



MIDSTREAM 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 Sustainable Development	1-204-944-4888
Manitoba Emergency Measures Organization	1-204-945-5555

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, 2024.

Date of Update Inserted Into
ERP:

Signature:

Plan Holder Name:

Date of Revision	Reason for Revision	Section	Affected Pages
November 20, 2024	<p>Annual update of the ERP.</p> <p>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.</p> <p>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 for the CER pipeline, 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

July 10, 2023	Updates to site directions	Section 8: Area Specific	Cold Lake SS, Pg. 59-62 Mainline SS, Pg. 42
November 28, 2022	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)	Section 8: Area Specific	All
April 15, 2022	Annual update of the Corporate ERP. Apply any regulatory changes throughout, as well as client specific changes to standards and processes.	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	Annual area-specific update for all sections: verify all government/ support/ emergency services agencies, field contact information, operations information, plot plan updates, access map updates. All areas that are suspended have been watermarked as such.	Foreword	Pg. 0-3, 0-5
		Sections 3.1 to 3.4	All
		Sections 4.1 to 4.5	All
		Sections 5.1 to 5.7	All
		Section 6.0	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

MIDSTREAM ERP

DISTRIBUTION LIST

Manual #	Type	Res Info	Title/Agency	Name
Corporate				
95188				
95189				

2 Hard Copy Corporate Manuals

Field				
95190				
95191				
95192				
95193				
95194				
95195				
95196				
95197				
95198				
95199				
95200				
95201				
95202				
95203				
95204				
95205				
95206				
95207				
95208				
95209				

20 Hard Copy Field Manuals

MIDSTREAM ERP

DISTRIBUTION LIST

Manual #	Type	Res Info	Title/Agency	Name
External				
95210				
95211				
95212				
95213				
95214				
95215				
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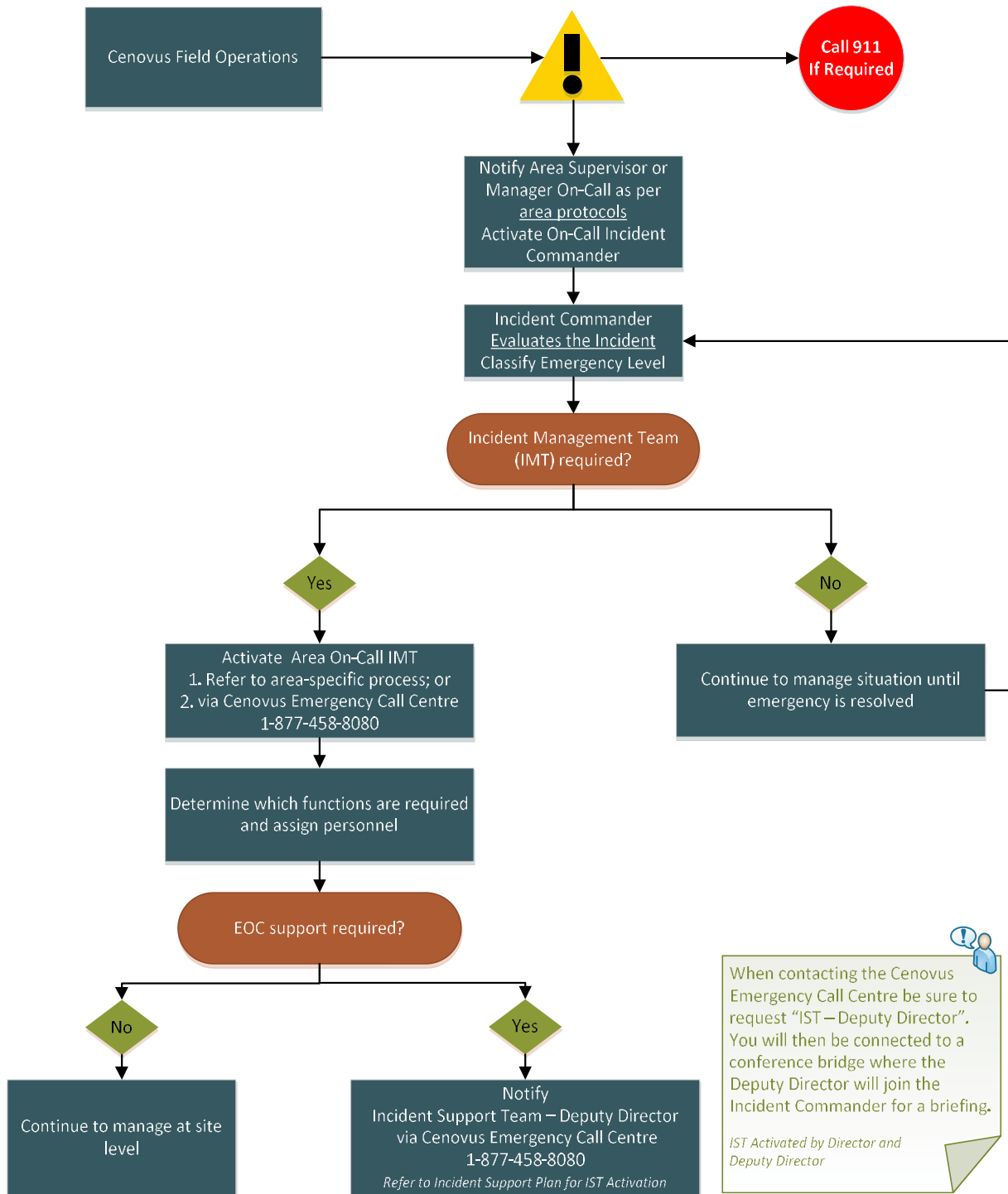
5 Hard Copy External Manuals

