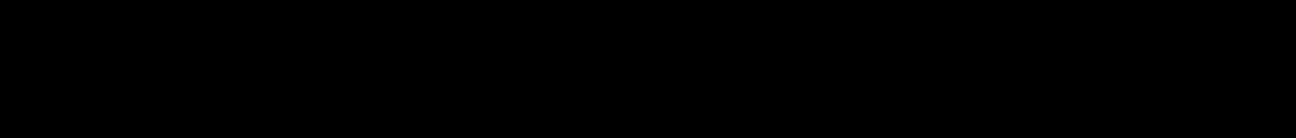
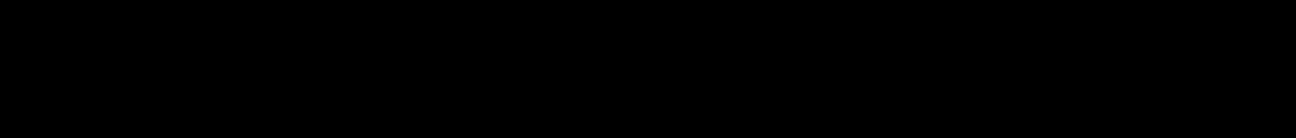
**DIRECTIONS**





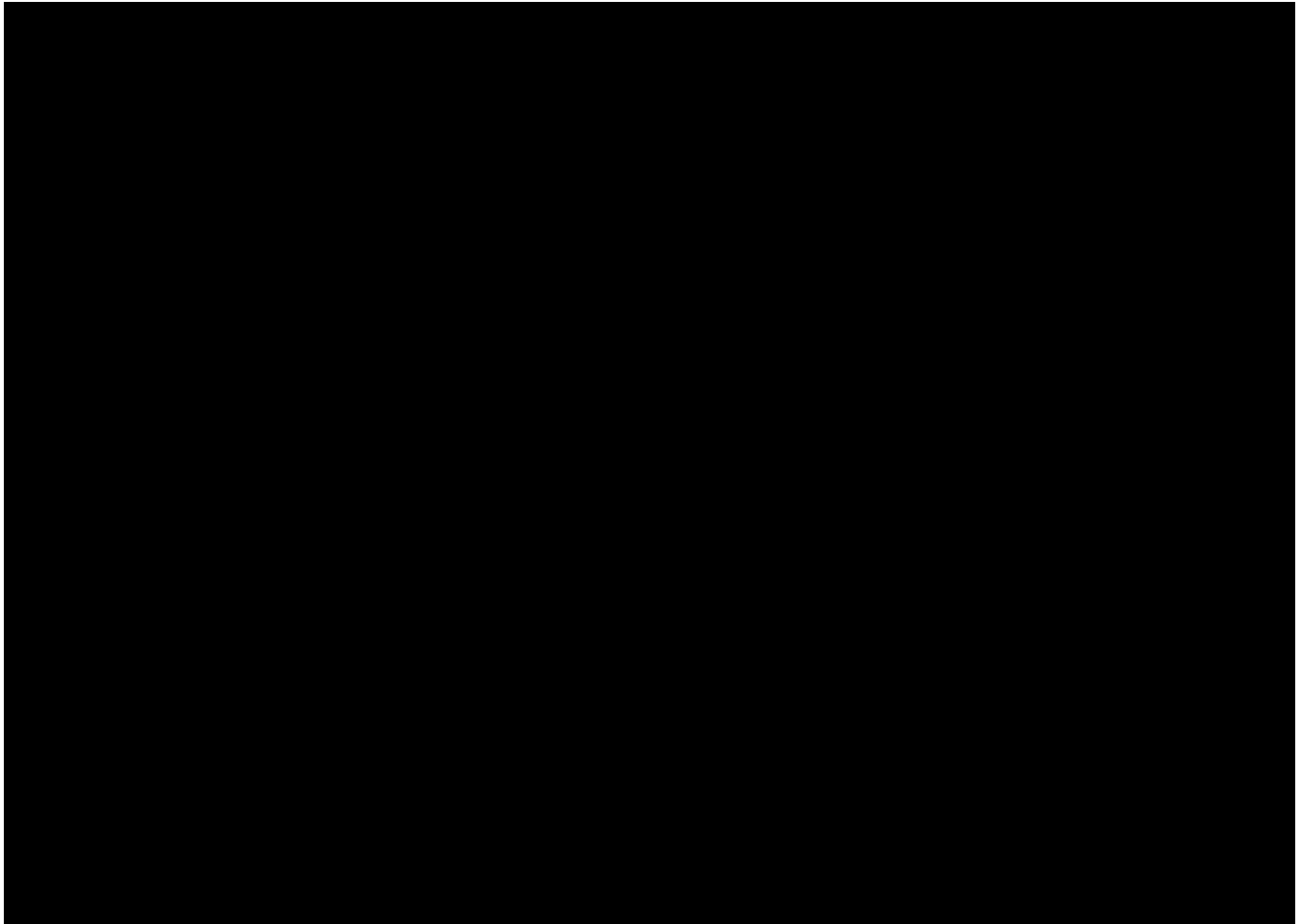


**Emergency Response Plan  
Onion Lake Pipeline System**

<b>Name</b>	<b>Owner</b>	<b>LSD</b>	<b>SCADA ID</b>	<b>Page</b>
				1
				3

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**System Description**



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**FACILITY  
DESCRIPTION &  
RESPONSE  
LOCATION**

