Trans-Northern Pipelines Inc.

Emergency Response Plan

Trans-Northern Pipelines, Inc. [redacted]

Company Responsible Party Contact

[redacted]

Internal Only

Redacted personal information as per MO-006-2016 a.i. and
Redacted security risk, as per MO-006-2016 a.ii

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If there is an imminent threat of fire, explosion or threat to public safety immediately notify municipal emergency services.

Call 9-1-1

If not near the scene of the emergency report the incident via the identified non-emergency number.

Refer to ***Appendices E, F and G - Municipal Contacts***

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Distribution List:

This **Emergency Response Plan** distribution list is available by contacting TNPI Regulatory and External Affairs at: info@tnpi.ca

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1 Navigation and Summary

This plan contains resources and details which may be required during an emergency. A general outline of the plan Sections is found below:

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An Executive Summary of the plan.

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An explanation of the plan rationale including the methodology behind all aspects of the plan's development. A listing of the relevant legislation TNPI has identified within the scope of the plan.

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1.1 Summary

The Trans-Northern Pipeline Inc. (TNPI) Emergency Response Plan is designed to meet all requirements for an emergency response manual. This plan addresses the emergency planning requirements of the acts, regulations, standards and directives pertaining to the operation of a refined products pipeline system in Ontario, Quebec and Alberta.

The TNPI Emergency Response Plan has been developed to meet the following applicable legal program requirements:

1.1.1 Canada Energy Regulator

- Canadian Energy Regulator Act
    - Canadian Energy Regulator Onshore Pipeline Regulations

Adopted by Reference:

- CSA Z662 Oil and gas pipeline systems
- CSA Z246.1 Security management for petroleum and natural gas industry systems
- CSA Z246.2 Emergency preparedness and response for petroleum and natural gas industry systems
- CSA Z247 Damage prevention for the protection of underground infrastructure

1.1.2 Alberta Energy Regulator

- Pipeline Act
    - Pipeline Rules
- Oil and Gas Conservation Act
    - Oil and Gas Conservation Rules
- Directive 071 Emergency Preparedness and Response Requirements for the Petroleum Industry

1.1.3 Other Agencies Having Jurisdiction

The Emergency Response Plan has also been developed to reflect the authority of other agencies and their jurisdiction that may be exercised in the response to an emergency.

Federal Departments & Agencies

- Transportation Safety Board of Canada
- Employment and Social Development Canada
- Environment and Climate Change Canada

Provincial Ministries

- Alberta Ministry of Environment and Protected Areas
- Ontario Ministry of Environment, Conservation and Parks
- Quebec Ministère de l'Environnement, de la Lutte contre les changements climatiques, de la Faune et des Parcs

1.2 Operator Information

The pipeline system is operated by Trans Northern Pipelines, Inc. Additional information on the content of this plan, operations described in the plan or type of equipment to be used, will be provided upon request.

TNPI is committed and prepared to respond to, and recover from, an emergency through a comprehensive Emergency Management Program designed to protect people, the environment and property. The program emphasizes prevention/mitigation, preparedness, response, recovery and will be continually evaluated to ensure the company is thoroughly prepared for emergency situations.

1.3 Plan Administration

This document meets the requirements of TNPI's document control procedure. All printed copies of the ERP Manual shall be numbered and deemed to be controlled. Regulatory and External Affairs shall maintain a master list of all controlled copy holders and proof of receipt by controlled document holder. Any revisions to the plan will be tracked under Document Control, page 4 of this plan.

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2 Introduction

2.1 Purpose

The purpose of this Emergency Response Plan (ERP) is to establish a structured and effective approach to managing and mitigating emergencies related to pipeline operations. This plan aims to protect human life, minimize environmental impact, and ensure the safety and integrity of pipeline infrastructure.

2.2 Objective

The primary objectives of this ERP are to provide information that will prepare the responders to:

1. **Ensure Life Safety**: Protect the health and safety of employees, responders, contractors, and the public.
2. **Stabilize the Incident**: Implement initial control measures to mitigate any release and/or ongoing threats.
3. **Minimize Impacts**: Consider people, environment, property, assets, reputation.
4. **Operational Continuity**: Maintain or restore pipeline operations as quickly and safely as possible.
5. **Communication**: Provide clear and timely information to all stakeholders, including emergency responders, regulatory agencies, and the public.
6. **Compliance**: Adhere to all relevant regulations and industry standards.

2.3 Scope

This plan governs the execution of emergency response activities to all emergencies and operational incidents occurring within Trans-Northern Pipelines, Inc. (TNPI) and Alberta Products Pipe Line Limited (APPL) facilities, infrastructure, and operations in Canada.

Where required, or appropriate, Site-Specific Emergency Response Plans have been developed to define site-specific response strategies and tactics. Site-Specific Emergency Response Plans are referenced in this plan. If a different plan is identified as more applicable it may be utilized if the decision to use an alternate plan is approved by the established Command.

2.3.1 Emergency and Incident Definition

Emergency

- An event or imminent event outside the scope of normal operations that require prompt coordination of resources to protect people, the environment, and property.

Incident

- A situation that might be, or could lead to, a disruption, loss, emergency, or crisis.

2.4 Coverage

The Emergency Plan will be used to guide emergency operations in Ontario, Quebec (Trans-Northern Pipeline System) and Alberta (Alberta Products Pipeline system) The Systems are shown in **Figure 2-1** and **Figure 2-2**.

2.5 Trans-Northern Pipeline Operations

Trans-Northern Pipeline consists of two (2) pipeline systems that transport refined petroleum products.

2.5.1 Trans-Northern Pipeline System

The Trans-Northern Pipeline system operates between Quebec and Ontario. The system consists of three (3) mainlines; Montreal, Montreal Jet, and the Metro Line. The Montreal Line delivers refined petroleum products from refineries and terminals in East Montreal to the Ottawa Measuring Station. The Montreal Jet is dedicated to the delivery of Jet Fuel from East Montreal refineries and terminals to a terminal in Dorval. The Metro Line delivers refined petroleum products from a refinery in Haldimand County to terminals in Oakville, Mississauga, and Toronto. Several lateral pipelines or spur segments support delivery into terminals and other facilities.

The Trans-Northern Pipeline System is regulated by the Canada Energy Regulator (CER).

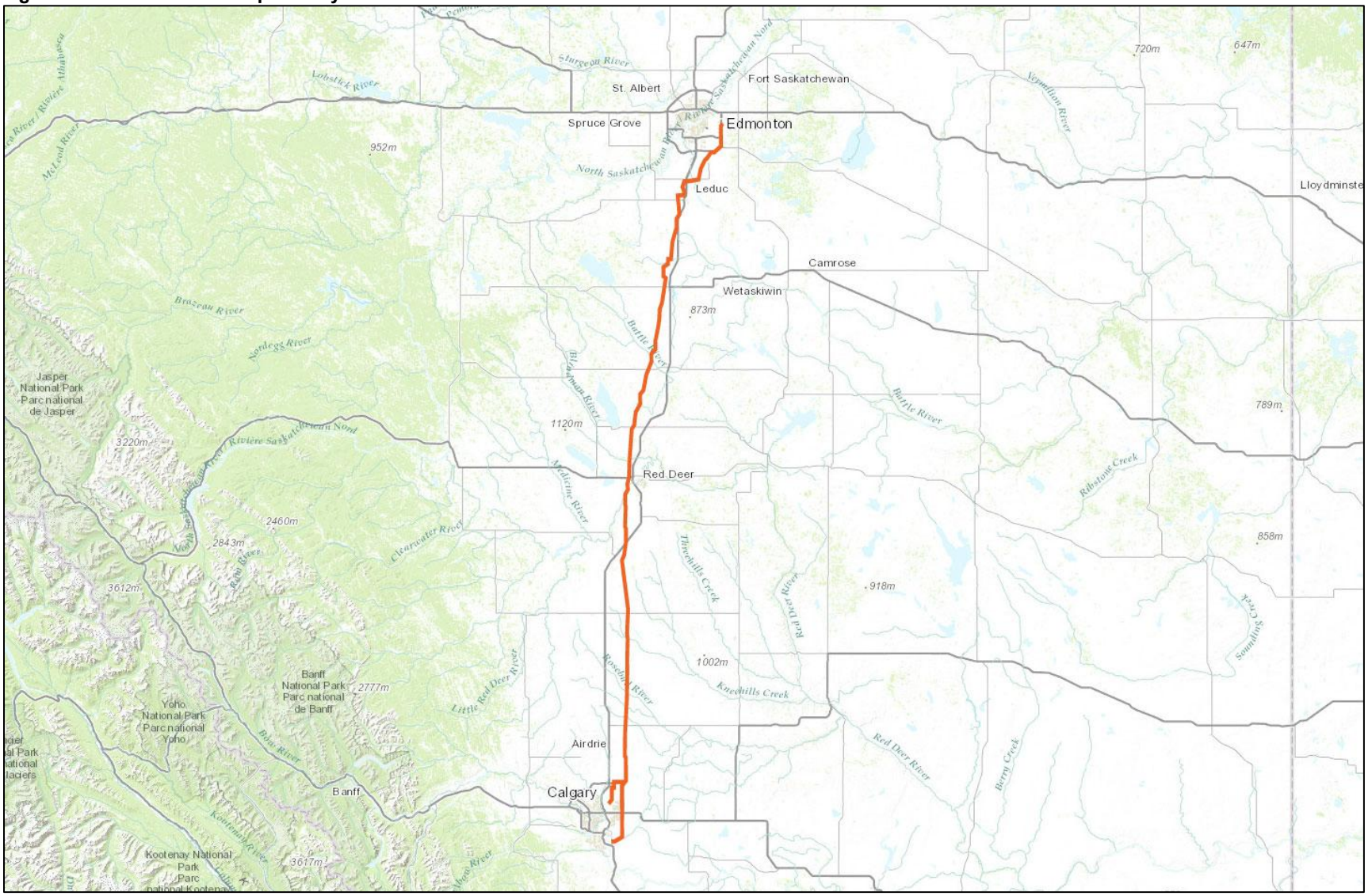
2.5.2 Alberta Products Pipeline System

The Alberta Products Pipeline (APPL) system operates in the Province of Alberta. The system consists of a single mainline. The APPL system delivers refined petroleum products from refineries in Edmonton to terminals in Calgary. One lateral pipeline segment supports delivery of Jet Fuel into the Calgary Airport Terminal.

The Alberta Products Pipeline system is regulated by the Alberta Energy Regulator (AER).

Figure 1 Trans-Northern Pipeline System

Figure 2 Alberta Products Pipeline System



3 Trans-Northern Pipeline Facilities

3.1 Trans-Northern Pipeline System Mainlines

3.1.1 Montreal Line

The Montreal Line segment of the mainline consists of sections of 273.1 mm (10 inch), 323.9 (12 inch) and 406.4 mm (16 inch) diameter pipeline operating between the Montreal Pump Station (East Montreal, QC) and the Ottawa Measuring Station (Ottawa, ON).

3.1.2 Montreal Jet Line

The Montreal Jet Line is a 273.1 mm (10 inch) diameter pipeline operating between the Montreal Pump Station (East Montreal, QC) and the Dorval Measuring Station (Dorval, QC).

3.1.3 Metro Line

The Metro Line consists of sections ranging between 203.2 mm (8 inch) and 508 mm (20 inch) diameter pipeline operating between the Nanticoke Pump Station (Haldimand County, ON) and North Toronto Measuring Station (Toronto, ON).

3.2 Trans-Northern Pipeline System Laterals

Lateral pipelines lift and / or deliver refined petroleum product from or into shipper / receiver facilities.

3.2.1 Montreal International Fuel Facilities Corporation Delivery Line

The Montreal International Fuel Facilities Corp. (MIFFC) Delivery Line is a 323.9 mm (12 inch) diameter pipeline operating between the Dorval Measuring Station (Dorval, QC) and the adjacent Montreal International Fuel Facilities Corporation (MIFFC) facility (Dorval, QC).

3.2.2 Toronto Airport Lateral Line

The Toronto Airport Lateral Line is a 273.1 mm (10 inch) diameter pipeline operating between the Toronto Airport Junction (Toronto, ON) and the Toronto Airport Terminal (Mississauga, ON).

3.2.3 Pearson International Fuel Facilities Corporation Delivery Line

The Pearson International Fuel Facilities Corporation (PIFFC) Delivery Line is a 203.2 mm (8 inch) diameter pipeline operating between the Toronto Airport Terminal (Mississauga, ON) and the CAFAS[1] Measuring / PIFFC facility (Mississauga, ON).

3.2.4 Clarkson Lateral Line

The Clarkson Lateral Line is a 273.1 mm (10 inch) diameter pipeline operating between the Clarkson Junction (Mississauga, ON) and the Clarkson Measuring / Pump Station located within the HollyFrontier / Petro-Canada Production Facility (Mississauga, ON).

[1] CAFAS refers to the TNPI Measuring Station within the Pearson International Fuel Facilities Corporation Silver Dart Terminal. CAFAS is the descriptor within the TNPI Line Control SCADA system.

3.3 Trans-Northern Pipeline System Pump Stations

TNPI operates six (6) pump stations which provide the capacity for TNPI to transport refined petroleum products from Montreal and Nanticoke to Southern and Eastern Ontario retail markets. Site-specific fire and hospital emergency response information regarding each station is located at site and in the TNPI electronic database (Intelex). The following is a list of stations, identifier and addresses.

3.3.1 Montreal Line Pump Stations

Montreal Pump Station [MT] [redacted]

Como Pump Station [CM] [redacted]

Lancaster Pump Station [LN] [redacted]

3.3.2 Metro Line Pump Stations

Nanticoke Pump Station [NK] [redacted]

Oakville Pump Station [OA] [redacted]

3.3.3 Clarkson Lateral Pump Stations

Clarkson Terminal [CL] [redacted]

3.4 Trans-Northern Pipeline System Measuring Stations and Terminals

TNPI operates seven (7) measuring stations. Measuring stations provide point of delivery metering at the interconnection with TNPI shipper/receiver facilities. Site-specific fire and hospital emergency response information regarding each station is located at site and in the TNPI electronic database (Intelex).

3.4.1 Dorval Measuring Station [DVJ]

The Dorval Measuring Station is located adjacent to MIFFC Terminal located at [redacted]. Jet A product is metered and diverted to the MIFFC Terminal.

3.4.2 Ottawa Measuring Station [OT]

The Ottawa Measuring Station is located adjacent to Shell Canada's Ottawa Terminal located at [redacted]. Refined petroleum product is metered and diverted to the Shell Canada, Imperial Oil or Suncor Energy Ottawa Terminals.

3.4.3 North Toronto Measuring Station [NTB]

The North Toronto Measuring Station is located adjacent to Shell Canada's North York Terminal located at [redacted]. From the North Toronto Measuring Station refined product is diverted to the Shell Canada North York Terminal, Imperial Oil Finch Terminal or Suncor Energy Metro Terminal.

3.4.4 Toronto Airport Terminal [TA]

The Toronto Airport Terminal is located adjacent to TNPI's Elmbank Field Service Office located at [redacted]. Jet A is metered into the TNPI Toronto Airport Terminal tanks or pumped from the tanks to the PIFFC Silver Dart Facility.

The **Toronto Airport Terminal Site-Specific Emergency Response Plan (04394)** is a supplement to this document. The Site-Specific ERP contains additional information regarding the facility and specific emergency scenarios.

3.4.5 Pearson International Fuel Facilities Corporation Measuring Station [CAFAS]

The Pearson International Fuel Facilities Corporation (PIFFC) Measuring Station is located within the PIFFC Silver Dart facility at [redacted]. Jet A is metered upon delivery to the PIFFC facility.

3.4.6 Clarkson Station [CL]

The Clarkson Measuring Station is located within the HollyFrontier / Petro-Canada Production Facility at [redacted]. Refined petroleum product is metered into the refinery or pumped into the Clarkson Lateral.

3.4.7 Oakville Measuring Station [OA]

The Oakville Measuring Station is co-located with the Oakville Pump Station within the Suncor Energy Oakville Terminal at A Road, [redacted]. Refined petroleum product is metered and diverted to the Suncor Energy Oakville Terminal.

3.5 Trans-Northern Pipeline System Junctions & Transitions

TNPI operates eleven (11) junctions and transitions. Junctions and transitions provide interconnection with other TNPI pipelines, delivery laterals and integrity inspection (pig launch and trap) infrastructure. Site-

specific fire and hospital emergency response information regarding each station is located at site and in the TNPI electronic database (Intelex). The following is a list of stations, identifier, addresses and a brief description.

3.5.1 St. Rose Junction [SRJ]

St. Rose Junction is located at Laval, ON. St. Rose Junction provides integrity inspection infrastructure on the Montreal and Montreal Jet Lines.

3.5.2 Ste. Marthe Transition [SMT]

Ste. Marthe Transition provides isolation and transition infrastructure from 10” to 16” and integrity inspection infrastructure.

3.5.3 Lake Deux des Montagnes Transition [LKB]

Located inside Oka National Park (a Quebec provincial park) the Lac des Deux Montagnes transition provides isolation and transition infrastructure from 16” to 10” and integrity inspection infrastructure.

3.5.4 St. Clet Transition [SCT]

St. Clet Transition provides isolation and transition infrastructure from 10” to 16” and integrity inspection infrastructure.

3.5.5 Huron Street Transition [HUT]

Huron Street Transition provides isolation and transition infrastructure from 16” to 10” and integrity inspection infrastructure.

3.5.6 Post Road Transition [POT]

Post Road Transition provides isolation and transition infrastructure from 10” to 16” and integrity inspection infrastructure.

3.5.7 North Toronto Junction [NTJ]

North Toronto Junction provides an interconnection between the Metro Line and the Toronto North Lateral into North Toronto Measuring Station or North Toronto Pump Station.

3.5.8 Keele Junction [KEJ]

Keele Junction provides an interconnection between the Metro Line, North Toronto Junction and the Toronto North Lateral.

3.5.9 Toronto Airport Junction [TAJ]

Toronto Airport Junction is located at Galaxy Boulevard, Toronto, ON. Toronto Airport Junction provides an interconnection between the Metro Line, Sun-Canadian Pipeline’s Toronto Main Line and the Toronto Airport Lateral, isolation and integrity inspection infrastructure.

3.5.10 Clarkson Junction [CLJ]

Clarkson Junction is located at Mississauga, ON. Clarkson Junction provides an interconnection between the Metro Line and the Clarkson Lateral, isolation and integrity inspection infrastructure.

3.5.11 Hamilton Transition [HAT]

Hamilton Transition is located at Hamilton, ON. Hamilton Transition provides an interconnection between the Metro Line and the decommissioned Hamilton Lateral, isolation and integrity inspection infrastructure.

3.6 Alberta Products Pipeline System Mainlines

3.6.1 APPL Mainline

The APPL Mainline consists of a 323.9 mm (12 inch) diameter pipeline operating between Edmonton Pump Station (Sherwood Park, AB), the Calgary Airport Terminal (Calgary, AB) and the Imperial Meter Station (Calgary, AB).

3.7 Alberta Products Pipeline System Laterals

Lateral pipelines lift and / or deliver refined petroleum product from or into receiver / shipper facilities.

3.7.1 Calgary Airport Lateral Line

The Calgary Airport Lateral Line is a 323.9 mm (12 inch) diameter pipeline operating between the New Calgary Airport Diversion (Rocky View County, AB) and the Calgary Airport Terminal (Calgary, AB).

3.8 Alberta Products Pipe Line System Pump Stations

TNPI (APPL) operates four (4) pump stations which provide the capacity for TNPI to transport refined petroleum products from Edmonton to Calgary Airport and terminals. Site-specific fire and hospital emergency response information regarding each station is located at site and in the TNPI electronic database (Intelex). The following is a list of stations, identifier and addresses.

Edmonton Pump Station [EPS] [redacted]

Wetaskiwin Pump Station [WET] [redacted]

Red Deer Pump Station [RED] [redacted]

Didsbury Pump Station [DID] [redacted]

3.9 Alberta Products Pipe Line System Meter Station and Terminals

3.9.1 Calgary Airport Terminal [CAT]

The Calgary Airport Terminal is located at [redacted]. From the Calgary Airport Terminal jet fuel is metered into the Calgary Airport Terminal tanks or pumped from the tanks to the Calgary Fuel Facility Corporation (CFFC) Facility.

The **Calgary Airport Terminal Site-Specific Emergency Response Plan (07318)** is a supplement to this document. The Site-Specific ERP contains additional information regarding the facility and specific emergency scenarios.

3.9.2 Imperial Meter Station [IMS]

The Imperial Meter Station is located within the Imperial Oil Terminal (IOL) at [redacted]. From the Imperial Meter Station refined product is metered into the IOL Terminal or Shell Calgary Terminal.

3.10 Alberta Products Pipe Line System Junctions

TNPI (APPL) operates one (1) junction. Junctions provide interconnection with other TNPI (APPL) pipelines, delivery laterals and integrity inspection (pig launch and trap) infrastructure. Site-specific fire and hospital emergency response information regarding each station is located at site and in the TNPI electronic database (Intelex). The following is a list of stations, identifier, addresses and a brief description.

3.10.1 New Calgary Airport Diversion [NCA]

New Calgary Airport Diversion is located in [redacted]. The New Calgary Airport Diversion provides an interconnection between the APPL mainline and the Calgary Airport Lateral, isolation and integrity inspection infrastructure.

3.11 Deactivated / Decommissioned Pipelines Segments

TNPI maintains several segments of deactivated pipeline as part of its pipeline system. These segments of pipeline have been cleaned, isolated and filled with nitrogen. TNPI continues to monitor these segments and maintains pipeline markings and crossing coordination. Decommissioned segments have been purged dry of any product.

3.11.1 West Line

The West Line, a 273.1 mm (10 inch) diameter pipeline between the Farrans Point Terminal (South Stormont, ON), North Toronto (NTA) and Oakville Measuring Station (Oakville, ON) is currently deactivated. The following facilities are part of this deactivated pipeline;

Iroquois Pump Station [RQ]
Maitland Pump Station [MP]
Mallorytown Pump Station [MY]
Kilbirnie Pump Station [KB]
Kingston Pump Station [KP]
Deseronto Pump Station [DR]
Brighton Pump Station [BR]
Castleton Pump Station [CA]
Bowmanville Pump Station [BO]
Maitland Measuring Station [MA]
Kingston Measuring Station [KS]
Belleville Measuring Station [BV]

Cummer Junction [CUJ]

3.11.2 Toronto Lateral

The Toronto Lateral between Cummer Junction and the former Toronto Measuring Station is currently deactivated.

3.11.3 Mirabel Lateral

The Mirabel Lateral, a 323.8 mm (12 inch) diameter pipeline between the Montreal Line at Riviere des Mille Iles and the former Mirabel Delivery Station (Mirabel, QC) is currently deactivated.

3.11.4 APPL 10 Mainline

The APPL 10 Mainline, a 273.1 mm (10 inch) diameter pipeline between the Edmonton Pump Station (Sherwood Park, AB) and IMS Delivery Station (Calgary, AB) is currently deactivated and in cases

sections removed. Pump stations at Leduc, Morningside, Bowden and Airdrie are also deactivated but continue to support as the APPL Mainline (323.9 (12 inch)) has been routed through these facilities which now function as operating block valve sites

3.11.5 Calgary Airport 10 inch Lateral Line

The Calgary Airport Lateral is a 273.1 mm (10 inch) diameter pipeline between the Calgary Airport Diversion (Calgary, AB) and the Calgary Airport Terminal (Calgary, AB) is currently deactivated.

3.11.6 Gulf Meter Line

The Gulf Meter Lateral is a 273.1 mm (10 inch) diameter pipeline between the former Calgary Mainline Diversion (Calgary, AB) to the Gulf Meter Station ([redacted], Calgary, AB) is currently abandoned and in cases sections removed.

3.12 Valves

TNPI operates a myriad of remotely operated, manually operated and check valves to support routine operation and emergency pipeline isolation. Within the Trans-Northern pipeline system valves may be in aboveground structures or in underground vaults. Within the Alberta Products pipeline system valves are located aboveground within fenced compounds.

3.13 Trans-Northern Pipeline Offices

3.13.1 Trans-Northern Pipeline Head Office and Line Control

The TNPI Head Office and Line Control is located at [redacted]. This facility consists of general offices, scheduling, and line control.

3.13.1.1 Trans-Northern Line Control

Line Control operations are at the center of pipeline operations. Dispatchers oversee the Supervisory Control and Data Acquisition (SCADA) system that monitors pipeline operation. TNPI dispatch can receive and respond to verbal notifications from TNPI Field Services or from third parties via the TNPI Emergency notification number or from system anomalies alarms or trouble conditions. TNPI Line Control operates **24/7/365**.

[redacted]

3.13.2 Trans-Northern Pipeline Montreal System Office

TNPI's Montreal System office is located at [redacted]. A Montreal Office is maintained and operates from Montreal Pump Station, located at [redacted]. These facilities consist of general offices and maintenance for the TNPI Montreal System.