13 Digital (USB) External Manuals

INTERNAL NOTIFICATION FLOWCHART

Western Canada Operations Activation Flowchart

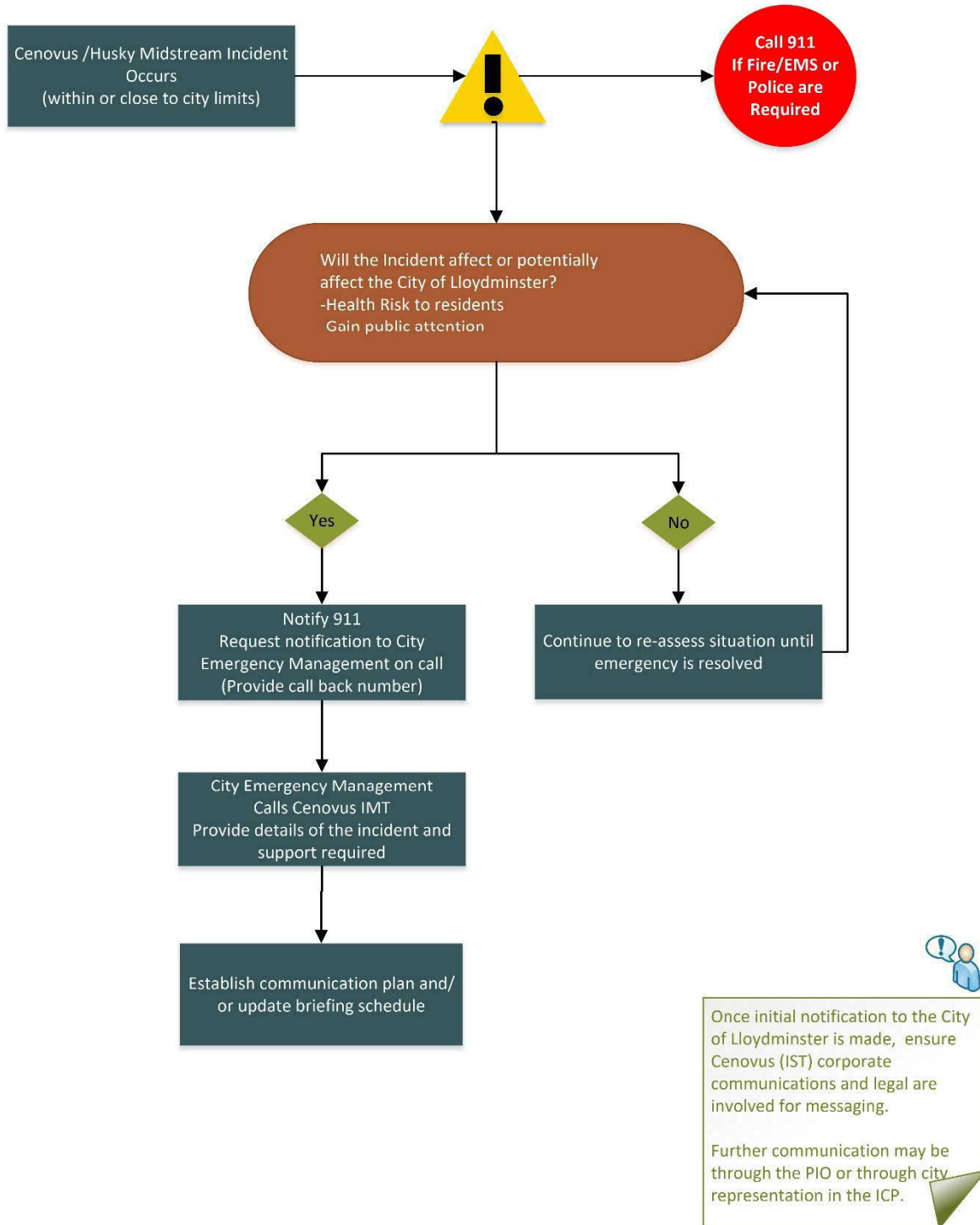
Version 1.0—April 15, 2021



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 OVERVIEW MAPS

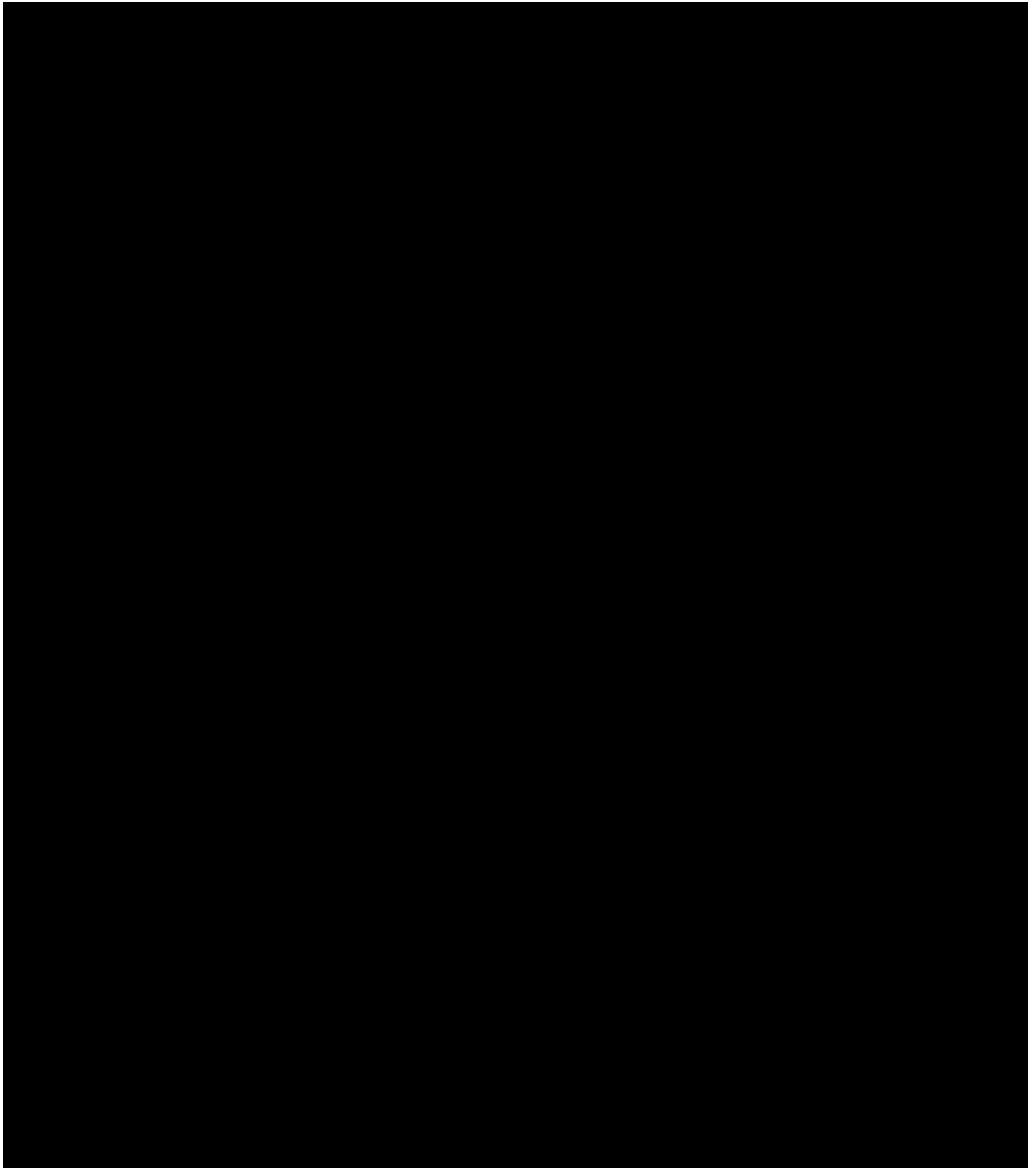
- LLOYDMINSTER TERMINAL ACCESS MAP
- LLOYDMINSTER CER PIPELINES MAP
- LLOYDMINSTER UPGRADER COMPLEX MAP
- HARDISTY TERMINAL MAP
- COLD LAKE AREA MAP (WALL MAP)
- LLOYDMINSTER PIPELINES OVERVIEW MAP (WALL MAP)
- MAINLINE AREA MAP (WALL MAP)
- SASKATCHEWAN AREA MAP (WALL MAP)

AREA SPECIFIC INFORMATION

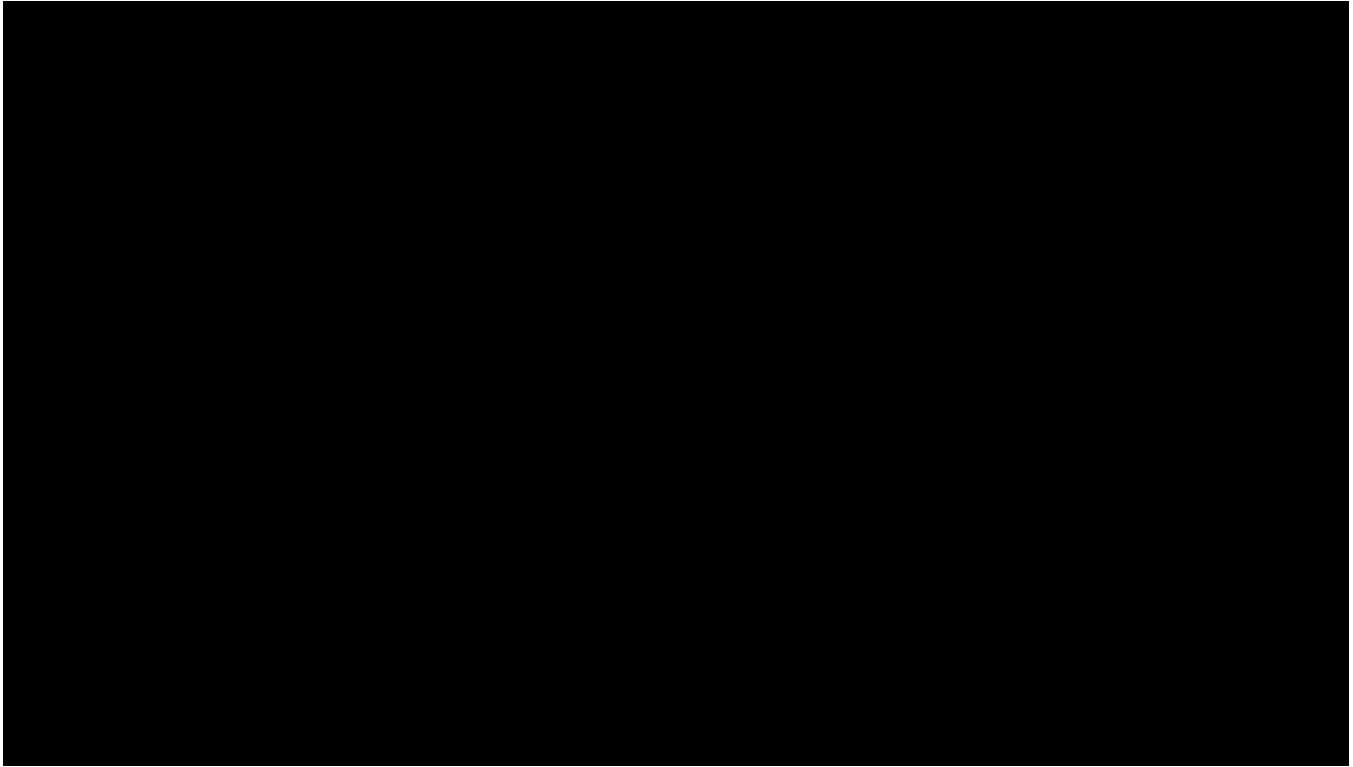
- LLOYDMINSTER TERMINAL
 - LLOYDMINSTER TERMINAL ACCIDENT HAZARDS
- BORDER PIPELINE SYSTEM
 - CER INFORMATION
- LLB DIRECT PIPELINE
- COLD LAKE SYSTEM
- SASKATCHEWAN SYSTEM
- MAINLAINE SYSTEM
- HARDISTY TERMINAL
 - HARDISTY TERMINAL ACCIDENT HAZARDS