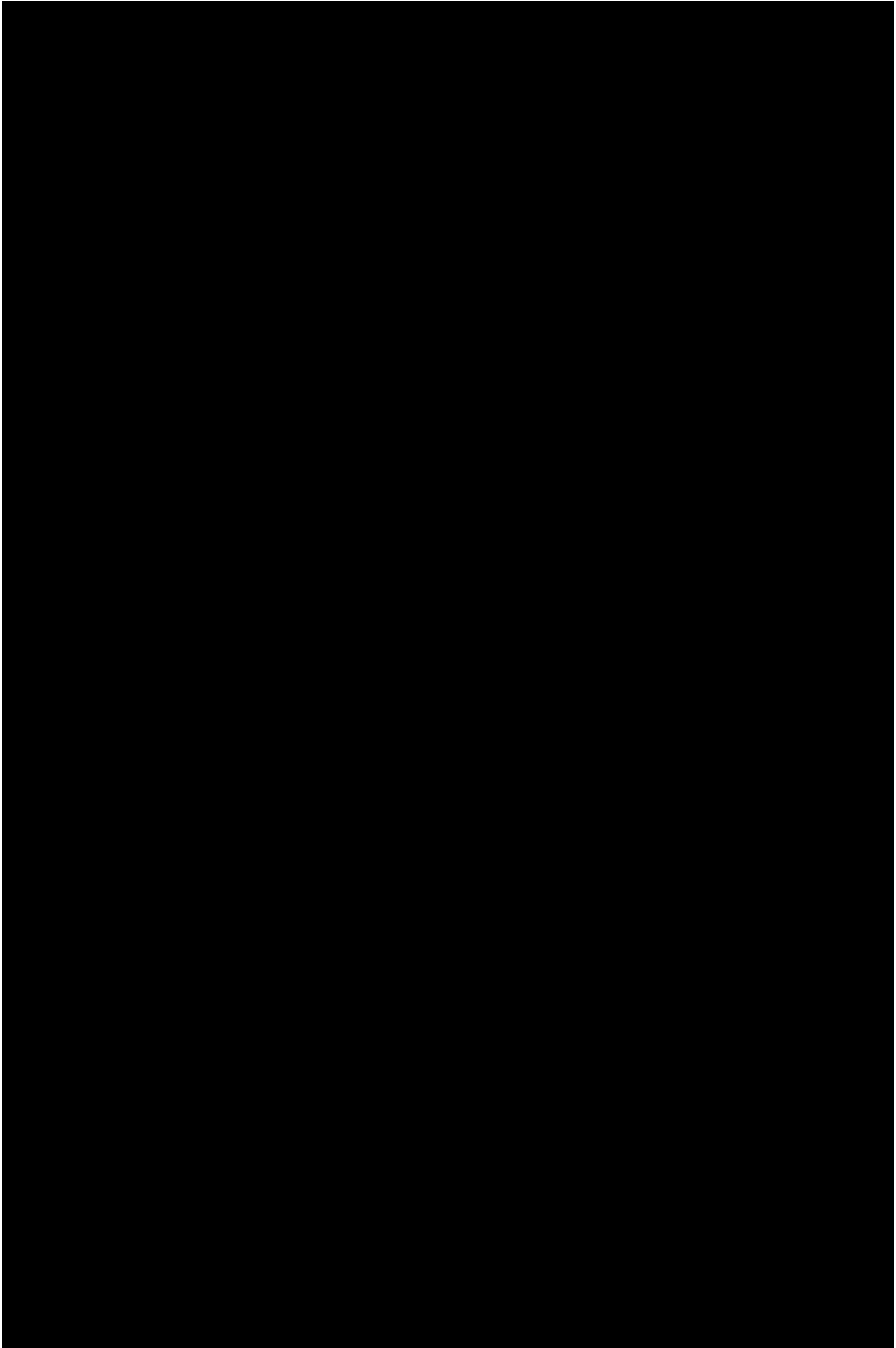
**AREA  
SENSITIVITIES &  
REQUIRED  
ACTIONS**

**TRAP TO TRAP  
ISOLATION**

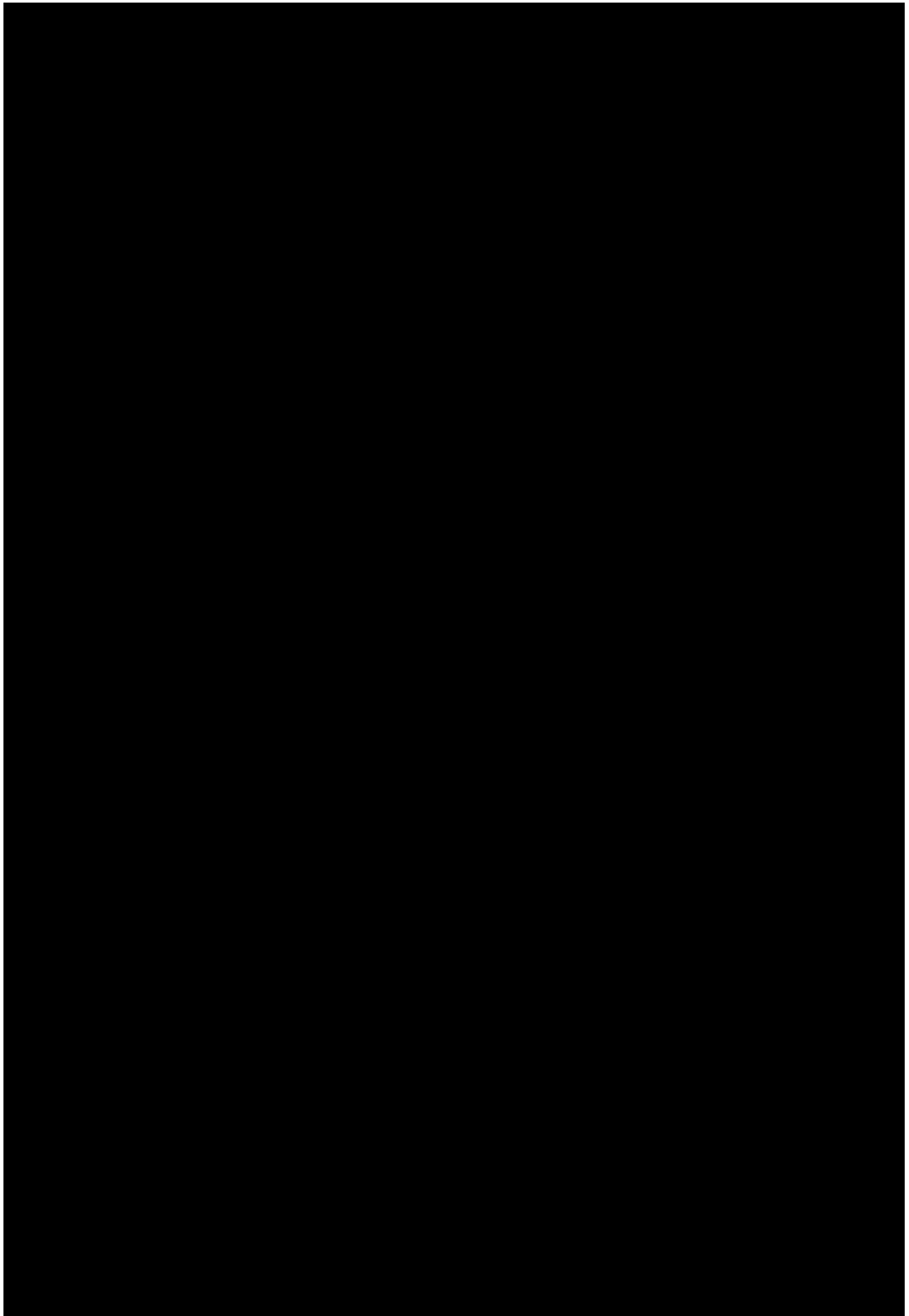
**ISOLATION  
VALVES**

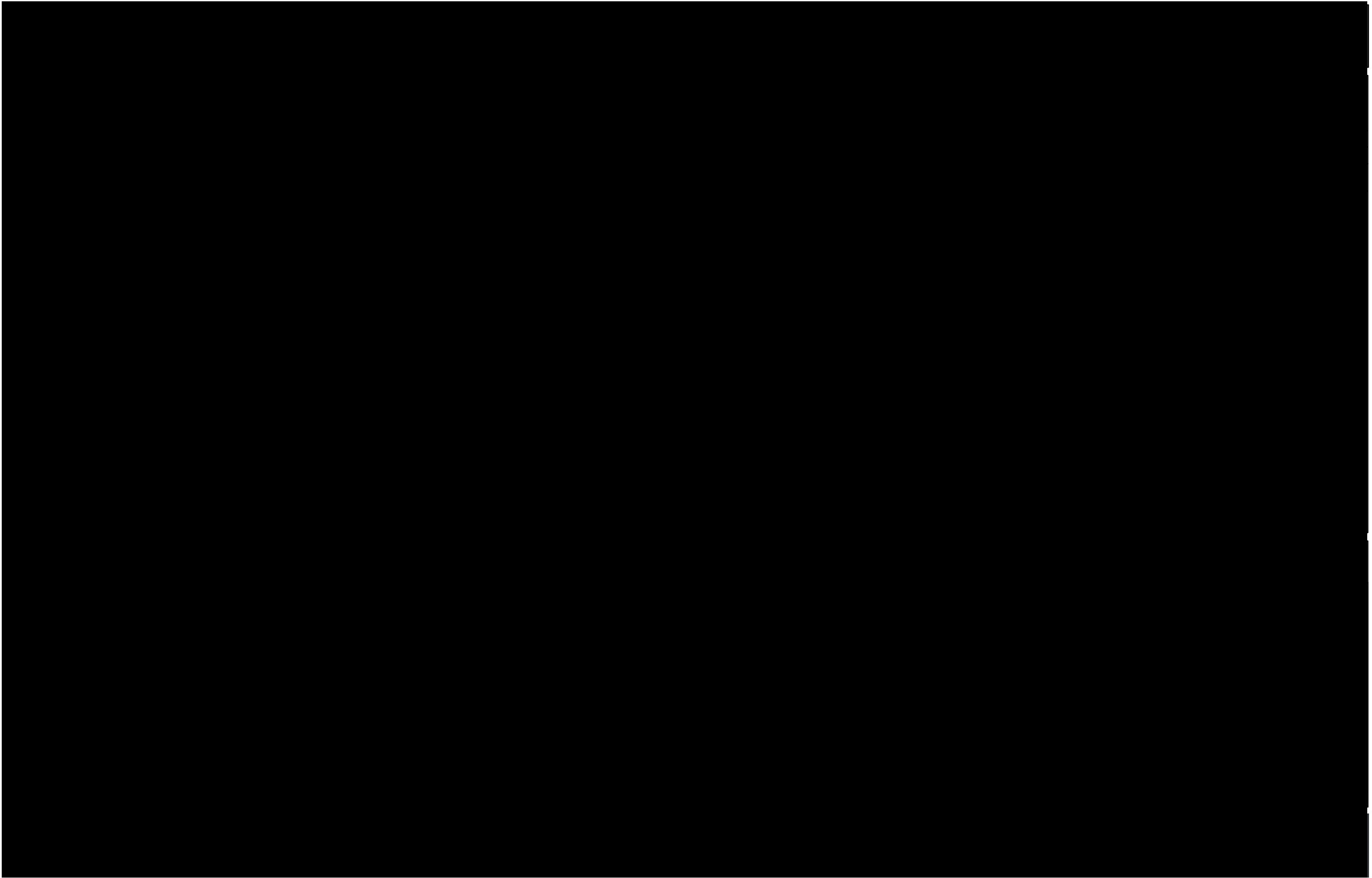
**EMERGENCY  
TELEPHONE  
NUMBERS**

**SAFETY  
EQUIPMENT**



**DIRECTIONS**








# LBX CER Regulated Pipelines

## Emergency Contact Information

<p>For Emergencies involving inter-provincial pipelines, the Canada Energy Regulator is the primary management agency – they will be contacted by the Transportation Safety Board.</p> <p><b>**A pipeline is CER-regulated due to the fact that it crosses a provincial or federal border. **</b></p>		
