



RAINBOW LAKE ALBERTA EMERGENCY RESPONSE PLAN

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

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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 August 22, 2025.

Date of Update Inserted Into
ERP:

Signature:

Plan Holder Name:

Date of Revision	Reason for Revision	Section	Affected Pages
August 22, 2025	Full Core ERP Update. Annual area-specific update: verify all government / support / emergency services agencies, updated all area users and transients, map updates	Foreword	All pages 01-18
		Section 1	TOC, 1-1 to 1-55
		Section 2	TOC, 2-0 to 2-51
		Section 4	TOC, 3-0 to 3-6
		Section 5	TOC, 4-0 to 4-81
		Section 6	TOC, 5-0 to 5-35
		Section 7	TOC, 6-0 to 6-97
		Section 8	Various throughout the site sections
August 21, 2024	Full Core ERP Update. Annual area-specific update: verify all government / support / emergency services agencies, updated all area users and transients, map updates	Foreword	All pages 01-18
		Section 1	TOC, 1-1 to 1-55
		Section 2	TOC, 2-0 to 2-51
		Section 3	TOC, 3-0 to 3-6
		Section 4	TOC, 4-0 to 4-81
		Section 5	TOC, 5-0 to 5-35
		Section 6	TOC, 6-0 to 6-97
		Section 7	TOC, Pg. 7-9, 7-27, 7-28, 7-34, 7-37
		Section 8	Various throughout the site sections

August 21, 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, 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
August 19, 2022	Annual area-specific update: verify all government/ support/ emergency services agencies, map updates, convert the entire back-end area specific section to the new Cenovus template	Section 8: Area Specific	All
August 19, 2021	Annual area-specific update for all sections: verify all government/ support/ emergency services agencies, field contact information, operations information, map updates.	Foreword	Pg. 0-3,0-5
		3.1	Pg. 1,3
		3.2	Pg. 3
		3.3	Pg. 3,4
		3.4	Pg. 1-5
		4.1	TOC, Pg. 1,3,6,7
		Acid Gas Section	Pg. 6,9-12
		RL Gathering System Section	Pg. 14,15,18-20
		CER Section	Pg. 1
		RL Gas Plant Section	Pg. 5,6,9-12
		Boyer Section	Pg. 5,6,9-11
Wildfire Section	All		
April 15, 2021	New ERP manual – based on amalgamation of Cenovus Energy (CVE) / Husky Energy (HSE) merger.	All Core Sections (Foreword, Sections 1 to 7)	All

DISTRIBUTION LIST

Manual #	Type	Res Info	Title/Agency	Name
Corporate				
103897	Binder	Full		
103898	Binder	Full		

2 Hard Copy Corporate Manuals

Field				
103899	Binder	Full		
103900	Binder	Full		
103901	Binder	Full		
103902	Binder	Full		
103903	Binder	Full		
103904	Binder	Full		
103905	Binder	Full		
103906	Binder	None		
103907	Binder	None		
103908	Binder	Full		
103909	Binder	None		
103910	Binder	None		
103911	Binder	None		
103912	Binder	None		
103913	Binder	Full		
103914	Binder	Full		
103915	Binder	Full		
103916	Binder	Full		

18 Hard Copy Field Manuals

External				
N/A	E-Submission	Full		
103917	Binder	Full		
103918	Digital	Full		
103919	Digital	None		
103920	Digital	None		
103921	Binder	None		
103922	Digital	None		
103923	Digital	None		
103924	Binder	Full		