MUTUAL AID AGREEMENTS**WILDFIRE PLAN****ENVIRONMENTAL EMERGENCIES (E2) PLAN**

OPERATIONS OVERVIEW



RELEASE RATE / VOLUME / EPZ CALCULATIONS



CER - PIPELINES

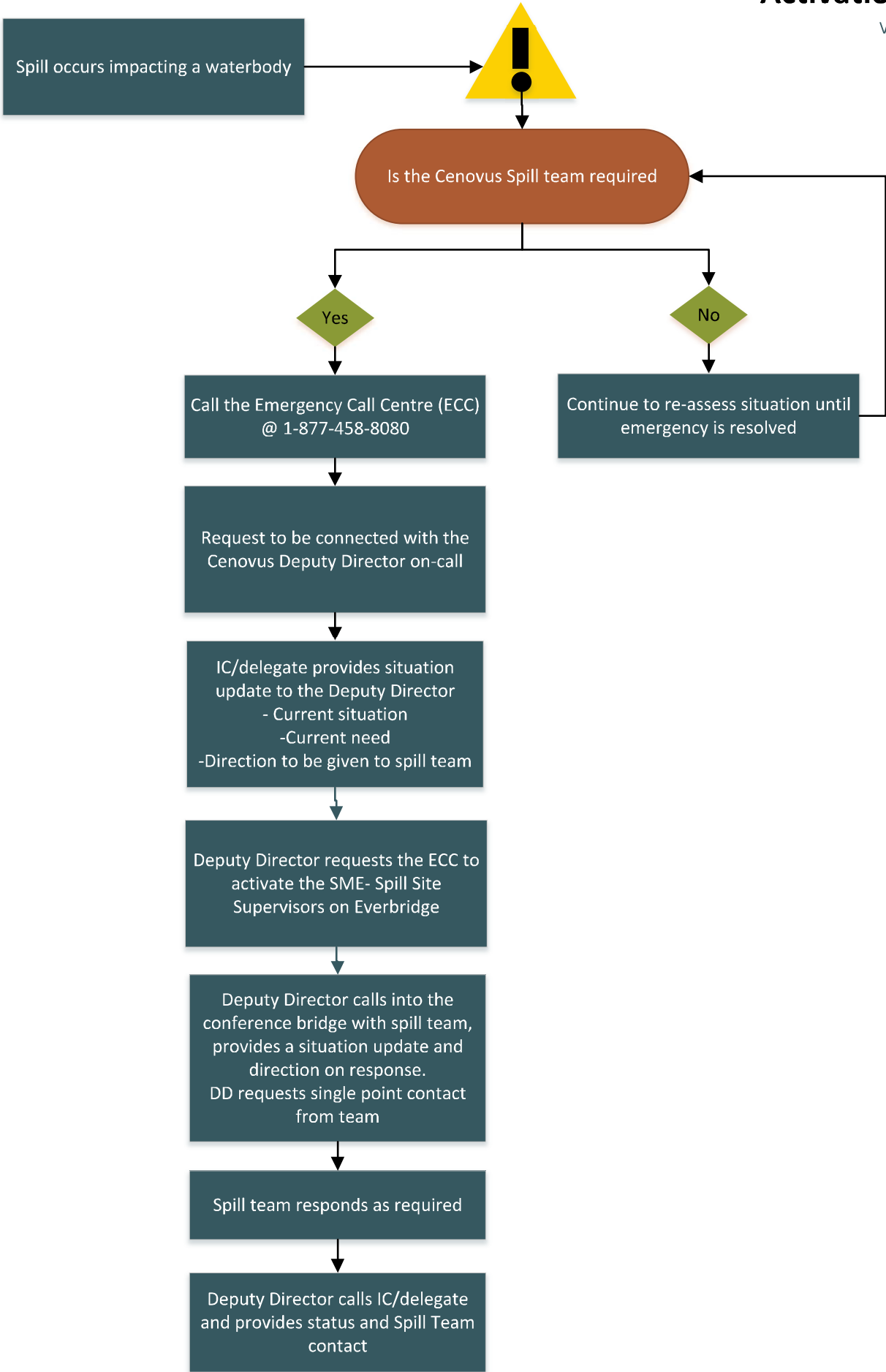
ERP: HSE Midstream

SITE SECTION: Pipeline Facility



Cenovus Spill Site Supervisor Activation Flowchart

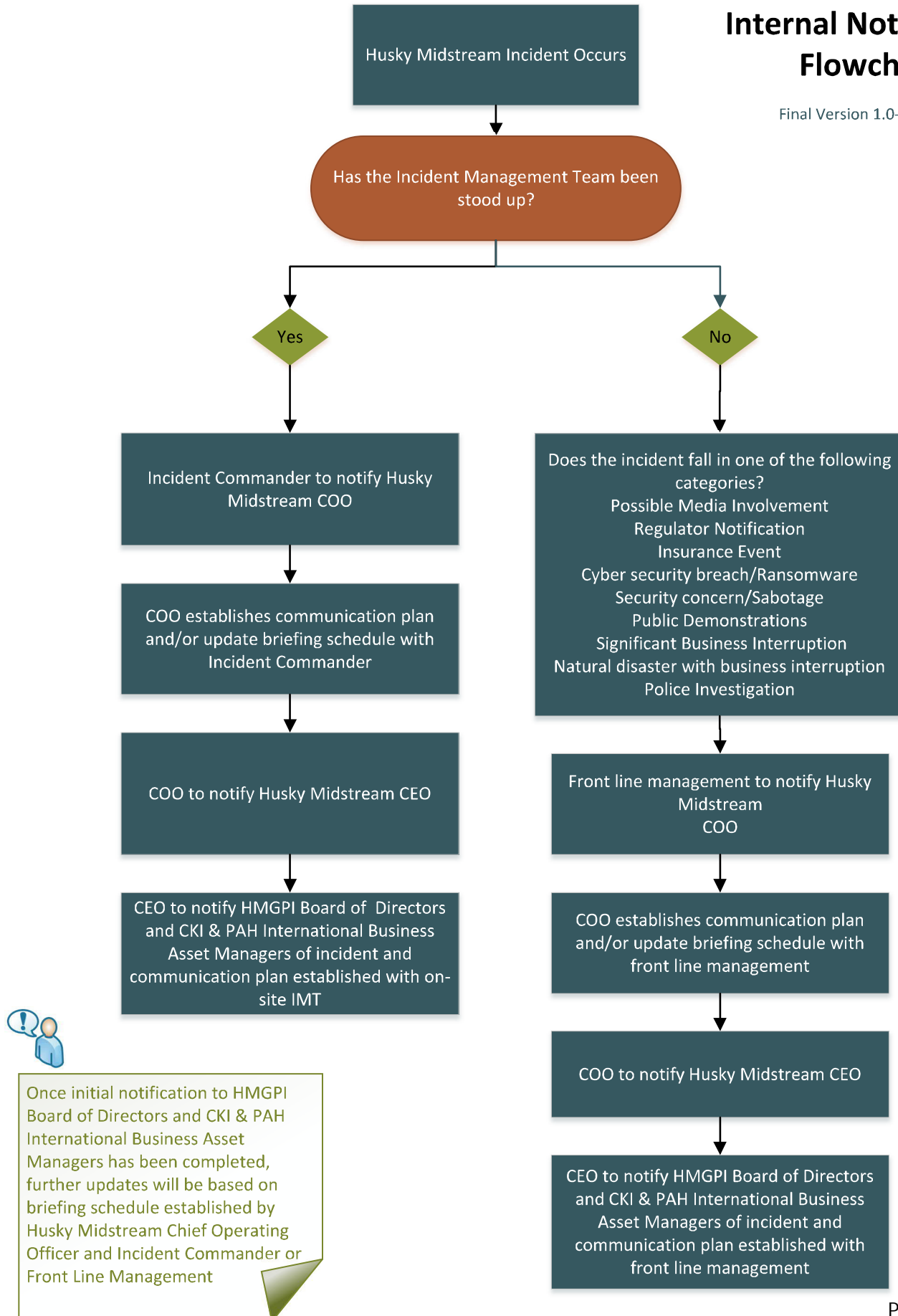
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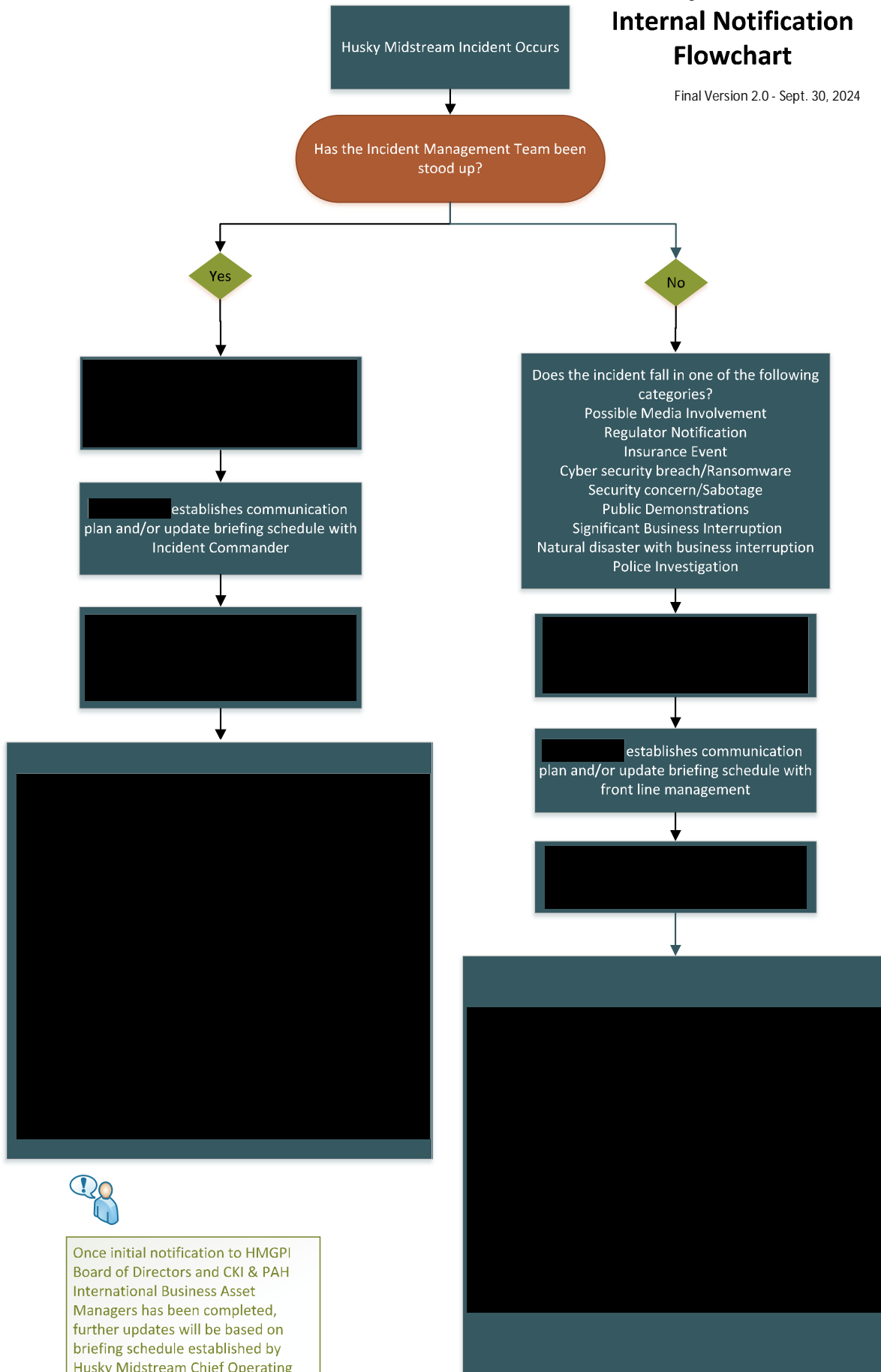
Husky Midstream Internal Notification Flowchart