<p><b>This must be your first call</b></p>		
<p><b>Transportation Safety Board (TSB) – for pipeline incidents</b></p>	24 Hr Incident Line	819-997-7887
	Facsimile	819-953-7876
	Email	<a href="mailto:PipelineNotifications@tsb.gc.ca">PipelineNotifications@tsb.gc.ca</a>
<p>Call the TSB 24 Hr Incident Line when an incident meets the Immediately Reportable Events (see page 2 for criteria) for all Canada Energy Regulator (CER) regulated pipelines and facilities.</p> <p style="text-align: center;"><b>Both</b> the phone notification and the input of information into the <b>CER’s Online Event Reporting System (OERS):</b> <a href="https://apps.cer-rec.gc.ca/ers/home/index">https://apps.cer-rec.gc.ca/ers/home/index</a> are required to occur as soon as possible and no later than three hours of the incident being discovered. For all other events (non-immediate) companies are only required to input the information via the OERS.</p>		
<p><b>Secondary Calls</b></p> <p>Contact as needed <b>AFTER</b> contacting the TSB and CER.</p>		
<p><b>Alberta Energy Regulator (AER)</b></p>	24 Hr	800-222-6514
<p><b>SK Ministry of Energy &amp; Resources</b></p>	24 Hr	844-764-3637
<p>Hazardous occurrences (under Part XVI of the Canada Oil and Gas Occupational Safety and Health Regulations) and incidents requiring medical evacuations are to be reported to the CER immediately.</p>		
	<p>Canada Energy Regulator</p>	<p>Régie de l’énergie du Canada</p>

## Definition of an Emergency

CAN /CSA Z246.2-18 defines an emergency as “an event or imminent event, outside of the scope of normal operations that requires prompt coordination of resources to protect people, the environment, and property”.

