

# Emergency Response Guidelines

For Indigenous Communities



Puget Sound

## Table of contents

<b>INTRODUCTION</b> .....	<b>1</b>
<b>ABOUT THIS GUIDELINE</b> .....	<b>1</b>
<b>REGULATORY COMPLIANCE</b> .....	<b>1</b>
DEPARTMENT OF ECOLOGY.....	1
<b>SECTION 1: PREPAREDNESS</b> .....	<b>2</b>
1.1 PUBLIC AWARENESS .....	2
1.2 PIPELINE AWARENESS .....	2
1.3 PIPELINE MARKERS .....	3
1.3.1 Types of Pipeline Markers .....	4
1.4 HOW TO IDENTIFY PIPELINE RELEASES.....	5
1.5 TOP PIPELINE SAFETY TIPS FOR COMMUNITIES IN THE EVENT OF A PIPELINE RELEASE .....	6
<b>SECTION 2: EMERGENCY RESPONSE</b> .....	<b>7</b>
2.1 REPORTING A PIPELINE RELEASE .....	7
2.2 INFORMATION TO REPORT .....	7
2.3 PRODUCT DESCRIPTION .....	7
2.4 GENERAL PROTECTION METHODS .....	8
2.5 GENERAL SHELTER-IN-PLACE GUIDELINES .....	8
2.6 GENERAL EVACUATION GUIDELINES.....	9
<b>SECTION 3: TRANS MOUNTAIN EMERGENCY RESPONSE</b> .....	<b>10</b>
3.1 EMERGENCY LEVELS .....	10
3.2 TRANS MOUNTAIN INITIAL NOTIFICATION PROCEDURE .....	11
11	
3.2.1 Notification to Impacted Indigenous Communities .....	12
3.2.2 Regulatory Notifications .....	12
3.3 INCIDENT COMMAND SYSTEM (ICS).....	12
3.4 UNIFIED COMMAND.....	13

3.5	ADDITIONAL ICS ROLES.....	16
3.5.1	Liaison Office.....	17
3.5.2	Operations Unit.....	17
3.5.3	Environmental Unit .....	17
3.6	SUPPLEMENTAL PLANS.....	18
3.7	CRISIS COMMUNICATIONS PLAN.....	18
	<b>SECTION 4: RECOVERY .....</b>	<b>19</b>
4.1	TERMINATING/DOWNGRADING THE RESPONSE .....	19
4.2	INCIDENT DEBRIEFING .....	19
	<b>CONCLUSION .....</b>	<b>20</b>
	<b>APPENDIX A – GLOSSARY OF SELECTED TRANS MOUNTAIN AND ICS TERMS.....</b>	<b>21</b>
	<b>APPENDIX B – ACRONYMS.....</b>	<b>25</b>

**CONTROL SHEET**

<b>Revision Number</b>	<b>Date of Revision</b>	<b>Change(s)</b>	<b>Approval</b>
1	September 2024	New Document	K. Malinoski

## INTRODUCTION

Trans Mountain Corporation (Trans Mountain) is committed to operating its pipelines in a safe, efficient, and environmentally sound manner, adhering to all federal and state regulations. Part of Trans Mountain's public awareness initiative is to promote the presence of pipelines in the community and provide safety and damage prevention information to those who live or work near Trans Mountain's pipeline right-of-way and facilities. With increasing federal and state regulations focusing on pipeline safety and incident response, combined with increased industry investment in these same areas, the ability to prevent and/or respond to pipeline incidents today has markedly improved.

In the event of a release from a Trans Mountain pipeline, the company, as the responsible party, will conduct full and complete response activities including remediation and recovery.

Trans Mountain has developed an Emergency Management Program that is based on a combination of regulatory compliance, operational need, industry best practices, and lessons learned through regular exercises and actual incidents. As part of Trans Mountain's commitment to work with Indigenous Communities to prepare for, respond to, and recover from potential incidents, Trans Mountain's Emergency Management Department has created this guide on pipeline safety and emergency response. The measures described in this supplement will contribute to reducing the potential human impact of an accidental release. This guide may be used to supplement your community's Emergency Response Plans (ERPs).

## ABOUT THIS GUIDELINE

This guideline has been developed by Trans Mountain's Emergency Management Department for specific use by Indigenous communities. The information provided in this supplement does not replace that found within the community's emergency response plans but can enhance community resilience and support Trans Mountain's efforts to create a culture of pipeline safety and awareness. The guide is divided into three sections and supported by two (2) Appendices:

**Section 1, "Preparedness,"** focuses on pipeline awareness and protective actions that should be followed in the event of a pipeline release. It provides general product characteristics and describes how to properly identify a pipeline release and steps that should be followed by community members if they witness or become exposed to a release.

**Section 2, "Emergency Response,"** explains the framework of Trans Mountain's response to a pipeline incident. It outlines the procedures followed for internal and external notifications, provides a description of the Incident Command System (ICS) including Unified Command, and explains the various roles that Indigenous community delegates could undertake during response and recovery operations to a Trans Mountain pipeline incident.