Final Version 1.0- Apr.14, 2023



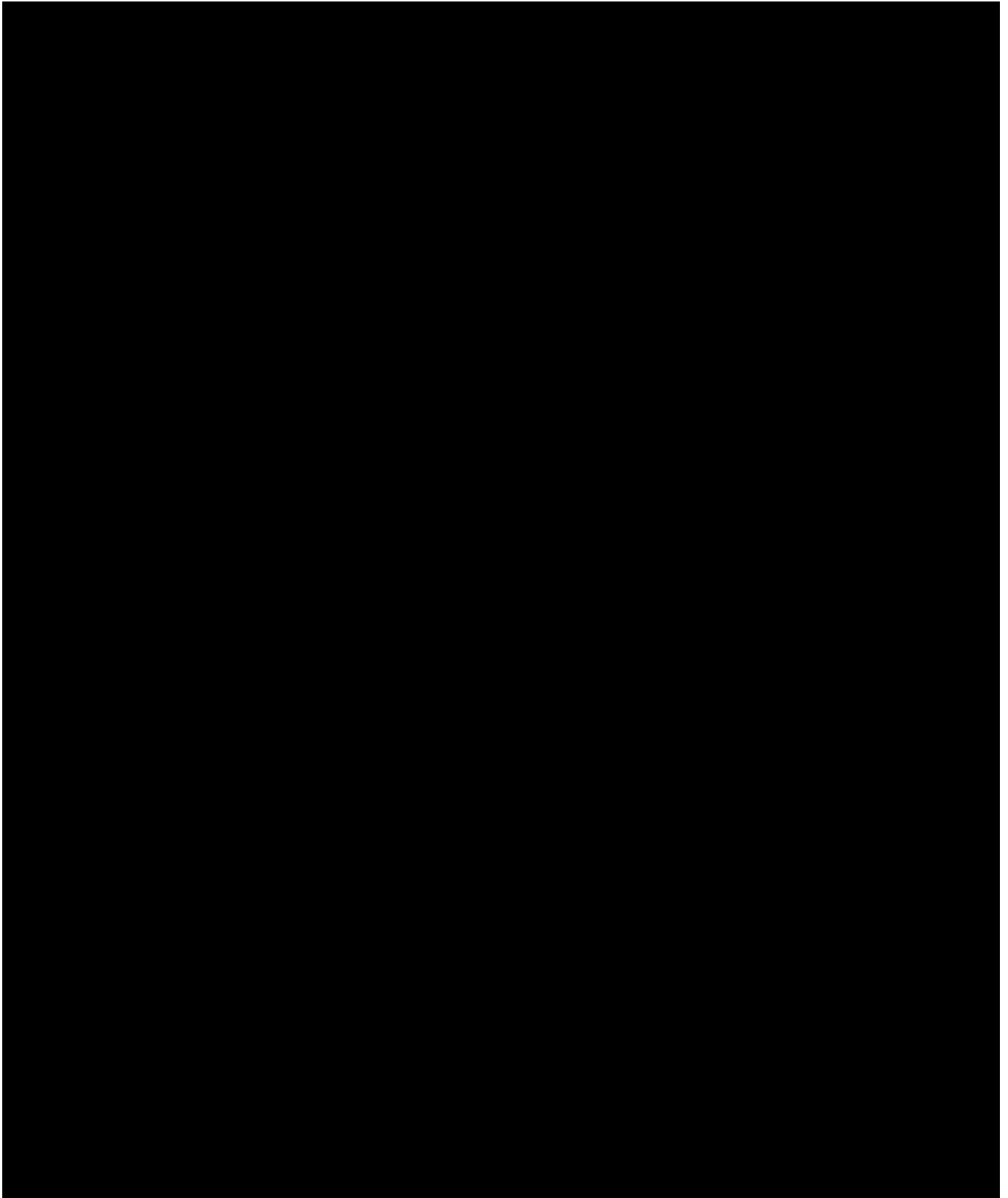
Husky Midstream Internal Notification Flowchart