Emergencies can result from numerous causes including pipeline and equipment failure, human error and natural perils such as tornadoes, hurricanes, floods, or earthquakes and terrorism or other criminal activities. Multi-hazard emergencies such as an earthquake causing pipeline breaks, fires and explosions, which result in injury and further property damage, can also occur.

Companies must consider all probable emergencies and have applicable procedures in place to deal with potential effects and threats to people, property and the environment, as determined through a formal hazard assessment.

## CER Immediately Reportable Events (Significant Incident)

Section 52 of the Onshore Pipeline Regulations (OPR) requires companies to notify the CER of all incidents relating to the construction, operation, or abandonment of their pipelines.

A significant incident is an acute event that results in:

1. death;
2. missing person (as reportable pursuant to the *Canada Oil and Gas Drilling and Production Regulations (DPR)* under the *Canada Oil and Gas Operations Act (COGOA)* or the *Oil and Gas Operations Act (OGOA)*);
3. a serious injury (as defined in the OPR or TSB regulations);
4. a fire or explosion that causes a pipeline or facility to be inoperative;
5. a LVP hydrocarbon release in excess of 1.5m<sup>3</sup> that leaves company property or the right of way;
6. a rupture; or
7. a toxic plume as defined in CSA Z662.

Note: A “rupture” is an instantaneous release that immediately impairs the operation of a pipeline segment such that the pressure of the segment cannot be maintained.

Companies are required to report a death or serious injury to a person only where the death or injury is a result of an occurrence that relates to the construction, operation, or abandonment of a “pipeline”. Whether a death or injury is related to the construction, operation, or abandonment of a pipeline will depend on whether the person who was killed or injured was working at the time of the incident and/or whether the work was a cause or contributing factor to the incident. It is important to note that, unlike the Canada Labour Code (CLC), the OPR does not differentiate between different types of “persons”. Therefore, companies must report all deaths or serious injuries to any person that occur relating to pipeline construction, operation, or abandonment regardless of whether or not that person was directly employed by the company.

The definition of “serious injury” in the OPR is not exhaustive and contains multiple injuries that qualify as serious, including “the fracture of a major bone”. The CER uses the following definition of “major bone”: skull, mandible, spine, scapula, pelvis, femur, humerus, fibula, tibia, radius, and ulna.

## TSB Immediately Reportable Events

Call the TSB as soon as possible after discovery of any of the following occurrences:

- An occurrence that results in;
  - a death;
  - a serious injury (as defined in the OPR or TSB regulations);
  - an unintended or uncontrolled LVP hydrocarbon release in excess of 1.5 m<sup>3</sup> that leaves company property or occurs on or off the right of way;

- an unintended or uncontrolled sweet natural gas or HVP release >30,000 m<sup>3</sup>;
- any unintended or uncontrolled release of sour natural gas or hydrogen sulfide;
- 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 incident that causes people, including employees, to take protective measures (e.g. muster, shelter-in-place or evacuation).

Where an event meets any of the above definitions, companies are required to notify the TSB Reporting Hotline at (819) 997-7887. Subsequently, the company is required to input the details required by both the TSB (see TSB regulations) and the CER into the 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. The goal of the initial phone notification is to allow the relevant agencies to mobilize a response to an incident, if required. Note that OERS will automatically determine whether the event meets the definition of an “Incident that Harms People or the Environment”, however the company will be responsible for specifically indicating whether the incident meets the definitions of “Rupture” and “Toxic Plume”.

For all other events that do not meet any of the definitions in this section, companies are not required to phone the TSB Reporting Hotline but must report the event as soon as possible and no later than twenty-four hours after the event was discovered.

## Multiple Incident Types

It is possible that a single occurrence may result in multiple incident types. If multiple incident types occur as a result of a single occurrence, companies are expected to report those incident types under a single incident report.