The Montreal System consists of TNPI maintenance operations between Montreal Pump Station and Ottawa Measuring Station.

3.13.3 Trans-Northern Pipeline Toronto System Office

TNPI's Toronto System office is located at [redacted]. This facility consists of general offices and maintenance for the TNPI Toronto System.

The Toronto System consists of TNPI maintenance operations between North Toronto and Nanticoke Pump Station.

3.13.4 Alberta Products Pipe Line System Office - Calgary

TNPI's Alberta Products Pipe Line system office is located [redacted]. This facility consists of general offices, engineering and maintenance.

3.13.5 Alberta Products Pipe Line System Office - Edmonton

TNPI's Alberta Products Pipe Line Edmonton office is located [redacted]. This facility consists of general offices and maintenance.

3.14 Other Facilities

3.14.1 Rectifier Stations

TNPI and APPL operate or utilizes rectifier stations across its pipeline system. These stations provide an external DC power source (rectified AC power) to impress a current onto the surface of the pipeline to protect it from corrosion.

3.14.2 Product Identification Sites

TNPI operates six (6), APPL operates one (1) product identification sites across its pipeline system. Infrastructure at these sites is generally housed in secured underground vaults.

3.14.3 Highway 401/427 Utility Tunnel (TUN)

In the City of Toronto TNPI's mainlines go through a utility tunnel that passes under Highways 401 and 427. The utility tunnel is shared with six (6) other pipelines. They are operated by Sun-Canadian Pipeline (2), Enbridge (1), Sarnia Products Pipeline (2) and the City of Toronto (1 water main). The utility tunnel is maintained by Trans-Northern Pipeline. Alarms and set points are monitored by Trans-Northern Pipeline's Line Control. Access to the tunnel is via a control room located at [redacted]. The utility tunnel is a confined space.

The [redacted] is a supplement to this document. The Site-Specific ERP contains additional information regarding the facility and specific emergency scenarios.

4 Trans-Northern Pipeline Products

4.1 Transported Refined Petroleum Products

The TNPI pipelines transport blends of gasoline and middle distillate petroleum products e.g., diesel fuel and jet A1 aviation turbine fuel.

4.1.1 Table 4-1 TNPI Petroleum Product CAS & UN Numbers

Petroleum Products	CAS Number	UN Number	TC ERG Guide Number
Jet A/A1 Kerosene Type Aviation Turbine Fuel	8008-20-6	1863	128
Diesel	68476-30-2	1202	128
Gasoline	86290-81-5	1203	128

4.2 Petroleum Products Risk Assessment

Petroleum product vapours are generally heavier than air. When first approaching a leak or spill site, working personnel should consider wind direction, velocity, surface contour and the effects of heavy vegetation growth. All possible sources of ignition should be eliminated. A hazardous atmosphere detector (% explosive limit, 0_2) and/or a Photo Ionization Detector (PID) should always be used when investigating a leak or spill site.

The typical explosive range of various petroleum products is noted as a percentage of vapour in air.

4.2.1 Table 4-2 TNPI Petroleum Product Lower and Upper Explosive Limits

Petroleum Products	Lower Explosive Limit LEL	Upper Explosive Limit UEL
Jet A/A1 Kerosene Type Aviation Turbine Fuel	0.7%	7.0%
Diesel	0.5%	6.5%
Gasoline	1.0%	8.0%

4.3 Product Safety Data Sheets

Product Safety Data Sheet (SDS) for products shipped through the TNPI pipeline system are available through TNPI's Line Control by contacting: ***1-800-361-0608***, CANUTEC or online at the following website(s). TNPI responders have electronic access to all SDS used in TNPI systems – MySDS https://clients.mysds.ca In the event of a response emergency personnel and response contractors upon arrival at site will be briefed via the incident safety plan on all specific hazards for the product involved.

4.3.1 Suncor / Petro Canada Products

https://jr.chemwatch.net/chemwatch.web/home

4.3.2 Shell Canada Products

https://www.epc.shell.com/

4.3.3 Imperial Oil Products

https://sds.exxonmobil.com/?brand=iol

4.3.4 Valero Products

https://www.valero.com/responsibility/safety/safety-data-sheets

4.4 CANUTEC

CANUTEC is a national advisory service that assists emergency response personnel in handling dangerous goods emergencies on a 24/7 basis. The emergency centre is staffed by bilingual scientists specializing in chemistry or a related field and trained in emergency response. The emergency response advisors are experienced in interpreting technical information from various scientific sources including Safety Data Sheets (SDS) in order to provide pertinent and timely advice.

CANUTEC using their information network as well as their professional experience, judgement and knowledge can provide immediate advice over the phone and recommend actions to be taken, and those to avoid, in dangerous goods emergencies. The following information or services that can be obtained by calling CANUTEC:

- chemical, physical and toxicological properties of dangerous goods;
- possible product incompatibilities and stabilities;
- health hazards and first aid measures;
- fire, explosion, spill or leak mitigation techniques;
- remedial actions for the protection of life, property and the environment;
- isolation and evacuation distances;
- donning of personal protective clothing and equipment and their decontamination procedures;

CANUTEC may be contacted by calling ***(1-888-226-8832 or 613-996-6666).*** *Additionally, emergency response information* may be retrieved from the Transport Canada Emergency Response Guidebook https://tc.canada.ca/en/dangerous-goods/canutec/emergency-response-guidebook

4.5 TNPI Product Discharge Fate & Behaviour

As noted, the TNPI pipeline transports blends of gasoline and middle distillate petroleum products e.g., diesel fuel and jet A1 aviation turbine fuel.

4.5.1 Refined Petroleum Product Behaviour on Land

Only a select number of stations have secondary containment around the transfer piping, pumps or other associated pipeline infrastructure, therefore a release of refined petroleum products could result in evaporation and/or migrate via rain/storm/melt water pathways. In sites with secondary containment, releases may be captured within onsite containment systems. The following should be considered:

4.5.1.1 Evaporation

The product evaporation rate is important to consider in the early stages of a release, as the light ends will evaporate quickly, especially for the lower density products like gasoline. Evaporation rate

is a factor of the release surface area, wind speed, temperature and humidity. Petroleum vapours will rise from a pool of product; however, vapours are heavier than air and will fall to low lying areas in the direction of airflow and may travel considerable distance. Actual footprints of dispersion will be influenced by the direction and velocity of wind movement. This is considered on an occurrence-by-occurrence basis utilizing accurate meteorological forecasts.

4.5.1.2 Infiltration

Soil infiltration rate is impacted by two major factors: type of soil and the viscosity of the product involved. The lighter the product, the more it will penetrate into the soil. To the same extent, penetration will vary with the soil type: soil infiltration will be deeper and faster in gravel and sands whereas soil penetration is much less in clay or silt. Groundwater will provide an initial barrier to soil penetration by the petroleum product.

4.5.1.3 Winter conditions

In the winter months, soil might be frozen with the presence of ice and snow on the ground. Soil will be much less permeable in wintertime and ice will also limit infiltration. The presence of snow could act as an absorbent material. Colder temperatures will reduce evaporation of the spilled product but the probability of the presence of explosive vapours should still be considered.

4.5.2 Refined Petroleum Product Behaviour on Water

In the unlikely event that a release a petroleum product occurs at a water crossing or migrates to a body of water, the following should be considered:

4.5.2.1 Evaporation

As with on land; refined petroleum products will have the tendency to evaporate from the surface of the water; however, environmental conditions associated with the body of water will support spreading on the surface and dispersion into the water column which will have an effect on the rate of evaporation.

Additionally, wind speed, humidity, air and water temperature will further impact the rate of evaporation off the surface of the water. Like on land, petroleum vapours will rise from the slick of product and migrate with wind and present currents.

4.5.2.2 Spreading

Spreading is the action of the spilled product extending across the surface of the body of water. The rate of spreading will depend mainly on the quantity released and the product viscosity. Generally, the spreading of petroleum products on water versus land is due to the present current and wind conditions.

4.5.2.3 Dispersion

Dispersion is the action of entrainment of the petroleum product into the water column. Dispersion is generally a function the product density and the presence of mixing energy (waves/turbulent flow) in the body of water. Greater amounts of energy will increase the potential for dispersion into the water column.

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5 Trans-Northern Pipeline Emergency Response Management

5.1 Trans-Northern Pipeline Incident Management System

TNPI has adopted both the Incident Command System (ICS) and the principles of Unified Command. In the event of an incident where TNPI has been identified as a responsible party TNPI shall establish a unified command structure with responding authorities and appropriate stakeholders and Indigenous communities. Further, TNPI shall encourage the establishment of a Unified Command approach where TNPI is engaged as a third party. This will ensure that the interests of TNPI are appropriately expressed and that the response priorities and strategies are effectively aligned with the risks associated with the products involved.

In most cases emergencies TNPI will respond to will be considered short-term responses that are relatively small in scope and/or duration and require few external resources. These incidents will be generally managed by TNPI Field Services and documented using only the Incident Command Briefing (ICS 201 Form). In the event of a more significant incident which might entail greater engagement of TNPI and external resources, TNPI will follow the ICS incident action planning process.

The Incident action planning process and IAPs are central to managing incidents. The incident action planning process helps synchronize operations and ensure that they support incident objectives. Incident action planning is more than producing an IAP and completing forms; it provides a consistent rhythm and structure to incident management, allowing for a continuous assessment of conditions associated with the emergency and the effectiveness of the response.

5.2 Response by Objective

In response to any emergency TNPI shall respond in accordance with its operational policies ensuring that all response efforts abide by TNPI's core emergency response objectives.

- ***Life safety***
- ***Incident Stabilization***
- ***Minimize the Impacts***

5.3 Incident Command System – Unified Command

5.3.1 Single Command

Single Command (with a single TNPI Incident Commander) will be applied on smaller incidents where few, if any, regulators or outside agencies attend the incident or play any significant role. A Single Command model is usually followed when:

- Only TNPI is involved
- Multiple jurisdictions or agencies involved in decision-making agree to follow this approach

TNPI will utilize the Single Command approach when they are overseeing an incident in its entirety. Additionally, a larger scale incident will commonly transition from Unified to Single Command when an incident completes the Emergency Phase and transitions into a remediation project.

5.3.2 Unified Command

Unified Command is a principle within the Incident Command System that provides for representatives of key stakeholders and Indigenous communities to be involved with the overall incident management

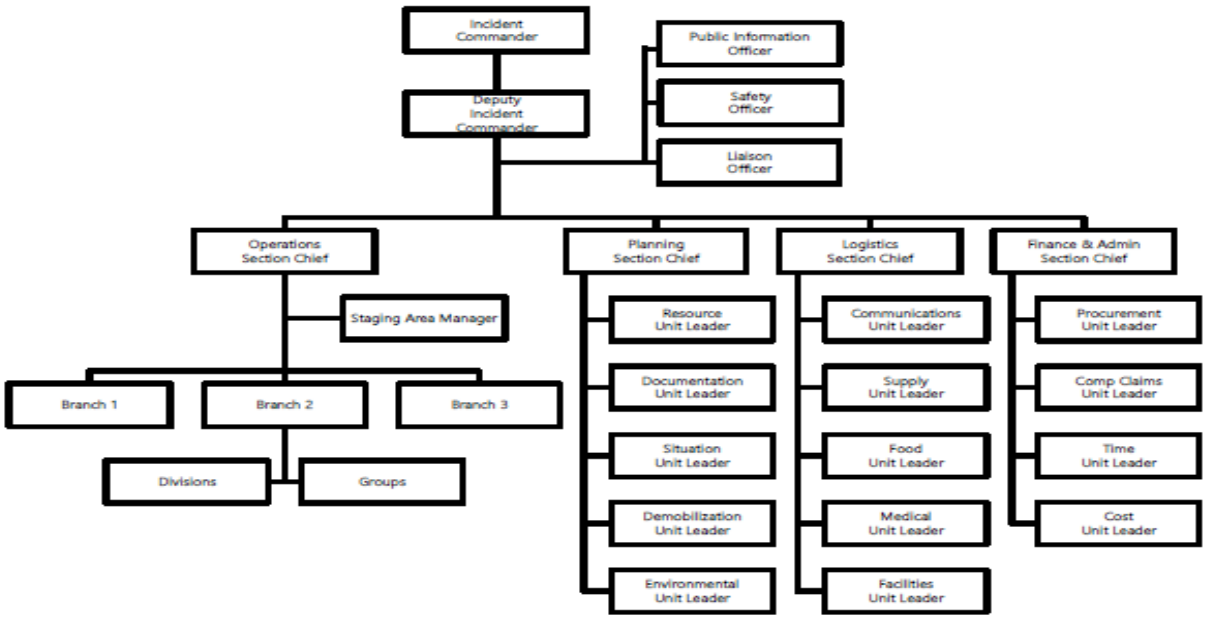
and in the development of response management objectives. It enables decisions to be made jointly by two or more jurisdictions (e.g., TNPI and other Agencies) that have legal responsibilities regarding an incident. Incident Command does not automatically become *unified* because of the involvement of more than one jurisdiction. Rather, Unified Command is required when incident management requires decision-making to come from more than one jurisdiction. Once joint decisions have been made, one member is identified to speak for the Unified Command Team. In Unified Command, TNPI will assume the role of the Responsible Party (RP). TNPI will work closely with all agencies to ensure a safe and effective response. Each Region in which TNPI operates has its own organizational structure.

The Unified Command may have representatives from the following:

- Municipal and/or regional emergency services (Fire, police, etc.);
- Regional and provincial authorities having jurisdiction e.g., regional conservation authorities, Ontario Ministry of Environment, Conservation and Parks, Alberta Energy Regulator, etc.
- Federal authorities having jurisdiction e.g., Canada Energy Regulator, Environment and Climate Change Canada, Department of Fisheries and Oceans, etc.; and
- Indigenous communities.

Refer to **Figure 3** Incident Command Structure as an example of a typical expanded incident management structure.

Figure 3 Incident Command Organizational Structure



5.3.3 Interoperability

One of the most important terms to remember during an emergency is interoperability; the ability of responders from different organizations and jurisdictions to interact and work well together. This is accomplished through two primary mechanisms:

Functional - standardized terms, structures and procedures are used by all responders to allow people from different organizations and jurisdictions to understand each other's jobs and requirements and to cooperate and work well together.

Technological - the equipment used must enable people from different organizations to be able to easily communicate and share data together.

5.3.4 Incident Management Regimes with TNPI's Area of Operation

Functional interoperability is particularly important as incidents involving TNPI may occur in different provincial jurisdictions, each with a slightly different approach to emergency management. The following provides a brief description of the incident management framework in each province TNPI operates.

Quebec

The Province of Quebec's Sécurité Civile du Quebec establishes the municipal / provincial response mechanisms, encourages preparedness with various sectors, and, in the case of the pipelines has established the Pipeline Response Frame of Reference / Cadre de Référence Intervention Pipelines. This document defines the local and regional emergency management approach that pipeline operators shall be aware of when responding to an emergency in Quebec. The guiding document can be found at the following address:

https://cdn-contenu.quebec.ca/cdn-contenu/adm/min/securite-publique/publications-adm/publications-secteurs/securite-civile/soutien-municipalites/cadre_ref_crip_SC.pdf

Ontario

The Province of Ontario's Emergency Management Ontario adopted the Incident Management System (IMS) principles and concepts which are adapted to suit Ontario's unique governmental structures and emergency legislation/regulations. The Ontario IMS is built on the ICS 'operating platform'. Ontario's IMS applies to all levels of incident management with an expanded focus on Emergency Operation Centre application. The guiding document can be found at the following address:

https://www.ontario.ca/document/incident-management-system-ims-guidance-version-2

Alberta

The Province of Alberta's Alberta Emergency Management Agency adopted the Incident Command System (ICS) principles and concepts which are adapted to suit Alberta's unique governmental structures and emergency legislation/regulations. Guiding document can be found at the following address:

https://www.alberta.ca/incident-command-system-alberta

5.4 Response Planning

Short-term responses that are small in scope and/or duration and require few resources will often be managed using only the Incident Briefing (ICS 201 Form). Larger more complex responses will initially utilize the ICS 201 and use an Incident Briefing to support the transfer of command in cases commencing a proactive planning cycle.

5.4.1 Incident Briefing

During the transfer of command process, an Incident Briefing provides the incoming Incident Commander with basic information regarding the incident situation and the resources allotted to the incident. The Incident Briefing Form (ICS 201) is the Incident Action Plan for the initial response and remains in force and continues to develop until the short-term response ends or the Incident Management Team has established an Incident Action Plan for the forthcoming operation period.

The Incident Briefing process may also be used for briefing individuals newly assigned to Command and General Staff roles while the response remains in the initial response phase or as noted is short-term in nature.

The Incident Briefing should address the following topics of the response:

- Situation (TNPI asset and Geographic context, exposures, safety concerns);
- Objectives and priorities;
- Strategies and tactics (implemented and planned);
- Current organizational structure including agency and third-party representatives;
- Resource assignments;
- Resources enroute / ordered; and,
- Facilities established or planned.

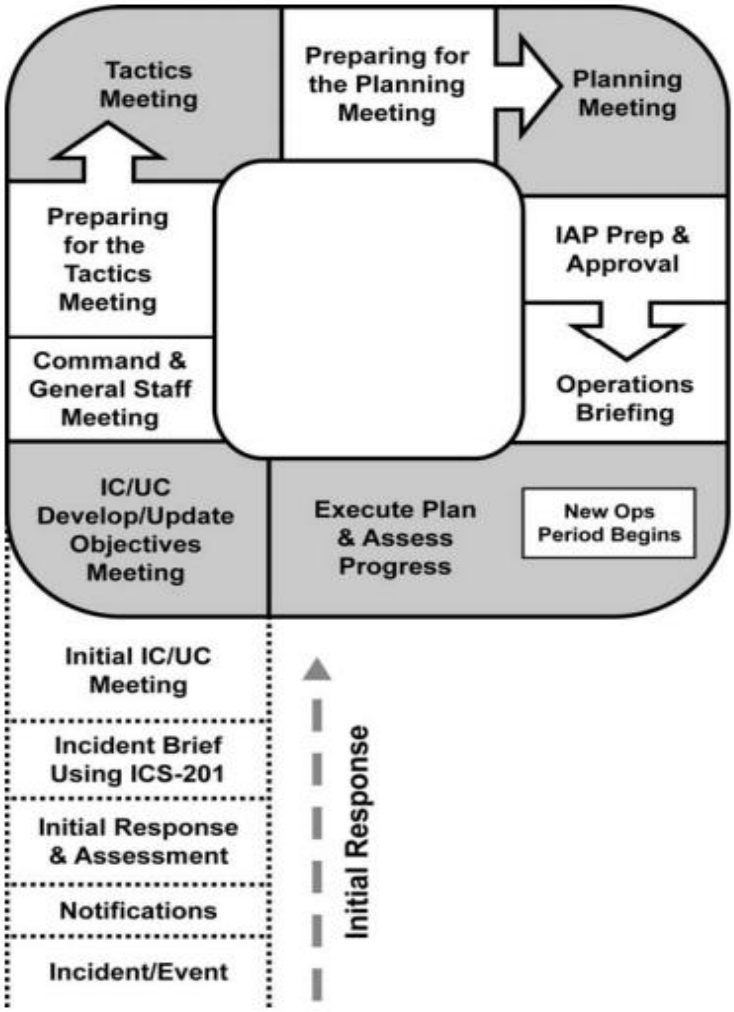
5.5 Incident Action Planning Process

Once the management of an incident requires a more robust approach to the development of a plan and the subsequent strategies and tactics, TNPI's activated Emergency Response Team (ERT) will utilize the ICS Planning Cycle / Planning P.

During the initial stage of incident management, a simple plan is developed and communicated through situation briefings (ICS 201), as the incident management effort evolves, additional lead time, staff, information systems, and technologies enable a more detailed planning and cataloging of events (Incident Action Plan - IAP) to manage results and lessons learned.

The ICS Planning Cycle / Planning P defines the steps in the planning process which, when executed in sequence help ensure a comprehensive Incident Action Plan (IAP) is developed. These steps support the accomplishment of objectives within a specified time. The development of an IAP is a cyclical process, and personnel repeat the planning steps every operational period. The Planning P is a graphic depiction of this cycle. Refer to **Figure 4**.

Figure 4 ICS Planning Cycle / Planning P



5.6 Incident Command System Roles and Responsibilities

Incident Command System Position Job Aids detailing incident command roles and each role's responsibilities can be referenced in the Trans-Northern Pipeline **Incident Management Handbook (08408)** Additionally, the handbook provides all necessary guidance on the transition from initial incident management through the planning cycle to implementation of an Incident Action Plan.

The TNPI Incident Management Handbook is available digitally via TNPI's Intelex documentation system. Print copies of the handbook are distributed following ICS training (as required) or ordered through the Director, Environment, Emergency Management and Security. Refer to **Figure 5.**

Figure 5 TNPI Incident Management Handbook Manual

6 Trans-Northern Pipeline Emergency Response Resources

6.1 TNPI Field Services

TNPI Field Services forms the core of the TNPI base business workforce. Field Service Technicians fulfill the capacity of TNPI's On-Call Response Management System. Upon scene arrival, the technician will conduct any initial incident assessment and establish the initial incident management structure and may coordinate the initial response management alongside any responding municipal emergency services. TNPI incident command may be transferred to a more appropriate staff member when one becomes available or in the event of the TNPI Emergency Response Team (ERT) is activated.

6.2 TNPI Emergency Response Teams

The TNPI Emergency Response Teams (ERT) generally consist of TNPI staff and pre-preidentified response contractors and consultants. TNPI personnel are trained in ICS 100 – 300 courses depending on their specific emergency response roles. Personnel identified for Command and General Staff roles are invited to participate when ICS 400 level Role Specific training is provided.

Assistance from the Emergency Response Team members is initiated by calling phone numbers listed in ***Appendix J***, through the TNPI Emergency Notification system or directly through their supervisor.

Everbridge is a mass notification system that can broadcast messages to inform identified individuals with real time alerts. TNPI EEM&S team will utilize Everbridge to notify ERT, EOC groups, or key individuals of critical events and/or required next steps, via multiple communication channels e.g. SMS, email, and/or voice and collect responses.

Contact the **Director, Environment, Emergency Management and Security** or **Advisor, Security and Emergency Management** to access to the Everbridge system. Contact details are listed in ***Appendix J***.

Current TNPI ERT organization charts are noted in the following documents:

- **Montreal System Emergency Response Team (9172)**
- **Toronto System Emergency Response Team (9173)**
- **APPL System Emergency Response Team (9171)**

6.3 TNPI EOC Team

The TNPI EOC Team is composed of TNPI leadership. The primary purpose of the EOC Team is to provide strategic direction for the response to a significant incident. The main focus would be directed at managing external impacts on the corporation associated with any incident. Additionally, the EOC Team shall provide support to the TNPI ERT while the ERT is directed towards responding to control the direct impacts of the incident.

Assistance from the EOC Team members is initiated by calling the EOC Team Leader (TNPI President and CEO) phone number as listed in Disaster Recovery Plan **Task Force Contact List (1758)** and ***Appendix J***.

Additional information regarding the EOC Team can be found in the **Emergency Support Group Manual (4860).**

6.3.1 Emergency Operations Centre

The Emergency Operations Centre will be the base of operations for the TNPI EOC Team should they be stood up to support a TNPI Emergency Response Team. The Operations Centre is different from the Incident Command Post as it will be located at the TNPI office closest to the emergency whereas the Incident Command Post will be located at or near the incident site. That being said some circumstances may require the Operations Centre to move to a remote location or co-locate with the Incident Command Post.

Two (2) locations have been pre-identified as the Emergency Operations Centre.

- TNPI Head Office, 310-45 Vogell Road, Richmond Hill, Ontario
- TNPI Alberta Products Pipe Line Office, Unit 109, 5305 McCall Way N.E. Calgary, Alberta

6.4 TNPI Emergency Response Resources

Access to TNPI internal material resources (ER trailers, repair sleeves) is available through the TNPI Incident Commander until additional TNPI ICS Roles have been established.

6.4.1 Emergency Response Trailers

TNPI has positioned emergency trailers at key location to support a response to an emergency across the service network. A listing of trailer inventories is available in Intelex.

Toronto System – TNPI Elmbank Office, Mississauga, ON

- Oil Spill containment
- Mobile command centre

Montreal System – Montreal Office, Montreal, QC

- Oil Spill containment

Montreal System - Lancaster Office, South Glengarry, ON

- Oil Spill containment
- Mobile command centre

APPL System - Edmonton Pumping Station, Sherwood Park, AB

- Oil Spill containment

6.4.2 Facility Spill Response Kits

TNPI has emergency response spill kits located at each of its terminals, pumping and measuring stations.

6.4.3 Emergency Repair Sleeves / Clamps

TNPI maintains a rotating inventory of split-sleeves in IFS (Enterprise Resource database).