Final Version 2.0 - Sept. 30, 2024

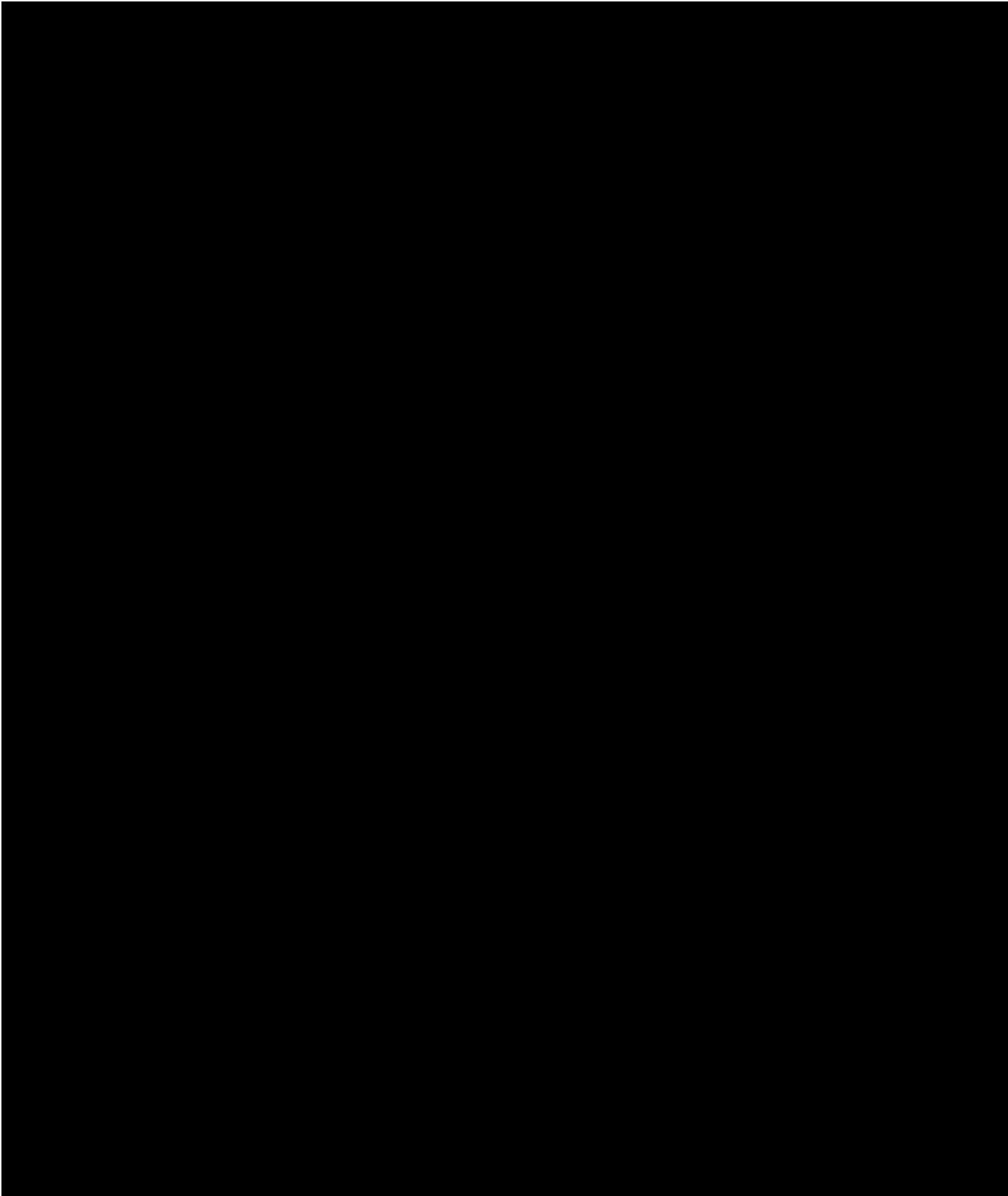


SITE SPECIFIC CONSIDERATIONS

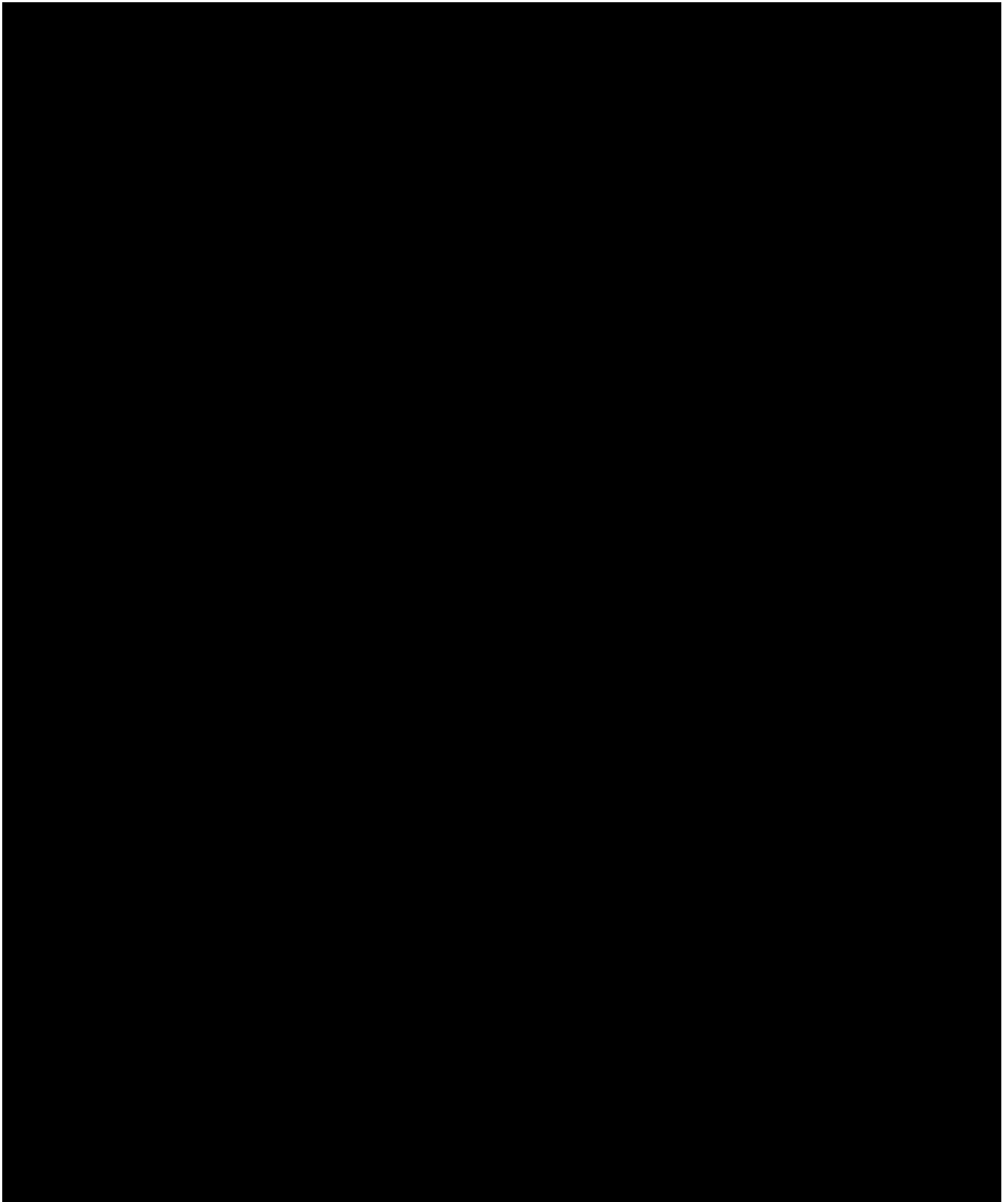
LLOYDMINSTER CONTROL ROOM SITE EVACUATION



MUSTER POINTS



PUBLIC CONSIDERATIONS



EQUIPMENT/INVENTORY LISTS

EQUIPMENT AND SUPPLIES AT THE INCIDENT COMMAND POST

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

Quantity	Equipment
3	Battery chargers for cellular telephones; ensure compatibility with company issued cell phones (may require multi-brand application)
3	Microsoft docking stations with monitors
1	Landline phone (Cenovus Place ERP room)
4	Handheld flashlights with spare battery supply, preferably rechargeable
1	Polycom system or equivalent, suitable for hands-free conferencing
2	Large screen TV with computer connectivity and capable of receiving TV transmissions (i.e. weather, news)
1 set	Assorted maps are available in the ERP and electronically
1	Coffee machine with supplies
	Assorted office supplies: <ul style="list-style-type: none"> • Computer paper • Message pads • Clipboards • Large manila envelopes • Wall-mounted clocks with AB and Sask time • Pens and pencils • Push-pins • Whiteboard(s) • Min. 2 sets, dry erase markers and erasers • Writing pads • File folders • Post-it notes • Emergency Response Plan(s) • Geographical Response Plans (GRPs)

ROADBLOCK KITS

Roadblock kits can be found at the following locations:

Quantity	Equipment
Lloydminster Terminal	
Hardisty Terminal	
Wainwright Booster Station	
Cold Lake Terminal	

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

ON-SITE STORAGE TANKS

Specific details on storage tanks can be found in the individual site sections.

RESPONSE FACILITY LOCATIONS

FIELD INCIDENT COMMAND POST (ICP)

Location	Contacts

CORPORATE EMERGENCY OPERATIONS CENTRE

Location	Contacts

MUTUAL AID

Mutual Aid and Mutual Understandings are processes that are developed over time with good intentions. The Hardisty Mutual Aid Group (HMAG) has been developed to provide multi company support for the Hardisty Terminal. An Emergency Response Assistance Agreement has also been established with the City of Lloydminster to support emergency response within the City of Lloydminster boundary.

In the event of a fire emergency, the Cenovus and Hardisty Terminals may be supported by the Lloydminster Downstream Emergency Response Team (ERT).

CITY OF LLOYDMINSTER EM NOTIFICATION REQUIREMENTS

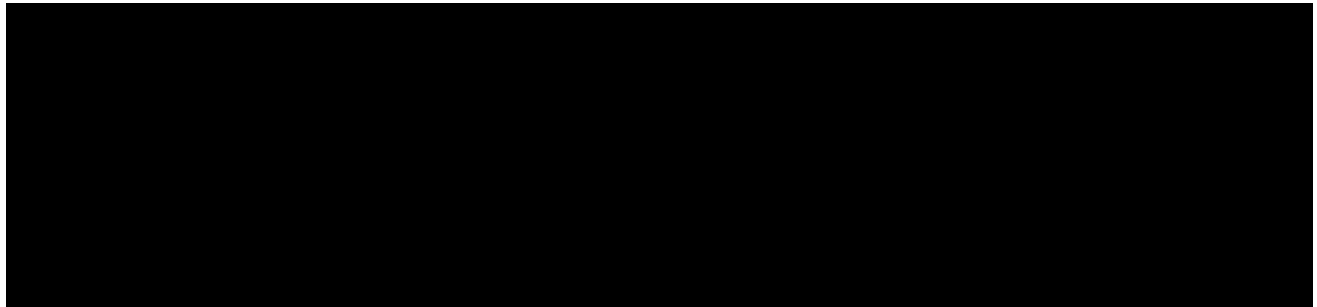
The City of Lloydminster requires prompt notification from a Cenovus representative, of any incident that is visible or has the potential to impact the Lloydminster public. Notification to the City of Lloydminster will be through 911.

This includes:

1. When a Cenovus ICP and/or if the ICP staff are activated fully to an incident within the City of Lloydminster's boundary.
2. A significant disruption of major transportation routes and that is not a pre-planned event.
3. If the incident creates significant service disruption including; basic services of any major institutions and their ability to continue to maintain services uninterrupted.
4. If the incident triggers a moderate public concern and/or media involvement.
5. Where the impact is or potentially might have effects beyond Cenovus or Husky Midstream property.

Note: Reference City of Lloydminster Notification protocol, found in Section 1: Initial Response, page 1-18.