**Section 3, "Recovery,"** details the framework of Trans Mountain's recovery from an incident. This section covers the process for terminating and/or downgrading an emergency, demobilization of resources, and incident debriefing.

**Appendix A** is a glossary of select Trans Mountain and ICS terms relevant to emergency response.

**Appendix B** is a list of select Trans Mountain and ICS acronyms relevant to emergency response.

## REGULATORY COMPLIANCE

### Department of Ecology

Trans Mountain's Pipeline (Puget Sound) falls under the jurisdiction of the Department of Ecology (DOE) and its applicable acts and regulations. The DOE acts as the primary regulator for all pipelines located within Washington State. The Board is responsible for monitoring how companies comply with regulations and commitments concerning the safety of employees, public, and the environment throughout the entire pipeline lifecycle. The DOE's expectation, and Trans Mountain's, is that the top priority in any emergency is to make sure people are safe and secure, and that the environment and property are protected.

The DOE has a comprehensive emergency management program. Any time there is a serious incident on a DOE-regulated energy pipeline or facility, DOE staff may attend the site to oversee the company's response. The DOE requires that all reasonable actions are taken to protect the public, employees, and the environment. Further, the DOE will verify that the regulated company conducts an adequate and appropriate clean-up and remediation of any environmental effects caused by the incident. Both the Pipeline and Hazardous Materials Safety Administration (PHMSA) and the Department of Transportation (DOT) can investigate the cause of an incident.

The Washington State Emergency Management Division maintains an Emergency Operations Center in Camp Murray that the DOE uses to coordinate and support its field staff at the incident site and provide situation reports to the Washington State Emergency Management Division

The DOE can be reached by calling **1-206-594-0000**.

## SECTION 1: PREPAREDNESS

### 1.1 Public Awareness

Pipelines provide a safe and reliable means of transporting Canadian energy products over long distances. However, incidents sometimes do occur, and when they do, Trans Mountain wants to make certain that local governments, Indigenous communities, and First Responders have the appropriate knowledge and awareness to ensure public safety.

Trans Mountain maintains a Public Awareness Program focused on ensuring members of the public remain well-informed of pipelines operating within their communities. A critical component of this program aims to ensure that individuals living and working in, and around active pipelines have the knowledge to both recognize pipeline releases and respond accordingly. Understanding these two factors helps ensure personal safety as well as that of the community.

In addition, Trans Mountain has developed a Community Awareness Emergency Response (CAER) Program for community leaders and First Responders, including fire departments and the police. The CAER Program informs participants about identifying pipeline locations, types of products transported, product hazards, and emergency situations involving a pipeline release, including safety procedures to be followed. The CAER Program's goal is to achieve an effective and coordinated response partnership with the communities in which Trans Mountain operates.

### 1.2 Pipeline Awareness

Communities can play an important role in mitigating risk to pipelines through public awareness programs. Government and industry statistics show that improper or unauthorized digging near a pipeline is the most common cause of damage. Community leaders can help protect the public, environment, and pipelines by being aware of activities near the right-of-way and by calling Trans Mountain with any questions or concerns. [This is the law in Washington State](#)<sup>1</sup>

#### **One-Call center numbers:**

- Skagit and Whatcom County 1-800-424-5555 (811)
- Or visit: [digsafewa.com](https://digsafewa.com)

Landline and cellphone calls made to One-Call centers are tollfree from anywhere in Washington.

Listed below are six things community leaders can do to help protect their communities from potential pipeline emergencies:

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<sup>1</sup> According to Washington State law RCW 19.122 all persons excavating (which includes placing signs or posts) greater than or equal to twelve inches in depth must notify utility companies that could be affected by that work so they can mark their lines to help avoid dangerous or costly damages. This is done through an 811 call or [digsafewa.com](https://digsafewa.com) online ticket submission.

1. Be aware of any construction in or near the right-of-way. Community officials should alert Trans Mountain if they see or become aware of unauthorized or dangerous activity near a pipeline at **1-888-876-6711**.
2. Require excavators and landscapers working in the community to contact the local One-Call center before digging to request the location of the pipeline, and other buried utilities. Trans Mountain will:
  - Call the excavator back within three business days to discuss the proposed work.
3. Provide a 'Trans Mountain 100 feet Permit' if ground disturbance activity to a depth of 12 inches or greater within 100 feet from the center of the pipe is to take place and/or a Proximity Permit for appropriate underground installations or crossings within the right-of-way.
  - Schedule an appointment to meet and mark the location of the pipeline and discuss next steps as required.
  - Conduct a safety meeting to explain the ground disturbance regulations and requirements.
  - Provide a Pipeline Protection Inspector to be on-site if any approved work being undertaken is within 25 feet of the pipe.
4. Advise excavators, landscapers, or other construction personnel to report if they come in contact with the pipeline or see any pipeline damage, including gouges, dents, scrapes or exposed areas of pipe.
5. If pipeline easements exist within the community, review the details of any agreements, and talk with Trans Mountain before planting, digging, or building near the right-of-way.
6. Inform and educate members of the community about the signs of a potential pipeline leak and the location of pipelines (see [Section 1.4](#)).
7. Review pipeline emergency response procedures within the community's Emergency Response Plan including evacuation and shelter-in-place procedures. Liaise with Trans Mountain for discussions when reviewing or updating applicable emergency response procedures.