Search Inventory Part in Stock - Part numbers:

- 12670 Petrosleeve 10”
- 12671 Petrosleeve 16”

- 12672 Petrosleeve 12”
- 12734 Split Sleeve 12” (APPL)
- 12673 Petrosleeve 20”
- 12754 Sleeve 10” x 18”
- 12793 Oversleeve 20” (half)
- 12799 Pipe Sleeve 17” (half) (Oversleeve 16”)

6.4.4 Mutual Emergency Assistance Agreement (MEAA)

The Emergency Management Industry Working Group agreement formalizes their intentions to assist one another, on a voluntary basis, during an emergency event to provide support including, but not limited to, personnel, services, equipment and consumables.

The Mutual Emergency Assistance Agreement will be activated by the Director, Environment, Emergency Management and Security or the Advisor, Emergency Management and Security.

Evergreen Industrial Working Group Mutual Emergency Assistance Agreement (11659)

6.4.5 Western Canadian Spill Services (WCSS)

Western Canadian Spill Services Ltd. maintains a cooperative that provides spill preparedness and response support services for pipelines that are members in good standing Alberta. WCSS supports members by providing an Oil Spill Contingency Manual, training and deployment exercises while maintaining water and wildlife emergency equipment caches for use by any member company. Equipment inventory is found on their website, wcss.ab.ca

Equipment from Western Canadian Spill Services is obtained by calling phone numbers listed in ***Appendix C.***

6.5 TNPI Emergency Response Contractors

Emergency response contractors are an integral part of any emergency response. TNPI emergency response contractors have theresources and capabilities that can support response management, containment and clean-up efforts and can provide areas of expertise and diverse capabilities to assist in an effective response when the size or nature of the response is beyond the capability of the TNPI ERT.

The **Response Services Summary (13276)** provides an overview of the response contractors providing service to TNPI.

Assistance from these Emergency Response Contractors is initiated by calling phone numbers listed in ***Appendix C.***

TNPI presently have service agreements with four (4) primary emergency response contractors.

QM Environment

QM Environmental may be utilized to support the response to land and water-based incidents. QM Environmental is a 24/7/365 Canadian Emergency Response Contractor Alliance (CERCA) accredited organization that provides a myriad of emergency response and industrial services.

Clean Harbors

Clean Harbours may be utilized to support the response to land and water-based incidents. Clean Harbours is an organization that provides a myriad of emergency response and industrial services which operates 24/7/365 across TNPI's area of operations.

GFL

GFL may be utilized to support the response to land and water-based incidents. Its operations in Mississauga and Napanee maintain mobile industrial fire-fighting equipment and stores of firefighting foam concentrates. Additionally, GFL maintains a service agreement with Firemaster (oil & wellfield fire specialists); located in Red Deer, Alberta, which maintains an air transportable cache of industrial fire fighting equipment and stores of firefighting foam concentrates.

Eastern Canada Response Corporation / ECRC-SIMEC

Eastern Canada Response Corporation (ECRC) may be utilized to support the response to significant water-based incidents. ECRC is a 24/7/365 Transport Canada certified response organization that provides a robust on-water response and operational response management capacity. ECRC-SIMEC has response centres in Corunna, Ontario, and Verchères, Quebec with vessels and equipment suitable for response on the Great Lakes and St. Lawrence River systems. Individuals authorized to Implement the Agreement are listed in the **ECRC Contract (04845**).

6.6 TNPI Emergency Management Consultants

Emergency management consultants are an integral part of any emergency response. TNPI emergency response consultants have the engineering and environmental science resources and technical capacity that can support response management and provide areas of expertise and diverse capabilities to assist in an effective response.

Assistance from Shell or Imperial Oil is initiated by our Authorized Customer Representative calling the number listed in ***Appendix C***. The Authorized Customer Representatives are identified in the Service Level Agreements listed below.

6.6.1 [redacted]

[redacted]

6.6.2 [redacted]

[redacted]

[redacted]

6.6.3 AnswerPlus

AnswerPlus provides versatile rental options for two-way radios, fixed and mobile video surveillance systems, incident management software, and private LTE networks including round-the-clock technical support for all rentals.

6.6.4 EmergWest

EmergWest is an emergency management consultant that provides response management services such as;

- Incident command system (ICS) management
- Incident command system (ICS) coaching and training

6.6.5 Firemaster

Firemaster is a professional industrial fire response organization capable in Tank Fire Suppression, Pipeline Rupture, Well Control and Spill Vapour Suppression including medical personnel, H2S and LEL detection, breathing air support and emergency decontamination.

6.6.6 GHD

GHD is an engineering consultant that through its emergency management division; GHD FIRST, provides a myriad of emergency management services 24/7/365. The following are key services delivered by GHD;

- Air quality monitoring and dispersion modeling
- Incident command system management
- Natural resource damage assessment
- Potential worker and community exposure characterization
- Shoreline cleanup and assessment technique
- Regulatory interface / liaison
- Data management
- Contamination assessment and remediation

6.6.7 Burson Global

Burson Global provides public relations and/or public affairs services such as;

- Crisis Management

- Crisis simulation exercises
- Crisis manual review
- Analysis and learnings from after action debrief from internal or industry events.

6.6.8 Shearwater Environmental Emergency Solutions Inc.

Shearwater Environmental Emergency Solutions Inc. is an environmental emergency management consultant that provides a myriad of emergency management services such as;

- Incident command system (ICS) management
- Incident command system (ICS) coaching and training
- Regulatory interface / liaison
- Wildlife management

6.6.9 Stantec

Stantec is an engineering consultant that provides a myriad of environmental engineering and emergency management services 24/7/365. The following are key services delivered by Stantec;

- Air quality monitoring and dispersion modeling
- Incident command system management
- Natural resource damage assessment
- Potential worker and community exposure characterization
- Shoreline cleanup and assessment technique
- Regulatory interface / liaison
- Data management
- Contamination assessment and remediation

6.6.10 The Response Group / TRG

The Response Group (TRG) is a crisis management and emergency response service provider. TRG delivers services such as

- Crisis Management Team /Incident Management Team coaching
- Modeling/Trajectory Services
- Mobile command post equipment
- IAP Software documentation services and support.

6.6.11 TRIOX Environmental Emergencies

TRIOX provides comprehensive services for environmental emergency preparedness and response. The following are key services delivered by TRIOX:

- Development of Contingency and Tactical response plans
- Training and exercise design, development and facilitation

- Technical and scientific studies and analysis
- Incident management for the entire operation or specific aspects of response.

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7 Incident Assessment and Response Activation

TNPI operates an on-call system to support after hour call outs in the event of an actual or potential emergency.

7.1 TNPI System – Response Regions

The Trans-Northern Pipeline System or TNPI East Emergency Response is provided through the following two systems;

7.1.1 Montreal System

The Montreal System area covers all segments of the Montreal Pipeline and facilities between the Montreal Pump Station and the Ottawa Measuring Station, including the Trans-Northern Jet Fuel Pipeline to Dorval Measuring Station.

The Montreal System maintenance offices are located in Montreal, QC and Lancaster, ON.

7.1.2 Toronto System

The Toronto System area covers all pipeline and facilities associated with the Metro Line (Nanticoke Pump Station to North Toronto Terminals) and the Airport Lateral Pipeline from the Toronto Airport Junction to the Toronto Airport Terminal.

The Toronto System maintenance offices are located in Mississauga, ON.

Refer to **Figure 6**

7.2 TNPI / East System On-Call Response Management

Within TNPI East two (2) teams; made up of a pipeline technician and a facilities service technician are on-call after hours. Each system; Toronto and Montreal, are supported by these teams to allow for timely activation and response.

7.3 APPL System – Response Region

The Alberta Products Pipeline System or TNPI West consists of a single region:

7.3.1 APPL System

The APPL System area covers all segments of pipeline and facilities between the Edmonton Pump Station and the Imperial Oil Meter Station in Calgary, including the Calgary Airport Lateral Pipeline.

The APPL System maintenance offices are located in Calgary and Edmonton, AB.

Refer to **Figure 7**

7.4 APPL / West System On-Call Response Management

Within TNPI West a single technician is on-call after hours. The on-call technician is supported by Field Services in the event additional expertise is required.

Regional Field Services – Areas of Response Coverage

Figure 6 Trans-Northern Pipeline Regional Field Services

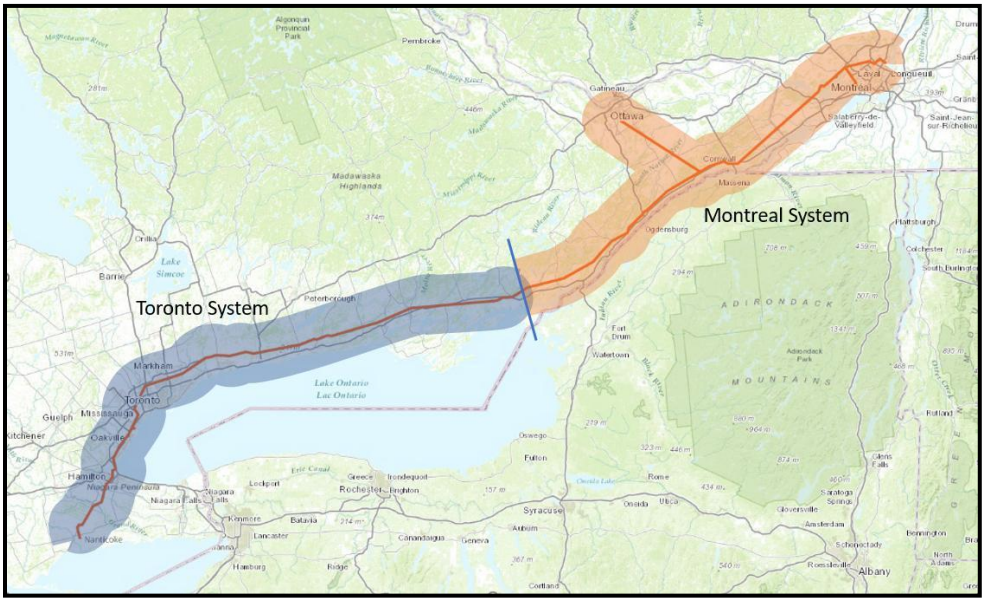
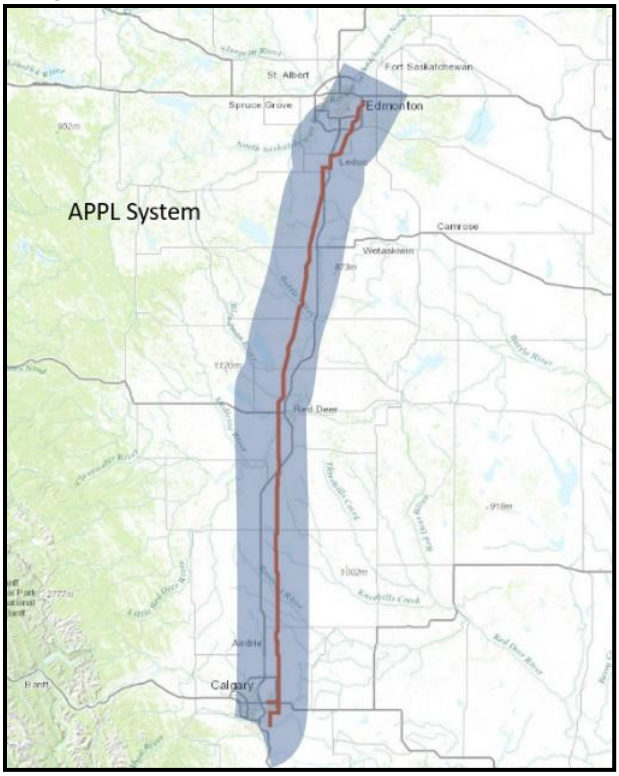


Figure 7 Alberta Products Pipeline Field Services



7.5 Incident Response Activation

Emergencies involving TNPI's facilities, infrastructure or operations can be detected and/or reported by members of the public, private property owners, Public First Responders, regular ground or aircraft patrol, or company personnel engaged in monitoring operating parameters. An incident may involve the following emergencies or threats:

- Pipeline control / SCADA alarm or trouble condition;
- Field identified integrity anomaly that has resulted in a spill, fire or explosion, reported to TNPI Line Control from TNPI Field Services or via TNPI emergency notification number from the public or emergency services;
- A pipeline strike notification from another pipeline, utility or other third party;
- Imminent security threat or attack;
- Severe weather event; or,
- Geo-hazard event.

The posted and distributed Emergency activation number: ***1-800-361-0608*** is answered 24/7/365 by a bilingual answering service. Information is collected and verbally transferred to TNPI Line Control and followed up with an email. If activation occurs through other channels such as an office line, cell phone or other media, the recipient must forward the information to Line Control: [redacted] to begin the activation process. The Response Activation and Assessment process is illustrated in **Figure 8**.

7.6 Response Process – Loss of Primary Containment (LOPC)

1. Emergency event activates TNPI **Line Control Emergency Response Plan (ERP) (*5456*)**.
    - TNPI Line Control detects pipeline measurement anomaly 'Leak Alarm'; or
    - Notification of field identified anomaly or event is received or transferred to TNPI Line Control from TNPI emergency 24/7 Call Center.
2. TNPI Line Control initiates a **Leak/Spill Action Report (5951)** and reported information is recorded.
3. Based on the pipeline operation parameters or reported observations indicative of a potential loss of integrity the pipeline is shutdown in accordance with the TNPI Line Control ERP.
4. TNPI Line Control conducts notifications to Field Services and Product Movement / Scheduling.
    - Regional Field Services On-Call Technician(s) and/or Regional Field Services Supervisor and Manager of Product Movement or designate.
5. An Incident Command structure shall be established.
    - The TNPI Field Services Supervisor should assume Incident Command.
    - On-Call Technician(s) may assume the Deputy Incident Command or Operations Section Chief role, depending on complexities of response and engagement of municipal response services.
    - The TNPI Control Room Supervisor should assume Operations Branch Director of Line Control.

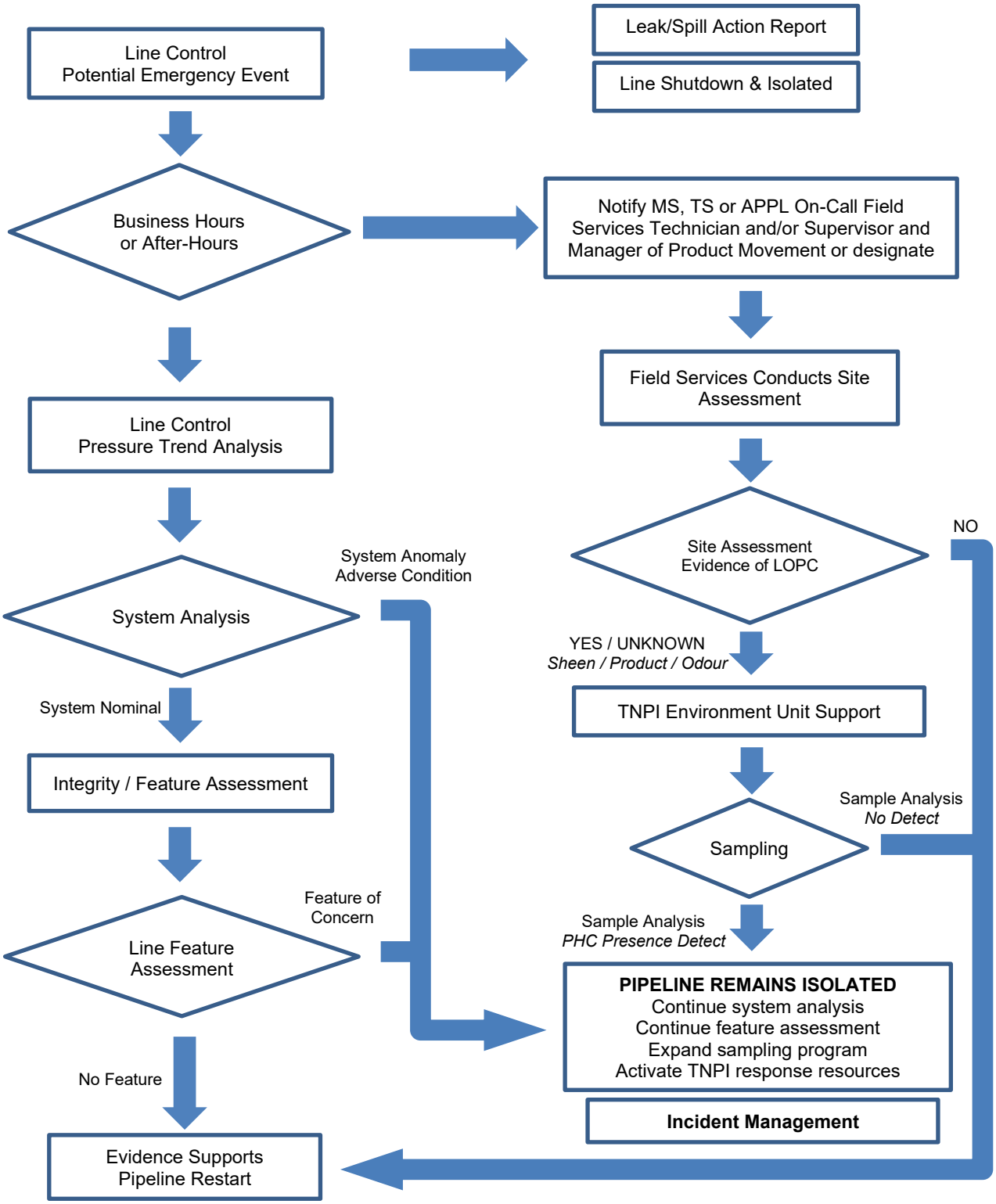
6. TNPI Line Control Operations Branch Director initiates an event chat in Microsoft Teams. The following staff and/or groups are notified; as required, of the chat to support event investigation and initial response.
    - Field & Technical Services Management ***[Technical Specialist / Advisor]***
    - Integrity Engineering group ***[Technical Specialist]***
    - Environment Group ***[Technical Specialist]***
    - Emergency Management Group ***[Technical Specialist]***
    - Occupational Health & Safety Group ***[Technical Specialist]***
7. TNPI Incident Commander shall notify TNPI Leadership as required.
    - President and Chief Executive Officer
    - Vice-President, Operations & Corporate Safety
    - Vice-President, Engineering & Integrity
    - Director, Regulatory & External Affairs
    - Director, Environment, Emergency Management & Security
    - Manager, Occupational Health & Safety
8. TNPI Line Control initiates a pressure trend analysis in accordance with the TNPI Line Control ERP.
    - Trend analysis findings are reported to notified TNPI personnel e.g. Field Services and Manager of Product Movement, etc.
9. TNPI Line Control Operations Branch Director should request a line segment / feature assessment from TNPI Integrity Engineering with findings reported to Line Control to assist in establishing line status.
10. Activated TNPI Regional Field Services Technicians should coordinate with Field Services management, respond; in accordance with initial response guidance i.e. Initial Responder Handbook, and conduct a site assessment, develop an initial Safety Plan and document using the ICS 201 form.
11. An Incident Command Post is identified as required.
12. The TNPI Incident Commander may transfer remote communication to applicable Microsoft Teams ICS channels if incident progresses to a greater response.
13. During the LOPC site assessment TNPI may liaise with on-site municipal emergency services in accordance with unified command practices.
14. TNPI Incident Commander or delegate may liaise with TNPI Environment, Emergency Management & Security (EEMS) to support LOPC site assessment.
15. TNPI Incident Management may facilitate external notifications to municipal emergency services as required (9-1-1).
16. TNPI Incident Management shall notify TNPI Regulatory and External Affairs to facilitate any provincial and federal regulatory notifications as per the TNPI **Event Reporting Procedure (04152)**.

In the regions where TNPI operates there is a duty to provide notification forthwith (as soon as it is known or ought to be known) if any emergency; such as, but not limited to, a spill or discharge of a pollutant into the environment has occurred.

17. The TNPI Incident Commander may activate additional TNPI personnel as required and obtain support, e.g., Emergency Operations Centre Team or Emergency Response Team members, Technical Specialist.
18. The TNPI Incident Commander may activate TNPI emergency response contractors / consultants as required to support the LOPC assessment process.
19. The emergency incident response will be managed in accordance with TNPI's **Emergency Response Plan (07386).**
20. The TNPI Incident Command structure will remain operational until restart criteria established by the Manager of Product Movement has been met.
21. TNPI Field Services will remain on-scene through start-up, on standby for one (1) hour or as directed by the TNPI Incident Commander.
22. Residual maintenance tasks may continue under a project management basis.

7.7 Initial Response Activation and Assessment of LOPC Event

Figure 8 Initial Response Activation and Assessment of LOPC Event



7.8 Response Process – Threat Event

Section 7.6 lays out the process for the initial response to events that involve the loss or suspected loss of primary containment, however, other events; e.g., fire, security threat, severe weather, etc. may be identified which require emergency actions. The following identifies the process in which TNPI should respond to an event that has been deemed to be an emergency or that has the potential to evolve into an emergency. Additionally, TNPI **Business Continuity Plan (02320), Disaster Recovery Plan (01757)** or **Pandemic Plan (02599)** may be utilized to assess and support response actions. The Response Activation and Assessment process is illustrated in **Figure 9**.

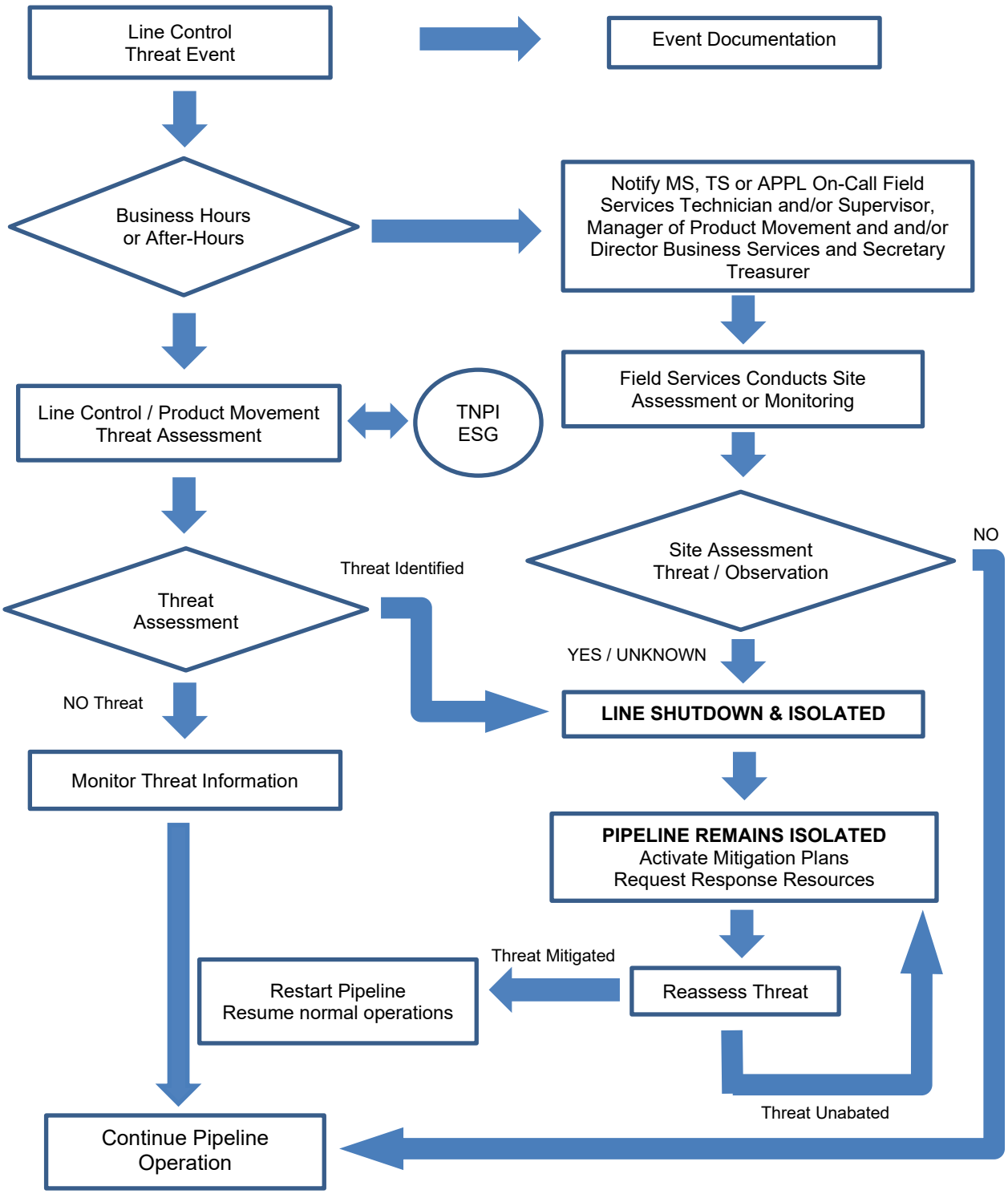
1. A threat event activates TNPI **Line Control Emergency Response Plan (*5456*)**.
    - Notification of an event is received or transferred to TNPI Line Control from TNPI leadership, employees or from emergency 24/7 Call Center e.g., fire, bomb threat, protest, etc.
2. TNPI Line Control initiates a record of the reported information
    a. **Initial Incident Reporting Worksheet (05952)**
    b. **Suspicious Activity and Sites Security Procedure (12192)**
    c. **Bomb Threat/Threatening Call Procedure (05379)**
3. Based on the threat or reported field observations the pipeline may be shutdown in accordance with the TNPI Line Control Emergency Response Plan.
4. Based on the threat or reported observations, the facility or office may be evacuated. Evacuation risks need to be considered and mitigated to determine if this action is safe and to what level of evacuation is appropriate, e.g., office, floor, building.
5. TNPI Line Control conducts notifications to Field Services and Product Movement / Scheduling and/or Business Services.
    - Regional Field Services On-Call Technician(s) and/or Regional Field Services Supervisor, Manager of Product Movement or designate**,** and/or Director Business Services and Secretary Treasurer.
6. An Incident Command structure shall be established.
    - The TNPI System Supervisor should assume Incident Command.
    - On-Call Technician(s) may assume Deputy Incident Command or Operations Section Chief role, depending on complexities of response and engagement of municipal response services.
    - The TNPI Line Control Supervisor should assume Operations Branch Director of Line Control.
7. TNPI Line Control Operations Branch Director initiates an event chat in Microsoft Teams. The following staff and/or groups are notified; as required, of the chat to support event investigation and initial response.
    - Field & Technical Services Management ***[Technical Specialist / Advisor]***
    - Business Services Group ***[Technical Specialist]***
    - Emergency Management Group ***[Technical Specialist]***
    - Security Management Group ***[Technical Specialist]***

- Cyber Management Group ***[Technical Specialist]***
- Occupational Health & Safety ***[Technical Specialist]***

8. TNPI Incident Commander shall notify TNPI Leadership as required
    - President and Chief Executive Officer
    - Vice-President, Operations & Corporate Safety
    - Director, Business Services & Secretary Treasurer
    - Vice-President, Engineering & Integrity
    - Director, Regulatory & External Affairs
    - Director, Environment, Emergency Management & Security
    - Manager, Occupational Health & Safety
    - Activated TNPI Regional Field Services Technicians shall coordinate with Field Services management, establish and institute a response or monitoring approach.
9. An Incident Command Post is identified as required.
10. The TNPI Incident Commander may transfer remote communication to applicable Microsoft Teams ICS channels if incident progresses to a greater response.
11. TNPI shall liaise with on-site municipal emergency services in accordance with unified command practices.
12. TNPI Incident Commander or delegate should liaise with TNPI Environment, Emergency Management & Security (EEMS) and/or conduct a consequence analysis (Resources-at-Risk Assessment) and identify initial response tactics.
13. TNPI Incident Management may facilitate external notifications to municipal emergency services as required (9-1-1).
14. TNPI Incident Management shall notify TNPI Regulatory and External Affairs to facilitate any provincial and federal regulatory notifications as per the TNPI **Event Reporting Procedure (04152)**.
15. The TNPI Incident Commander may activate additional TNPI personnel as required and obtain support, e.g., EEMS, Emergency Operations Centre Team, Disaster Recovery Group and/or or Emergency Response Team members.
16. The TNPI Incident Commander activates TNPI emergency response contractors / consultants as required.
17. The TNPI Incident Commander implements measures to mitigate active or potential threat.
18. Threat is reassessed by TNPI Incident Command. Outcome should trigger additional mitigation or if threat is abated restart criteria is established.
19. The TNPI Incident Command structure will remain operational until restart criteria established by the Manager of Product Movement.