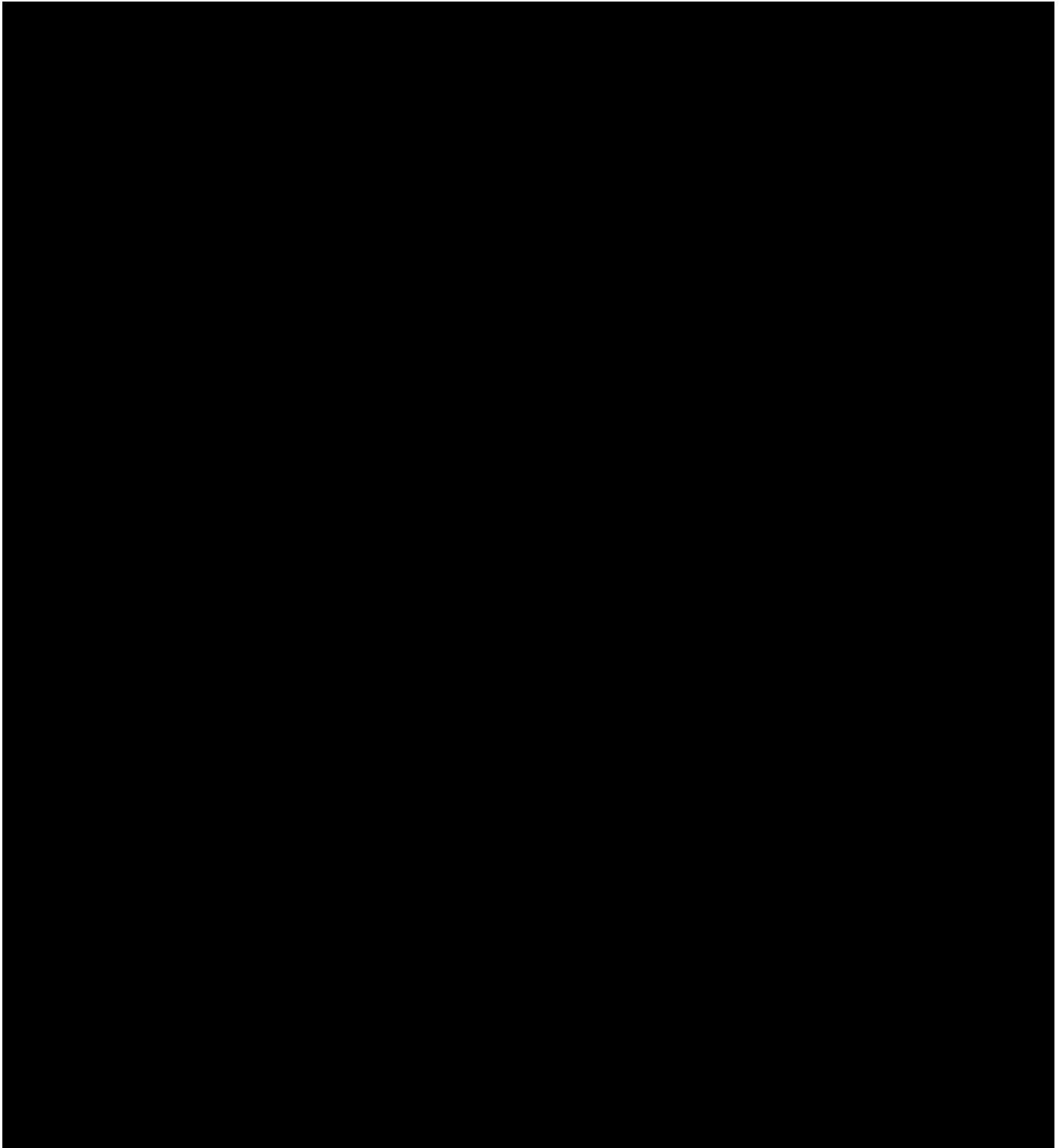
CITY OF LLOYDMINSTER EMERGENCY MANAGEMENT CONTACTS



CORPORATE PERSONNEL

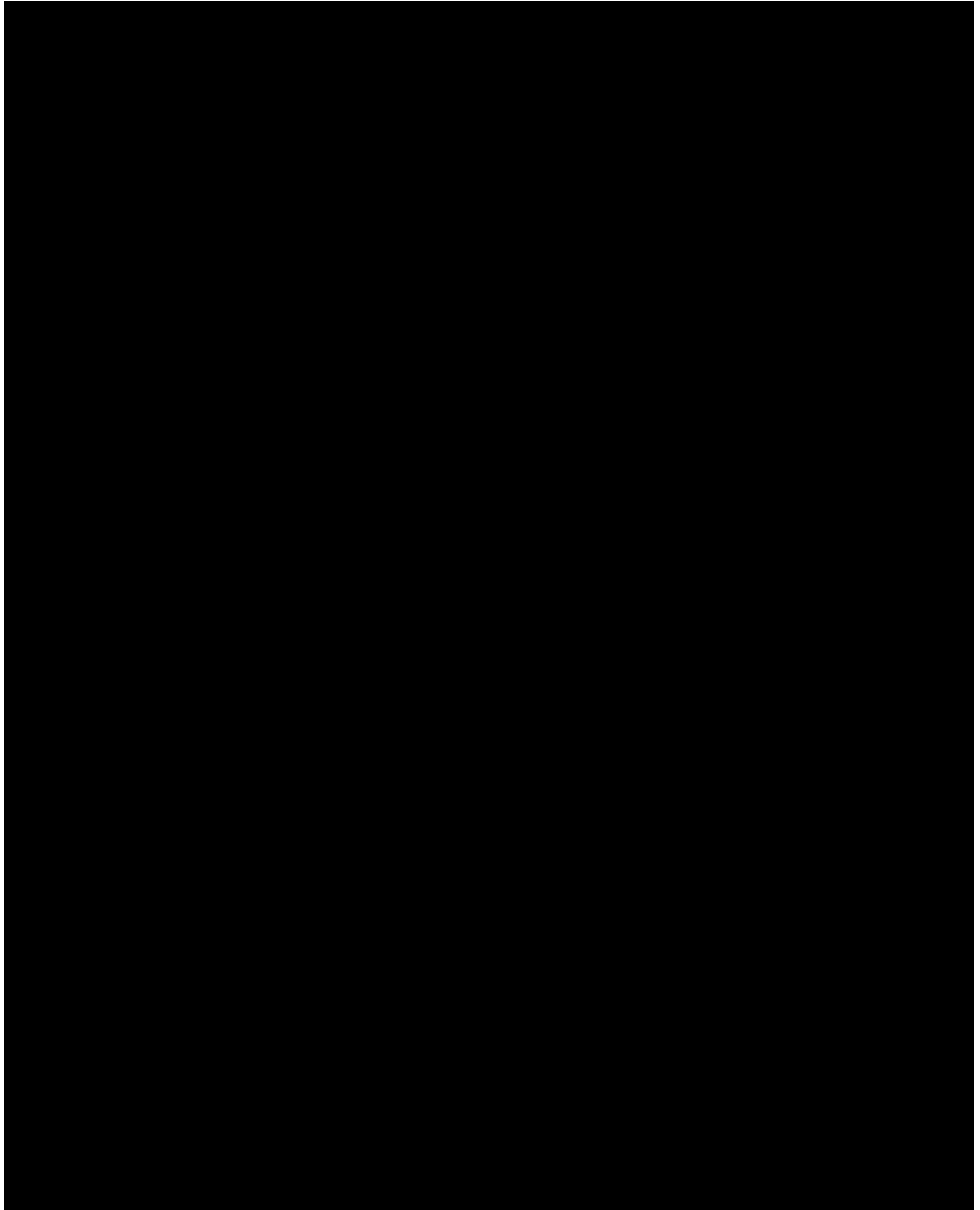
CENOVUS COMMUNITY & INDIGENOUS AFFAIRSPAGE 8-20

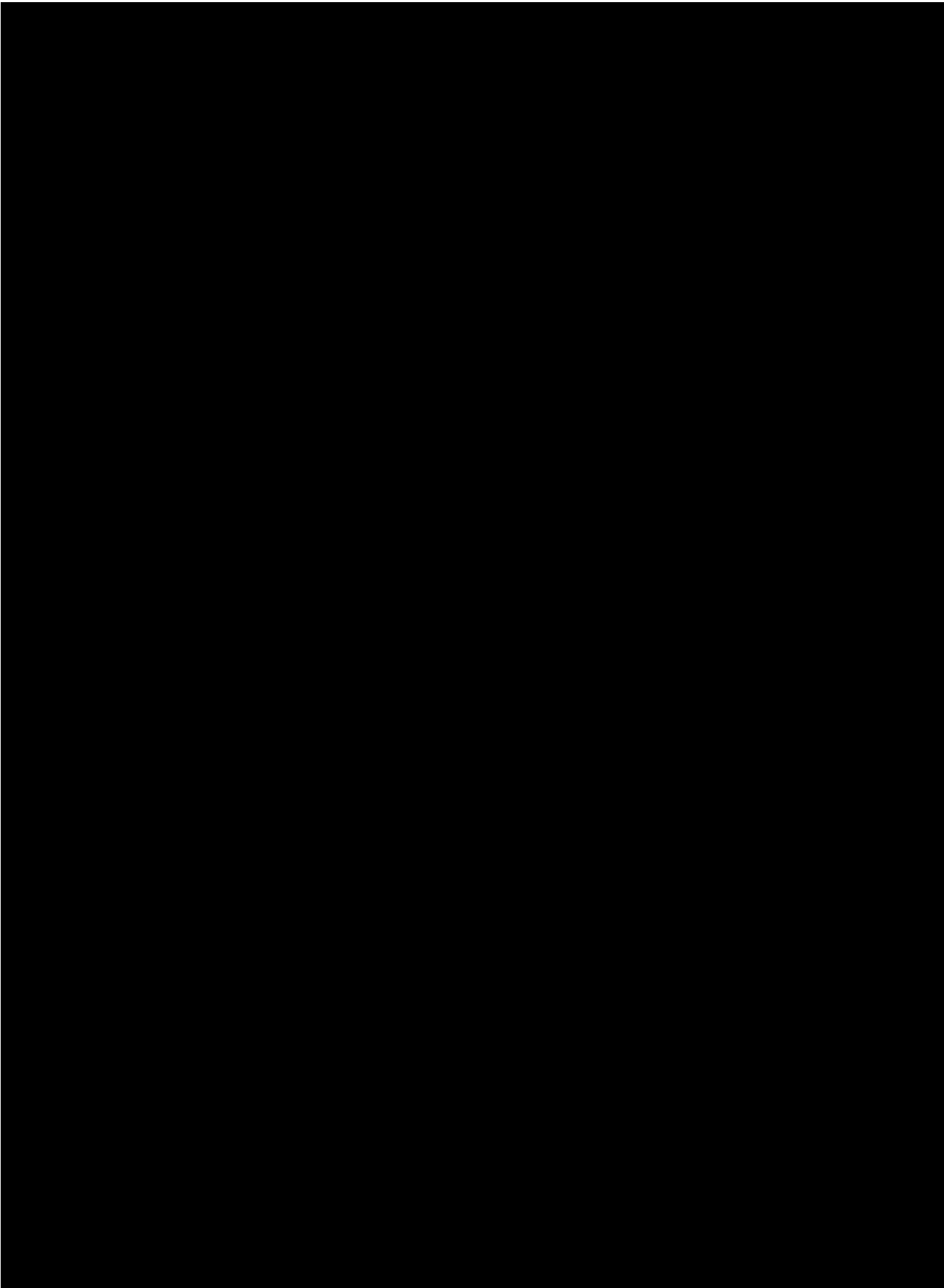
FIELD PHONE LIST
HUSKY MIDSTREAM

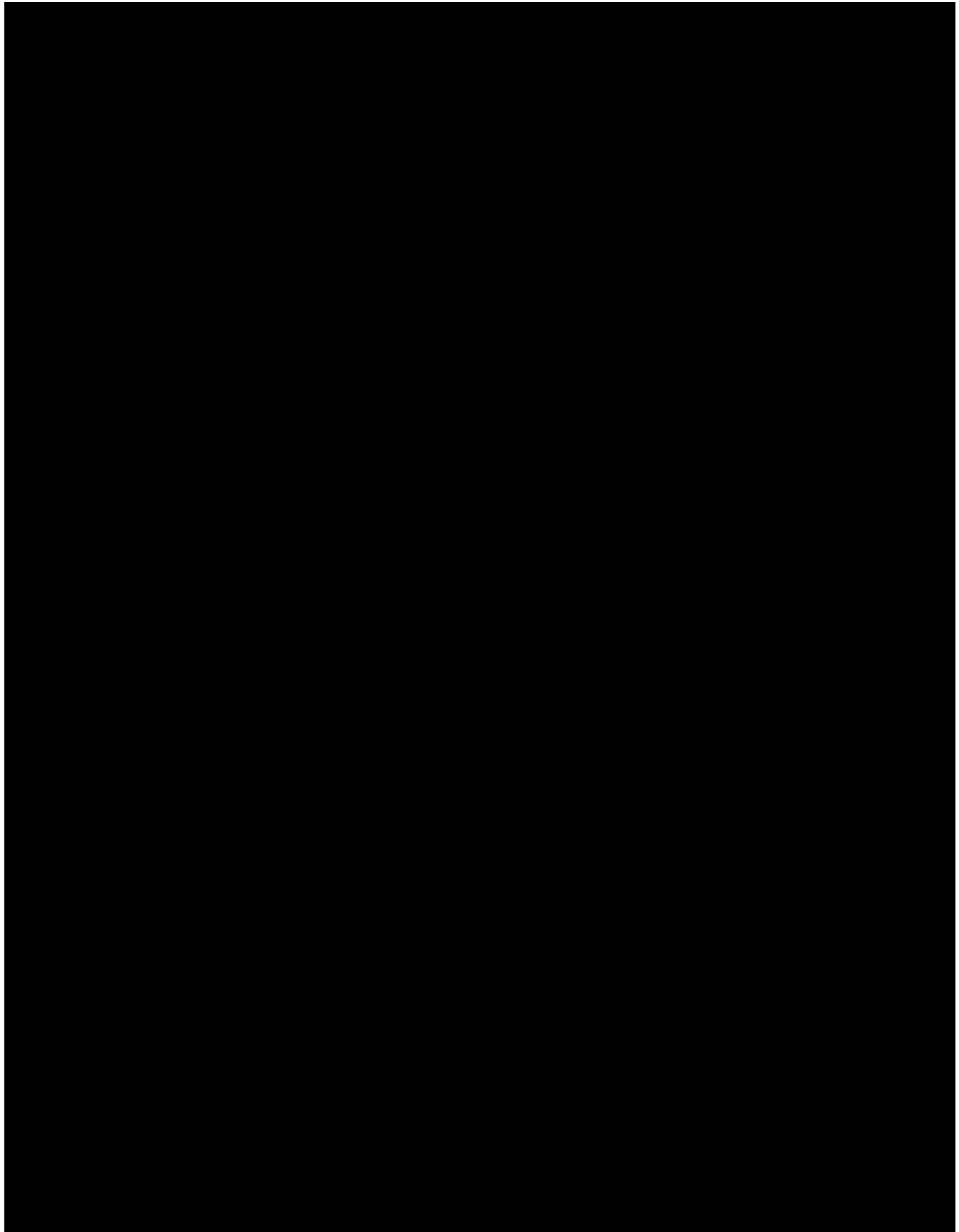


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SUPPORT SERVICES & CONTRACTORS