Examples of situations where this might be the case include but are not limited to:

- A pipeline rupture (occurrence) where there is a release of gas (incident type) and an explosion (incident type);
- An industrial accident (occurrence) that causes a death (incident type), a serious injury (incident type) and a fire (incident type);
- An operational malfunction (occurrence) that causes an overpressure (incident type) and a release of product (incident type); or
- An operational malfunction (occurrence) that causes several concurrent or immediately consecutive overpressures (incident types).

In cases where an incident has occurred, and a second incident occurs during the response to the initial incident (e.g. a fire occurs during the clean-up of a spill), the second incident is considered distinct and should be reported separately.

The events that are reportable using the online reporting system are:

- incidents under the OPR, PPR, and DPR/*Oil and Gas Drilling Regulations*;
- emergency burning or flaring under the PPR;
- hazard identification under the PPR;

- suspension of operations under the PPR;
- near-misses under the DPR;
- serious accidents or incidents under the *Canada Oil and Gas Geophysical Operations Regulations/Oil and Gas Geophysical Operations Regulations*;
- emergencies or accidents under the *Canada Oil and Gas Installation Regulations/Oil and Gas Installation Regulations*; and
- accidents, illnesses, and incidents under the *Canada Oil and Gas Diving Regulations/Oil and Gas Diving Regulations*.

In the event that OERS is unavailable, companies are directed to report events to the TSB Reporting Hotline at 819-997-7887.

## Reporting Timelines

Section 52 of the OPR requires companies to immediately notify the CER of any incident. 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.

The CER and the TSB have adopted a single window reporting approach. However, in some areas, the TSB reporting requirements are somewhat different than the CER requirements. For additional details on the TSB reporting requirements, companies should refer to the TSB website (<http://www.bst-tsb.gc.ca/eng/incidents-occurrence/index.asp>).

Transportation Safety Board of Canada  
Place du centre, 4th Floor  
200 Promenade du Portage  
Hull, Quebec K1A 1K8  
Facsimile 819-953-7876

## Supporting Information

The table below indicates the location of CER supporting documentation in this emergency response plan.

Supporting Information	Found in
CER Distribution	Foreword: Distribution List
Company 24/7 Emergency Number	Area Specific Information: Binder Cover
Area Map of CER Regulated Facilities	Area Specific Information
TSB Roles & Responsibilities	Section 5: External Agencies Federal Roles Chart
CER Roles & Responsibilities	Section 5: External Agencies Federal Roles Chart
Safety data sheets (SDS)	Area Specific Information
Health and Safety Plan	Please refer to the company’s Health & Safety Plan located at the corporate head office.

## Emergency Preparedness & Response Policy

### Emergency Management Expectations

An effective emergency management program includes being prepared for emergencies, responding in the event of an emergency and ensuring that operations are able to continue safely and can recover in a timely, efficient manner.

Emergency management is critical to ensuring that people, the environment, the public, the organization's assets and reputation are protected in the event of an unanticipated hazard event, be it natural, technological or human-induced.

### Emergency Management Preparedness

Emergency preparedness is a continuous process of all-hazards planning and coordination in order to effectively minimize the adverse effects and consequences inherent in any emergency incident. Through the use of such tools as exercises, proactive resource management and capability analysis, preparedness is one of the key pillars with which to ensure the adaptation of comprehensive approaches for the company's emergency management strategy. The emergency management process must include the following:

- Hazard Risk and Vulnerability Assessment
- Public Involvement
- Communications Planning
- Situational Awareness
- Crisis Management Plans
- Emergency Response Plans
- Emergency Management Resources
- Competence, Training and Awareness
- Exercises and Drills
- Record Keeping
- Distributions Lists (Internal and External)
- Continuous Improvement

Emergency Response Plans should contain:

- Communication procedures
- Emergency contacts
- Evacuation and Rescue plans
- Equipment locations and supply companies
- Spill response and containment (where required)
- Meet regulatory requirements
- Event classification
- Activation and Stand Down Levels
- Guidelines for medical emergencies
- Defined roles and responsibilities
- Maps and Emergency Planning Zones
- Mutual Aid Understandings (where applicable)

Confidential ERPs will be available at the field Incident Command Post and the Corporate Emergency Operations Centre.