### **1.3 Pipeline Markers**

People who live and work near Trans Mountain's pipelines are encouraged to familiarize themselves with the pipeline's right-of-way. The pipeline's right-of-way is the strip of land under which the pipeline is buried and includes a 100 foot safety zone on either side. The right-of-way allows pipeline operators access to inspect, maintain, repair, and test the pipelines.

Trans Mountain installs permanent signs called pipeline markers along the pipeline route to aid with right-of-way identification. Markers can be seen at road and railway crossings and above-ground facilities where they are used to identify the general location of a pipeline.

All Trans Mountain pipeline markers display important information about the pipeline, including the product transported, the pipeline operator's name, emergency contact number, and the local One-Call center number.

### 1.3.1 Types of Pipeline Markers



**Right-of-Way Marker**



**Casing Vent Marker**



**Aerial Marker**



**Road Markers**

***The Emergency Number for Trans Mountain is  
1-888-876-6711***

## 1.4 How to Identify Pipeline Releases

A member of the community may identify a pipeline release, either real and/or suspected, by understanding the common signs of a pipeline release listed below.

### Smell



- Chemical or petroleum odours (like gasoline or diesel fuel)
- Sulphur or rotten eggs smell

### See



- A pool of liquid near the right-of-way
- A rainbow sheen on water
- Dead or discoloured vegetation

### Listen



- Unusual noises such as roaring or hissing

*In the event a pipeline release from a Trans Mountain operated pipeline is identified or suspected, immediately call the Emergency Number at:*



**1-888-876-6711**

*This number connects directly to Trans Mountain's Control Center and is monitored on a 24/7 basis.*

## 1.5 Top Pipeline Safety Tips for Communities in the Event of a Pipeline Release

In the event of a pipeline release, community leaders can provide their communities with information on what **to do** in the event of a pipeline release.

### **Leave the area immediately, on foot crosswind then upwind.**

- Abandon any mechanized equipment being used in or near the area.
- Call Trans Mountain's 24-hour emergency line **1-888-876-6711**.
- Warn others away.
- Eliminate ignition sources (keyless door entry, cell phone or flashlight).
- Turn off vehicle engines.

### **DO NOT:**

- Re-enter the area.
- Ring doorbells or metal knockers; knock with your hand to avoid sparks.
- Operate pipeline valves.
- Touch any liquid or vapour.
- Start your vehicle or drive into the release location or vapour clouds while leaving the area.
- Try to extinguish any fires associated with the release; wait for trained professionals.

## **SECTION 2: EMERGENCY RESPONSE**

### **2.1 Reporting a Pipeline Release**

When members of the community identify or suspect a pipeline release from a Trans Mountain operated pipeline, they should immediately notify the Trans Mountain Control Center. The Control Center number is monitored 24 hours a day.

***The Emergency Number for Trans Mountain is  
1-888-876-6711***

### **2.2 Information to Report**

When contacting the Control Center, to help gather as much information about the incident as possible, try to be as clear, concise, accurate, and timely as possible. Be prepared to report:

- Your name and telephone number
- Date and time of the call
- Location of suspected pipeline release

### **2.3 Product Description**

The range of crude oil products carried in Trans Mountain pipelines have common characteristics. These characteristics may be helpful in identifying a pipeline release.

<b>Characteristic</b>	<b>Synthetic Crude/Refined Product</b>
Appearance	Light brown or yellow liquid
Odour	Similar to gasoline or diesel fuel
Behaviour	Synthetic crude flows with land profile Vapours are heavier than air
Volatility	Flammable (-58°F to -40°F flash point) and explosive properties, especially when first released
Other	H <sub>2</sub> S may be present in low concentrations, less than 10 ppm

**Note:** H<sub>2</sub>S is extremely poisonous.

## 2.4 General Protection Methods

Once the extent of the pipeline emergency has been determined, your community leadership should work with First Responders to decide which response actions to take. The most common immediate response actions for pipeline emergencies are:

***Move away from the incident area AND shelter-in-place (stay indoors)***

**OR**

***Evacuate***

The decision to evacuate or shelter-in-place is based upon multiple factors including:

- Location of the release.
- Potential exposure to the release during evacuation.
- Anticipated duration of the emergency.
- Advice from Emergency Responders and/or Trans Mountain personnel.