3 Hard Copy External Manuals

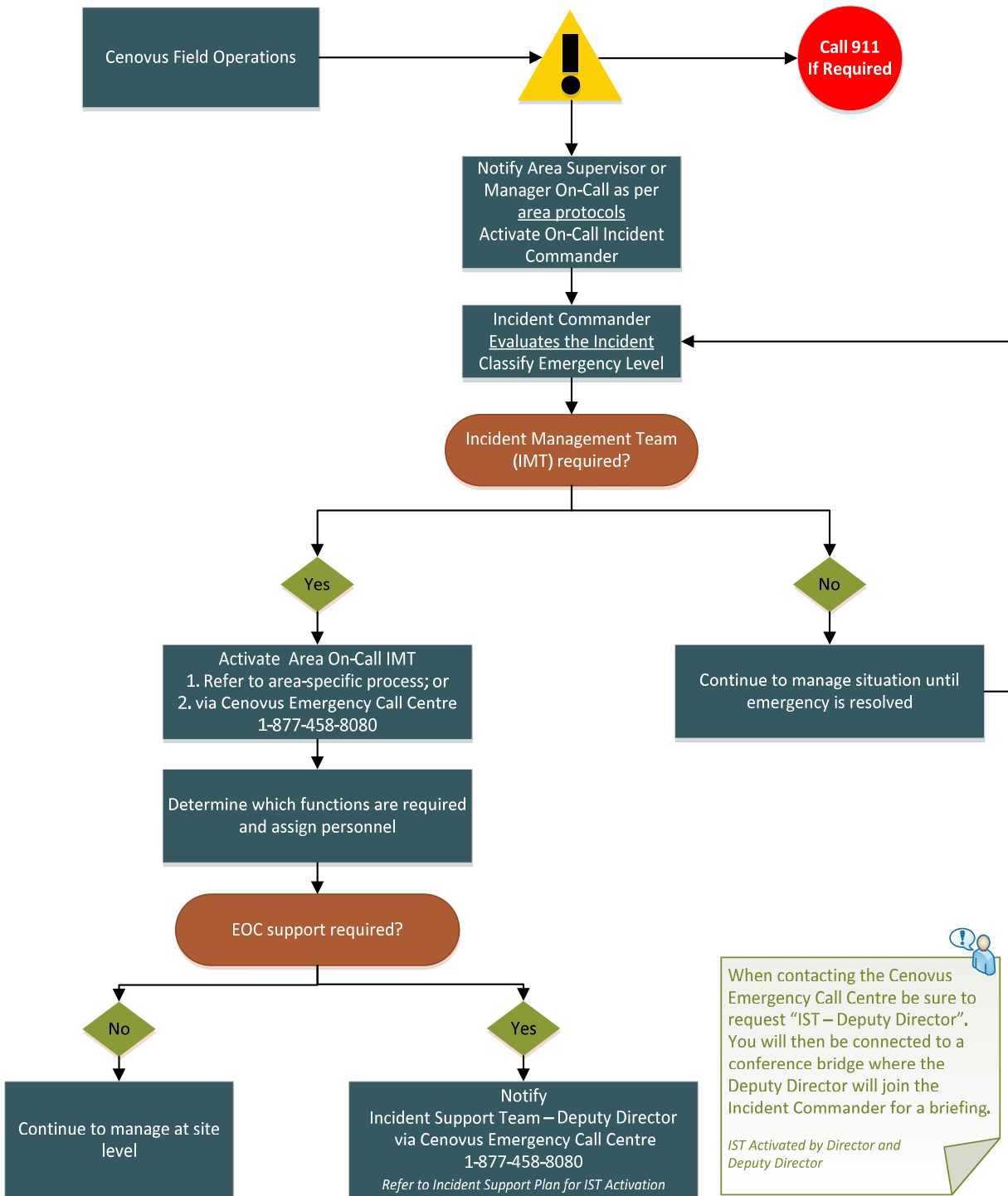
5 Digital External Manuals

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INTERNAL NOTIFICATION FLOWCHART

**Western Canada Operations
Activation Flowchart**

Version 1.0 – April 15, 2021



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RAINBOW LAKE HOUSING EMERGENCY RESPONSE INFORMATION	
WILDFIRE RESPONSE & EVACUATION PLAN	
ENVIRONMENTAL EMERGENCIES (E2) PLAN	

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AREA OVERVIEW

AREA OVERVIEW SUMMARY

This area overview section typically contains general operations information, telephone directory, ICP locations, and an area overview map, etc. It is intended to support the 1-pager site specific (white tabs) which contains all contacts and pertinent information to help carry out an initial response to an emergency.

FACILITY SUMMARY

This Rainbow Lake Alberta Emergency Response Plan contains 4 site sections:

Area Contact	Site Section	Facility	Location	License #
Senior Supervisor, Plant Operations [REDACTED]	Acid Gas Injection pipeline	[REDACTED]	[REDACTED]	[REDACTED]
	Rainbow Lake Gas Plant			
Coordinator, Field Operations [REDACTED]	*Blue Sky			
	*Central			
	*North			
	*West			
	*Bivouac			
	*East			
*All of the above make up the Rainbow				
	Boyer			

EMERGENCY RESPONSE EQUIPMENT

SAFETY EQUIPMENT

All safety equipment is documented and regularly inspected so that equipment is readily available with minimum chance of failure. On-site safety equipment is as follows:

Field Operator's carry the following equipment	
30 lb fire extinguisher	Safety glasses
First aid kit	Safety boots
Cellular phone	Safety gloves
Two-way radio	Personal 4-way monitor (H ₂ S, LEL, SO ₂ , CO)
Flame-resistant clothing	Emergency Response Quick Reference Guide
Hard hat	Blackline work alone device
Eyewash kit	Shovel
Axe	Vehicle Recovery Kit

If any of the above-mentioned safety equipment is insufficient, please contact your supervisor.

ROADBLOCK KITS

Roadblock kits can be found at the following locations:

Roadblock Kit Locations	
Facility	Location

Roadblock kits can be found at the designated Field areas as indicated in this plan. Roadblock kits may contain the following equipment:

Equipment	
High visibility vest	Radio (where applicable)
Stop sign with reflective tape	Flashlight, extra batteries
Emergency Rescue Blanket	Reflector
Copy of roadblock roles and responsibilities	Yellow flashing light
Copies of roadblock forms	Caution tape
Flares	Binoculars

If any of the roadblock equipment is insufficient, please reach out to your local safety advisor.

IGNITION KITS

[REDACTED] In addition, refer to the applicable site section information (11x17 one-pager) for a listing of safety companies, if required.

RADIO FREQUENCIES

Channel	TX Frequency	RX Frequency	Tone	Description	Usage Information
For use by Field Operations and Maintenance Personnel					
[REDACTED]					

Channel	TX Frequency	RX Frequency	Tone	Description	Usage Information
[Redacted]					

RESPONSE FACILITY LOCATIONS

FIELD INCIDENT COMMAND POST (ICP)

Location	Contacts
[Redacted]	

CORPORATE EMERGENCY OPERATIONS CENTRE

Location	Contacts
[Redacted]	

GOVERNMENT ROLES

GOVERNMENT CONSULTATION SUMMARY

Type of Agency	Agency Name	Provided Specific Roles	Unable to Contact	Willing to consider a single REOC	Evacuation outside of the EPZ	Location of EOC	Suggested Reception Centres	Notes
AHS	AHS – Z5 North [REDACTED]	✓		Yes, where possible	N/A	[REDACTED]		
Local Authority	Mackenzie County [REDACTED]	✓		Yes, where possible	Will coordinate evacuation with the town boundaries			
Local Authority	Town of Rainbow Lake [REDACTED]	✓		Yes, where possible	Will coordinate evacuation with the town boundaries			

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Oil & Gas Industry Emergency Preparedness and Response

Alberta Health Services (AHS) - Environmental Public Health (EPH) roles and responsibilities in public health emergency preparedness and response to the oil and gas industry are outlined below. The provision of services during an emergency depends upon our assessment of legislative responsibilities, impact to services, and business continuity.