7.9 Initial Response Activation and Assessment to Threat

Figure 9 Initial Response Activation and Assessment to Threat Chart



Initial Incident Phase - Timeline

TNPI Initial Incident Commander	Personnel and Equipment		Comments	Documents	Estimated Cumulative Time		
	Internal Resources	External Resources			Actual Time to Complete	Min-Estimate	Max-Estimate
All Reported Incidents							
Mobilization to site • Check wind direction to ensure safe approach to the incident scene • Stop 500M from incident and complete initial assessment. • Stop 100M from the incident and complete initial assessment	TNPI System On-Call personnel		Process follows the TNPI Initial Responder Handbook	TNPI Initial Responder Handbook (10255) ICS 214	On Route 0.5-2.5 Hrs.	0.5 Hrs.	2.5 Hrs.
Arrive on Site	TNPI System On-Call personnel	Municipal emergency services	If there are public first responders on site when you arrive, then respect their isolation zone and complete your own initial assessment to ensure it is safe to request access to the site. Ask for the Commanding Officer / Incident Commander on the site. Identify yourself as a TNPI employee, and engage the Incident Commander in a Unified Command If there are no first responders on-scene, establish a Command Post. **Note** All operations from this point forward need to be approved by the Incident Commander or Unified Command. If there are by-standers on site when you arrive, ask them to remove themselves from the area and complete your initial assessment and scene security measures	TNPI Initial Responder Handbook (10255)	N/A	0.5 hours	2.5 hours
Initial safe entry and site assessment • Don PPE • Initial assessment and zoning • Site security • Site entry • Site assessment	TNPI System On-Call personnel		Process follows the TNPI Initial Responder Handbook	TNPI Initial Responder Handbook (10255) ICS 214 (04716) ICS 201	0.5 - 1 hr.	1 hr.	3.5 hrs.
Incident Classification	TNPI System On-Call personnel		If not evident earlier in the incident, sufficient information will now be available to classify the event as outlined in **Section 9.7**. If incident is determined to be an Alert or a Level 1 incident, the Initial Incident Commander may declare the event a project and may manage the site as a day-to-day operation utilizing maintenance procedures and forms. (Do not continue) If incident is determined to be a Level 2 or Level 3 incident, then the incident continues using ICS process and forms	N/A	0.1 - 0.25 hrs.	1 hr.	3.75 hrs.
Level 2 and Level 3 Incidents							

Response resource activation	TNPI System On-Call personnel		Mobilization to incident scene, staging area or ICP Timing for resources to arrive on site may be immediate if they were activated during the initial activation process of may take several hours if activation is made at this time.	Update ICS 201 Resource Section	0 - 4 hrs.	1 hr.	7.75 hrs.
Health & Safety Plan / ICS 201-5 Update Initial Incident Briefing	TNPI System On-Call personnel		An Initial Health & Safety Plan (ICS201-5) is available In the TNPI Initial Responder Handbook Additional safety messaging or a comprehensive safety plan can be developed using the ICS 208. These documents will be used to brief incoming staff and contractors and to communicate safety and operational tasks	TNPI Initial Responder Handbook (10255) ICS 201-5 (11619) ICS 208 Safety Message (105029) ICS 206 Medical Plan (04708) Initial Health and Safety plan (04730)	N/A	1 Hrs.	7.75 Hrs.
Resources arrive on site	TNPI Emergency Response Team members TNPI response equipment	Response contractors Response consultants Mutual aid resources Agency resources	This process must be completed in an organized fashion to ensure staging areas, operational tasks, and the health & safety process is well understood by all arriving personnel Incoming personnel and equipment are accounted for and briefed by the Incident Commander or delegated personnel.	TNPI Initial Responder Handbook (10255) Update ICS 201 as resources arrive.	0.25 - 0.5 hrs.	1.5 hrs.	8.25 hrs.
Revision of the ICS 201 Revision of the Health & Safety Plan / ICS 201-5			The process of planning and approving additional operational tasks on the site will occur until a formal Command structure has been established and the first Incident Action Plan (IAP) has been completed It is assumed Planning and Operations are being undertaken by trained personnel with experience in Emergency Response. Notwithstanding all new operations and associated Health & Safety needs must be approved by the Incident Commander and updated on the ICS 201 and Health & Safety plan Additional operational tasks are identified as needing completion. These tasks are planned for, discussed and approved by the Incident Commander. Additions are made to the existing ICS 201 and OHS plan to encompass work following approval	Update ICS 201 Update ICS 201-5 - ICS 208 as required for new operational tasks.	6-12 hrs.	7.5 hrs.	20.25 hrs.

Initial Response Phase END - The ICS Planning Cycle now takes over until the incident is transitioned into a project.

7.10 Initial Response Roles & Responsibilities

7.10.1 Supervisor, Control Room

Role

The Control Room Supervisor; once notified, works closely with the Field Services Regional Supervisor to facilitate the incident assessment. The Control Room Supervisor may assume the role of Operations Branch Director or as an Advisor to the Incident Commander until the event has been stood down or once communication with Line Control operations is no longer imperative to the response.

Responsibilities

- Oversee the response to any emergency notification to TNPI Line Control.
- Maintain line of communication with the Incident Commander.
- Oversee line shut-down, isolation and depressurization.
- Oversee a system analysis, e.g. pressure trend assessment, alarm condition trouble-shoot, etc.
- Investigate internal notifications and establish event chat to coordinate initial incident communications.

7.10.2 Field Service Regional Supervisor

Role

As the Incident Commander the Field Service Regional Supervisor; once notified by the On-Call Technician, manages the Field Service incident assessment. The Field Service Regional Supervisor will remain the Incident Commander until the event has been stood down or an approved Emergency Response Team Incident Commander has arrived on site.

Responsibilities

- Manage the Field Service initial response assessment.
- Maintain line of communication with TNPI Line Control.
- Conduct or ensure the completion of notifications to municipal emergency services and that TNPI Regulatory and External Affairs has been notified to facilitate any provincial or federal regulatory notifications.
- The TNPI Incident Commander may transfer remote communication to applicable Microsoft Teams ICS channels and establish.
- Activate emergency response resources (contractors, consultants, etc.) as required.
- Incident management should liaise with TNPI Environment, Emergency Management & Security (EEMS) and conduct a consequence analysis (Resources-at-Risk) and identify initial response tactics.
- Ensure applicable health & safety plans, permits, ICS 201-5 / ICS 208, etc. are developed, implemented and adhered to by TNPI and TNPI contractors.
- Establish and maintain an ICS 214 – Personal / Unit Log.
- Establish and maintain an ICS 201 Incident Briefing.
- Confirm and communicate the directions from the incident site to the nearest emergency medical facility.
- Continue to document implemented response and recovery tactics as they are implemented.

7.10.3 Field Service Regional On-Call Technician

Role

As either a Deputy Incident Commander or Operations Section Chief the Field Service On-Call technician; once notified by Line Control, oversees the Field Service on-site incident assessment. The Field Service On-Call technician will remain the Deputy Incident Commander or Operations Section Chief until the event has been stood down or an approved Emergency Response Team Deputy Incident Commander or Operations Section Chief has arrived on site.

Responsibilities

- Oversee the Field Service on-site initial response assessment.
- Maintain line of communication and situation status with the Incident Commander.
- Liaise; on behalf of the Incident Commander, with attending municipal emergency services, e.g. Fire Service, Police, EMS, municipal public works, etc.
- Manage contracted resources and establish a personnel accountability system to track response resources and personnel i.e., ICS 211.
- Secure and protect evidence as reasonable.
- Coordinate a staging area for activated response resources.
- Establish and maintain an ICS 214 – Personal / Unit Log;

7.10.4 Manager, Product Movement

Role

The Manager of Product Movement; once notified, establishes line operation and restart criteria. As an Advisor to the Incident Commander, they monitor Line Control and Field Service observations. The Manager of Product Movement will remain an Advisor to the Incident Commander until evidence supports a stand-down to the response and a restart of the affected line.

Responsibilities

- Maintain line of communication with the Incident Commander.
- Liaise with TNPI Integrity Engineering and assess pipeline status.
- Assess system integrity information and Field Service observations.
- Establish line restart criteria.

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8 Response Communication

8.1 Initial TNPI Notification and Activation

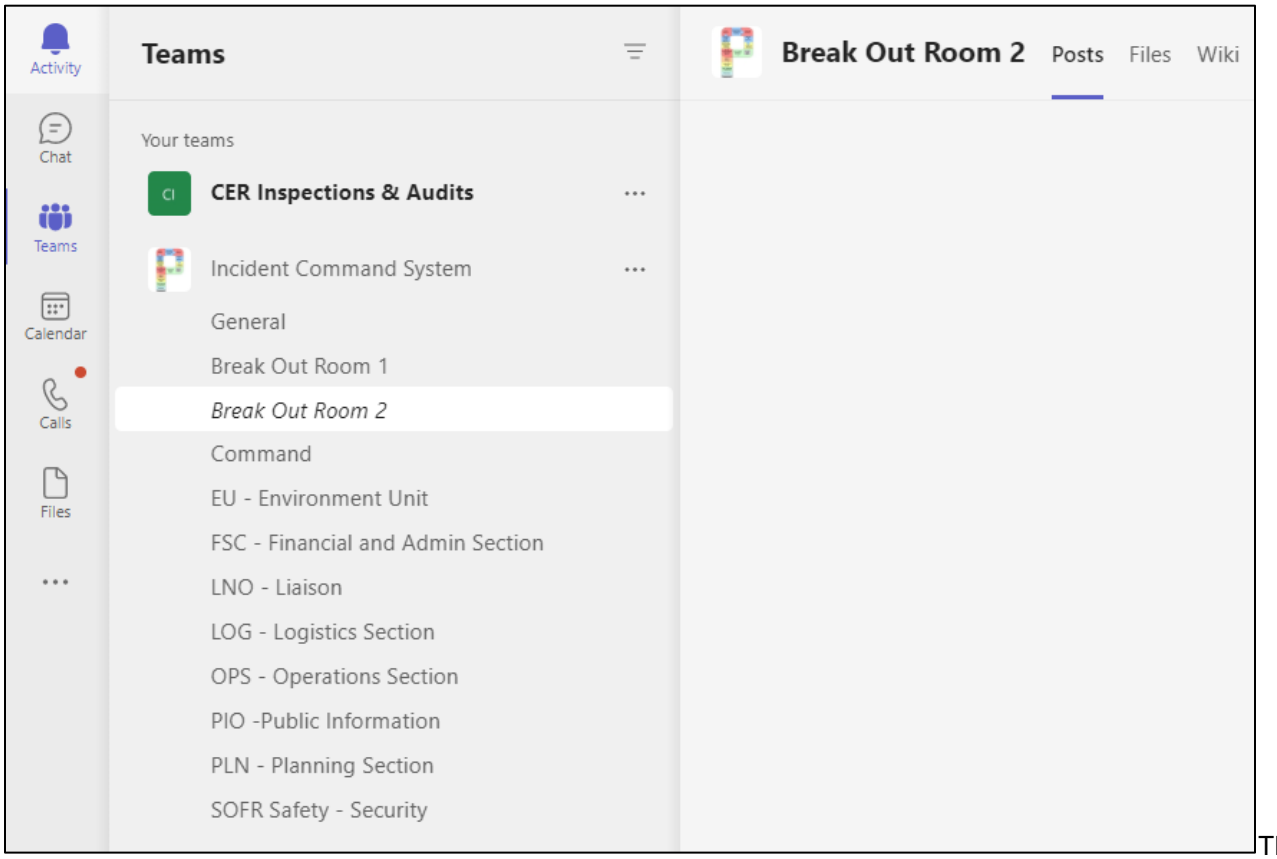
TNPI Line Control upon incident activation shall notify the appropriate TNPI personnel associated with Product Movement, Operations / Field Services and supporting departments. Such initial notifications will occur by phone and may include ongoing communication through the use of the Microsoft Teams platform. An 'incident specific chat' may be initiated to support the initial Line Control investigation. Upon confirmation of a loss of primary containment or other confirmed emergency the TNPI Incident Commander (Field Service Regional Supervisor/Manager) shall migrate initial response communication to TNPI's Microsoft Teams Incident Command System Channels until an onsite presence / command post has been established.

8.2 Incident Command Communications

Until an onsite presence / command post has been established TNPI may utilize the TNPI's Microsoft Teams Incident Command System Channels to support incident management communication. The Microsoft Teams platform may be utilized in conjunction with other communication systems to maintain situational awareness and communication with remote staff supporting the response.

TNPI has established twelve (12) channels with Microsoft Teams. The available channels can be noted in **Figure 10.**

Figure 10 TNPI Microsoft Teams Incident Command System Channels



TNPI maintains communication within and between the ICP and field using mobile cell phone communications. If conditions warrant the

use of 2-way intrinsically safe radio systems, TNPI will utilize the communication equipment available from our Emergency Response Contractors and/or by renting from our Emergency Response Consultant.

8.3 Incident Management Documentation and Situational Awareness

TNPI has adopted the Incident Action Plan (IAP) Software as an incident and crisis management tool for all-hazards response. The IAP software is compliant with Incident Command System (ICS) forms and processes. Refer to **Figure 11.**

The IAP software supports TNPI during incident management with initial response, response resource tacking, tactical planning process, situational awareness, and document preservation.

TNPI responders can access the IAP software at the following web address:

https://webiap.iapsoftware.com/IAP6/Account/Login

Figure 11 IAP Software Login Screen(s)

8.3.1 IAP Software Access

There will be times during a response when new staff, contractors or consultants will need to be granted access to the IAP software. Use the Request Access link on the home page to access the form, if there are any issues contact the Director, Environment, Emergency Management & Security.

8.3.2 Situational Awareness

Upon logging into the IAP software and selecting the applicable incident, TNPI responders or supporting resources may review a situation summary / status board. A navigation pane connects the user with each of the applicable ICS documents and / or processes. Refer to **Figure 12**

Figure 12 IAP Software Situation Summary / Status Board and Navigation Pane

8.3.3 ICS Documentation / Forms

While TNPI has been migrating towards a digital format for incident management there will always be the need for paper ICS forms and documentation.

All ICS forms can be accessed and/or printed from the IAP software. Additionally, ICS forms can be accessed and printed through the TNPI Intelex portal while printed copies are available from the Document Unit of each Regional ERT.

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9 Incident Response

9.1 Initial Incident Assessment

In compliance with the TNPI Initial Response Handbook TNPI personnel independently or in coordination with the responding emergency services shall ascertain the potential consequences of the event and classify it in accordance with Regulator established incident attributes. This classification will assist TNPI and Regulators to determine which emergency response resources should be activated and to establish the appropriate public safety measures.

In the event of a reported fire or explosion from the public or municipal emergency service or a significant monitored alarm/trouble condition by TNPI Line Control which requires a Fire, or Police response, a Level 3 response shall be immediately initiated.

Refer to **Section 9.7** Incident Characterization to determine the applicable tier or level.

9.2 Initial Incident Response Objectives

Upon arrival on the scene of an emergency or upon the determination of an initial assessment the TNPI Incident Command shall immediately take emergency response measures reflecting TNPI's core emergency response objectives.

Life Safety

- Protect TNPI staff, responders, contractors, and the public

Incident Stabilization

- Implement initial control measures to mitigate any release and/or ongoing threats

Minimize the impacts

- Consider people, environment, property, assets, reputation

9.3 Initial Response Strategies

Incident specific objectives should guide TNPI in the development of response strategies, however, the TNPI Incident Management Handbook offers additional guidance regarding response objectives and strategies. The following sections outline primary response strategies that should be considered during all responses:

- Safety and Scene Control
- Incident Mitigation
- Incident Response Safety Zones
- Characterization of Incident
- Response Safety Management
- Discharge Analysis and Consequence Assessment
- Preservation of evidence

9.4 Safety and Scene Control

The protection of Life, Environment and Property are the prime Objectives of the Plan. Plan Objectives are outlined in **Section 5.2** of the plan with additional guidance for Objectives identified in **Section 9** of the **Incident Management Handbook (08408)**.

Safety and scene control will be established by the TNPI Incident Command or delegate if not yet established by municipal emergency services. Scene control will ensure that access is restricted for the public and access for responders is through a controlled access corridor set up during site staging. Scene control will also establish safe entry guidelines.

Additional warnings / controls shall be considered in the form of roadblocks, barrier tape and/or warning signs to communicate the hazard(s). Smoking or other sources of ignition must be prevented at the scene of the spill and down-wind from spill site.

Occupational safety is of paramount importance in the conduct of Company business. Every effort will be taken to provide a safe work environment, identify and control health and safety hazards, and promote the health and safety of all company employees and contractor personnel.

9.4.1 First on Site

The first person on site must ensure all hazards are identified and any known or anticipated life safety conditions are mitigated.

The initial response should also consider preserving evidence of the event, but this will not take precedence over life safety conditions or the threat of environmental damage.

Refer to the TNPI **Initial Responder Handbook (10255)** for initial response guidance.

9.4.2 Pre-Entry Safety

- Complete Safety Checkpoint Assessment and Hazard Assessment;
- Define communication plan and reporting structure;
- Decide if it is safe to enter the site based on the findings of the Assessments;
- Don appropriate personal protection equipment;
- Establish safe point of entry and alternate evacuation up-wind, up-hill, up-stream of the potentially affected area;
- Define safety zones from a distance (hot, cold, warm) and use barrier tape or other means to define perimeters;
- Determine if people are injured or trapped. Activate First Responders as applicable;
- Complete Initial Health & Safety Plan (ICS 201-5).

9.4.3 Safe Entry Guidelines

Site entry must be made by a minimum of two individuals or one individual utilizing the TNPI **Working Alone Procedure (04059)**. If atmospheric/respiratory conditions and/or occupational limits are unknown, entry must be made with applicable monitoring and respiratory PPE.

9.4.4 Conditions for non-entry

NO ENTRY - involved fire conditions or imminent fire conditions;

NO ENTRY - above or below safe oxygen concentrations;

NO ENTRY – above 10% (of the) Lower Explosive Limit (LEL) for Hot Work activities;

NO ENTRY – above 20% (of the) Lower Explosive Limit (LEL) for Cold Work activities;

NO ENTRY – when exposure to product(s) are above the applicable Threshold Limit Value (TLV) without appropriate respiratory protection that will be donned by entry team, for more information TNPI **Air Testing Equipment, Monitoring and Calibration (02800);**

NO ENTRY - when limits exceed or may exceed safe working ranges of the respiratory protection chosen and donned by entry team;

NO ENTRY - when conditions may result in excessive contact or chemical immersion;

NO ENTRY - when there is a risk of contact with hazardous energies (electrical, mechanical, hydraulic, pneumatic, chemical, nuclear, thermal, gravitational or other energy that can harm personnel)

9.4.5 Other Hazards

There are a number of additional potential hazards faced during spill response including Slips, Trips and Falls. Special care should be taken when walking on oiled surfaces, water banks, especially during night-time operations. The Site-Specific Health and Safety Plan should identify these potential hazards, and they must be clearly communicated to responders.

TNPI Hazard Inventory (07459) provides a detailed listing of possible and credible hazard exposures during emergency response.

9.5 Incident Mitigation

Initial incident mitigation will reduce or eliminate the threat to people, the environment and property and can reduce the overall impact of an emergency or spill. Response actions and mitigation procedures undertaken at the time of an incident can ultimately influence the duration, magnitude and extent of consequences.

While it is important to initiate the following measure as soon as possible they should be commenced only if it is safe to do so. Personnel safety shall be the primary response objective.

9.5.1 Site Control Measures

- Isolate or Initiate emergency shut down procedures on all equipment and remove all potential source of ignition when a loss of primary containment may have occurred.
- In the event of a fire activate appropriate alarm or provide notification to TNPI Line Control.
- Extinguish incipient fires if trained to do so.
- Isolate all accessible site drainage valves in effort to contain or direct any petroleum product or impacted surface waters to site containment.
- Where site drainage is facilitated via ditches / culverts utilize available materials and/or equipment to establish berms or containment structures.
- Utilize sorbent pads / booms to contain petroleum product where appropriate.
- Consider the use of fire-fighting foam on contained pools of petroleum product to prevent petroleum vapour migration and protection against ignition.
- Coordinate a staging area for activated response resources.

9.5.2 Off-site Control Measures

- Where off-site migration of petroleum product or impacted surface waters has or may occur, review and implement with contractor support the TNPI Control Points. If no pre-identified control points have been established, survey area for potential locations to implement control measures with contracted services.

- Monitor and / or support the monitoring of all offsite storm and sanitary drainage.
- Notify immediate stakeholders e.g. neighbouring properties, if safe to do so.
- Where applicable and in coordination with local authorities, isolate and secure the incident site to prevent unauthorized entry of the public into areas potentially impacted by the emergency using TNPI vehicle, road block equipment and / or signage.
- In the event an evacuation has been ordered TNPI will coordinate with the local municipality to support the establishment of a reception centre. Appropriate TNPI personnel will be designated to support the centre, facilitate additional services and disseminate public information.

9.6 Incident Response Safety Zones

The TNPI On-call should; using their vehicle as the safety checkpoint, identify the Warm Zone perimeter (approx. 100 M upwind from the incident site) and additional safety zones as required. **Figure 13** illustrates approximate safety zones.

9.6.1 Hot Zone - Emergency Responder Isolation Zone (50 M)

This zone may expand or contract based on the hazards present but often will consist of atmospheric hazards above TLV requiring respiratory protection, flammable atmospheres and/or may be contaminated with a refined petroleum product.