If exposure to the release is imminent, or if evacuation is likely to expose individuals to harmful substances, then sheltering-in-place is the most suitable strategy. If advised to evacuate, or if it is safe to leave the affected area, then evacuation procedures should be followed.

The following are guidelines to assist community members to carry out safe and effective shelter-in-place and evacuation procedures.

## 2.5 General Shelter-In-Place Guidelines

- Notify community members of the need to shelter-in-place.
- Remain indoors until further instructions are given. If outside when alerted, proceed to nearest safe building.
- Inform community members to complete the following actions while indoors:
  - Shut down the buildings heating and cooling systems.
  - Turn off local fans.
  - Close doors and windows.
  - Seal gaps under doors and windows.
  - Seal vents if possible.
  - Turn off sources of ignition, such as pilot lights.
- Remain in place until given the all-clear by local officials.

## **2.6 General Evacuation Guidelines**

- Notify community members of the need to evacuate.
- Instruct individuals to evacuate their homes and other occupied buildings and follow the community's designated evacuation route or the directions of First Responders.
- Evacuate to the designated meeting point or reception center. If the assigned meeting point is deemed unsafe, determine, and communicate alternative location(s).
- Determine the best mode of transportation. This may include walking, or if safe, the use of buses and personal vehicles.
- Check in with appropriate staff at the meeting point or reception center.
- Remain in place until given the all-clear from the appropriate officials.

## SECTION 3: TRANS MOUNTAIN EMERGENCY RESPONSE

### 3.1 Emergency Levels

A potential emergency can be defined as a release of unknown volume, unconfirmed and is adjacent to water or where there is a pathway to water, and the environmental conditions, such as rain events or known shallow groundwater make impacts to water likely.

The incident will be identified and classified into Trans Mountain's three-tiered response structure. Each tier is managed by an escalating degree of management seniority and authority, and assistance from outside the initial response organization.

Level	Definition	Examples
1	The Company has the capability to manage and control a Level 1 emergency using company resources available within the area. The District Supervisor will assume the Incident Commander position.	<ul style="list-style-type: none"> <li>• Oil releases confined to company property (pipeline station, terminal, or scraper trap)</li> <li>• Public, contractor, or employee safety not endangered</li> <li>• Public property not endangered</li> <li>• Local response handled by District personnel</li> <li>• Notification may not be required to regulatory authorities</li> <li>• Little or no media interest</li> </ul>
2	The Company has the capability to manage and control a Level 2 emergency using company resources and expertise, with some assistance from local contractors. The Region Director or designate may assume the Incident Commander position.	<ul style="list-style-type: none"> <li>• Oil has migrated beyond company property (pipeline station, terminal, or scraper trap) but not into a waterway</li> <li>• Emergency services may be required</li> <li>• Public, contractor, or employee safety and/or property may be endangered</li> <li>• Notification required to regulatory authorities</li> <li>• May use a Unified Command organizational structure</li> <li>• Local media interest</li> </ul>
3	The Company may request assistance from other industry, municipal, or state agency personnel to support the response to the incident. The Region Director will assume the Incident Commander position.	<ul style="list-style-type: none"> <li>• Major emergency condition such as:                             <ul style="list-style-type: none"> <li>○ Uncontrolled leak</li> <li>○ Release on a watercourse</li> <li>○ Large fire at an operating facility or office building</li> <li>○ Fatality or serious injury to an employee, contractor, or the public</li> <li>○ Release of hazardous substances</li> </ul> </li> <li>• Major off-site environmental impact has occurred</li> <li>• Public, contractor, or employee safety and/ or property is endangered</li> <li>• Emergency services are required</li> <li>• Notification required to regulatory authorities</li> <li>• Use of a Unified Command organizational structure to facilitate coordination of company, government, and other agency response to the emergency</li> <li>• Local, provincial/state, and/or national media interest</li> </ul>

### 3.2 Trans Mountain Initial Notification Procedure

After a pipeline release has been reported and confirmed, the Control Center will begin the internal and external notification processes.

With regards to external entities, Trans Mountain follows a procedure that notifies First Responders and emergency response contractors.

If a community is affected by an incident, Trans Mountain will notify the community as soon as possible. Communities downstream from the emergency, potentially at risk, or likely to be impacted will be promptly notified.