EPH will endeavor to:

- Participate with the Licensee in the development of their Emergency Response Plans as it relates to the Environmental Public Health Program's role and responsibility.
- Provide the AHS Zone Single-Point-of-Contact (SPOC) emergency phone number to enable the Licensee to notify and alert the Zone of an emergency. From the initial notification or alert, AHS emergency response will fan out to and coordinate with other AHS programs and facilities as necessary. The 911 EMS services remain independent of the Zone SPOC notification/alert process.
- Participate with stakeholders in preparedness training and exercises associated with a Licensee's simulated activation of an Emergency Response Plan in which EPH has a role and responsibility.
- Participate in public information sessions during the Licensee's Emergency Response Plan development process when appropriate and as resources allow.
- Provide guidance to stakeholders and local municipal authorities in identifying sites suitable for establishing and operating an evacuation centre and/or reception centre, including operational requirements.
- Provide guidance to stakeholders on substances that may affect public health in consultation with the Zone Medical Officer of Health (MOH), including Alberta Health Acute Exposure Health Effects for Hydrogen Sulphide and Sulphur Dioxide information.
- Conduct assessments, inspections and give regulatory direction, when appropriate, to ensure the requirements of provincial legislation and EPH program areas of responsibilities for public health protection and disease prevention are maintained.

Notify the Zone Medical Officer of Health of any incident affecting or potentially affecting other AHS programs or facilities. The Zone MOH will notify and coordinate emergency response in other program areas and facilities as necessary.

Oil and Gas Industry Emergency Preparedness and Response | 2

- Establish EPH emergency management operations, when appropriate, to support regional response efforts and liaise with the Government Emergency Operations Centre, Municipal Emergency Operations Centre and/or Industry Emergency Operations Centre, if needed.
- Assist the Zone Medical Officer of Health, local municipal authority, and Public Information/Communication officers in the development, issuance, and rescinding of public health, public evacuation and shelter-in-place advisories.
- Provide guidance to stakeholders on matters relating to evacuation of the public and/or public facilities, and the re-occupancy of those evacuated areas or facilities.
- Record and respond to health complaints or concerns from the public during and following an incident.
- Participate in stakeholder debriefings as necessary.

24 Hour Emergency Notification



Use the phone number and email for all notifications across Alberta.

Contact us at 1-833-476-4743 or [submit a request online](#) at ahs.ca/eph.

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LOCAL AUTHORITY – MACKENZIE COUNTY

Resources would be provided in support of a petroleum emergency on an “as available” basis and in accordance with Local Authority Policy.

Before the Event

- Work with the licensee to effectively prepare for a petroleum industry incident. Provide input to the licensee’s site-specific plan to ensure it is compatible with the Municipal Emergency Plan (MEP) where feasible.
- Participate in licensee’s preparatory training and exercises where possible.
- Maintain 24-hour emergency contact numbers.

Upon the Notification of and during an Event

- Respond to and assess the emergency incident with the licensee.
- Establish contact with the licensee in order to obtain emergency status information such as:
 - Additional hazard information
 - Roadblock locations and if assistance is required to set up and maintain
 - Direction of approach to the incident
 - Determine the extent of any injuries.
 - Find out what response and public protection actions have been taken
 - The location of the On-site Command Post (OSCP) and any Emergency Operations Centres (EOCs).
- Activate the Municipal Emergency Plan (MEP) and establish a Municipal Emergency Operations Centre (MEOC) if required.
- When possible work with all other responders to establish a single Regional EOC (REOC) or have a representative present at the licensee’s EOC.
- If necessary, declare a State of Local Emergency.
- Activate the emergency public warning system to alert people to life threatening hazards, as required.

After the Event

- Complete a “lessons learned” process and provide any feedback to the licensee.
- Participate in multi-agency debriefings.

Emergency Services (as managed / operated by the Local Authority)

Emergency Services will also, as a general rule, provide resources in support of a petroleum incident, on an “as available” basis.

Before the Event

- Maintain readiness status for emergency notification.
- Participate in licensees’ exercises where possible.