9.6.2 Warm Zone (100 M)

This zone provides a buffer between the hot and cold zone. An access and egress route up-wind of the incident site will limit the overall impact from the site and provide a safe route to a staging area or a location to conduct decontamination of personnel and equipment.

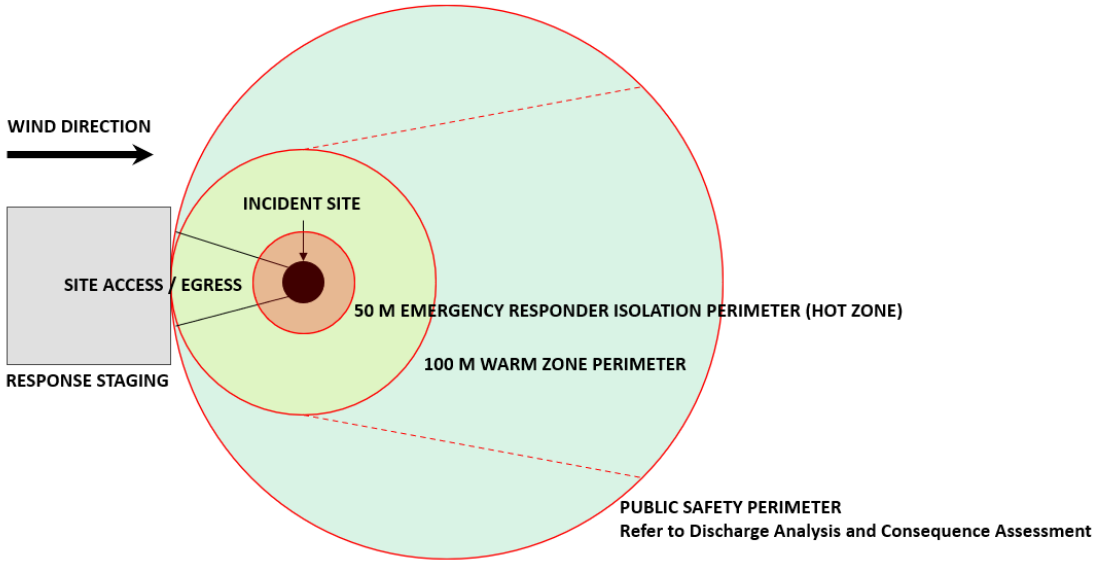
9.6.3 Cold Zone - Public Safety Perimeter (300 M)

This zone establishes a protective safety zone ensuring the protection of the public from any hazards associated with the incident and a safe zone where staging and command of an incident can occur.

9.6.4 Cold Zone – expanded Public Safety Perimeter – Fire or other threats (800 M)

This zone establishes a protective safety zone ensuring the protection of the public from any hazards associated with the incident and a safe zone where staging and command of an incident can occur in the event a fire has initiated or involves a tank used for the storage of petroleum or ongoing security threats.

Figure 13 Incident Response Safety Zones



9.7 Classification of Incident

Incident Classification will be completed by the initial TNPI Incident Commander. This classification will assist TNPI determine which emergency response resources should be activated and to establish the appropriate public safety measures; if not yet established. The following assessment criteria will assist in establishing the incident threat level, recommended actions and the potential for escalation. Refer to **Table 9-1**

In the event of a reported fire or explosion from the public or municipal emergency service or a significant monitored alarm/trouble condition by TNPI Line Control a Level 3 response shall be immediately initiated.

Table 9-1 Assessment Matrix for Classifying Incidents

Table 1. Consequence of incident

Rank	Category	Example of consequence in category
1	**Minor**	• No worker injuries. • None or low media interest. • Liquid release contained on lease.
2	**Moderate**	• First aid treatment required for on-site worker(s). • Local and possible regional media interest. • Liquid release not contained on lease.
3	**Major**	• Worker(s) requires hospitalization. • Regional and national media interest. • Liquid release extends beyond lease - not contained.
4	**Catastrophic**	• Fatality • National and international media interest. • Liquid release off lease, not contained - potential for oil is affecting water or sensitive terrain.

Table 2. Likelihood of incident escalating*

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

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

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

Table 3. Incident classification

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

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

9.8 Incident Stand Down

The decision to end a spill response or transition the incident to a recovery, long-term remedial or environmental monitoring operation is made by the Incident Commander having authority over the incident in consultation with the other Unified Command members. The decision is based on an assessment of clean-up operations and incident status to determine if there is any probability of the escalation of the incident.

Remedial efforts may continue for some time, until the point is reached where there is no longer a net environmental benefit in continuing.

On the APPL system, the decision to downgrade the incident level or stand down the incident must be made in consultation with the AER.

9.9 Personnel Debrief

Immediately once a person or unit has been deactivated, their supervisor should conduct a debrief focusing primarily on the emotional, psychological, and physical impact on the individuals involved in the response. The purpose is to provide immediate support and address any immediate concerns or issues, this is not meant for critique or analysis (post-incident review).

For situations where the individual may benefit or requests additional or more specialized support the supervisor is to direct the user to our company's Crisis Management Services provider.

9.10 Incident Debrief (Review)

As soon as reasonable after the stand down, an incident debrief should be held to capture observations from participants to support an evaluation of the effectiveness of the response, this may be completed by any TNPI Business Unit with collected information being provided to the Environment, Emergency Management and Security group for the development of the After-Action report.

An After-Action Report (AAR) should be prepared for all level 3 events. All tracking and record retention is completed through Intelex, this will log the events and assign responsibilities and completion timelines.

Post-incident review information may be collected through various methods, such as facilitated sessions, individual interviews, post event hot wash, questionnaires and/or documentation reviews.

10 Response Safety Management

10.1 Job Safety Analysis

At the onset of an emergency the TNPI Incident Commander or Safety Officer will identify whether the JSA process will be utilized to assess the hazards associated with emergency response tasks or whether the ICS 215A 'Incident Action Plan Safety Analysis" will be utilized to assess the risks associated with emergency response tasks.

The existing **Job Safety Analysis (JSA) Procedure (06132)** is used to identify hazards associated with tasks, activities, when the facility or operational conditions change. The purpose of the JSA is to mitigate hazards before the task or activity takes place. This process is widely understood and utilized by TNPI Field Services to ensure safe and proper procedures are used when doing this type of work. Ongoing monitoring for hazards during the work may identify changes in conditions, job scope or activities which require the workers to immediately stop work and revise the JSA, before work can resume. TNPI has an Emergency Management of Change (MOC) process outlined in the **Management of Change Procedure (4463)**.

In either case the process should be overseen by a representative from TNPI. This person may be the Safety Officer; in accordance with the ICS incident management structure. The results of the safety analysis should form the basis of the Site Health and Safety Plan. Field staff are expected to review and revise as required any JSA hazards and apply appropriate mitigations based on actual and anticipated field conditions at time of work. **TNPI Hazard Inventory (07459)** provides a detailed listing of possible and credible hazard exposures during emergency response that may be accessed to support Safety Plan and/or JSA development.

10.2 Exposure Protection

10.2.1 Potential Product Exposures

Personnel involved in any response to petroleum product spills must be familiar with the possible effects of the exposure to large quantities of refined petroleum products transported throughout the pipeline.

The two (2) primary exposure pathways associated with petroleum hydrocarbons are:

- Skin Contact (absorption)
- Vapour Inhalation

10.2.2 Personal Protective Equipment

The absorption of toxins through skin/eye contact can be greatly reduced through the wearing of oil-resistant Personal Protective Equipment (PPE). PPE selection will be determined by the Incident Command or Safety Officer. Protective clothing is designed to reduce or eliminate the exposure of responders to chemical hazards. There are four levels of protective clothing recognized for use when handling hazardous materials. Each article of clothing has limits to the exposure of chemicals. The manufacturer's technical research data shall be consulted prior to use of PPE in an incident to ensure that the appropriate level of protection has been selected.

The minimum level of PPE for TNPI responders will be Level D with the ability to incorporate respiratory protection. This should include but not limited to:

- Approved fire-resistant (F/R) coverall, high concentration of spilled material may require the use of FR rated Tyvek like protective clothing;

- Hard hats with side impact protection;
- Impervious gloves may require leather gloves to be worn over the nitrile gloves. Do not re-use contaminated gloves;
- Safety Spectacles with side shields, high concentration of spilled material will require the use of Chemical Splash goggles or full-face respirator;
- CSA-approved steel-toed boots may require rubber CSA approved boots.

During a response the following shall be adhered to:

- PPE must be worn properly in order to fully protect responders;
- Responders must be trained on how to use the PPE;
- Damaged or heavily oiled PPE should be replaced as soon as possible;
- All responders leaving the Hot Zone must go through a decontamination zone to ensure oil is not transported beyond the contaminated area.

For additional information regarding Personal protective equipment refer to the TNPI **Personal Protective Equipment Procedure (03122).**

10.2.3 Atmospheric monitoring

Atmospheric monitoring is an integral part of scene safety. Direct reading gas monitors shall be used by responders under the direction of the Incident Command to quantify the concentration of known gases to ensure safety and compliance of workers. Record keeping of direct reading results will be kept throughout the duration of the incident. If vapour levels are determined to exceed safe working limits, it might be possible for responders to work while wearing half or full-face respirators fitted with appropriate cartridges. In this case, on-going vapour monitoring is essential to ensure vapour levels do not exceed safe working limits. Refer to **Air Testing Equipment, Monitoring and Calibration (02800)**.

4 head gas detection monitors are available from the Field Services offices in Elmbank, Landcaster, ON and Montreal, QC. Alberta based staff have been assigned individual units.

10.2.4 Materials of Interest

A hazard evaluation must identify the products involved. Safety data documentation (SDS) for TNPI products will outline the occupational exposure limits and the flammable limits of potential hazardous products. The Transport Canada Emergency Response Guidebook outlines the isolation distances. Refer to Sections 4.3 and 4.4 for additional information.

10.3 Decontamination

Decontamination is the process of removing or neutralizing contaminants or substances that have accumulated on personnel and equipment. Decontamination protects workers, the public and the environment from hazardous substances that may contaminate and eventually permeate the protective clothing, respiratory equipment, tools, vehicles, and other equipment used. Before scene entry, responding TNPI Facility personnel should define the potential decontamination process required in order to safely remove any contamination that responders may come into contact with to ensure that no contamination will be brought into the Cold Zone.

10.3.1 Decontamination Methods

All personnel, clothing, equipment, and samples leaving the cleanup area must be decontaminated to remove any harmful substances otherwise the following must occur:

- Physically remove contaminants;
- Inactivate contaminants by chemical detoxification; and
- Isolate contaminants by removing protective equipment and packaging it in drums or bags for future decontamination or disposal.

10.4 Emergency Decontamination

In addition to routine decontamination procedures, emergency decontamination procedures should be established. If immediate medical treatment is required to save a life, decontamination should be delayed until the victim is stabilized. If decontamination can be performed without interfering with essential lifesaving techniques or first aid, or if a worker has been contaminated with an extremely hazardous substance that could cause severe injury or loss of life, decontamination must be performed immediately.

If an emergency due to a heart related illness develops, protective clothing should be removed from the victim as soon as possible to reduce additional stress on the victim.

During an emergency, provisions must also be made for protecting medical personnel and disposing of contaminated clothing and equipment.

10.5 Workforce Health

10.5.1 Urgent Medical Attention

In situations where emergencies arise unexpectedly and pose significant risks, immediate access to medical care is crucial. Whether dealing with severe injuries, sudden illnesses, or other urgent health concerns, knowing the locations of nearby hospitals can make a critical difference. A listing of Public **Health Facilities** equipped to provide prompt and comprehensive medical attention is listed in **Appendix H**.

10.5.2 Fatigue Management

Incident management should be conscious of the potential for fatigue among its response team members; particularly during protracted responses, identifying management of fatigue as a health and safety objective. Coordination with TNPI's Emergency Operations Centre Team to secure the necessary human resources will be imperative to combating fatigue among responders. Consider the development of a fatigue management plan to assist in the management of human resources.

10.5.3 Critical Incident Stress Management

Critical Incident Stress refers to a range of physical and psychological symptoms that might be experienced by someone as a result of being involved, witnessing or confronted with a traumatic critical incident such as a serious injury, death, mass casualty or any incident in which a person's life has been imperilled or threatened. The following types of symptoms may be presented:

- Physical reactions
    - exhaustion, nausea/vomiting, weakness, difficulty breathing and chest pains
- Emotional

- loss of emotional control, grief, guilt, depression, anxiety, feeling lost or overwhelmed

- Cognitive
  - poor concentration, memory problems, poor attention span, difficulty making decisions
- Behavioural
  - withdrawal from family, friends and other people, avoiding going home.

Critical Incident Stress Management is the implementation of appropriate crisis intervention tactics to respond to the needs of the situation. Intervention tactics can be used before, during and after a crisis to mitigate the impact of an event or support the recovery process and help assess the need for additional services. At the onset of an emergency, the Safety Officer should consider the potential impact on personnel and the need to develop a Critical Incident Stress Management Plan and identifying supporting services.

11 Emergency Notifications & Reporting

If there is an imminent threat of fire, explosion or consequence to public safety immediately notify municipal emergency services.

Call 9-1-1

If not near the scene of the emergency report the incident via the identified non-emergency number identified in *Appendices E, F and G*.

11.1 External Reportable Events

Upon an event that meets any of the following definitions notification shall be conducted forthwith / immediately upon implementation of mitigation or initial response tactics.

- a death or serious injury to a person;
- an unintended or uncontrolled spill of any substance that is abnormal in quality or quantity that causes or may cause an adverse effect, in light of all circumstances of the discharge;
- an unintended fire or explosion;
- a line strike and/or contact damage, unauthorized crossing or any other near miss that had or has the potential to threaten the integrity of a pipeline system asset; operating or non-operating and/or,
- operation of a pipeline beyond its design limits as determined under CSA Z662 or any operating limits imposed by the regulator.

11.2 Regulatory Notifications

Upon implementation of mitigation and initial response tactics ensuring the safety of TNPI employees, emergency responders and the public the TNPI Incident Commander or delegate shall notify TNPI ***Regulatory and External Affairs*** to facilitate any provincial and federal regulatory notifications as per the TNPI **Event Reporting Procedure (04152)**.

Contact Information is located in ***Appendix B.***

Depending on the location of the event, the appropriate authorities and/or stakeholders are to be advised of the incident and the current state of response.

11.2.1 Provincial Authority Having Jurisdiction

Alberta

Notification related to the environment and energy development in Alberta shall be made to the ***Alberta Energy Regulator*** and the ***Ministry of Environment and Protected Areas*** complaints and emergencies hotline. In accordance with the Release and Environmental Emergency Notification Regulation the AER will notify the ***Environment and Climate Change Canada*** (***ECCC) National Environmental Emergencies Centre***.

Ontario

Notification shall be made to the ***Ministry of the Environment, Conservation and Parks (MECP)*** Spills Action Centre. In accordance with the Release and Environmental Emergency Notification Regulation the MECP will notify the ***ECCC National Environmental Emergencies Centre***.

Quebec

Notifications shall be made independently to the ***Ministry of the Environment and the Fight against Climate Change, Wildlife and Parks*** and to ***ECCC National Environmental Emergencies Centre***.

11.2.2 Federal Authority Having Jurisdiction

In accordance with CER event reporting guidelines, notification shall be made to the ***Canada Energy Regulator (CER)*** via the ***Transportation Safety Board (TSB)*** Reporting Hotline. Subsequent notification and/or submission of relevant information shall be inputted via the CER / TSB Online Event Reporting System.

11.2.3 Stakeholders

The municipality within the boundaries of the emergency incident.

This notification may be conducted locally via 9-1-1 for emergency services or remotely via non-emergency contact number(s) for municipal, regional municipal or county emergency and public-work services.

The person having control of the pollutant

Where TNPI is not the person/company having control of the pollutant and knows or is able to ascertain readily the identity of the person having control of the pollutant TNPI shall notify the person having control of the pollutant.

11.3 Emergency Notification Information

The following is a list of information that should be provided to the respective Officer receiving the emergency notification. Keep in mind not all information will be known, and additional notifications may be required as the response progresses.

- A description of the location where the discharge occurred and, if known, the municipal address of the location.
- The date and time that the discharge occurred or was discovered.
- The names and telephone numbers of everyone who was contacted to respond to the discharge, including any fire department, police department or other public authority.
- The duration of the discharge and whether the discharge is continuing.
- The pollutants discharged and known hazards associated with the pollutants.
- The quantity of pollutants discharged.
- Any relevant information regarding the cause of the discharge, if known, and the circumstances surrounding the discharge.
- A description of any adverse effects that occurred or may occur.

- Any actions that were taken or will be taken to prevent, eliminate and amend the adverse effect and to restore the natural environment.
- Any impact of the discharge of the pollutant on other properties?
- If the discharge has impacted other properties has the responsible party been provided access to those properties to prevent, eliminate and amend the adverse effect and to restore the natural environment.
- Any other pollutants that were or may be discharged into the natural environment as a result of the incident.

11.4 Facility Specific Notifications

In the event of a SCADA alarm / trouble condition highlighting an emergency at the following stations TNPI should immediately notify the applicable facilities and request support.

Contact Information is located in ***Appendix D***.

11.4.1 Montreal System

Montreal Station [MT] – [redacted]

Dorval Measuring Station [DVJ] - [redacted]

Ottawa Measuring Station [OT] - [redacted]

11.4.2 Toronto System

Cummer Junction [CUJ] - [redacted]

North Toronto [NT] – [redacted]

Toronto Airport Junction [TAJ] - [redacted]

Toronto Airport Junction [TAJ] - [redacted]

CAFAS Measuring Station [CAFAS] - [redacted]

[redacted]

[redacted]

[redacted]

[redacted]

Clarkson Station [CL] - [redacted]

Oakville Station [OA] – [redacted]

Nanticoke Pump Station [NK] – [redacted]

11.4.3 APPL System

Edmonton Pump Station [EPS] – [redacted]

Edmonton Pump Station [EPS] – [redacted]

Edmonton Pump Station [EPS] – [redacted]

Calgary Airport Terminal [CAT] – [redacted]

Imperial Meter Station [IMS] – [redacted]

Imperial Meter Station [IMS] – [redacted]

11.4.4 [redacted]

[redacted]

11.5 Advisory Notifications

The TNPI Incident Commander or delegate shall coordinate advisory notifications as applicable.

Contact Information is located in the ***Appendices***.

11.5.1 Ontario One-Call

Contact the appropriate provincial on-call system for emergency utility location requests.

Ontario One Call (Ontario) - https://ontarioonecall.ca/

Info-Excavation (Quebec) - https://www.info-ex.com/en/

Utility Safety Partners (Alberta) - https://utilitysafety.ca/

11.5.2 Regional Conservation Authorities

During business hours the applicable regional conservation authority or equivalent may be contacted to request river/stream level/flow information or information regarding protected or species at risk habitat protection.

11.5.3 Indigenous Communities

Whether or not an incident directly impacts an Indigenous community or reserve TNPI should be considerate of the impact of the incident in terms of its location within the traditional territory of an Indigenous community or overlapping traditional territories of multiple Indigenous communities. As such, TNPI should ensure a timely notification to the leadership and/or community emergency response teams. Indigenous communities *Contact Information is located in* ***Appendix I.***

Other Nations may be identified and require notification and consultation. TNPI Incident Management should staff a Liaison Officer to facilitate identification and engagement of potentially effected Indigenous communities.

11.5.4 Stakeholders

In the event of an emergency that has the potential for off-site impacts TNPI shall take all measures to notify and/or advise stakeholders of emergency actions, e.g. Notify adjacent landowners / business owners that an incident has occurred and may result in impact to their operations and/or safety.

TNPI utilizes a stakeholder / GIS management software during day-to-day operations to identify and gather information regarding land users, e.g. land users, renters, etc. The **Data Management within COREline User Guide (10546)** defines how TNPI may utilize COREline during an emergency to conduct emergency notifications with stakeholders.

11.6 Labour Notification

In the event of a personal injury incident, occupational disease or other hazardous occurrence during an emergency or other facet of TNPI operations TNPI shall immediately conduct the applicable notification(s). When possible **DO NOT DISTURB THE SCENE.**

- the death of an employee;
- a disabling injury to two or more employees;
- the loss by an employee of a body member or a part thereof or the complete loss of the usefulness of the body member or a part thereof;
- the permanent impairment of a body function of an employee;
- an explosion;
- damage to a boiler or pressure vessel that results in fire or the rupture of the boiler or pressure vessel; or
- any damage to an elevating device that renders it unserviceable, or a free fall of an elevating device.

Additionally, certain events may trigger labour notifications whether an injury has occurred or not. The following are examples of incidents potentially requiring labour notification. Consult TNPI Health & Safety personnel in the event of an occurrence outside the normal course of operations.

- Unplanned or uncontrolled fires or floods
- Crane, derrick or hoist collapses or upsets
- Full or partial building or structural collapses or failures

11.6.1 Employment and Social Development Canada, Labour Program, Head of Compliance and Enforcement (Federal)

As a Federal Workforce, the Head of Compliance and Enforcement is to be notified as soon as feasible but not later than 24 hours after becoming aware of the event.

Contact Information is located in ***Appendix B***.

If provincially regulated individuals are impacted by any of the listed events, then the appropriate Provincial Labour office must be notified, ensure their employer completes the required notifications.

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12 Response Management

In most cases, emergencies that TNPI will respond to will be considered short-term responses that are relatively small in scope and/or duration and require few external resources. These incidents will generally be managed by the TNPI workforce / maintenance staff. In the event of a more significant incident which might entail greater engagement of TNPI and external resources TNPI will; activate its Emergency Response Team and follow ICS principles for incident response management.

The following sections briefly describe the expanded response efforts of TNPI in terms of the ICS structure.

Comprehensive descriptions of ICS positions, including detailed roles and responsibility and associated documents is located in the TNPI **Incident Management Handbook (8408**).

12.1 Command Staff

12.1.1 Incident Commander

The TNPI Incident Commander is responsible for the overall management of TNPI's responsibilities associated with the response to the incident. Key responsibilities (as appropriate to the specific incident) include:

- Clarifying TNPI's role and responsibility within the response;
- Establishing an effective interface with the other Stakeholders;
- Identifying critical objectives for the response;
- Reviewing and approving all response plans;
- Ensuring effective integration of all external resources into one response plan;
- Ensuring that the response has adequate staff and other resources to develop and implement the response plans;
- Ensuring that safety of all personnel involved is well managed;
- Acting or delegating TNPI's chief spokesperson with the public and media;
- Ensuring community concerns and claims are effectively managed; and
- Ensuring appropriate documentation of all decisions, resources and activities.

The TNPI Incident Commander should be staffed by a member of a regional TNPI ERT.

12.1.2 Public Information Officer

The TNPI Public Information Officer or delegate shall be responsible for implementing a communications plan during any emergency incident. They shall be responsible for developing and releasing approved information about the incident to the public, news media and incident personnel through media or briefings.

The Public Information Officer in coordinating external communications shall consider the following:

- Provide information about the incident and the associated response to all stakeholders and Indigenous communities in a timely, accurate, and responsible fashion;
- Ensure that information about the incident is approved, clear, factual and consistent with that provided by engaged government agencies;

- Provide information to the public and impacted businesses regarding the submission of eligible claims.

The TNPI Public Information Officer should be staffed by a member of the regional TNPI ERT.

12.1.3 Liaison Officer

The TNPI Liaison Officer or delegate shall be responsible for effectively coordinating with participating organizations (assisting and cooperating agencies) and stakeholders in support of the incident.

The Liaison Officer in coordinating with participating organizations shall consider the following:

- Develop and maintain a Stakeholder Coordination or Outreach Plan;
- Serve as the primary incident point of contact for Agency Representatives;
- Maintain a list of assisting and cooperating agencies and Agency Representatives including name and contact information;
- Establish and coordinate with interagency contacts;
- Keep assisting and cooperating agencies and other stakeholders supporting the incident aware of incident status;
- Monitor incident operations to identify current or potential inter-organizational problems;
- Serve as primary point of contact for all stakeholders who are not represented on the incident management team (IMT) and ensure their concerns, input, objectives, and issues are effectively addressed by the response effort.

The TNPI Liaison Officer should be staffed by a member of the regional TNPI ERT.

12.1.4 Safety Officer

The TNPI Safety Officer or delegate shall be responsible for implementing a Site/Incident Safety Plan during any emergency incident. They shall be responsible for the assessment of critical response tasks and coordinating with Operations and Planning Sections in the development of work assignments. They shall be responsible for the application of functional practices and procedures, the implementation of protective safeguards and the monitoring of the safety of response activities.

Special care and attention shall be given to:

- Potential contamination, exposure and hazardous conditions;
- Thermal exposures (excessive heat or cold working temperatures), fatigue, incident stress; and,
- Personal Protective Equipment to be worn.

The TNPI Safety Officer should be staffed by a member of the regional TNPI ERT.

12.2 General Staff

12.2.1 Operations Section

The Operations Section shall be responsible for the oversight of all tactical response efforts. These include all contractors that supply resources in response to the incident. In the event of a unified command approach this may require coordination with resources from the municipal fire service, law enforcement and emergency medical service.