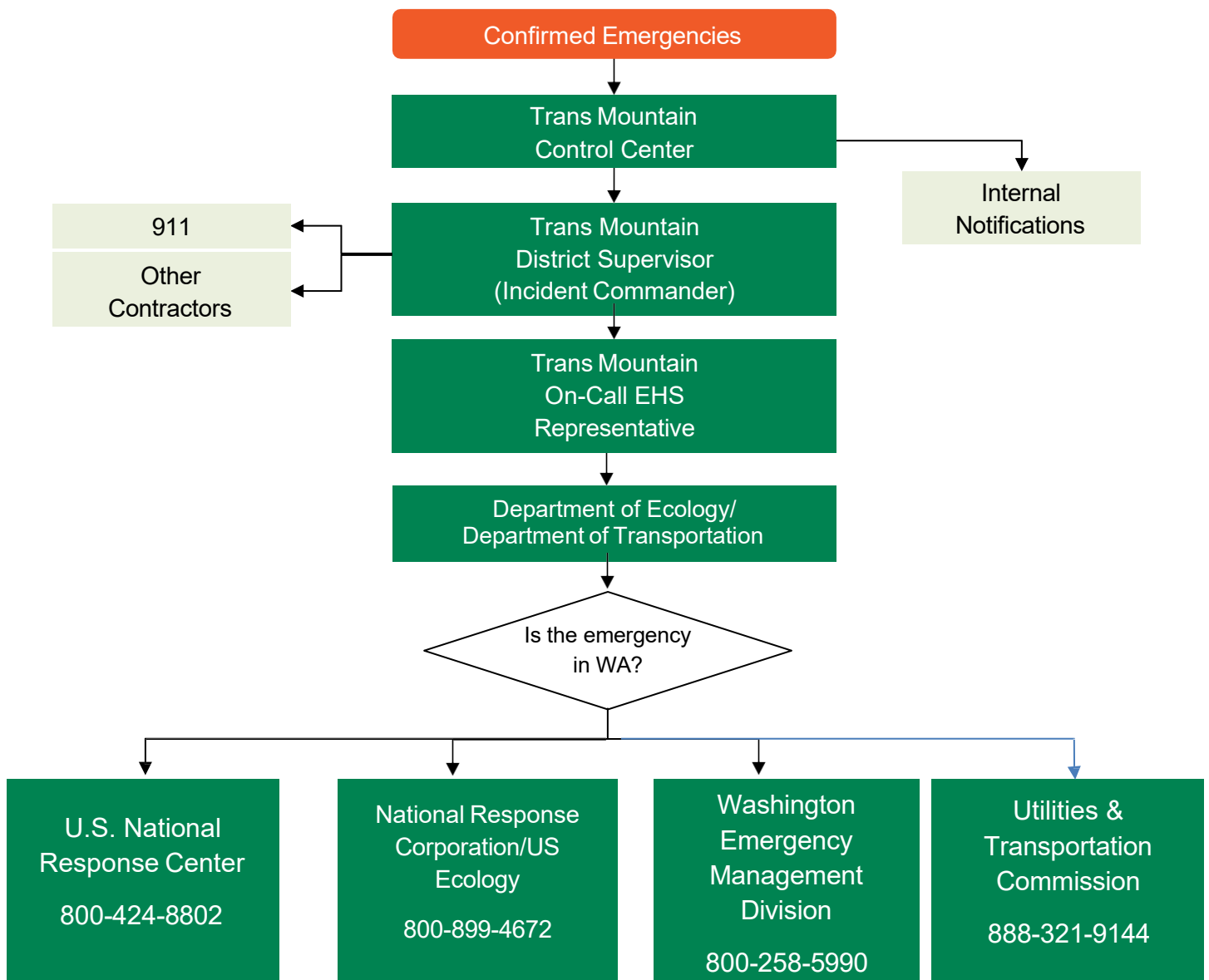


Figure 1. Notification process

In addition to the above initial notifications, the following entities are notified:

- Indigenous Groups
- State emergency management agencies
- Various regulatory agencies Environmental Protection Agency, Utilities & Transportation Commission, US National Response Center, etc.)
- Municipal and Regional Governments and Counties
- Health authorities

### **3.2.1 Notification to Impacted Indigenous Communities**

Impacted communities will be identified based on the location of the incident and by using Trans Mountain's Geographic Information System (GIS) mapping applications. Trans Mountain maintains a database of information for Indigenous communities located along the pipeline, including Traditional Territories, and will confirm that these communities have been notified in the event of an incident, through the Liaison Officer.

Trans Mountain recognizes that in some situations a state response may not be required; however, communities and/or other potentially impacted entities may wish to receive additional information regardless of the decision to participate in the response respond by the state or federal governments. Therefore, Trans Mountain is committed to making additional notification calls, as time allows, and to establish a conference call to ensure potential responders are aware of the situation.

### **3.2.2 Regulatory Notifications**

Emergency condition notifications are made to the Washington State Department of Ecology. They will be contacted as per WAC 173-182-264(2) when any of the following conditions are met:

1. Emergency shutdown
2. Safety shutdown
3. Odor complaint

**WDOE Reporting Line: (800)258-5990**

If there is some doubt as to whether an event should be reported or whether an event has occurred, a potential event will be reported at the very least.