After the Event

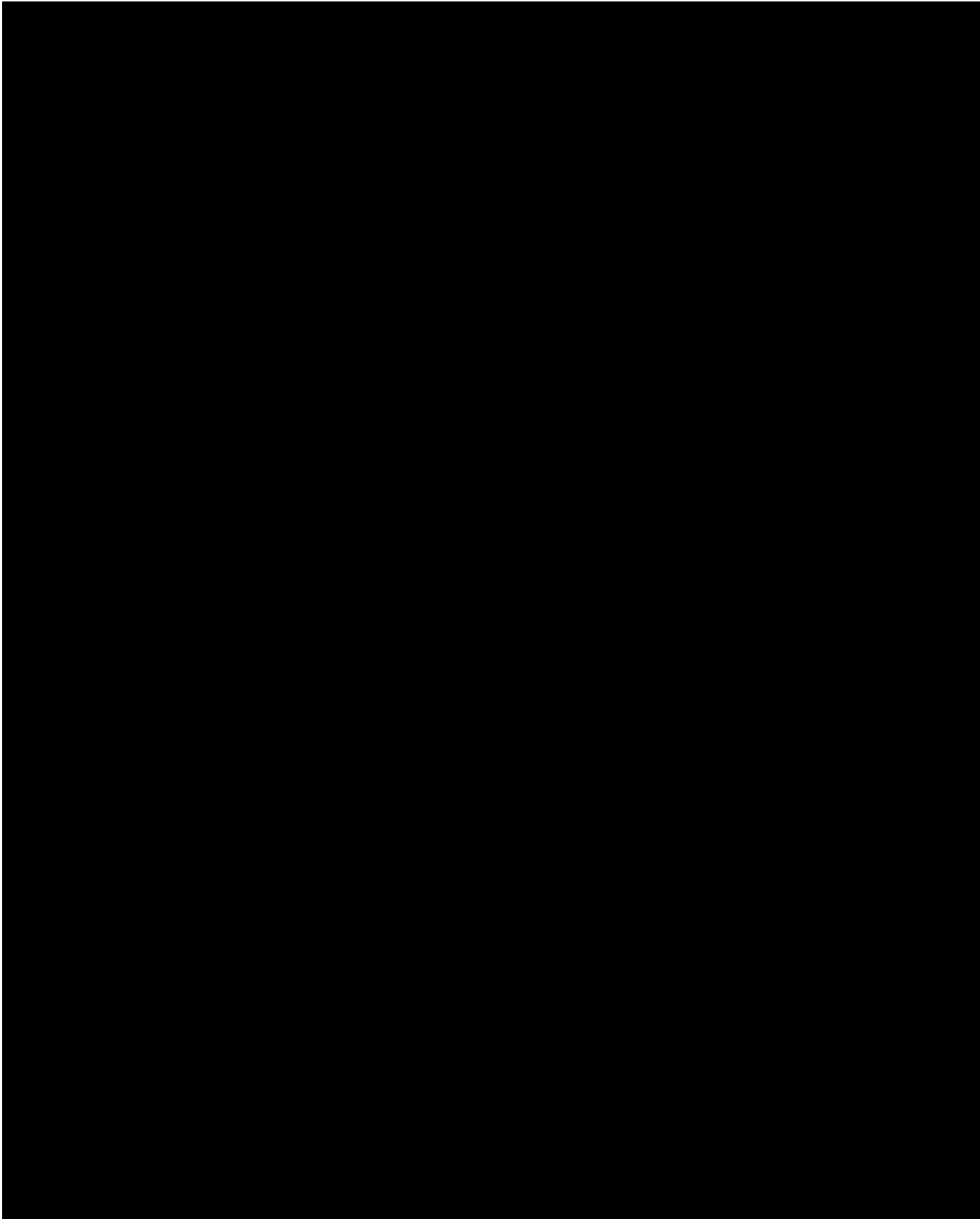
- Complete a “lessons learned” process and provide any feedback to the licensee.
- Participate in multi-agency debriefings.