The TNPI Operations Section Chief should be staffed by a member of the regional TNPI ERT.

12.2.2 Planning Section

The Planning Section shall be responsible for maintaining situational awareness and the development of the Incident Action Plan (IAP) and any sub-plans e.g., waste management, sampling, air monitoring, etc. The capacity and expertise of consultants may be used to support the development of the IAP and sub-plans.

The TNPI Planning Section Chief should be staffed by a member of the regional TNPI ERT.

12.2.2.1 Technical Specialist

Technical Specialists may be brought in to provide expertise in a specific area or process. These specialists may be ordered to the incident by any component of the organization requiring specialized assistance during the response. Technical specialists may provide technical expertise and advice, research technical issues and access information that is not readily available to the Incident team, such as pipeline engineering, environmental, health, safety and security subject matter expertise.

12.2.2.2 Environment Unit

The Environmental Unit often plays a significant role in hazardous materials emergencies. TNPI may rely on an environmental consultant to staff and lead the Environmental Unit and bring in other subject matter experts as required. The Environment Unit Leader will liaise with environmental and resource trustee agencies to ensure all resources-at-risk are identified and considered in the response.

12.2.3 Logistics Section

The Logistics Section shall be responsible for providing support to the incident response in terms of purchasing and resource management services associated with the response. This may include contract management and oversight of service or material suppliers.

The TNPI Logistics Section Chief should be staffed by a member of the regional TNPI ERT.

12.2.4 Finance, Administration and Logistics Section

The Finance & Administration Section shall be responsible for providing support to the incident response in terms of finance, purchasing and administration services associated with the delivery of the response. This may include contract management, time and cost oversight and management of claims.

The TNPI Finance & Administration Section Chief should be staffed by a member of the regional TNPI ERT.

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13 Consequence Management

Potential consequences will be incident specific and should be identified as earlier into a response as possible. Ideally, potentially high consequences areas will have been pre-identified by TNPI through various emergency preparedness efforts. These should be addressed immediately upon response.

13.1 Trans-Northern Pipeline Receptor Mapping

In the event of an incident with potential environmental or socio-economic consequences refer to TNPI's Regional Receptor Maps. Each receptor map contains an outline of the potential consequence zones around the pipeline and identifies some known environmental and socio-economic receptors which may be vulnerable due to the emergency.

TNPI Receptor Maps are maintained digitally via TNPI's Intelex documentation system. An example of TNPI Receptor maps is illustrated in **Figure 14**.

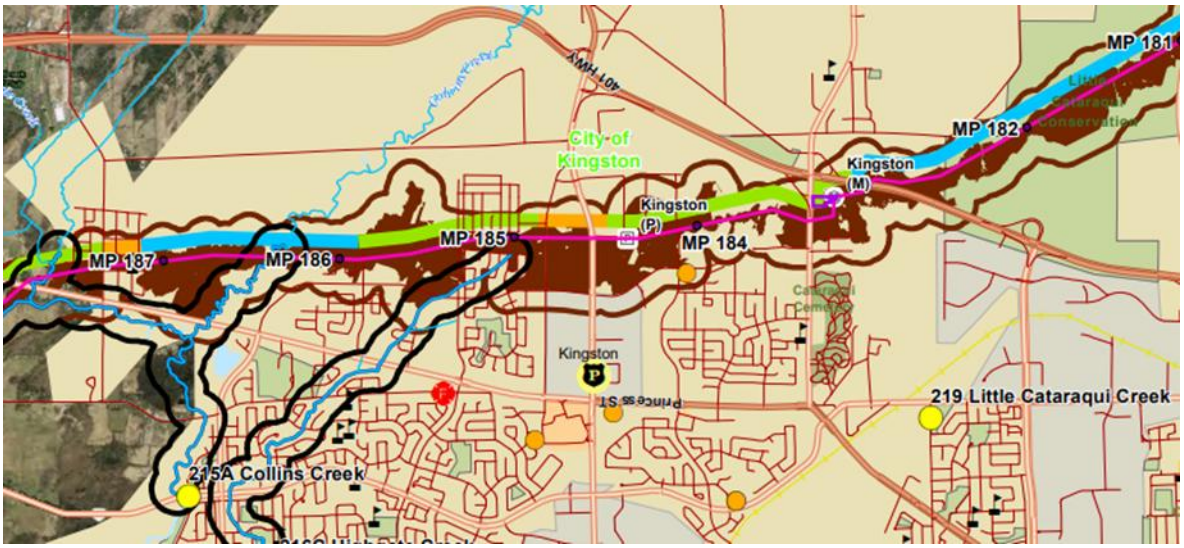
13.2 Incident Specific Resources-at-Risk

Resources-at-risk are often identified as natural, socio-economic or cultural resources that due to the incident may be impacted or may be at risk of impact. TNPI has pre-identified areas of consequence which contain various resources-at-risk. In some cases, resources-at-risk information may need to be evaluated at the onset of an incident with the input from resource trustees. The TNPI receptor maps are located in Intelex and should be evaluated for potential consequences in the initial response.

Resources-at-risk in the vicinity of the TNPI pipeline are:

- Source water protection zones (Intake Protection Zones or Well-head Protection Zones);
- Environmentally sensitive habitat (protected woodlands, wetlands, etc.), areas of natural & scientific interest, conservation areas, provincial and national parks;
- Water crossings and navigable water ways;
- Species-at-risk habitat and important bird areas;
- Significant cultural resources; and
- Socio-economic resources e.g., critical transportation infrastructure, etc.

Figure 14 Typical TNPI Receptor Map



13.3 TNPI Receptor Maps

The receptor maps are hyperlinked. The following steps will allow for navigation to the local map and to individual control points plans. **Control Point Data Instructions Procedure (06957)**.

- **APPL ER Control Point Region Maps (07258)**
- **TNPI ER Control Point Region Maps**

For APPL, you will have access to the **APPL ER Control Point Regions Map (07258)** file located on the Intelex Home page under Popular Documents.

For TNPI East, access the ER Control Point Regions Map file located on the SharePoint site Environment, Emergency Management and Security/Emergency/Overland Flow Model/TNPI. If you encounter any access issues, please contact the Coordinator, Environment, Emergency Management and Security.

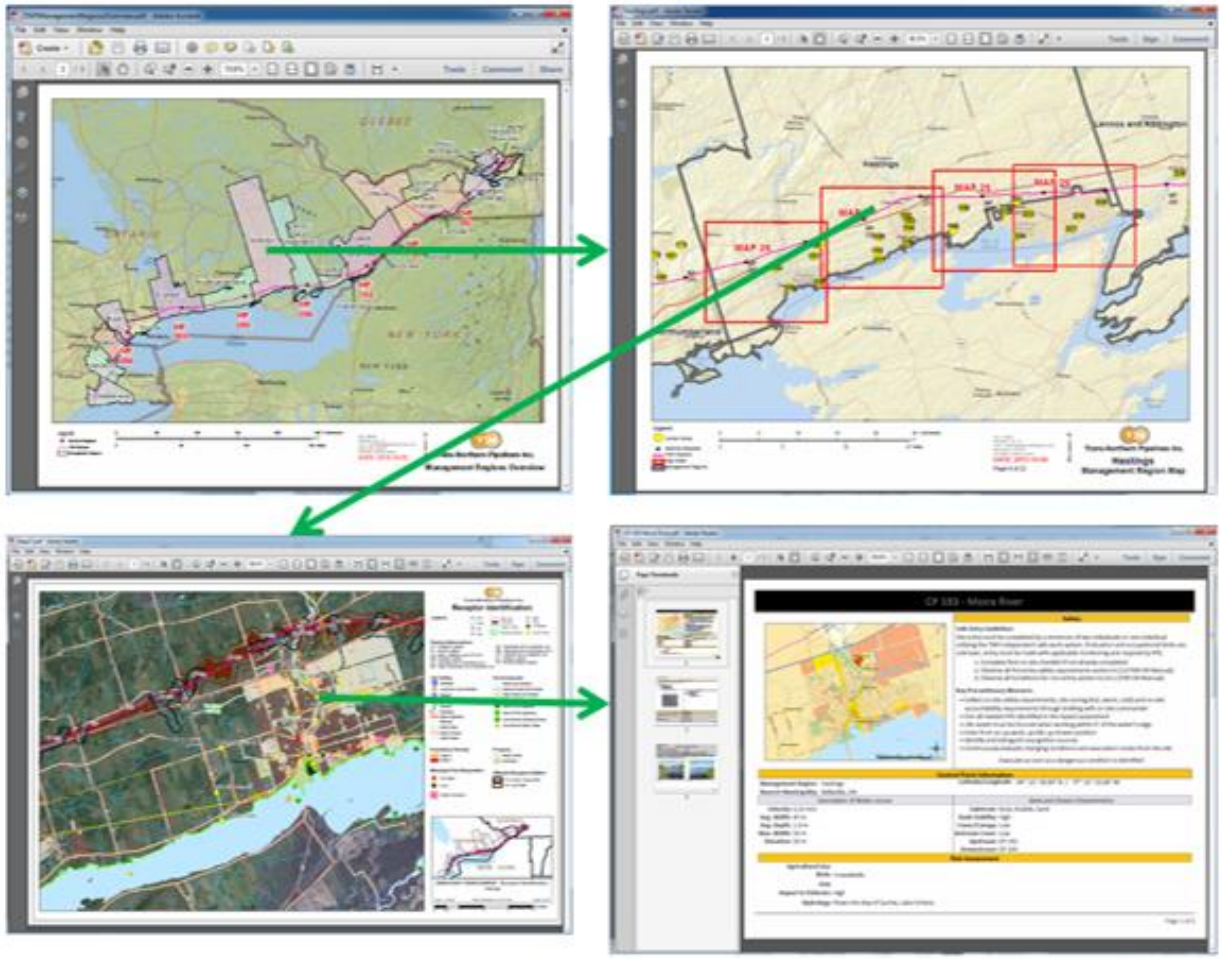
Refer to **Figure 15**

- Open TNPI **ManagementRegionsOverview.pdf**

To get started follow these steps:

- Click on ER Control Point Region Maps file to open the management regions map
- Click on the name of a municipal region to hyperlink to Maps that are available in that region.
- Click on the desired Map to hyperlink to the detailed 1:50,000 scale map.
- Click on one of the yellow control points to hyperlink to the detailed Control Point Report.

Figure 15 TNPI Receptor Map & Control Point Plan Navigation



13.4 Indigenous Knowledge / Traditional, Cultural, and Heritage Resources

Indigenous knowledge and potential impacts to traditional, cultural and/or heritage resources should be considered in discussion with Indigenous community leadership and/or community emergency response teams.

13.5 Public Information Management

Information management during an emergency is a crucial part of the response effort. TNPI recognizes the value in gathering reliable data regarding the incident, mitigation and response activities being conducted by TNPI and its responders, and regarding the consequences associated with the incident. TNPI should tailor information products to meet the needs and assist the impacted stakeholders, Indigenous communities impacted parties in appropriate decision-making at all levels. The TNPI Public Information Officer (PIO) shall be responsible for overseeing information management during an emergency response.

Communication plan information is provided in **Section 14.2.1**

13.5.1 Joint Information Centre

During complex incidents operating under a Unified Command structure, where it will be important to maintain consistent messaging, a Joint Information Centre (JIC) may be established as either a physical or "virtual" operation.

A Joint Information Centre will support the following information services.

- Create a forum and platform for the TNPI PIO and public information staff representing other agencies and organizations involved in incident management activities to coordinate.
- A clearinghouse for official, approved, timely, accurate, easy to understand, and consistent messaging to the public.
- Maintain current information summaries and/or displays on the incident.

13.5.2 Public Information and Messaging

The TNPI Incident Commander along with the TNPI President and CEO or designate must approve all messaging. For any media inquiries, reach out through media@tnpi.ca or obtain media's contact information and provide to the IC/PIO for follow-up.

In the event that information is to be disseminated to the public, Stakeholders and Indigenous communities, consider the following:

- Stay on message;
- Express and appropriate level of concern for those impacted;
- Describe the action being taken to mitigate the situation;
- Provide only known facts;
- Provide context regarding the scope of the event;
- Update message as new information becomes available, including any changes to the incident status or decision to stand down.

14 Response Management Plans

14.1 Incident Action Plan

An Incident Action Plan (IAP) will be developed by the Planning Section on behalf of the Incident Commander. In a Unified Command approach, decisions with regard to the response will be made by consensus and documented through a single IAP for each operational period. An IAP formally documents incident objectives in addition to the response strategies defined by the incident command during response planning. The IAP may contain general tactics to achieve objectives within the overall strategy, while providing important information on response status.

Because incident parameters evolve, the incident action plan must be revised on a regular basis; generally once per operational period, to ensure a consistent, up-to-date message and response direction.

The following should be considered for inclusion in an Incident Action Plan:

- Incident goals (where the response system wants to be at the end of response)
- Operational period objectives (major areas that must be addressed in the specified operational period to achieve the goals or control objectives)
- Response strategies (priorities and the general approach to accomplish the objectives)
- Response tactics (methods developed by Planning and Operations to achieve the objectives)
- Organization list with ICS chart showing primary roles and relationships
- Assignment list with specific tasks
- Critical situation updates and assessments
- Health and safety plan (to prevent responder injury or illness)
- Communications plan (how functional areas can exchange information)
- Incident map / Site plan
- Security plan / traffic control plan
- Additional component plans, as indicated by the incident.

14.2 Supplemental Plans

14.2.1 Communications Plan

In alignment with the **Stakeholder Management & Community Relations Standard (7056)** and the **Communications Process (7055)**, TNPI's communications planning follows the Plan-Do-Check-Act, and the Public Information Officer will lead the development and execution of the Communications Plan by:

- Gathering information on the situation;
- Working with the Liaison Officer, identify internal and external Stakeholders, Indigenous communities and/or audiences;
- Developing key messages and statements on the incident and the response;
- Communicating with key internal and external Stakeholders, Indigenous communities and/or audiences and/or audiences.
- Monitor the situation and update messages, statements, and communication channels as required.

The PIO ensures approved information about the incident is provided to key internal and external Stakeholders, Indigenous communities and/or audiences, including media and the public, in coordination with the Liaison Officer.

Communication channels leveraged include but may not be limited to: direct communication with impacted and potentially impacted parties; news releases or media statements; the TNPI response website; partner agency channels. The appropriate communication channels are determined as part of the Communications Planning process based on the situation, to meet with the requirements and expectations outlined in the **Stakeholder Management & Community Relations Standard (7056)** that TNPI informs and advises internal and external Stakeholders, Indigenous communities regarding relevant operational, safety, security, health and environment information, and that TNPI communicates the controls implemented to prevent, manage, and mitigate identified hazards, potential hazards, and risks to those exposed to the risks.

Emergency Communications documentation is found in **Regulatory & External Affairs SharePoint site/Documents/Communications/Emergency Response** accessible by the TNPI PIO.

14.2.2 Waste Management Plan

The management of waste from an environmental emergency involving TNPI shall be considered a priority. The handling, storage, transport, disposal and tracking of waste associated with a spill shall be coordinated in accordance with all applicable provincial legislation. Responsibility for coordinating with the provincial authorities to develop an incident specific waste management plan lies with the Environmental Unit Leader. Technical Specialist may be used to support its development.

14.2.3 Wildlife Management Plan

Following initial response management actions and assessment, the protection of wildlife may be identified as a response management priority. A wildlife management plan should be established to continually monitor wildlife and wildlife habitat conditions, implement mitigation measures and if necessary, coordinate wildlife capture, treatment and rehabilitation. Responsibility for coordinating with the authorities having jurisdiction to develop an incident specific wildlife management plan lies with the Environmental Unit Leader. A Technical Specialist (Oiled Wildlife Response Organization) shall be used to support its development.

Wildlife Management Plans; if required, shall be developed in accordance with the following Environment and Climate Change Canada, Canadian Wildlife Service guidelines.

- ECCC-CWS Guideline for Wildlife Response Plans,
- ECCC-CWS Guideline for Establishing and Operating Treatment Facilities,
- ECCC-CWS Guideline for Capture, Transport, Cleaning and Rehabilitation of Oiled Wildlife.

14.2.4 Decontamination Plan

To ensure the protection of the environment, the public, as well as the health and safety of personnel involved in a response involving hazardous products, all personnel and equipment must be appropriately decontaminated before leaving the response site. A Decontamination Plan shall be developed and implemented by the Decontamination Group Supervisor. The applicable Group Supervisor is responsible for creating and implementing an incident specific Decontamination Plan in coordination with the Environment Unit and applicable Technical Specialist.

14.2.5 Sampling and Monitoring Plan

The timely assessment of soil, air and water quality provides valuable information, allowing for mitigation planning and the response to constantly evolving conditions. In the event of an environmental emergency the responsibility for coordinating the development of a Sampling and

Monitoring Plan lies with the Environmental Unit Leader. Technical Specialist may be used to support its development.

14.2.6 Public Health Assessment and Response Plan

In the event of an emergency a Public Health Assessment and Response Plan for Airborne Risks i.e. Air Monitoring Plan, will be developed in conjunction with the Sampling and Monitoring Plan. The responsibility for coordinating the development of an Air Monitoring Plan lies with the Environmental Unit Leader. Technical Specialist shall be used to support its development.

An Air Monitoring Plan should consider the following:

- Anticipate and identify potential chemicals of concern from product releases and/or fires that have the potential to impact the health and safety of the public;
- Coordinate development and implementation of incident-specific air monitoring and response strategies to protect the public.

14.2.7 Evacuation / Shelter Management Plan

In the event of an emergency that threatens public residences there may be a requirement to evacuate and/or shelter-in-place members of the public. Generally, a responsibility of the municipality, TNPI may be called upon to support an evacuation of residences and initiate and/or manage a reception centre. In such a case an Evacuation / Shelter Management Plan shall be established.

The responsibility for coordinating the development of an Evacuation/Shelter Management Plan lies with the Mass Care Group Supervisor. A Technical Specialist may be used to support its development.

An Evacuation/Shelter Management Plan should consider the following:

- Coordination with municipal emergency management and social services plans;
- Coordination with TNPI Logistics Section for facility and supply unit support;
- Coordination with TNPI Finance Section for claims and financial support services;
- Establishment of a reception centre intake documentation process;
- Delivery of nourishment (Food/Water) and medical supplies;
- Service animal and domestic pet care services; and
- Family assistance services.

14.2.8 Other Supplemental Plans

Depending on the scale of the emergency a number of other supplemental plans may need to be developed and adopted under the Incident Action Plan. The following are a few examples:

- Crisis Communication Plan
- Shoreline Clean-up Assessment Technique (SCAT) Plan
- Air Operations Plan
- Public Protection Plan (Security)

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15 Site-Specific Plans, Strategies & Tactical Response Plans

15.1 Toronto Airport Terminal Site-Specific Emergency Response Plan

As noted in **Section 3.4.4** of this plan TNPI operates a terminal in Mississauga, Ontario. The terminal receives Jet Fuel from the TNPI Airport Lateral and discharges via delivery lateral to the Pearson International Fuel Facilities Corporation's Silver Dart Terminal. A detailed Site-Specific Emergency Response Plan has been developed. Refer to:

Toronto Airport Terminal Site-Specific Emergency Response Plan (04394)

15.2 Calgary Airport Terminal Site-Specific Emergency Response Plan

As noted in **Section 3.9.1** of this plan TNPI operates a terminal in Calgary, Alberta. The terminal receives Jet Fuel from the TNPI Alberta Products Pipe Line Airport lateral and discharges to a delivery lateral connected to the Calgary Fuel Facilities Corporation's Terminal. A detailed Site-Specific Emergency Response Plan has been developed. Refer to:

Calgary Airport Terminal Site-Specific Emergency Response Plan (07318)

15.3 [redacted] Site-Specific Emergency Response Plan

As noted in **Section 3.14.3** of this plan TNPI operates its Metro pipeline through a utility tunnel that lies beneath the [redacted] in the City of Toronto. A detailed Site-Specific Emergency Response Plan has been developed. Refer to:

[redacted] **Specific Emergency Response Plan (09667)**

15.4 TNPI / Toronto TTC System Site-Specific Emergency Response Plan

As noted in **Section 11.4.4** of this plan TNPI's Metro and Toronto Lateral (deactivated) pipelines cross over Toronto's Toronto Transit Commission [TTC] Transit System subway infrastructure. A detailed Site-Specific Emergency Response Plan has been developed. Refer to:

Toronto Transit Commission System Site-Specific Emergency Response Plan (05593)

15.5 Ottawa River / Lac des Deux Montagnes Response Strategy

TNPI's Montreal Line crosses the Ottawa River / Lac des Deux Montagnes. This segment of pipeline spans approximately1600 m between the Oka valve; located within Oka National Parc (a Quebec provincial park) on the North shore of Lac Deux Montagnes, and the Como Pump Station located in Vaudreuil Dorion. A response strategy document has been developed and is available in the event of an emergency involving the Ottawa River / Lac des Deux Montagnes crossing. Refer to:

Lac des Deux Montagnes Response Strategy (13278)

15.6 High-Water Action Plan

The High-Water Action Plan defines mitigation and proactive response actions that shall be enacted at identified TNPI water crossings where the depth of cover has been found to be reduced or where pipe exposure has occurred. Where a credible threat exists these crossings are noted as "HIGH PRIORITY". This plan provides information and guidance to TNPI Emergency Management and Field Services if notification(s) are received regarding the exceedance of identified surface water flow thresholds and may potentially result in conditions that threaten pipeline integrity. Refer to:

High-Water Action Plan (07663)

15.7 Trans-Northern Pipeline Control Point Plans

As noted in ***Section 13.3*** of this plan TNPI Control Point Plans are a network of pre-identified tactical response locations that are located at optimal locations downstream of TNPI water-crossings or where TNPI is in the immediate vicinity of a body of water. The control points are generally located at publicly accessible points (e.g., municipal parks and marinas, public road crossings, etc.) to ensure that rapid deployment of emergency response contractors can be coordinated with little to no access notification concerns.

Each Control Point Plan contains location data, associated site photographs, and agency and emergency response contractor information. Refer to:

Control Points Data Instructions (06957)

15.8 TNPI Response & Recovery Tactics

In the event of a loss of integrity that has resulted in a release of petroleum product that has entered into a freshwater environment TNPI shall refer to the ***Environment & Climate Change Canada (ECCC), A field guide to oil spill response on freshwater shorelines***. This best practice manual details the characteristics of the freshwater environments in which TNPI operates including the Great Lakes. The manual describes the fate and behaviour of petroleum products in these environments as well as the characteristics of these freshwater environments, expanding on the impacts of winter conditions, shoreline geomorphology and the hydrodynamic characteristics of the watercourse.

The manual shall be used as a tactical resource, providing information on shoreline protection and shoreline treatment.
https://publications.gc.ca/site/eng/9.891846/publication.html

15.9 WCSS Oil Spill Contingency Plan

This manual has been designed to help the oil and gas Industry effectively deal with a petroleum product spill that may impact the community or the environment. WCSS maintains this Oil Spill Contingency Manual, several equipment caches and tactical control point plans, all of which may be referenced or utilized during an emergency response should one involve the APPL system. APPL has operations within the WCSS Zones 2, 3 and 4.

The plan, including equipment inventories are stored in the **Calgary Office** and is available electronically through https://wcss.ab.ca.

16 Damage Claim Management & Documentation

16.1 Claims Process

The Finance and Administration Section may establish a claims phone line or coordinate with the Logistics Section to establish an on-scene center for any claims management, in order to begin identifying and communicating with parties that are affected by the incident. TNPI in coordination with the Claims Unit Leader will work with affected parties to mitigate the consequential impact of the event has had on their lives or businesses.

The TNPI claims approach shall be defined by the magnitude of the incident and the anticipated number of claims related to the incident.

16.2 Incident Documentation

As part of TNPI's utilization of the Incident Command System when responding to any real and/or potential emergency TNPI will use all applicable ICS forms. An extended incident response will result in the activation of the TNPI ERT and the establishment of a response planning cycle guiding the development of an Incident Action Plan. All incident management documentation associated with the response shall be submitted to the established Documentation Unit and secured in accordance with TNPI document retention policies, ensuring their availability to support the generation of after-action reports or as evidence in any regulatory action or assessment.

The Emergency Management Program ensures all information supporting its planning, operations control and performance is properly and effectively managed as in accordance with the documentation policies, processes detailed below:

- **Information Management Policy (10862)**
- **Document Management Process (7067)**
- **Intelex Document Control Procedure (4399)**
- **Record Retention and Information Control (2601)**
- **Records Retention Schedule (11705)**
- **Security Classification and Safeguard Controls Guideline (10531)**

16.3 Evidence Management

The preservation and management of evidence may be identified as an objective of a response as identified by the Incident Commander. Evidence may consist of verbal information, documentation, digital media and/or forensic materials. In identifying evidence preservation as an objective, the Planning Section may establish an Intelligence Unit, Forensic Group or an assistant to the Documentation Unit may be delegated to establish an applicable plan and implement a system to collect, preserve and manage all evidence associated with an event. Additionally, an authority having jurisdiction may express a requirement to have evidence preserved, as such collection procedures, chain-of-custody and management techniques may need to be implemented.