### **3.3 Incident Command System (ICS)**

Trans Mountain responds to all real or potential emergencies using the Incident Command System (ICS). The ICS is a standardized incident management tool used for meeting the demands of a range of incidents both large and small. It allows for the integration of equipment, facilities, personnel, and communications within a common organizational structure. The ICS is

*Please contact Trans Mountain at 1-403-514-6400 and ask to speak to an Indigenous Relations Team member if the emergency contact information for your community changes.*

used to establish near and long-term response operations ensuring that all facets of the incident are managed. This command structure also enables members of Indigenous groups, the federal government, state government, local authorities, and the responsible party (Trans Mountain) to work together towards mutually agreed upon goals, ultimately focused towards effective and efficient response.

In the unlikely event of a pipeline emergency Trans Mountain will establish an Incident Command Post (ICP) near the incident location, typically in hotels or a community center. The ICP is the central location from which primary command and incident management functions are directed.

### **3.4 Unified Command**

Based upon the incident, and wherever possible, Trans Mountain aims to establish a Unified Command structure for emergency response. Unified Command's responsibility during an incident is to provide overall guidance and support to respond to the incident. This is achieved through the drafting of key objectives, identifying response priorities, and following an inclusive decision-making process. Unified Command sets the direction of response activities including developing and implementing strategic decisions, endorsing Incident Action Plans (IAPs), and approving the order and release of resources. The Unified Command maintains situational awareness of the incident and its evolving hazards and will confirm the community has updated information to aid in its decision-making on public safety. Members of the Unified Command will support the community in the implementation of the public safety measures.

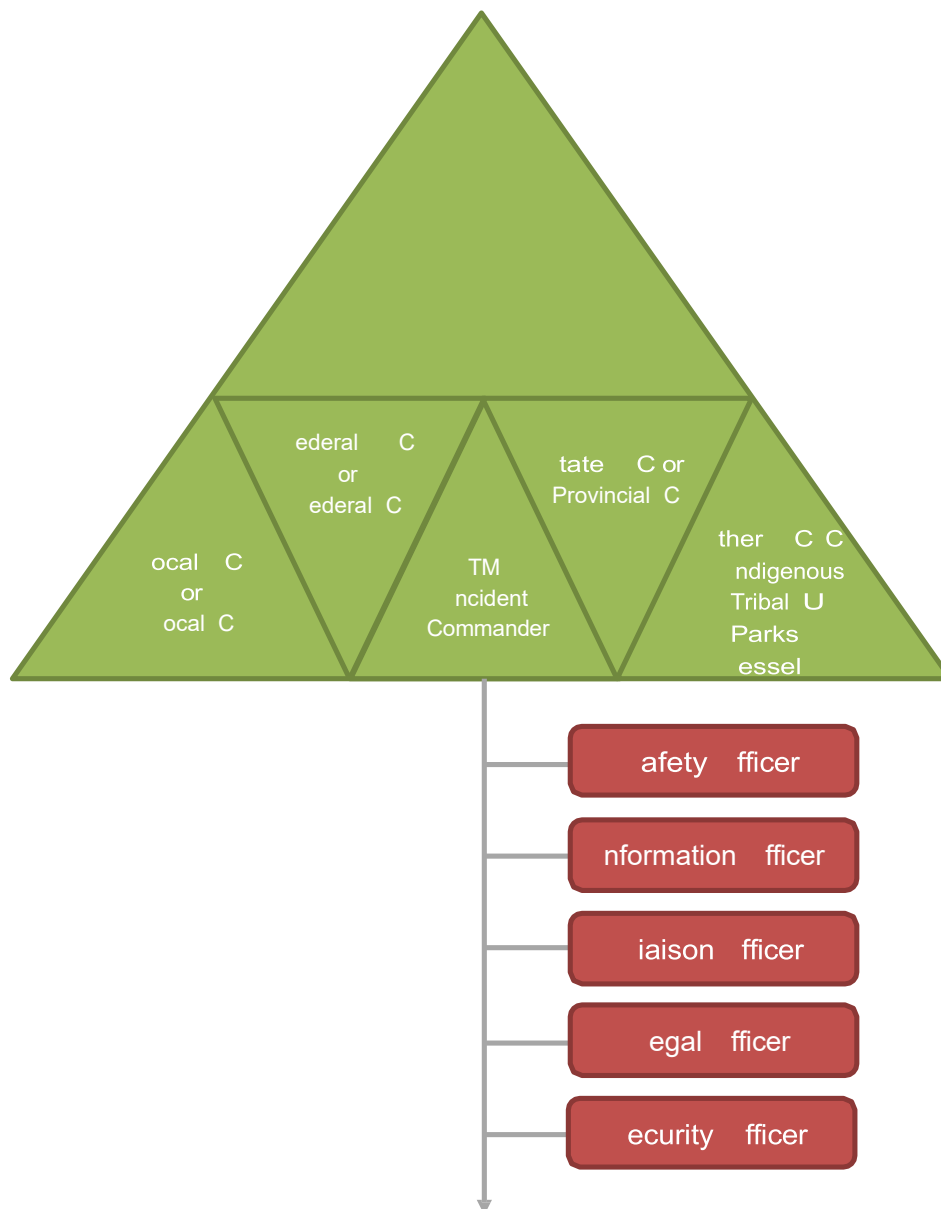
Unified Command is composed of:

- Federal Representative
- State Representative
- Indigenous community Representative
- Fire Chief or identified Representative of the local government where the incident originates
- Trans Mountain Representative
- Other government representative, as applicable (Parks, etc.)