Roles & Responsibilities

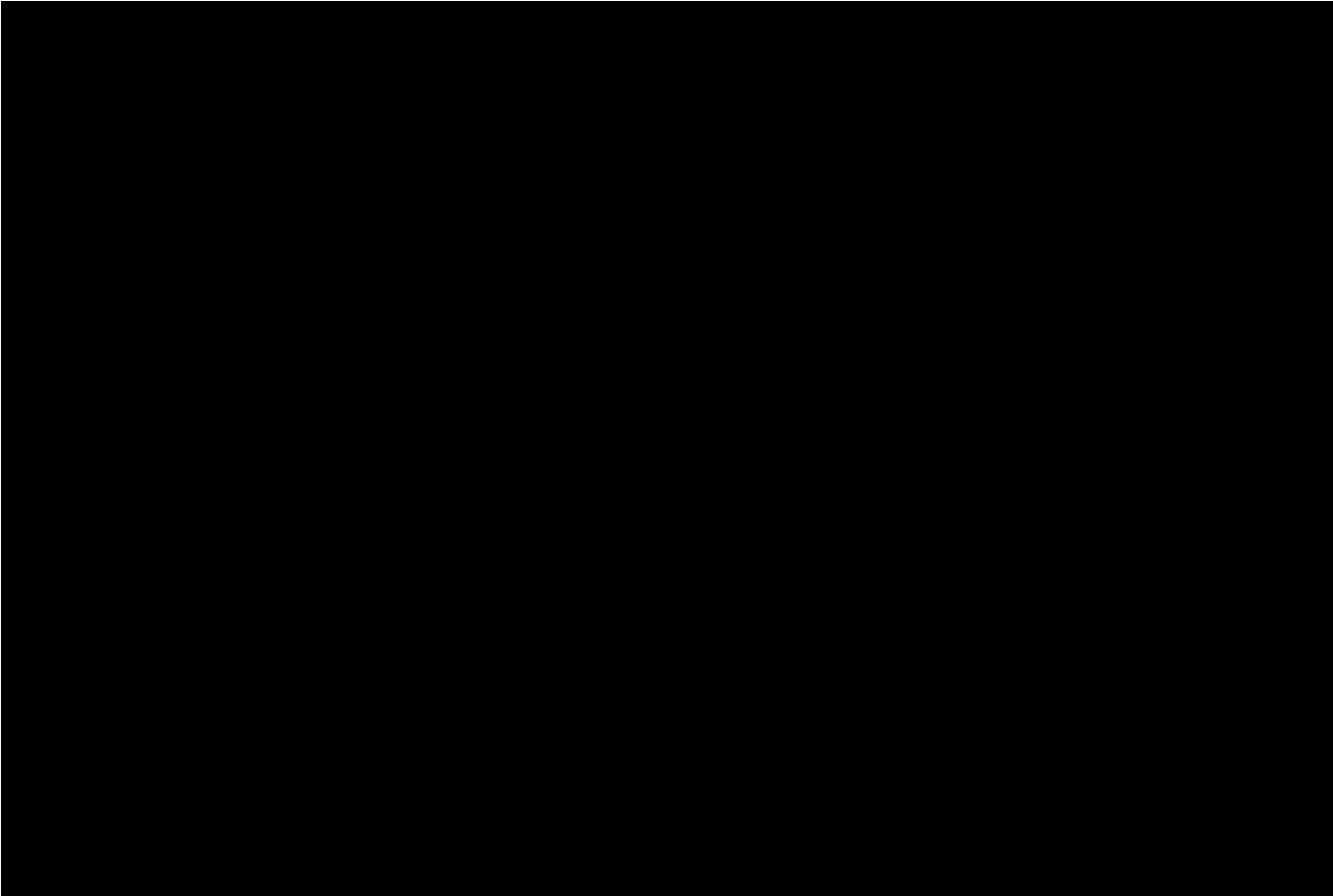
LOCAL AUTHORITY – Town of Rainbow Lake

- Initiates and manages the local disaster services response in accordance with Town Bylaws.
- May dispatch representative(s) to the Government's off-site Emergency Operations Centre.
- Ensures all local emergency services and resources are available in accordance with Town Bylaws.
- If required, activates the Municipal Emergency Operation Centre and coordinates activities at this centre.
- Upon request, may assist in setting up and administration of the Resident Reception Centre. May assist with arrangements of temporary accommodations for residents who have been evacuated in accordance with Town Bylaws.
- May assist with set up and maintenance of roadblocks in accordance with Town Bylaws.
- Assists with Fire Protection in accordance with Town Bylaws.
- If necessary, may declare a local state of emergency to provide local authorities with special powers.
- Supports the Company in dealing with the emergency in accordance with Town Bylaws.
- If required, assist the Company with evacuation of the Town in accordance with the Town evacuation plan.

TELEPHONE DIRECTORY



SUPPORT SERVICES & CONTRACTORS, continued



CORPORATE PERSONNEL

Corporate
[Redacted]

IMT CYBER SECURITY INCIDENT RESPONSE

Name	Title	Telephone Numbers
[Redacted]	[Redacted]	[Redacted]

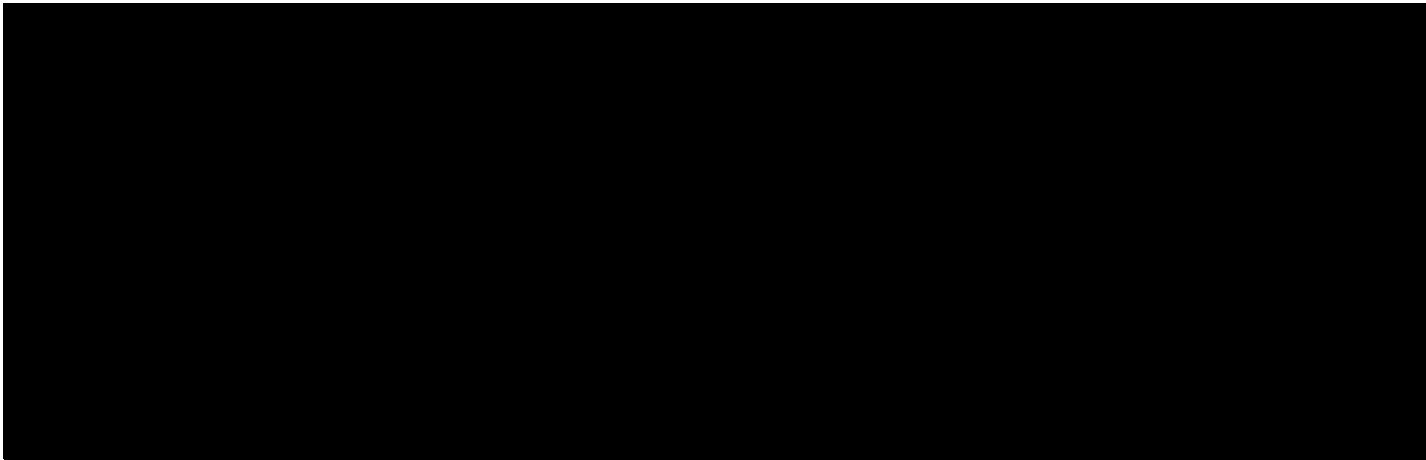
CENOVUS COMMUNITY & INDIGENOUS AFFAIRS

Name	Title	Telephone Numbers
[Redacted]	[Redacted]	[Redacted]

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FIELD PHONE LIST
CENOVUS RAINBOW LAKE