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17 Fire Prevention and Suppression

Attention: If there is an imminent threat of fire, explosion or consequence to public safety immediately notify municipal emergency services. Call 9-1-1.

17.1 TNPI Facility Fire Suppression

TNPI facilities e.g., pump stations and terminal stations are generally equipped with smoke and heat detectors inside station structures and UV/IR fire eye detectors on the station grounds and observing shed/canopy covered equipment. Alarm conditions register in the TNPI SCADA which is monitored remotely by TNPI Line Control. Additionally, stations may be fitted out with motion / access alarms on facility structures. This provides TNPI Line Control with additional notice of facility security threats.

TNPI facilities are equipped with strategically placed Type ABC and/or Type C handheld and in some sites Type ABC 150 lbs. wheeled extinguishers for the management of incipient level fires.

17.2 TNPI Incipient Fires

In the event that an incipient fire at a TNPI facility/office or site is detected TNPI staff and/or contractors shall initiate a site emergency shut down or trigger a station/office alarm. If trained to do so incipient fires can be extinguished with onsite emergency equipment otherwise evacuate to the designated muster point and notify TNPI Line Control and local municipal emergency services by calling 9-1-1.

17.2.1 Electrical Fires

TNPI pump station facilities have significant electrical demands and therefore have electrical infrastructure onsite in the form of pole and/or pad-mount transformers, high-voltage breakers, capacitors and other power line infrastructure. Generally, TNPI will have strategically placed Type C (electrical fire) extinguishers at the site. If trained to do so, electrical incipient fires can be extinguished with onsite emergency equipment otherwise emergency shutdown of the station and/or isolation of the equipment shall be attempted followed by evacuation to the designated muster point, and notification to TNPI Line Control and the local municipal emergency services.

17.3 TNPI Facility Fires

In the event a fire is detected via TNPI Line Control or reported to be occurring within a TNPI facility TNPI Line Control will activate the TNPI Emergency Response Plan. Notifications to the TNPI On-Call staff will be conducted and TNPI Line Control will ensure the applicable municipal fire service is notified. The TNPI On-Call and/or Incident Commander will liaise with the appropriate personnel of the responding fire service. Upon a scene assessment or via communication with the responding fire service TNPI will make the determination to activate industrial firefighting capacity via regional response contractors.

17.3.1 Facility Pre-Fire Plans

Key TNPI facilities have pre-fire plans developed and integrated into Site-Specific Emergency Response Plans. Pre-fire planning will be found for the following facilities:

- Toronto Airport Terminal
- Calgary Airport Terminal

Pre-fire plans include information on critical fire suppression equipment, site-specific suppression procedures, fire foam suppression scenarios and other site-specific information.

17.3.2 Fire Safety Plans

All TNPI facilities e.g., pump stations, junctions, transitions, valves, etc. have Fire Safety Plans. Site Fire Safety Plans include location information, site access / egress information, emergency medical first aid routes, and other site-specific information, found in Intelex - Fire, Evacuation & Hospitals folder.

17.4 Fire Protection

17.4.1 Municipal Fire Protection

The TNPI pipeline system spans eight (8) management regions in Ontario and five (5) management regions in Quebec. The TNPI APPL pipeline system spans twelve (12) management regions in Alberta. In cases, these regions municipalities are rural and serviced only by a volunteer-based fire service and lack industrial fire fighting response capacity. ***Appendices E, F and G*** contain the applicable notification phone numbers for municipal emergency services.

17.4.2 Industrial Fire Fighting Capacity

17.4.2.1 Ontario / Quebec

In the event that a fuel fire occurs at a TNPI facility or as a result of a release from a TNPI pipeline overwhelming the capacity of municipal emergency services TNPI will retain the services of a response contractor with industrial fire fighting capacities. In Ontario, GFL-Accuworx of Mississauga and GFL-Drain-all Ltd. of Napanee maintain mobile industrial fire-fighting equipment and stores of firefighting foam concentrates. GFL operations are certified response contractors under the Canadian Emergency Response Contractor Alliance (CERCA).

Additionally, GFL maintains a service agreement with Firemaster (oil & wellfield fire specialists); located in Red Deer, Alberta, which maintains an air transportable cache of industrial fire fighting equipment and stores of firefighting foam concentrates.

17.4.2.2 Alberta

In the event that a fuel fire occurs at a TNPI (APPL) facility or as a result of a release from the TNPI APPL pipeline overwhelming the capacity of municipal emergency services TNPI will retain the services of a response contractor with industrial fire-fighting capacities. In Alberta, Firemaster will provide industrial fire-fighting capacity. Firemaster maintains mobile industrial fire-fighting equipment and stores of firefighting foam concentrates.

17.5 Wildfire Threats

Some of TNPI's operations are located in rural regions and are surrounded by forested land. While not common wildfires may develop and impinge on TNPI infrastructure. In the event an active wildlife is in proximity to TNPI infrastructure TNPI personnel may refer to the following resources to determine the status of individual wildfires. TNPI may obtain the services of the applicable Industrial fire fighters as listed above to support the protection of assets.

Canadian Wildland Fire Information System

https://cwfis.cfs.nrcan.gc.ca/interactive-map

Canadian Interagency Forest Fire Centre

https://www.ciffc.ca/

Province of Alberta

https://www.arcgis.com/apps/dashboards/3ffcc2d0ef3e4e0999b0cf8b636defa3

Province of Ontario

https://www.lioapplications.lrc.gov.on.ca/ForestFireInformationMap/index.html?viewer=FFIM.FFIM

Province of Quebec

https://sopfeu.qc.ca

NASA Fire Information for Resource Management System US/Canada

https://firms.modaps.eosdis.nasa.gov/usfs/map

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Appendix A – Definitions and Acronyms

Definitions

Adverse Effect

Undesired harmful effect, to the environment, property and health and/or safety of the public.

Carcinogen

A chemical confirmed or suspected of causing cancer in an exposed individual.

Dilution

The physical reduction in concentration of material in the water column.

Dispersion

The mixing of hydrocarbon droplets into the water column.

Doff

To remove (as in clothing).

Don

To put on (as in clothing).

Environment[2]

All components of land water and air, all organic and inorganic matter and living organisms and the interacting natural systems.

Evaporation.

The formation of a gas (vapour) by the escape of high-energy molecules from the surface of a liquid; water molecules with sufficient energy escape from the liquid surface and enter the gas phase.

Flash Point

The minimum temperature at which a substance releases sufficient vapours in air to form a flammable mixture.

Hydrocarbon

Organic compounds consisting of hydrogen and carbon.

Lower Explosive Limit (LEL)

The minimum concentration of vapours in air, which forms a flammable mixture.

Odour Threshold

The concentration in air detectable by the human nose (often a range).

[2] SOR 99-294 – Onshore Pipeline Regulations

Parts Per Million (PPM)

Parts per million - the measure of the amount of a chemical in a quantity of 1 million parts of water, or air, or soil (mg/l, mg/kg)

Specific Gravity (Liquid)

Ratio of density of a substance to the density of a reference substance (typically water).

Spreading

Expansion of refined products on the water's surface.

Threshold Limit Value–Short-Term Exposure Limit (TLV–STEL)

A 15-minute TWA exposure that should not be exceeded at any time during a workday, even if the 8-hour TWA is within the TLV–TWA. The TLV–STEL is the concentration to which it is believed that workers can be exposed continuously for a short period of time without suffering from 1) irritation, 2) chronic or irreversible tissue damage, 3) dose-rate-dependent toxic effects, or 4) narcosis of sufficient degree to increase the likelihood of accidental injury, impaired self-rescue, or materially reduced work efficiency.

Threshold Limit Value–Time-Weighted Average (TLV–TWA)

The TWA concentration for a conventional 8-hour workday and a 40-hour workweek, to which it is believed that nearly all workers may be repeatedly exposed, day after day, for a working lifetime without adverse effect. Although calculating the average concentration for a workweek, rather than a workday, may be appropriate in some instances.

Upper Explosive Limit (UEL)

Upper explosive limit - the maximum concentration of vapours in air, which forms a flammable mixture.

Vapour Density

The weight of a gas when compared to air at standard temperature and pressure. Air has a value of 1; all other gasses are referenced above or below. Gases that are lighter than air will have a value less than one, gasses heavier than air will have a value greater than 1.

Vapour Pressure

A measure of the tendency of a material to form a vapour. Normal atmospheric pressure is stated as 1 atmosphere or 1 ATM which is 760 mmHg or 14.7 psi. Materials with low vapour pressures tend not to give off very much vapour. Materials with high vapour pressures readily vaporize.

Viscosity

Resistance to flow.

Volatility

Is directly related to vapour pressure and is an indication of the tendency of a substance to vaporize.

Acronyms

AER

Alberta Energy Regulator

AEP

Alberta Environment and Protected Areas (Alberta)

API Gravity

The American Petroleum Institute Gravity

APPL

Alberta Products Pipe Line Limited

CAS

Chemical Abstracts Service

CER

Canada Energy Regulator

CSA

Canadian Standards Association

ECRC

Eastern Canadian Response Corporation

EOC

Emergency Operations Centre

HAZMAT

Hazardous materials

IAP

Incident Action Plan

ICP

Incident Command Post

IDLH

Immediately dangerous to life or health

ICS

Incident Command System

LEL

Lower explosive limit

MECP

Ministry of the Environment, Conservation and Parks (Ontario)

MELCC

Ministère de l'Environnement et Lutte contre les changements climatiques, du la Faune et des Parcs (Québec)

PPE

Personal Protective Equipment

ppm

Parts Per Million

SAC

Spills Action Centre

TLV

Threshold Limit Value

TNPI

Trans Northern Pipelines, Inc.

UEL

Upper explosive limit

Appendix B – Regulatory / Resource Agencies

Regulatory Agencies	Contact Numbers
Canada Energy Regulator / Transportation Safety Board of Canada	819-997-7887
Ministry of Energy and Mines	416-326-1234
Transportation Safety Board	800-387-3557
Environment & Climate Change Canada National Environmental Emergency Centre direct or via *Ontario MECP Spills Action Centre or Alberta AER*	866-283-2333 800-268-6060 (Ontario MECP) 800-222-6514 (Alberta AER)
Ministère de l'Environnement, de la Lutte contre les changements climatiques, de la Faune et des Parcs	866-694-5454
Ontario Ministry of Environment, Conservation and Parks (MECP) *Spills Action Centre* (Single Window Notification)	800-268-6060 416-325-3000
Alberta Energy Regulator / Alberta Environment and Protected Areas (Single Window Notification)	800-222-6514 780-422-4505

Regional Agencies	Contact Numbers
Parks Canada	877-852-3100
Quebec Ministry of Natural Resources and Forests Customer Service Centre	418-627-8600 866-248-6936
Raisin River Conservation Authority	613-938-3611
South Nation Conservation Authority	613-984-2948
Rideau Valley Conservation Authority	613-938-3571
Toronto & Region Conservation Authority	416-661-6600
Halton Region Conservation Authority	905-336-1158
Hamilton Conservation Authority	905-525-2181
Niagara Peninsula Conservation Authority	905-692-3228
Grand River Conservation Authority	519-621-2761

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Appendix C – Emergency Response Contractors / Consultants

Contractors	Contact Numbers
QM Environmental	[redacted]
GFL	[redacted]
Clean Harbors	[redacted]
Tomlinson Environmental / Group	[redacted]
Triangle Pump Service Ltd.	[redacted]
Eastern Canada Response Corp – ECRC/SIMEC Great Lakes Response Centre (Contract E004-00032)	[redacted]
Western Canadian Spill Services (WCSS)	[redacted]
Tri-State Bird Rescue & Research, Newark, DE *via* Shearwater Environmental Emergency Solutions, Toronto, ON	[redacted]
Canadian Helicopters	[redacted]
Air Quasar	[redacted]
Helicopter Transport Services (Ontario / Quebec)	[redacted]
Envirotech Aviation (Edmonton, AB)	[redacted]
Mustang Helicopters	[redacted]
R.B. Somerville Co.	[redacted]
Dave Brown Construction Ltd. (Ingleside, ON)	[redacted]
Flint Corp. (Calgary / Red Deer / Edmonton, AB)	[redacted]

Consultants	Contact Numbers
Eastern Canada Response Corp – ECRC/SIMEC Great Lakes Response Centre	[redacted]
Burson Global	
Blakes, Cassel and Graydon LLP	
Stantec	
GHD	
Firemaster	
[redacted]	
The Response Group / TRG	
Shearwater Environmental Emergency Solutions Inc.	
EmergWest	
Bearcom – Two way radio rentals, video surveillance	

Appendix D – Facility / Utility Stakeholders

Stakeholders	Contact Number
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
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[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]

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

Appendix E – Quebec Municipal Contacts

City of Montreal

Local Agencies & Organizations	Contact Number
Montreal Service de sécurité incendie de Montréal Dorval and Montreal	[redacted]
Service de Police de la Ville de Montreal	
Santé Montreal	
English Montreal School Board	
Lester B Pearson School Board	
Montreal Municipal / Environmental Line Public Works	
Montreal Sécurité Civile a Montreal / Emergency Management	

City of Dorval

Local Agencies & Organizations	Contact Number
Ville de Dorval Public Works	[redacted]
Montreal - Trudeau International Airport	

Ville de Laval

Local Agencies & Organizations	Contact Number
Service de sécurité incendie de Laval	[redacted]
Ville de Laval Police Services	
Laval en Sante Le CSSS de Laval	
Sir Wilfrid Laurier School Board	

Municipal Regional County (MRC) de Thérèse-De Blainville

Regional Agencies & Organizations	Contact Number
Régie Intermunicipale de police Thérèse-De Blainville	[redacted]
Sir Wilfrid Laurier School Board	
MRC Thérèse-De Blainville	

Ville de Boisbriand

Local Agencies & Organizations	Contact Number
Service de sécurité incendie de Boisbriand	[redacted]
Ville de Boisbriand Public Works and Services	

Municipal Regional County (MRC) de Deux Montagnes

Regional Agencies & Organizations	Contact Number
Sûreté du Québec	[redacted]
Régie de Police du Lac des Deux-Montagnes	
Sir Wilfrid Laurier School Board	
MRC Deux-Montagnes	

Ville de Saint-Eustache

Local Agencies & Organizations	Contact Number
Service de sécurité incendie de Saint-Eustache	[redacted]
Le Service de Police de la Ville de Saint-Eustache	
Ville de St-Eustache Public Works and Services	

Ville de Deux-Montagnes

Local Agencies & Organizations	Contact Number
Service de sécurité incendie de Deux-Montagnes	[redacted]
Régie de Police du Lac des Deux-Montagnes	
Ville de Deux-Montagnes Public Works and Services	

Ville de Sainte-Marthe-sur-le-Lac

Local Agencies & Organizations	Contact Number
Service de sécurité incendie de Sainte-Marthe-sur-le-Lac	[redacted]
Régie de Police du Lac des Deux-Montagnes	
Ville de Sainte-Marthe-sur-le-Lac Public Works and Services	

Municipalité Pointe-Calumet

Local Agencies & Organizations	Contact Number
Service de sécurité incendie de Pointe-Calumet	[redacted]
Régie de Police du Lac de Deux-Montagnes	
Municipalité Pointe-Calumet Public Works and Services	

Ville de St-Joseph-du-Lac

Local Agencies & Organizations	Contact Number
Service de sécurité incendie de St-Joseph-du-Lac	[redacted]
Régie de Police du Lac de Deux-Montagnes	
Ville de St-Joseph-du-Lac Works and Services	

Municipalité D'Oka

Local Agencies & Organizations	Contact Number
Service de sécurité incendie D'Oka	[redacted]
Sûreté du Québec	
Municipalité D'Oka Works and Services	

Municipal Regional County (MRC) de Vaudreuil-Soulanges

Regional Agencies & Organizations	**Contact Number**
Sûreté du Québec – Vaudreuil-Dorion	[redacted]
Sir Wilfrid Laurier School Board	
MRC de Vaudreuil-Soulanges Emergency Management	

Ville de Vaudreuil-Dorion

Local Agencies & Organizations	**Contact Number**
Service de sécurité incendie de Vaudreuil-Dorion	[redacted]
Ville de Vaudreuil-Dorion Public Works and Services	

Ville de St-Lazare

Local Agencies & Organizations	**Contact Number**
Service de sécurité incendie de St-Lazare	[redacted]
Ville de Deux-Montagnes Public Works and Services	

Municipalité les Cèdres

Local Agencies & Organizations	**Contact Number**
Service de sécurité incendie de Municipalité les Cèdres	[redacted]
Municipalité les Cèdres Public Works and Services	

Municipalité de Saint-Clet

Local Agencies & Organizations	**Contact Number**
Service de sécurité incendie de Saint-Clet	[redacted]
Municipalité Pointe-Calumet Public Works and Services	

Municipalité de Sainte-Justine-de-Newton

Local Agencies & Organizations	**Contact Number**
Service de sécurité incendie de Sainte-Justine-de-Newton	[redacted]
Ville de Sainte-Justine-de-Newton Works and Services	

Municipalité de Saint-Polycarpe

Local Agencies & Organizations	Contact Number
Service de sécurité incendie de Sainte-Polycarpe	[redacted]
Municipalité de Sainte-Polycarpe Works and Services	

Municipalité Paroisse Saint-Télesphore

Local Agencies & Organizations	Contact Number
Service de sécurité incendie de Saint-Télesphore	[redacted]
Municipalité Saint-Télesphore Works and Services	

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Appendix F – Ontario Municipal Contacts

United Counties of Stormont, Dundas & Glengarry

Regional Agencies & Organizations	Contact Number
Ontario Provincial Police (OPP)	[redacted]
Cornwall SD&G Emergency Medical Services	
United Counties of Stormont, Dundas and Glengarry Emergency Management	
Eastern Ontario Health Unit	
Upper Canada District School Board of Eastern Ontario	
Catholic District School Board of Eastern Ontario	
United Counties of Stormont, Dundas and Glengarry Roads Dept.	

Township of South Glengarry

Local Agencies & Organizations	Contact Number
Twp. of South Glengarry Fire Services	[redacted]
Twp. of South Glengarry Emergency Manager	

City of Cornwall

Local Agencies & Organizations	Contact Number
Cornwall Fire Service	[redacted]
Cornwall Police Services	
Cornwall Emergency Management via Cornwall Fire Service	
Cornwall Municipal Works	

Township of South Stormont

Local Agencies & Organizations	Contact Number
Twp. of South Stormont Fire & Emergency Services	[redacted]
Twp. of South Stormont Public Works	
Twp. of South Stormont Emergency Manager	

Township of South Dundas

Local Agencies & Organizations	Contact Number
Twp. of South Dundas Fire Services	[redacted]
Twp. of South Dundas Public Works	
Twp. of South Dundas Emergency Manager	

Township of North Dundas

Local Agencies & Organizations	Contact Number
Twp. of North Dundas Fire Services via OPP	[redacted]
Twp. of North Dundas Public Services	

City of Ottawa

Local Agencies & Organizations	Contact Number
Ottawa Fire Service	[redacted]
Cornwall Police Services	
Ottawa Public Services	
National Capital Commission	

City of Toronto

Local Agencies & Organizations	Contact Number
Toronto Fire Service East Command Toronto Fire Service North Command Toronto Fire Service West Command	[redacted]
City of Toronto Police Service *Public Safety & Emergency Management Unit* *Critical Infrastructure*	
Toronto Public Health	
Toronto Paramedic Service	
Toronto Transit Commission	
Toronto District School Board	
Toronto Catholic District School Board	
City of Toronto Water / Environmental Emergencies:	
Toronto Emergency Management Office	
Greater Toronto Airport Authority Lester B. Pearson International Airport	

Peel Region

Regional Agencies & Organizations	Contact Number
Peel Region Police Service	[redacted]
Peel Public Health	
Peel Regional Paramedic Service	
Peel District School Board	
Dufferin-Peel Catholic District School Board	
Region of Peel Public Works (Water/Wastewater/Spills)	
Greater Toronto Airport Authority Lester B. Pearson International Airport	

City of Mississauga

Local Agencies & Organizations	Contact Number
Mississauga Fire and Emergency Services	[redacted]
City of Mississauga Public Works	
City of Mississauga Emergency Management	

Halton Region

Regional Agencies & Organizations	Contact Number
Halton Region Police Service	[redacted]
Halton Public Health	
Halton Regional Paramedic Service	
Halton District School Board	
Halton Catholic District School Board	
Region of Peel Public Works (Water/Wastewater/Spills)	
Halton Region Emergency Management	

Town of Oakville

Local Agencies & Organizations	Contact Number
Oakville Fire Department	[redacted]
Oakville Public Works	
Town of Oakville Emergency Management	
Bronte Harbour (Bronte Crk) / Oakville Harbour (16 Mile Crk.)	

City of Burlington

Local Agencies & Organizations	Contact Number
Burlington Fire Department	[redacted]
Burlington Public Works / Engineering	
Burlington Emergency Management	
Bronte Harbour (Bronte Creek) / Oakville Harbour (16 Mile Crk.)	

City of Hamilton

Local Agencies & Organizations	Contact Number
Hamilton Fire Department	[redacted]
Hamilton Police Service	
Ontario Provincial Police – Highway Safety Detachment	
Hamilton Paramedics Service	
Hamilton Public Health	
Hamilton Roads / Maintenance	
Hamilton Emergency Management	
Hamilton Port Authority – Port Security / Harbour Master	
Hamilton-Wentworth Public School Board	
Hamilton-Wentworth Catholic District School Board	

Haldimand County

Local Agencies & Organizations	Contact Number
Haldimand County Fire Services	[redacted]
Ontario Provincial Police – Caledonia Detachment	
Haldimand County Ambulance Service	
Haldimand-Norfolk Public Health	
Haldimand County Utilities	
Haldimand County Emergency Management	
Grand Erie District School Board	
Brant, Haldimand, Norfolk Catholic District School Board	

Appendix G – Alberta Municipal Contacts

Strathcona County

Local Agencies & Organizations	Contact Number
Strathcona County Fire Services	[redacted]
Strathcona County Emergency Services	
RCMP Strathcona County Detachment	
Transportation Engineering and Operations	
Elk Islands Public Schools	

City of Edmonton

Local Agencies & Organizations	Contact Number
Edmonton Fire Rescue Services	[redacted]
Edmonton Police Service	
Edmonton Public Schools	
City of Edmonton Services	

Leduc County

Local Agencies & Organizations	Contact Number
Leduc County Fire Service	[redacted]
RCMP Leduc County Detachment	
Leduc County Emergency Services	
Leduc County Public Works and Services	
Edmonton International Airport (YEG) Public Safety Answering Point	
Edmonton International Airport (YEG) Fire Service	

City of Leduc

Local Agencies & Organizations	Contact Number
Leduc Fire Service	[redacted]
RCMP Leduc County Detachment	
City of Leduc Public Services	

County of Wetaskiwin

Local Agencies & Organizations	Contact Number
Wetaskiwin County Fire Service via RCMP or Yellowhead Regional Emergency Communication Centre	[redacted]
RCMP Wetaskiwin Detachment	
Wetaskiwin County Office – Public Services	

Ponoka County

Local Agencies & Organizations	Contact Number
Ponoka County Regional Fire Service via RCMP	[redacted]
RCMP Ponoka Detachment	
Ponoka County Office – Public Services	

Lacombe County

Local Agencies & Organizations	Contact Number
Lacombe County Fire Service	[redacted]
RCMP Blackfalds Detachment	
Lacombe County Office – Public Works	

Red Deer County

Local Agencies & Organizations	Contact Number
Red Deer County Fire Services	[redacted]
RCMP Red Deer City Detachment	
Red Deer County Office	

City of Red Deer

Local Agencies & Organizations	Contact Number
City of Red Deer Emergency Services via RCMP	[redacted]
RCMP Red Deer City Detachment	
City of Red Deer Public Works	

Rocky View County

Local Agencies & Organizations	Contact Number
Rocky View County Fire Services	[redacted]
Rocky View Emergency Management – 24/7 Duty Officer	
RCMP Strathmore Detachment RCMP Airdrie Detachment	
Rocky View County Public Services	

Mountain View County

Local Agencies & Organizations	Contact Number
Mountain View County Fire Service Partnerships	[redacted]
RCMP Airdrie Detachment	
Mountain View County Public Services	

City of Calgary

Local Agencies & Organizations	Contact Number
Calgary Fire Department	[redacted]
Calgary Police Service	
City of Calgary Services	
Calgary Airport Authority	

Appendix H – Public Health Facilities

Quebec/Ontario - Emergency / Urgent Care Facilities

Montreal Line		
Medical Facility	**Address**	**Contact**
Hôpital Maisonneuve-Rosemont	[redacted]	
Hôpital de la Cité-de-la-Santé		
Hôpital de Saint-Eustache		
Hôpital Du Suroît		
Cornwall Community Hospital		
Winchester District Memorial Hospital		
The Ottawa Hospital General Campus		