GOVERNMENT AGENCIES AND OTHER CONTACTS – ALBERTA

Organization	Location	24-Hour	
Alberta Energy Regulator (AER) / Alberta Environment and Parks	24 Hour Emergency Line	800-222-6514	
Alberta Boiler Safety Association (ABSA)	Alberta-wide	780-437-9100	
Alberta Emergency Management Agency	Alberta-wide	866-618-2362	
Alberta Health Services	Central Zone Z3	844-755-1788	
	Northern Zone Z5	844-755-1788	
Alberta Safety Services – Electrical Branch	Alberta-wide	Not Applicable	
Alberta Ministry of Transportation & Economic Corridors	Alberta-wide	780-638-1128	
Alberta Environmental and Dangerous Goods Emergencies (EDGE)	Alberta-wide	800-272-9600	
CANUTEC	Canada-wide	888-226-8832	
City of Lloydminster (Emergency Management)	Lloydminster	780-201-2391 780-214-1581	
CN Rail	Canada-wide	800-465-9239	
Canadian Pacific Kansas City Railway	Canada-wide	800-716-9132	
Department of Fisheries and Oceans ¹	Central and Arctic Region	800-889-8852	
Dept. of National Defense – CFB Wainwright Reserve	Wainwright	780-842-1363	
Emergency Services (EMS, Fire, RCMP) ²	Canada-wide	911	
Municipalities, RM, Counties, Cities	City of Lloydminster	780-872-5417	
	County of Minburn	780-208-6434	
	County of St. Paul	780-645-3301	
	County of Vermillion River	780-846-2929	
	Flagstaff County	587-218-9111	
	Lac La Biche County	780-623-6767	
	M.D. of Bonnyville	780-812-5000	
	M.D. of Provost	780-753-0176	
	M.D. of Wainwright	780-806-0275	
	Town of Hardisty	780-842-8999	
	Town of Wainwright	780-842-7278	
Canada Energy Regulator (CER) ³ Pipeline & Facilities Emergencies (for CER regulated pipelines only)	Transportation Safety Board (TSB)	819-997-7887	

GOVERNMENT AGENCIES AND OTHER CONTACTS – ALBERTA, continued

NAV Canada – Flight Service Station	Edmonton FIC	866-541-4102	
Occupational Health and Safety	Alberta-wide	866-415-8690	
Poison Centre	Alberta-wide	800-332-1414	
Saskatchewan Health Authority	Regina	306-519-8570	
STARS Emergency Link Centre	Alberta-wide	888-888-4567	
Workers' Compensation Board	Alberta-wide	866-922-9221	

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
Technical Safety Authority of Saskatchewan	Saskatchewan-wide	306-533-8201
CANUTEC	Canada-wide	888-226-8832
City of Lloydminster (Emergency Management)	Lloydminster	780-201-2391 780-214-1581
Department of Fisheries and Oceans ¹	Central and Arctic Region	800-889-8852
Technical Safety Authority of Saskatchewan	Regina	Not applicable
Saskatchewan Public Safety Agency (SPSA)	Regina	800-667-9660
Emergency Services (EMS, Fire, RCMP) ²	Canada-wide	911
Municipalities, RM, Counties, Cities	City of Lloydminster	780-872-5417
	R.M. of Britannia	780-205-0646
	R.M. of Eldon	306-893-2391
	R.M. of Frenchman Butte	306-344-2226
	R.M. of Hillsdale	306-823-4321
	R.M. of Manitou Lake	780-870-2562
	R.M. of Mervin	306-845-2045
	R.M. of Paynton	306-893-7750
	R.M. of Turtle River	306-480-4068
	R.M. of Wilton	780-522-9115
Canada Energy Regulator (CER) Pipeline & Facilities Emergencies (for CER regulated pipelines only)	Transportation Safety Board (TSB)	819-997-7887
NAV Canada – Flight Service Station	Edmonton FIC	866-541-4102
Occupational Health and Safety	Saskatchewan-wide	800-567-7233
Poison Centre	Saskatchewan-wide	866-454-1212
Rescue Squad	Lloydminster Rescue Squad	306-825-9244
Saskatchewan Ministry of Highways and Infrastructure ²	Saskatchewan-wide	306-787-7623
Saskatchewan Ministry of Energy and Resources (MER)	Lloydminster Field Office	844-764-3637
	Regina	844-764-3637

GOVERNMENT AGENCIES AND OTHER CONTACTS – SASKATCHEWAN, continued

Saskatchewan Ministry of Environment	Regina	800-567-4224	
	Firewatch Line – SK Wide	800-667-9660	
	Spill Control Centre	800-667-7525	
Saskatchewan Health Authority	Regina	306-519-8570	
SaskPower	Saskatchewan-wide	888-355-5589	
STARS Emergency Link Centre	Alberta-wide	888-888-4567	
Transportation of Dangerous Goods	Saskatchewan-wide	800-667-7525	
Water Security Agency of Saskatchewan (WSA)	Moose Jaw	866-727-5420	
Workers' Compensation Board (WCB)	Saskatchewan-wide	Not applicable	

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.

R1

W4

R28

W3



Husky Midstream

ACCESS MAP Lloydminster Terminal



403-750-4949
Author: gvidysv

T50

T50

T49

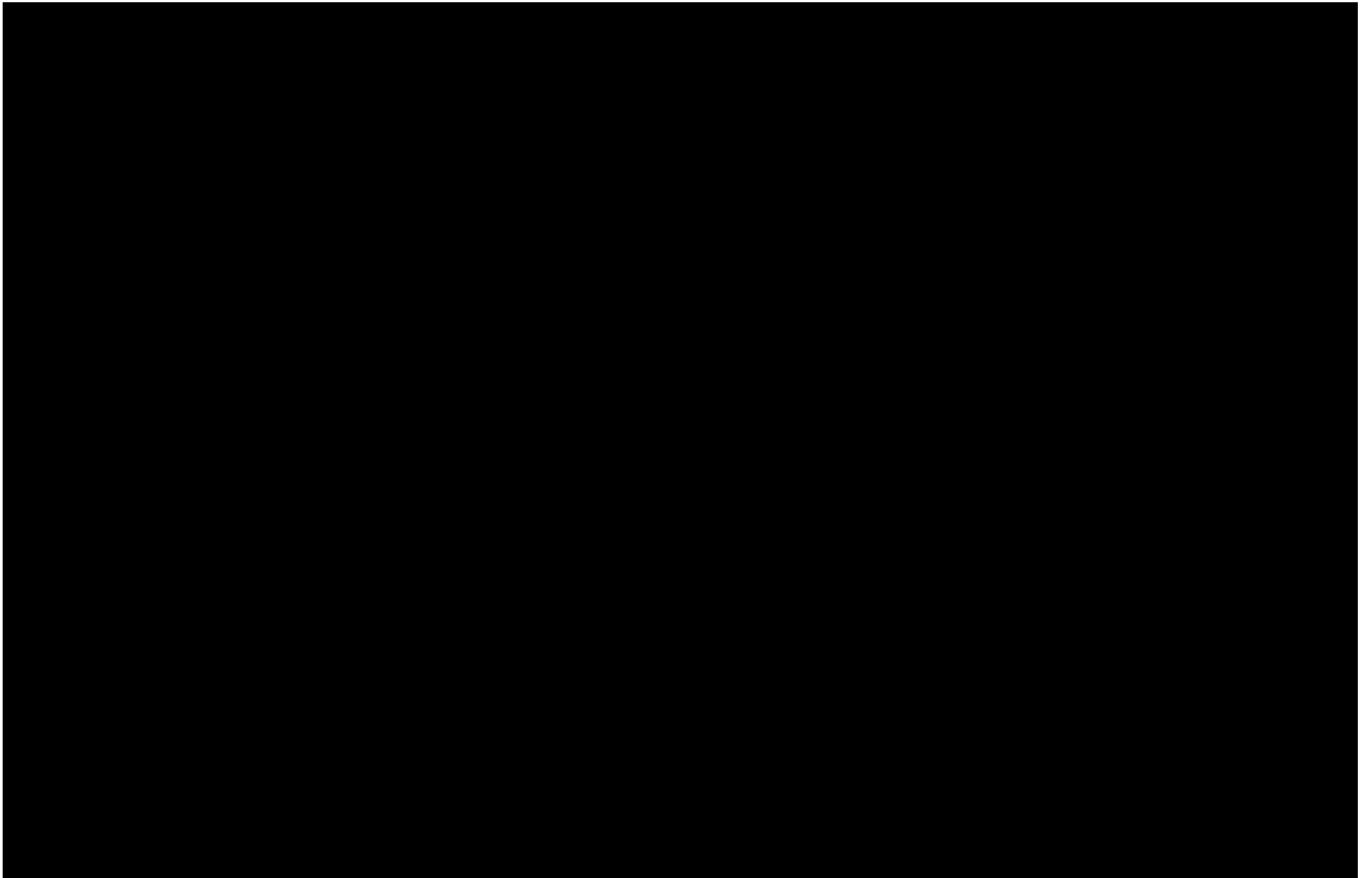
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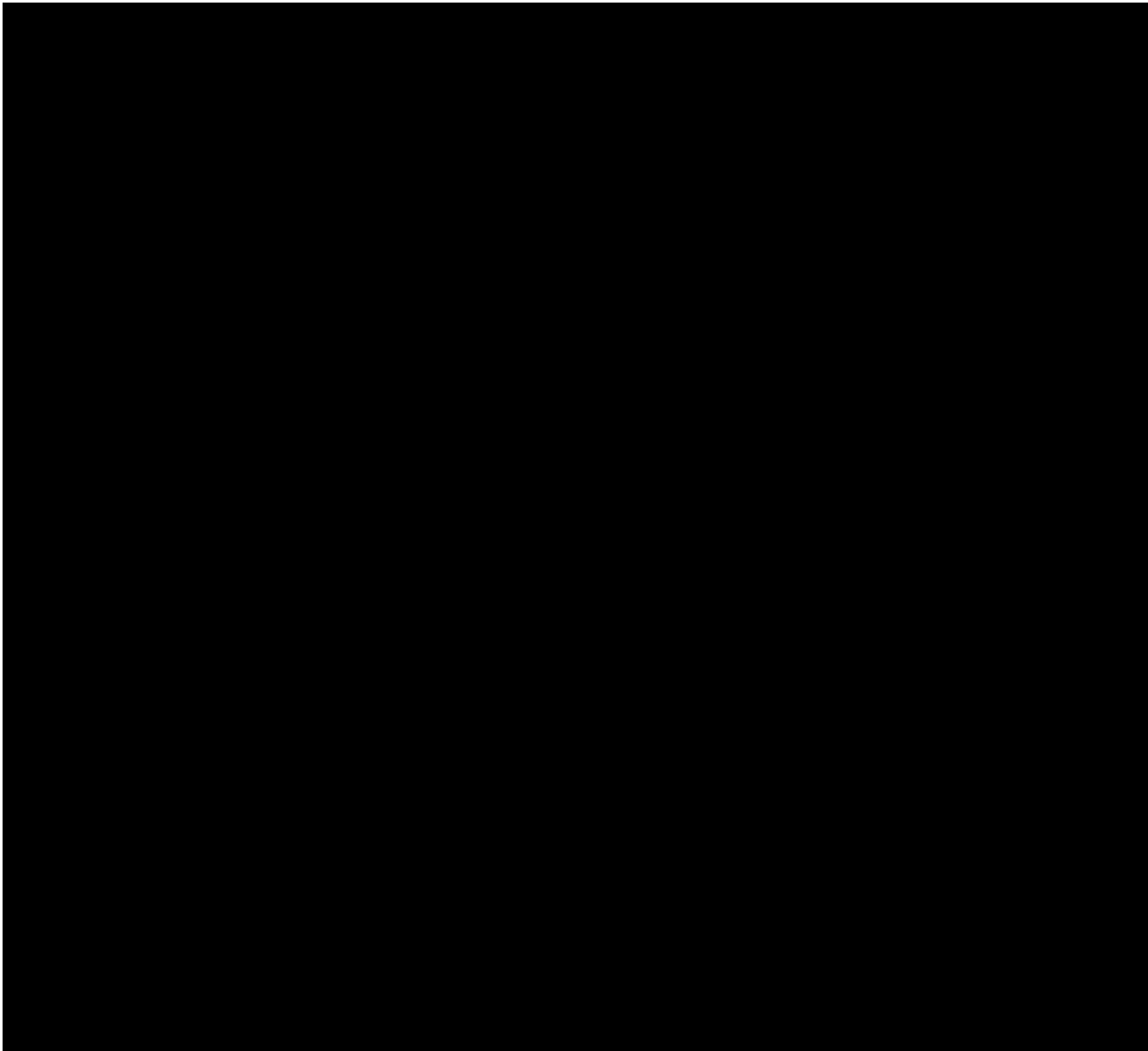