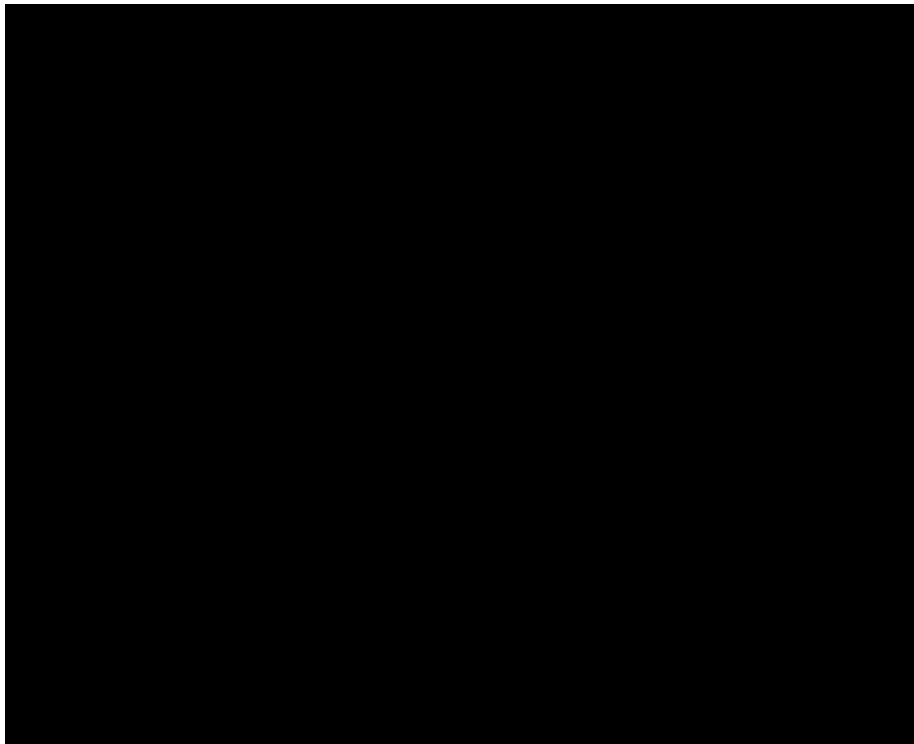
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CENOVUS 24 HOUR 1-877-458-8080

FIELD AND CORPORATE CONTACTS



Note: For a detailed contact list, refer to the Corporate and Field Personnel Phone Lists found within Section 8: Area Specific Information (blue) tab.

OPERATIONS SUMMARY

Central End
Cenovus is the owner of the sweet gas and sour oil and gas in the Central End. The sour effluent production from the Central End is directed through several separate group lines from satellites into numerous headers located within the north sections of the production facility at 10-10-109-08 W6M.

Blue Sky End
Cenovus Energy is the owner of the sweet gas and sour oil and gas in the Bluesky End. Sour production from the Bluesky End is all directed to the 15-06-109-07 W6M site and flows via a 12" group-line to the Rainbow Lake Production Facility. The Sweet gas production flows through a 6" group line to the production facility. The 12" comes into the northeast section of the plant and the 6" comes into the 10-10 Injection Splitter Building at the plant.

East End
Cenovus Energy is the owner of the sour effluent in the East End. The sour effluent production flows from several satellites into the 12-23-110-07 W6M Satellite / Booster Station and as well from several satellites directly to the 10-10-109-08 W6M Production Facility through four separate group lines.

Muskeg End
Cenovus Energy is the owner of the sweet gas and sour effluent in the Muskeg End. The sour effluent and gas production flows into several satellites then into a several group lines to the production facility at 10-10-109-08 W6M.

OPERATIONS SUMMARY, continued

North End
Cenovus Energy is the owner of the sweet gas and sour oil and gas in the North End. The sour effluent and gas production from the North End is directed through four separate group lines to headers in the northwest and northeast sections of the Rainbow Lake Production Facility at 10-10-109-08 W6M.

West Field
Cenovus Energy is the owner of the sweet gas and sour effluent in the West End. The sweet gas and sour effluent production flows into several satellites then into a 16" group line to the production facility at 10-10-109-08 W6M.

CER Pipeline
Production from the Bivouac Field flow through an inter-provincial pipeline from BC -Satt (b-99-H / 94-I-8) to the AB-Satt (06-05-109-12 W6M) where the gas is sold to Trans-Canada Pipelines and the liquids are shipped to Rainbow Lake Gas Plant. The inter-provincial pipeline is regulated by the Canada Energy Regulator (CER). Further information and specifications for this Pipeline can be obtained from the Pipelines Operations Maintenance Manual (POMM). Cenovus has no formal mutual aid agreements with any other operators in the operating area.

Emergency Planning Zone (EPZ) Information
The maximum H₂S concentration for the wells is 7.67% with a maximum EPZ of 260 m. The maximum H₂S concentration for the pipelines is 25% with a maximum EPZ of 3420 m.



OPERATIONS SUMMARY, continued

Closest Urban Centre
The Town of Rainbow Lake is within the Rainbow Lake Gathering System EPZ and has a population of +/- 495. The Town of High Level is approximately 130 km from the Rainbow Lake Gathering System EPZ and has a population of +/-3922.

Hydrology
Rainbow Lake and Hay River as well as numerous unnamed water bodies run through the Rainbow Lake Gathering System EPZ.

Highways and Rail
Highways 58 runs east to west through the Rainbow Lake Gathering System EPZ.

Surface Developments
There are 21 surface developments within the Rainbow Lake Gathering System EPZ.

Type	Number Identified
Cabins	4
Businesses	7
Petroleum	6
Fire Lookout Towers	2
Recreation Areas	1
Occupied Residence	1

Site Access
Refer to the following pages for access maps and directions.

SAFETY EQUIPMENT

Safety Equipment (On-Site, Operator, Truck, Roadblock/Ignition Kits)
Refer to the Area Overview section for a list of standard safety equipment.