Montreal Jet Line		
Medical Facility	**Address**	**Contact**
Hôpital de la Cité-de-la-Santé	[redacted]	
Hôpital du Sacré-Cœur de Montréal		

Metro Line		
Medical Facility	**Address**	**Contact**
West Haldimand General Hospital	[redacted]	
Hamilton General Hospital		

Joseph Brant Hospital	[redacted]
Oakville Trafalgar Memorial Hospital	
Trillium Health Partners Mississauga Hospital	
Humber River Hospital	
North York General Hospital	
The Scarborough Hospital Birchmount	

Alberta - Emergency / Urgent Care Facilities

City / Community	Medical Facility	Address	Contact
Sherwood Park	Strathcona Community Hospital	[redacted]	
Edmonton South	Grey Nuns Community Hospital		
Edmonton	East Edmonton Health Centre		
Leduc	Leduc Community Hospital		
Wetaskiwin	Wetaskiwin Hospital and Care Centre		
Ponoka	Ponoka Hospital and Care Centre		
Lacombe	Lacombe Hospital and Care Centre		
Red Deer	Red Deer Regional Hospital Centre		
Innisfail	Innisfail Health Centre		
Olds	Olds Hospital and Care Centre		
Didsbury	Didsbury District Health Services		
Airdrie	Airdrie Community Health Centre		
Calgary North	Peter Lougheed Centre		
Calgary South	South Health Campus		
Calgary	Sheldon M. Chumir Health Centre		
Calgary	South Calgary Health Centre		

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Appendix I – Indigenous Communities Contacts

ALBERTA

Paul First Nation

Department / Offices	Contact Number
Paul First Nation Administration	[redacted]

Enoch Cree Nation

Department / Offices	Contact Number
Enoch Cree Nation Disaster Services Manager	[redacted]
Enoch Cree Nation Disaster Services Assistant Manager	
Enoch Cree Nation Fire Chief & Deputy Fire Chief	

Louis Bull Tribe

Department / Offices	Contact Number
Louis Bull Tribe Administration	[redacted]
RCMP, Maskwacis Detachment	
RCMP, Maskwacis Detachment, after hours	

Ermineskin Cree Nation

Department / Offices	Contact Number
RCMP, Maskwacis Detachment	[redacted]
RCMP, Maskwacis Detachment, after hours	
Ermineskin Fire Hall	
Ermineskin Fire Hall, after hours	
Ermineskin Fire/Disaster	
Maskwacis Ambulance	

Samson Cree Nation

Department / Offices	Contact Number
Samson Cree Nation Administration	[redacted]
RCMP, Maskwacis Detachment	
RCMP, Maskwacis Detachment, after hours	

Montana First Nation

Department / Offices	Contact Number
Montana First Nation Administration	[redacted]
RCMP, Maskwacis Detachment	
RCMP, Maskwacis Detachment, after hours	
RCMP, Maskwacis Detachment, after hours	

Stoney Nakoda Nations

Department / Offices	Contact Number
Stoney Nakoda Fire, Emergency	[redacted]
Stoney Nakoda Fire – On Duty, Non-Emergency	
Stoney Nakoda Deputy Fire Chief	
Stoney Nakoda Ambulance Service (Office)	

Tsuut'ina Nation

Department / Offices	Contact Number
Tsuut'ina Nation Fire Department	[redacted]
Tsuut'ina Nation Director of Emergency Management	
Tosguna Non-Emergency Line	

Siksika Nation

Department / Offices	Contact Number
Siksika Public Safety Dispatch Line	[redacted]
RCMP, Gleichen Detachment, Administration	
RCMP, Gleichen Detachment, Non-emergency	
Siksika Peace Officer	

Kainai First Nation (Blood Tribe)

Department / Offices	Contact Number
Blood Tribe Police Service	[redacted]
Fire Department / Emergency Medical Services (EMS)	

Piikani Nation

Department / Offices	Contact Number
RCMP, Piikani Nation Detachment, Administration	[redacted]
RCMP, Piikani Nation Detachment, Non-emergency	

Métis Nation of Alberta

Department / Offices	Contact Number
Main Switchboard	[redacted]
Region 3	
Region 4	

ONTARIO

Mohawk Council of Akwesasne

Department / Offices	Contact Number
Mohawk Council of Akwesasne, Emergency / Central Dispatch	[redacted]
Akwesasne Mohawk Police Services	
Akwesasne Emergency Measures Program	
Cornwall Island Administration / Environment / Conservation	

Mohawks of the Bay of Quinte (MBQ)

Department / Offices	Contact Number
MBQ Fire Department	[redacted]
Tyendinaga Police Service	
MBQ Environmental Technical Services	

Alderville First Nations

Department / Offices	Contact Number
Alderville First Nation Administration Office	[redacted]
Ontario Provincial Police, Northumberland Detachment	

Hiawatha First Nation

Department / Offices	Contact Number
Hiawatha First Nation Administration	[redacted]

Curve Lake First Nation

Department / Offices	Contact Number
Anishinabek Police Services, Curve Lake Detachment	[redacted]

Chippewas of Rama First Nation

Department / Offices	Contact Number
Chippewas of Rama Community Emergency Management	[redacted]

Mississaugas of Scugog Island

Department / Offices	Contact Number
Mississaugas of Scugog Island, After-Hours / Emergency	[redacted]
Mississaugas of Scugog Island, Administration	
Mississaugas of Scugog Island, Public Works	
Durham Regional Police Service	

Mississauga First Nation

Department / Offices	Contact Number
Administration	[redacted]

Chippewas of Georgina Island

Department / Offices	Contact Number
Chippewas of Georgina Island Police (Administrative number)	[redacted]

Beausoleil First Nation

Department / Offices	Contact Number
Beausoleil Fire and Rescue Services	[redacted]
Beausoleil Fire Chief	
Beausoleil Administrator	

Mississaugas of the Credit First Nation

Department / Offices	Contact Number
Mississaugas of the Credit First Nation, Administration	[redacted]
Mississaugas of the Credit First Nation Council Representative	
Mississaugas of the Credit First Nation Chief	

Six Nations of the Grand River

Department / Offices	Contact Number
Six Nations of the Grand River, Fire and Emergency Services	[redacted]
Six Nations of the Grand River, Administration	
Six Nations Police Service	

Haudenosaunee Development Institute

Department / Offices	Contact Number
Haudenosaunee Development Institute, Administration	[redacted]

Mississaugas of the Credit First Nation

Department / Offices	Contact Number
Mississaugas of the Credit First Nation, Administration	[redacted]
Mississaugas of the Credit First Nation Council Representative	
Mississaugas of the Credit First Nation Chief	

Munsee-Delaware Nation

Department / Offices	Contact Number
Chief	[redacted]
Administration	

Southern First Nation Secretariat

Department / Offices	Contact Number
Main Switchboard	[redacted]

Métis Nation of Ontario

Department / Offices	Contact Number
Administration	[redacted]

QUEBEC

Nation Huron-Wendat

Department / Offices	Contact Number
Service de Police de Wendake	[redacted]

Conseil des Atikamekw de Wemotaci

Department / Offices	Contact Number
Wemotaci Public Safety (Fire Department)	[redacted]

Les Atikamekw de Manawan

Department / Offices	Contact Number
Service de Police de Manawan	[redacted]

Mohawk Council of Kanesatake

Department / Offices	Contact Number
Mohawk Council of Kanesatake Office	[redacted]
Kanesatake Emergency Response Unit	

Mohawk Council of Kahnawà:ke

Department / Offices	Contact Number
Kahnawà:ke Peace Keepers (Law enforcement)	[redacted]
Commissioner of Public Safety, Director of Public Safety, & Emergency Management Officer	
Director of Public Safety	
Director of Kahnawà:ke Environment Protection Office	
Kahnawà:ke – Public Safety / Emergency Preparedness	

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Appendix J – Internal Contact

TNPI employees and their respective roles, to be activated in the event of an emergency. The Human Resources employee's personal contact information is accessible by Leadership for after-hours activation.

Internal TNPI Employees **ICS Positions**

Names	Office	Mobile	Location of Operation	Incident Commander	Public Information Officer	Safety Officer	Liaison Officer	Operations Section Chief	Planning Section Chief	Logistics Section Chief	Finance/Adm Section Chief	Unit Leader	Technical Specialist	Field Support
[redacted]														

TNPI Activation Chart
Internal TNPI Employees

Names	Office	Mobile	Location of Operation	ICS Positions
[redacted]				

TNPI Activation Chart
Internal TNPI Employees

ICS Positions

Names	Office	Mobile	Location of Operation	Incident Commander	Public Information Officer	Safety Officer	Liaison Officer	Operations Section Chief	Planning Section Chief	Logistics Section Chief	Finance/Adm Section Chief	Unit Leader	Technical Specialist	Field Support
[redacted]														

TNPI Activation Chart Internal TNPI Employees			ICS Positions											
Names	Office	Mobile	Location of Operation	Incident Commander	Public Information Officer	Safety Officer	Liaison Officer	Operations Section Chief	Planning Section Chief	Logistics Section Chief	Finance/Adm Section Chief	Unit Leader	Technical Specialist	Field Support
[redacted]														

TNPI Activation Chart Internal TNPI Employees			ICS Positions											
Names	Office	Mobile	Location of Operation	Incident Commander	Public Information Officer	Safety Officer	Liaison Officer	Operations Section Chief	Planning Section Chief	Logistics Section Chief	Finance/Adm Section Chief	Unit Leader	Technical Specialist	Field Support
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]										
[redacted]	[redacted]	[redacted]	[redacted]											
[redacted]	[redacted]	[redacted]	[redacted]											
[redacted]	[redacted]	[redacted]	[redacted]											
[redacted]	[redacted]	[redacted]	[redacted]											
[redacted]	[redacted]	[redacted]	[redacted]											
[redacted]	[redacted]	[redacted]	[redacted]											
[redacted]	[redacted]	[redacted]	[redacted]											

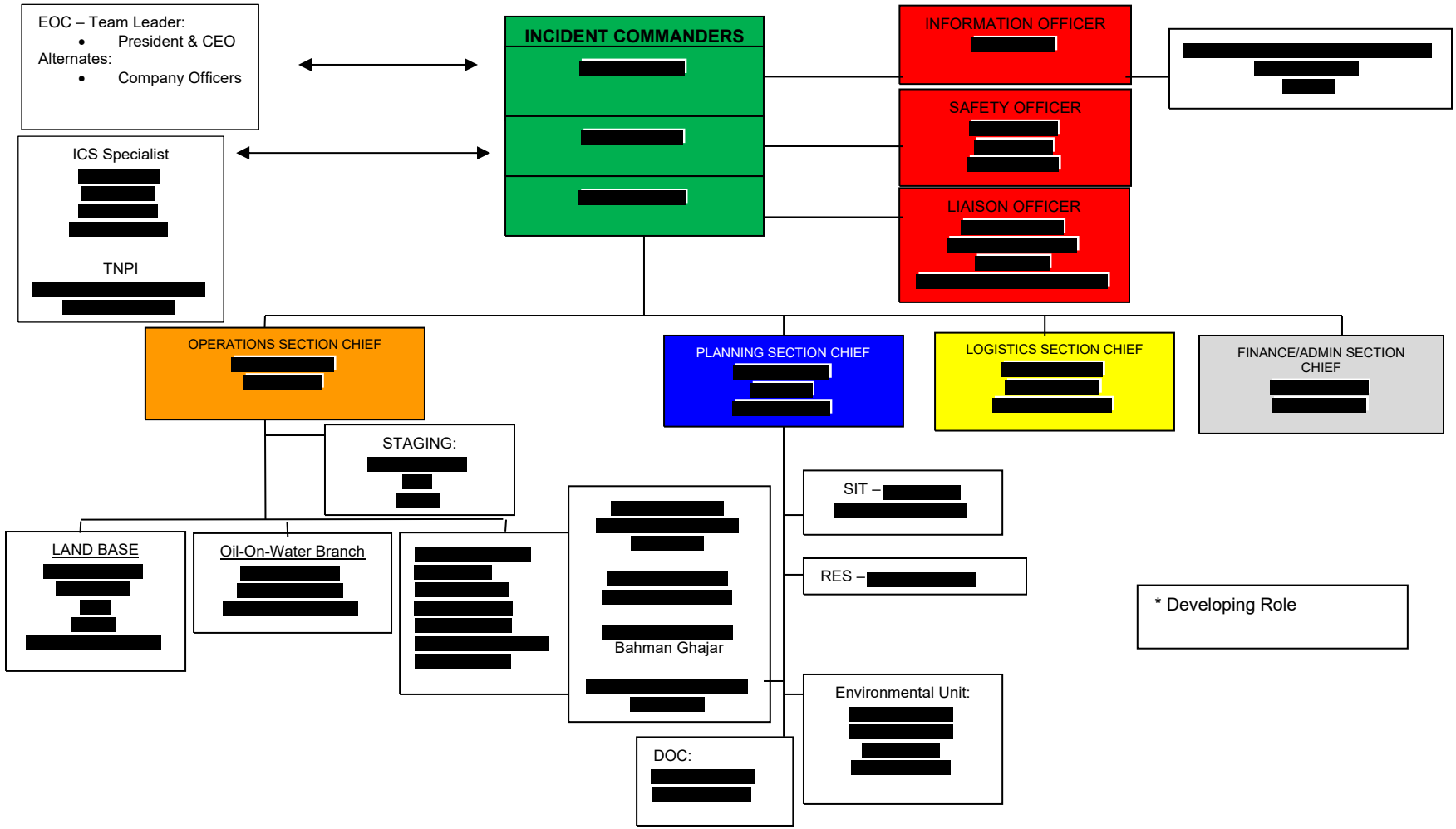
EOC Team

[redacted]

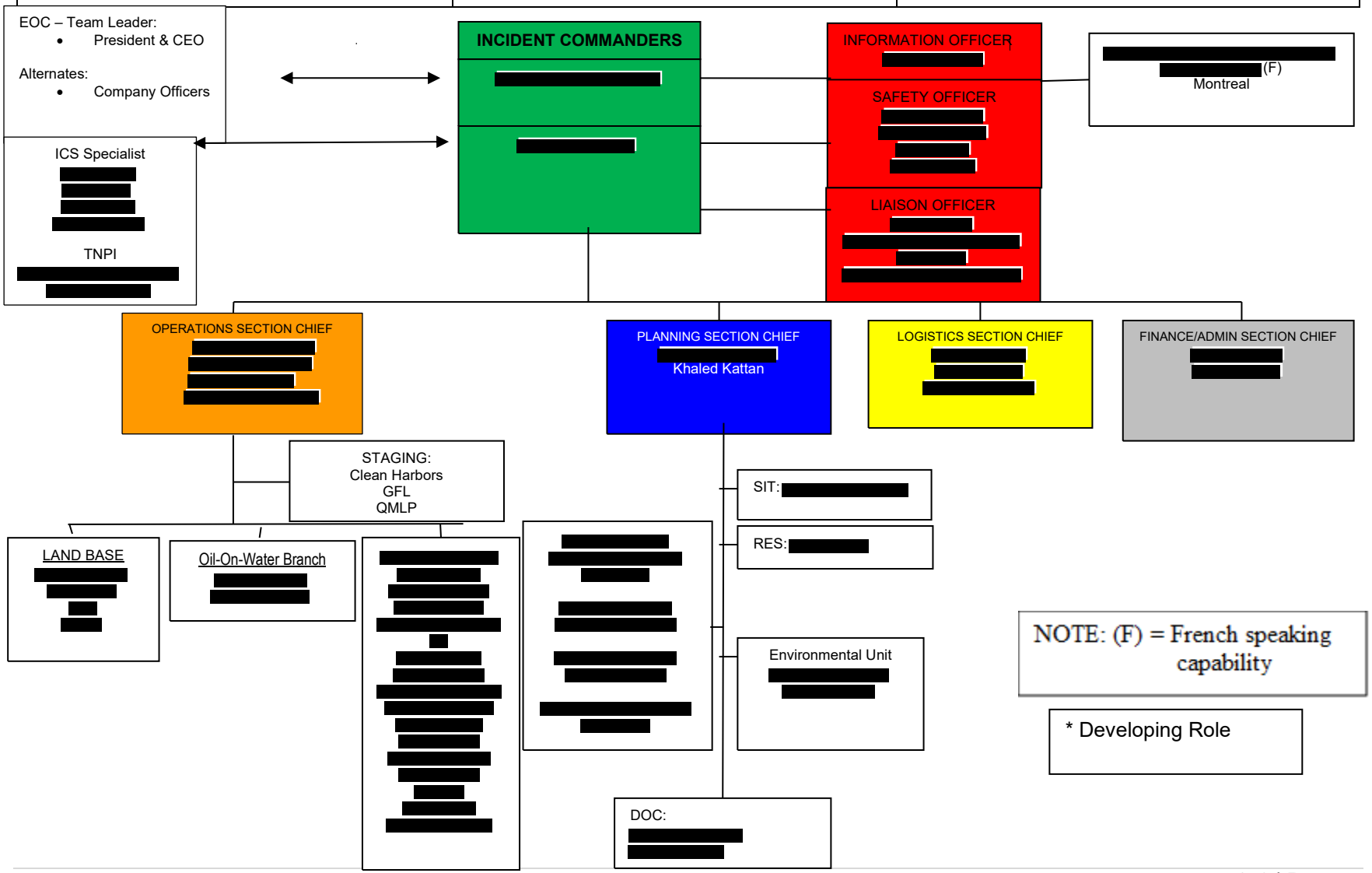
MEAA Designated Contacts

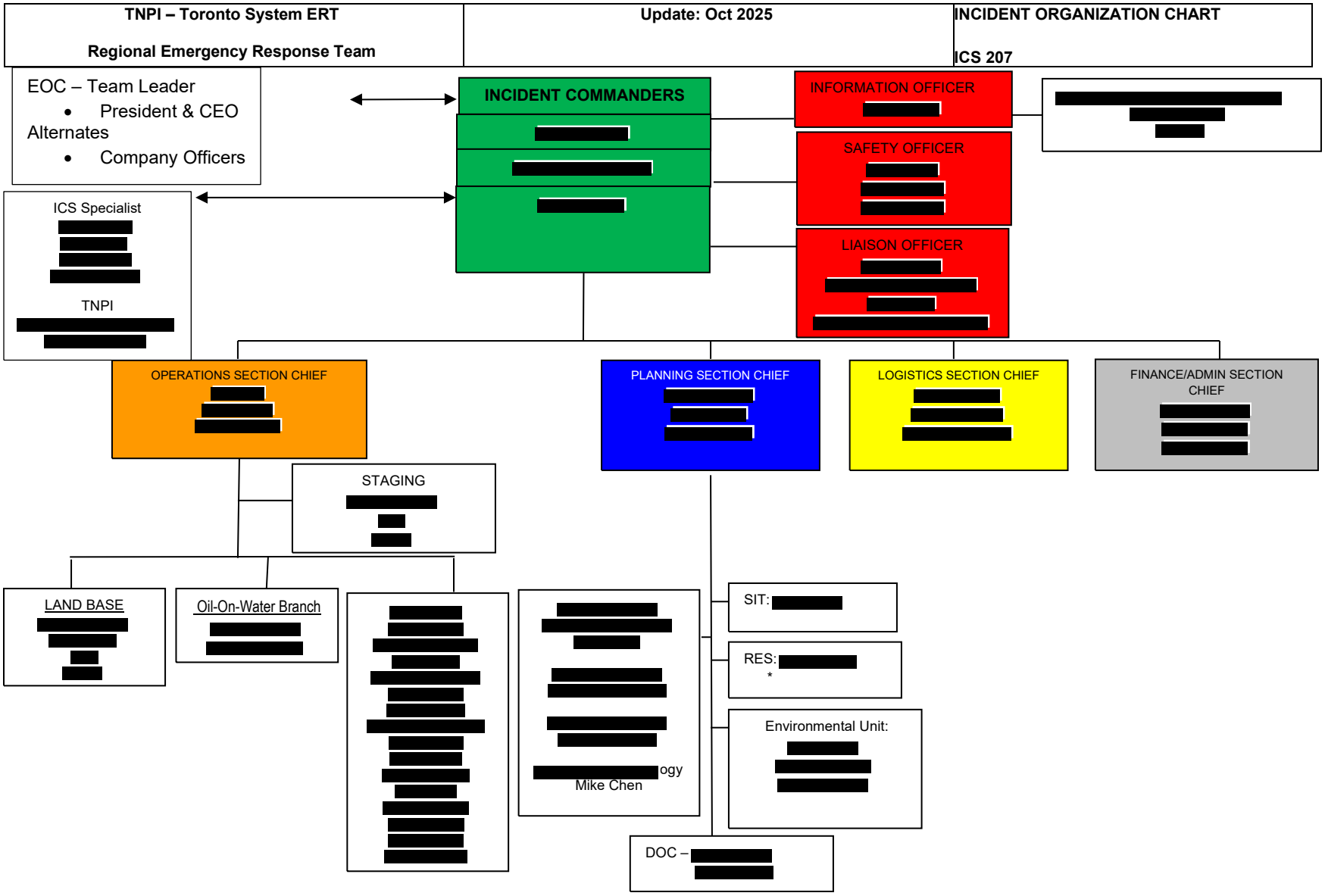
[redacted]

TNPI – APPL System ERT Regional Emergency Response Team	Update: Oct 2025	INCIDENT ORGANIZATION CHART ICS 207



TNPI – Montreal System ERT Regional Emergency Response Team	Update: Oct 2025	INCIDENT ORGANIZATION CHART ICS 207





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Appendix K – Essential Information

During an emergency response, access to essential health, safety, security and environmental information is critical. Information may be stored in a number of systems with access being controlled through various channels.

This table provides some common essential information types and how or who to contact for access.

Information	Program	Information Owner	Contact
Pipeline condition	Pipeline-IMP	[redacted]	
Pipeline map	ArcGIS		
Critical drawings	Aconex		
Facility fire and site plans	Intelex		
Class location, environmental sensitivities, high consequence areas	Overland Flow Model		
Historically contaminated sites, contaminated sites, archeological sites	Environment ArcGIS		
Culturally significant sites	-- --		
Species at risk, wildlife emergency response, migratory birds, aquatic species	https://www.canada.ca/en/services/environment/wildlife-plants-species.html		
Canadian important birds	Ibacanada.com		
Product being shipped	SCADA		
Volume in section	SCADA		
Safety Data Sheet	MySDS		
Emergency Response Advisors – Technical Product Related	CANUTEC		
Landowner, occupier	COREline		
Comms planning	SharePoint		
Security intelligence	-- --		
Security escalation	Intelex		
EFAP Family Assistance	SharePoint		
Employee emergency contacts	ADP		
Alberta Government Department Contacts	-- --		

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Appendix L – Revisions

Section #	Rev #	Date	Author/ Approver	Changes Made
Various	18	10/2025	[redacted]	Removal of West Pipeline components and references in the plan due to decommissioning of the West Line as per MOC 1701.
13.3	18	10/2025		Insert new instruction to access the Control Point Region Map(s).
9.2	18	10/2025		Added communications equipment used during responses.
2.1, 2.2	17	03/2025		Separated Plan Scope into Purpose, Objective and Scope to bring more clarity to the plan
6.2, 6.3	17	03/2025		Added reference to Everbridge mass notification system. ESG Team revised to EOC Team to align with ICS terminology
9.4.4	17	03/2025		Revised LEL for Hot and Cold work to align with Regulated limits
9.9, 9.10	17	03/2025		Added Personal Debrief and Incident Debrief (Review) requirements
10.1	17	03/2025		Strengthened reference to ongoing monitoring for hazards along with a link to the TNPI Hazard Inventory for a person to reference.
10.5.1	17	03/2025		Added Urgent Medical Attention with reference to Public Health Facilities listing in Appendix H
12.2.2.1	17	03/2025		Addition of the Technical Specialist role
14.2.1	17	03/2025		Added Communication plan
15.9, 15.10	17	03/2025		Additional information related to Response and Recovery Tactics and WCSS Oil Spill Contingency manual

16.2	17	03/2025	[redacted]	Listed relevant Policy, Process and Procedures for management of documentation
Appendix J	17	03/2025		Updated internal contact lists and ERT charts
Appendix K	17	03/2025		Added access details for Essential Information
1-17	17	03/2024		Complete ERP Redevelopment and Appendices update
Title, 1.3, 4.1.1	16	March 28, 2023		Revise Security, Environment and Emergency Management to Environment, Emergency Management and Security, SE&EM to EEMS.
Appendix H	16	March 28, 2023		Update to TNPI staff list, add Shearwater and EmergWest to list of response contractors.
8.5.3	16	March 28, 2023		Revised verbiage to further identify when First Nations Rightsholders are to be informed of an event
6.6.1.5	16	March 28, 2023		Addition with details to support that management of a Reception Centre
Table 18	16	March 28, 2023		Adjust Benzene IDLH to meet current value

Full listing of previous revisions is available from previous ERP documents