Emergency Response Plan
Border Pipeline System

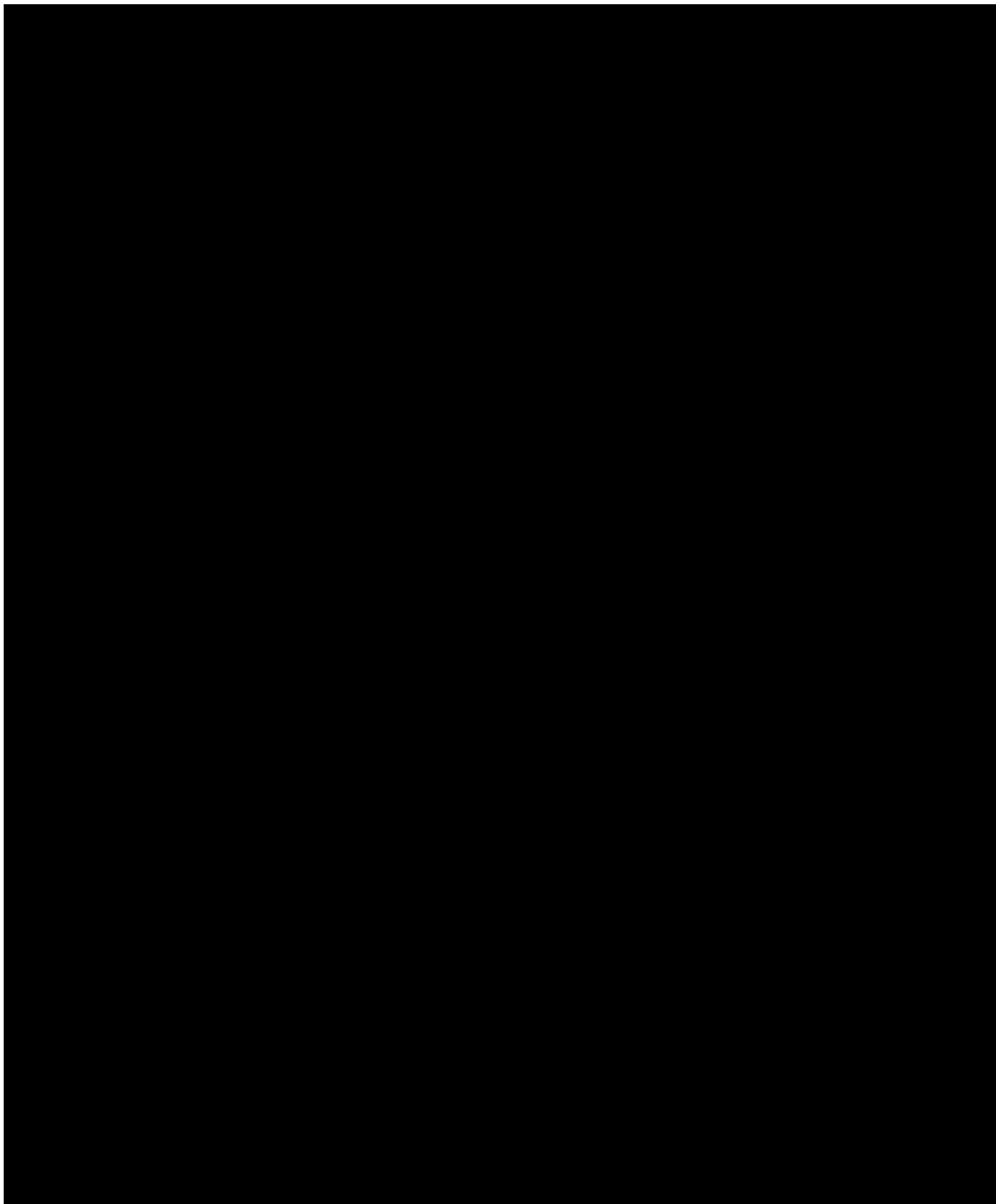
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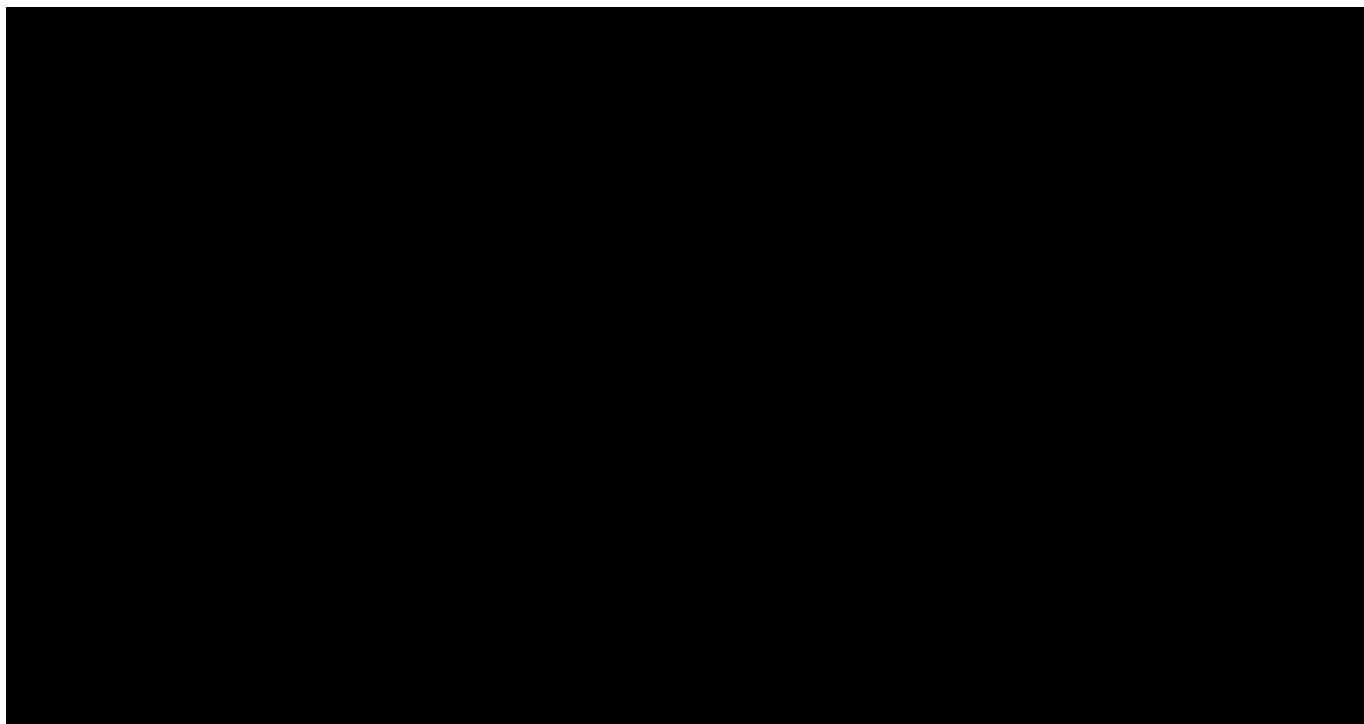
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Facility Description




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Midstream 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>		
This must be your first call		
Transportation Safety Board (TSB) – for pipeline incidents	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>		
Secondary Calls		
Contact as needed AFTER contacting the TSB and CER.		
Alberta Energy Regulator (AER)	24 Hr	800-222-6514
SK Ministry of Energy & Resources	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>		
<div>  <div> <div>Canada Energy Regulator</div> <div>Régie de l'énergie du Canada</div> </div> </div>		

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>).

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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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