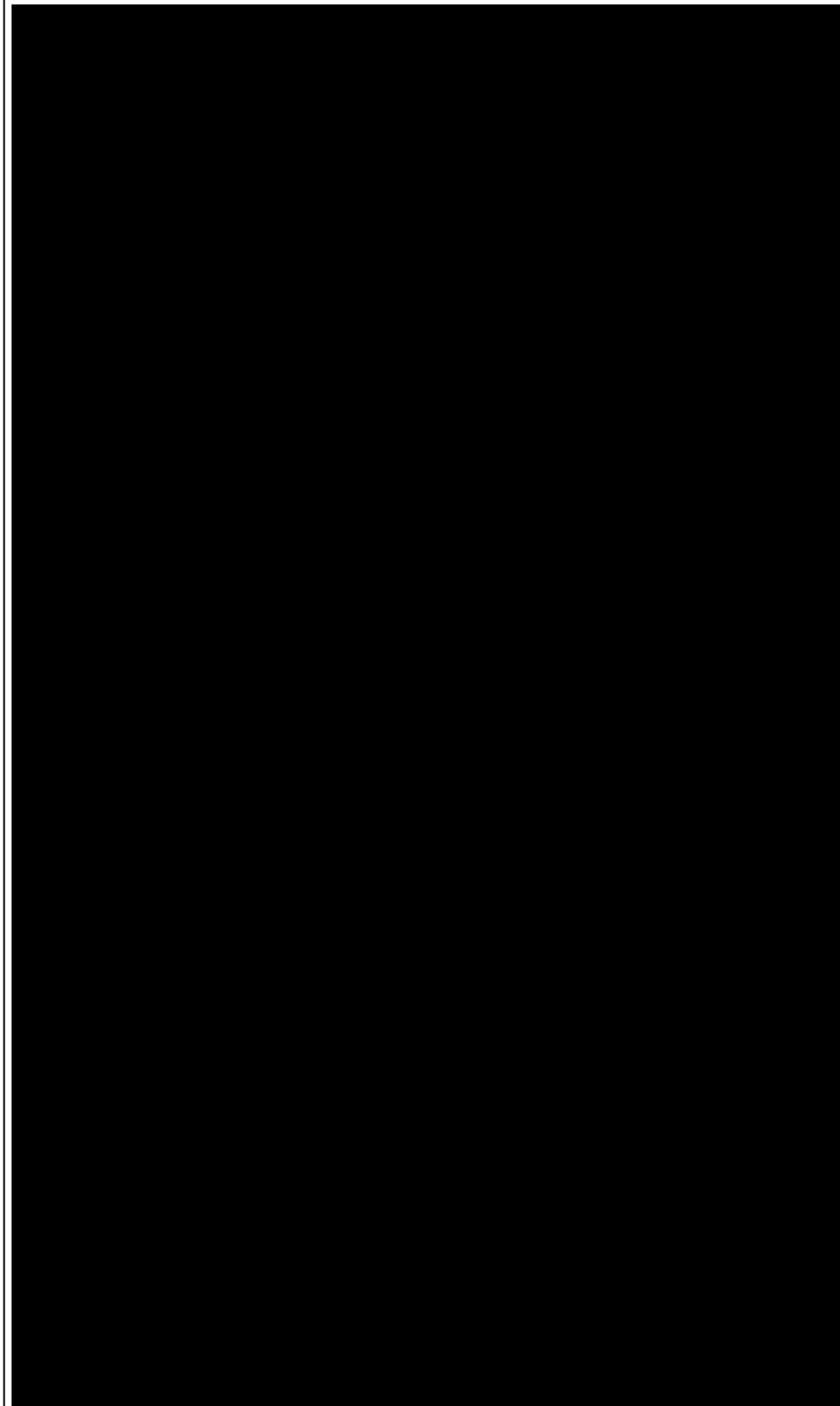


Communications
There are four forms of communication: Land Telephone, Cellular Telephone, Two-Way Radio & Blackline Loner System.



AREA USERS & TRANSIENTS

(Note: all numbers are 24 hours, unless otherwise indicated)



GOVERNMENT AGENCIES

(Note: all numbers are 24 hours, unless otherwise indicated)

AER/AEP Energy & Environmental Response Line
24-Hour Response Line (toll-free within Alberta)
Calling from outside of AB, BC or SK

* To report an energy or environmental emergency, incident or complaint, call the Energy and Environmental Emergency 24-Hour Response Line.

Mackenzie County Admin: [REDACTED]

Town of Rainbow Lake Admin: [REDACTED]

Alberta Health Services (AHS) - Z5 - North
Alberta Emergency Management (AEMA) - Northwest

Alberta Boilers Safety Association (ABSA)

Alberta Safety Services - Electrical Branch Admin: [REDACTED]

Alberta Env. and Dangerous Goods Emergencies (EDGE)

Alberta Transportation and Economic Corridors

Alberta Occupational Health and Safety (OHS)

Workers' Compensation Board (WCB)

CANUTEC

F
Information

Environment & Climate Change Canada (ECCC)
For environmental emergencies (including E2 incidents),
contact Alberta Energy Regulator/Alberta Environment & Parks

Canadian Nuclear Safety Commission (CNSC)
Duty Officer - Nuclear Incident Reporting

Air Traffic Control
NAV Canada*
Transport Canada**

* If flight information or a NOTAM advisory is required, contact NAV Canada

** if a NOTAM is required for airspace closure, contact the Transport Canada Aviation Operations Centre

EMERGENCY SERVICES

(Note: all numbers are 24 hours, unless otherwise indicated)

Emergency Services (Fire, Police, Ambulance) 911
STARS Air Ambulance 888-888-4567
From Cell: #4567

Hospitals
Northwest Health Centre - High Level 780-841-3200
Rainbow Lake Health Centre 780-956-3646