For emergencies in which Indigenous communities and/or their territories are impacted by a pipeline release, Trans Mountain will invite appropriate representatives from these communities to participate in Unified Command. Indigenous communities possess local and traditional knowledge that is critical to a rapid, effective, and coordinated emergency response, and representation in Unified Command will ensure interests of the community are represented at the highest level of decision-making.

Please note that Unified Command is not used in all situations. In some instances, and typically for smaller sized incidents, a single Incident Commander from Trans Mountain may exercise authority. In such cases, the appointed Liaison Office will ensure that any impacted Indigenous communities are informed of the incident. The Liaison Office will then remain in contact with the affected parties until the incident phase is terminated.

When community representatives are asked to join the Incident Command Structure, they will be contacted by the Liaison Office and asked to join Trans Mountain representatives at the local ICP. Once representatives arrive at the ICP, they will be asked to sign in and will be greeted by a representative of the Liaison Office. The Liaison Office coordinates with all stakeholder groups including those assisting and cooperating with emergency response efforts.

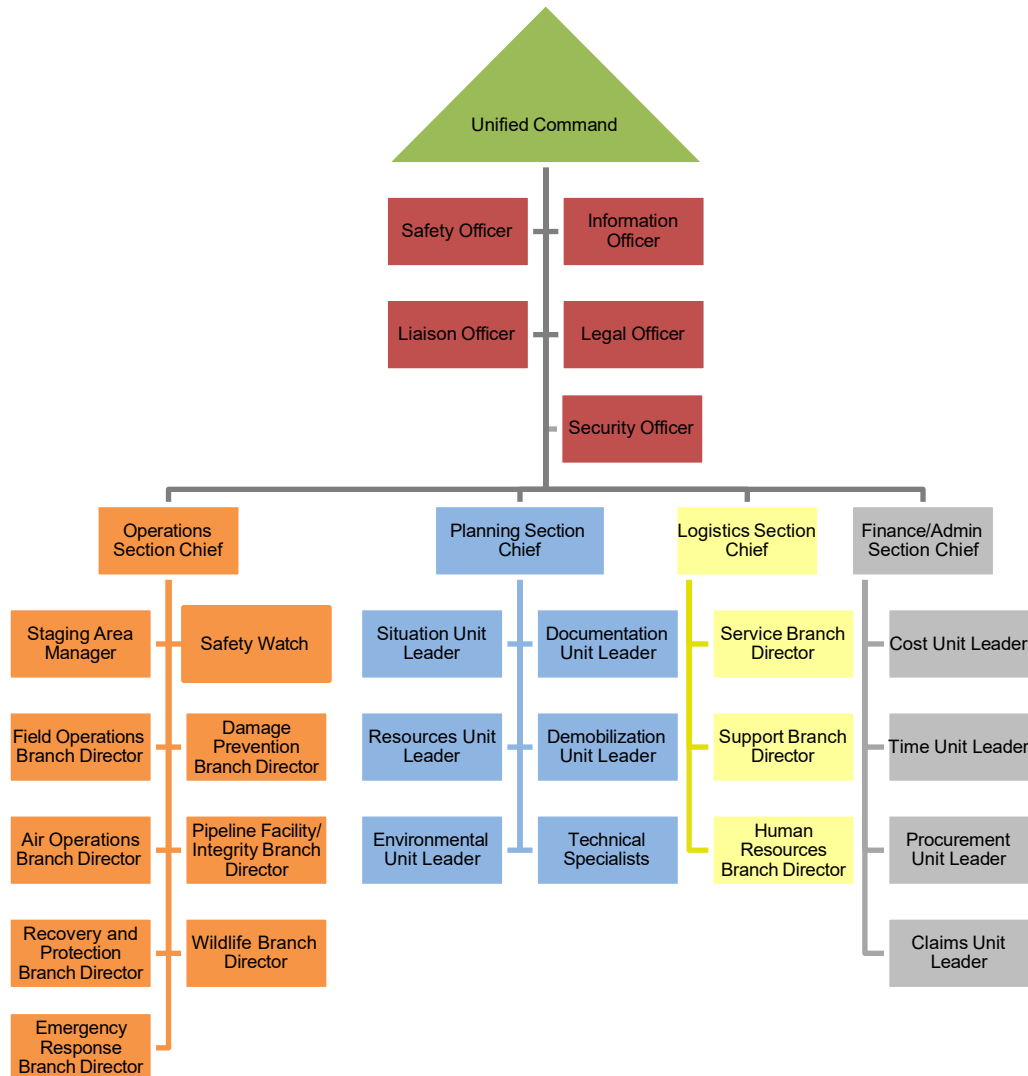


Before sending personnel to the incident location, inform them of the need to check in with Trans Mountain responders at the ICP. This ensures an accurate list of who is on-site and that they receive safety instructions, or training, before entering the incident site.

