



## EMERGENCY MANAGEMENT PROGRAM INCIDENT NOTIFICATION

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Trans Mountain has an established protocol for communication with responders, regulatory agencies, municipalities and others in the unlikely event of an incident such as a spill or fire. All incidents, regardless of size and severity, are reported to the Kinder Morgan Canada (KMC) Control Centre.

Should an incident occur, KMC immediately shuts down the pipeline or facility or both, which reduces the potential impacts from an incident by controlling the source of product. All employees have the authority to request a shutdown if an emergency condition is suspected or confirmed. When a shutdown occurs, there are a number of things happening simultaneously by different individuals to ensure a timely response to the incident including necessary external notifications.

### **Internal Notification – Emergency Response Line (ERL)**

Internally, KMC communicates the occurrence of an incident in an efficient, concise, co-ordinated manner using the Emergency Response Line (ERL) process based on an established protocol. An automated group text message is sent to appropriate KMC personnel and leadership when notification of an emergency is required. This is followed by a conference call to determine next actions and to mobilize the Incident Management Team (KMC field responders are dispatched by a Supervisor).

### **External Notification**

KMC is committed to timely communications with those directly impacted by an emergency event. KMC will share the type of product and distribute information about the hazards associated with the involved product to incoming first responders and communities as soon as possible.

As a regulated pipeline, notification is also required to the National Energy Board (NEB) and to Emergency Management Alberta or Emergency Management BC. Additionally, the KMC designated Liaison Officer directly notifies the following parties:

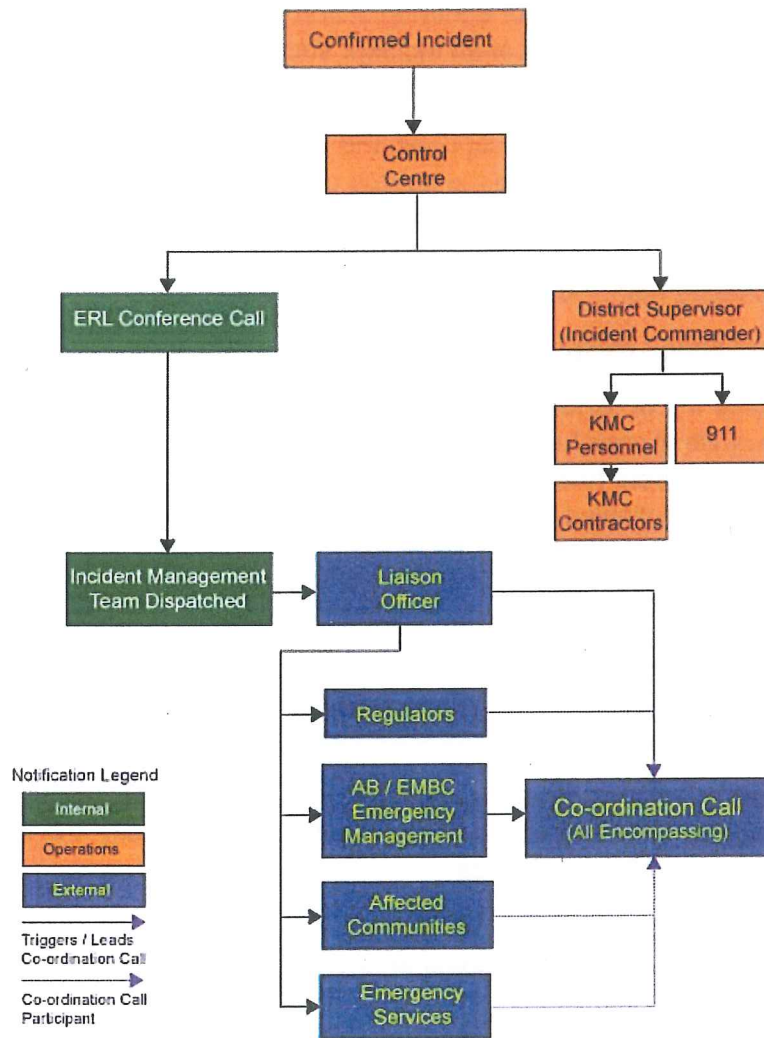
- Local Emergency Services (if not already notified)
- Local affected community (municipal, regional and/or Aboriginal)
- Ministry of Environment
- Other provincial ministries (including Ministry of Health)

### **Request Co-ordination Call**

The co-ordination call is an established tool used in both Alberta and British Columbia during multi-agency, multi-jurisdictional emergencies to share and exchange information on the event, potential and actual risks, response activities and public safety communications. An inter-agency conference call will be arranged through the provincial emergency management agency to explain the circumstances of the event and field questions. If the provincial agency is unable to establish a co-ordination call, KMC will establish a conference line to ensure information about the event is shared with all potential responding agencies. The call would allow a consistent, co-ordinated and collaborative opportunity to:

- Explain the situation
- Describe actions being taken by KMC and agency responders
- Determine issues and risk
- Assess public safety impacts – both potential and current
- Other consequences (actual and potential)

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## Contact

If you would like more information about the Trans Mountain Emergency Management Program or if you or your organization would like to contribute to the consultation process, please contact:

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