Poison & Drug Information Service (PADIS) 800-332-1414

Utility Safety Partners (AB One-Call) 800-242-3447
<https://utilitysafety.ca/>

Reception Centres

Rainbow Lake Rec Plex [REDACTED] 780-956-3778

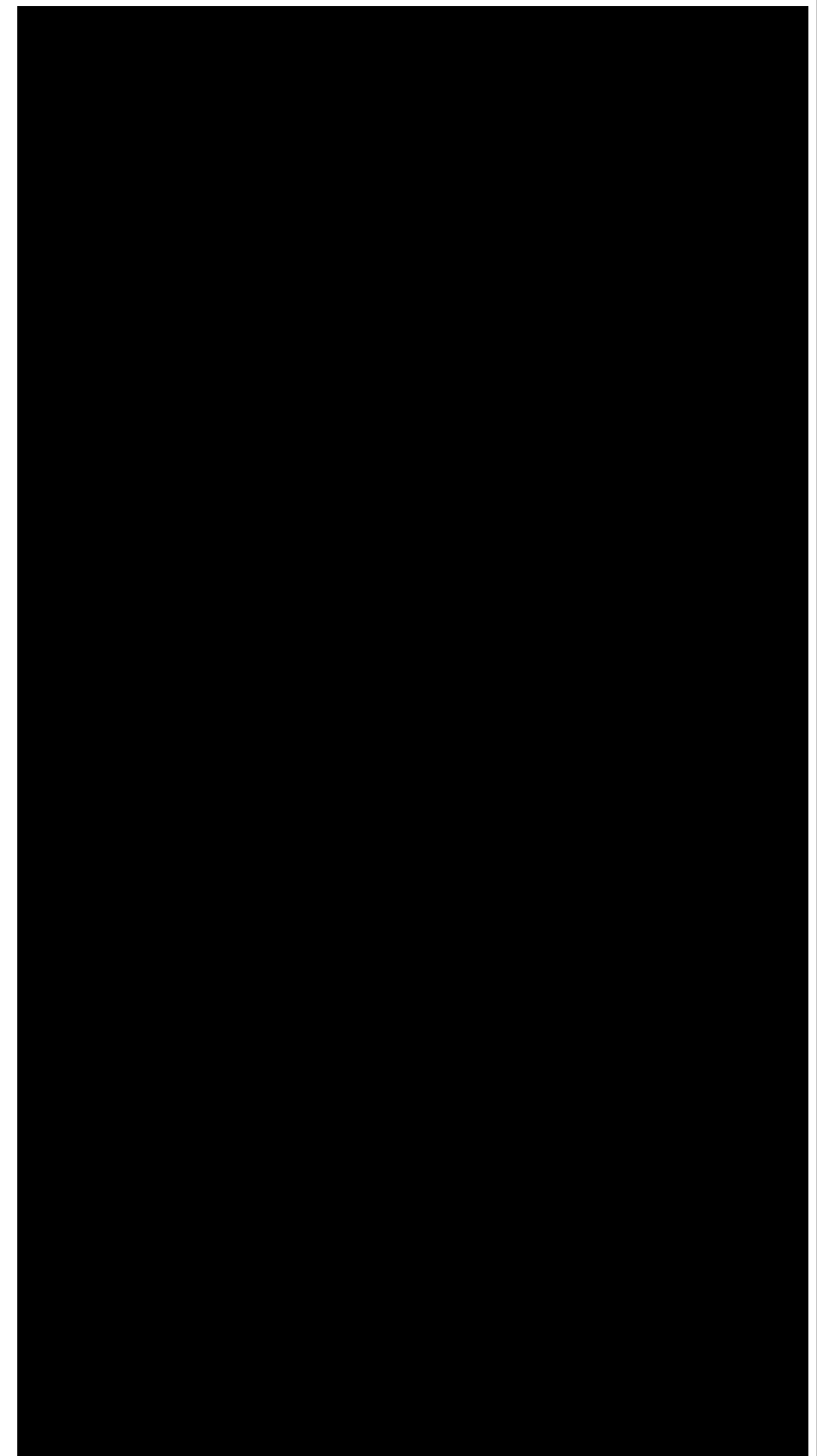
1 ATCO Road, Rainbow Lake, AB [REDACTED]

High Level Arena [REDACTED] 780-926-2201

[REDACTED]
10101 105 Avenue, High Level, AB [REDACTED]


SUPPORT SERVICES

(Note: all numbers are 24 hours, unless otherwise indicated)



Rainbow Lake AB / BC 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>**A pipeline is CER-regulated due to the fact that it crosses a provincial or federal border. **</p>		
<p>This must be your first call</p>		
<p>Transportation Safety Board (TSB) – for pipeline incidents</p>	24 Hr Incident Line	819-997-7887
	Facsimile	819-953-7876
	Email	PipelineNotifications@tsb.gc.ca
<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>Both the phone notification and the input of information into the CER’s Online Event Reporting System (OERS): https://apps.cer-rec.gc.ca/ers/home/index 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>Secondary Calls</p>		
<p>Contact as needed AFTER contacting the TSB and CER.</p>		
<p>Aberta Energy Regulator (AER)</p>	24 Hr	800-222-6514
<p>BC Energy Regulator (BCER)</p>	24 Hr	800-663-3456
<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 1.5m³ 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 m³ 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 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 Page 3
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)	Please refer to the company’s website located online: https://cenovusenergy.sdsbinders.com/CustomBinder/Search/Customers .
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 Response 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 – Initial Emergency Report
- 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 Emergency Management Coordinator.

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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