## Extended Emergencies

In an extended emergency, company responders will develop an Incident Action Plan utilizing forms found within ERP, which may include:

- ICS Form 201 – Incident Briefing
- ICS Form 202 – Incident Objectives
- Form A1 – First Call Communication
- Form A4 – Incident Action Plan (IAP) Checklist

## Emergency Response, Continuity and Recovery

In the event of an emergency, each business unit shall determine the level of emergency as per established protocols and respond according to their respective emergency response plans. Response includes the mobilization and ongoing management of resources, people, equipment and assets to manage the effects of an incident; functions inclusive of the Incident Command System (ICS), the company's primary response platform.

Each business unit shall establish, implement and maintain procedures for communicating information related to emergency management, including:

- Communication of plans and procedures to employees, operating partners, contractors, the supply chain, regulators and local communities; and
- Emergency and crisis communications to stakeholders, including emergency responders, regulators, the media, family members and the public.

## Emergency Management Monitoring, Assessment and Continuous Improvement

Lessons learned and knowledge generated from monitoring results should be used to develop "improved practices", which are then shared widely. After emergencies or disasters occur, a systematic approach is used to learn lessons from the experience, increase effectiveness and improve emergency management practices and processes.

## Manual Updating Procedures and Schedule

The company's Corporate and Site-Specific ERPs are to be updated annually and submitted to the CER on or before April 1st of each year, or when significant changes (either operational or identified from exercises/incidents and resulting debriefs) occur or are identified. If an update occurs outside of the January 1st to April 1st period, a letter must be submitted to the CER indicating that there have been no changes to operations since the ERP was last submitted. ERP updates are performed by a third-party company (H2Safety), whose expertise in the field provides company personnel with the education, training, and resources to excel in Emergency Response. Approvals for ERP updates will be carried out by the company's Incident and Emergency Management (IEM) Program Steward.

## Debriefing

### Internal Debriefing

The Incident Commander, in consultation with the Lead Agency and/or other regulatory body, will order "Return to Normal" status.

- All response team members and on-site personnel, including contract personnel and emergency services, will be notified.
- All previous contacts including public, workers, landowners, government and industrial operators must also be notified of the end of the emergency.
- Ensure a media statement is prepared and delivered by Senior Management.
- Debriefing meeting(s) with company personnel (including insurance, legal, and human resources as appropriate) must be conducted.
- Debriefing meeting(s) to review effectiveness of the Emergency Response Plan must be conducted. Feedback and comments as a result of the debrief must be incorporated into the ERP revision and procedures. This feedback should be submitted to the ERP provider.
- Debriefing meeting(s) with residents, landowners, Lead Agency and other government agencies and all other impacted parties may be conducted.
- Document all "Return to Normal" activities.
- Complete response debriefing for all response teams. Submit, in writing, response findings and recommendations to the Incident Commander when applicable, which will be submitted to the overall report writer.

### Public Debriefing

When the public has been impacted, company operations should provide the public information as soon after the emergency as possible, to answer any questions or concerns. This should be done by a senior company representative, a trained Media Advisor, or by the Incident Commander.

After an emergency, a number of additional items should be considered:

- Debriefings, as mentioned above.
- Crisis management for company personnel and for other members of the public that may have been significantly affected by the emergency.
- If the emergency is of a level where it has impacted the public, an information center may be established within the community where the emergency occurred to answer any questions posed by the public.
- Establish a means of compensating citizens who may have had out-of-pocket expenses (such as meals and lodging costs) as a result of the emergency.
- Through the media, provide details of the investigation into the incident that are pertinent to the public, as it becomes available.

### Health and Safety Plan

The company's extensive Health and Safety program is to be implemented at all times during and after an incident. Training is provided to all company employees and contractors; all information and documentation can be found in the Health and Safety Manual.

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## Emergency Response Assistance Agreement