After being greeted at the ICP, community representatives will be given a workspace in which they can put aside personal belongings and set up a workstation. The Liaison Office will then determine where representatives will be best situated within the overall ICS structure to aid in response efforts.

### 3.5 Additional ICS Roles

There are a multitude of roles in which Indigenous representatives may participate outside of Unified Command.



*Figure 2. Typical response organization structure, from Trans Mountain – 2024, Incident Command System Guide*

Some of these roles are located within the ICP while others are at the incident site. The specifics of these roles are typically determined by the nature of the incident. One example is serving as a community representative within the Liaison Office, providing knowledge of the impacted area that can assist Unified Command in determining response objectives. Other roles, that Indigenous community representatives may be asked to participate or assist with include the Environmental Unit located within the Planning Section and/or the Operations Unit.

### **3.5.1 Liaison Office**

Indigenous representatives, other than those on direct tactical assignments or participating in Unified Command, may assist in the response through the Liaison Office. Responsibilities include:

- Ensuring that all Indigenous attendees are properly checked-in at the incident.
- Attending briefings and planning meetings as required.
- Cooperating with the Incident Commander and the General Staff on Indigenous involvement at the incident.
- Ensuring the well-being of Indigenous attendees assigned to the incident.
- Advising the Liaison Officer of any special Indigenous attendees needs or requirements.
- Reporting to home community and/or territory dispatch or headquarters on a prearranged schedule.

### **3.5.2 Operations Unit**

Having knowledge of the land and its resources, Indigenous representatives with specialty skills may assist the Operations Section in a number of areas. One example is in the event of an incident requiring on-water operations. In these instances, this specialist may serve as a guide assisting boat captains to navigate local water bodies. Other specialists may be assigned to the Wildlife Branch tasked with minimizing wildlife impact after a pipeline release.

### **3.5.3 Environmental Unit**

The Environmental Unit is responsible for environmental matters associated with the response, including strategic environmental assessment, modeling, surveillance, and permitting. Local government personnel and technical specialists participating in the Environmental Unit may assist in the development of incident specific plans such as air monitoring, waste management, and/or environmental sampling plans.

**SCAT Team** – Shoreline Cleanup and Assessment Technique (SCAT) is a systematic method for surveying an affected shoreline after an oil spill. As a SCAT Team member, Indigenous representatives may support response efforts by sharing their local knowledge of shoreline characteristics, attending site visits with SCAT Teams to highlight any shoreline changes and providing insight regarding local wildlife populations and other sensitivities at risk.

**Science Table** – As a member of the Science Table, Indigenous representatives may be asked to provide environmental advice and assist with setting key priorities including the determination of resources at risk. The Science Table includes representation from environmental response agencies such as Environment Canada, state environmental ministries, and scientists. The Science Table is tasked with classifying environmentally sensitive resources that require protection, determining rehabilitation priorities and identifying any historical or culturally sensitive areas at risk.

### **3.6 Supplemental Plans**

Supplemental Plans are considered a subset of the Emergency Response Plans and provide guidance on the assessment and management of particular hazards and/or consequences that may arise during an incident. Trans Mountain's list of supplemental plans include:

- Convergent Volunteer Management Plan
- Decontamination Plan
- Non-Floating Oil Assessment and Response Guide
- Public Health Assessment and Response Plan for Airborne Health Risks Associated with Pipeline/Terminal Operations and Incidents (previously titled Air Monitoring Plan)
- Sampling and Monitoring Plan
- Waste Management Plan
- Wildlife Management Plan

### **3.7 Crisis Communications Plan**

In addition to ERPs and supplemental plans, Trans Mountain has developed a Crisis Communication Plan. The Plan is designed to ensure the Company has adequate resources and processes in place to respond to the information needs of its stakeholders, customers, government and regulatory officials, the public, and media during an emergency.

## **SECTION 4: RECOVERY**

### **4.1 Terminating/Downgrading the Response**

The decision to terminate and/or downgrade emergency operations and to demobilize personnel and equipment shall be made on a site-specific basis and based on the status of the incident. Factors that may affect the decision to terminate/downgrade the response include:

- The emergency condition has been controlled and immediate threats to the health and safety of the public have been eliminated.
- Any leaks or releases that have been contained, and all remaining free oil, petroleum products, or hazardous materials have been recovered from the site.
- Repair operations have been undertaken to prevent further releases from occurring.
- Further emergency operations at the site will cause more damage to property and the environment than that which resulted from the release initially.

The Trans Mountain Incident Commander or designee shall consult appropriate government agencies and other involved parties before making any decisions related to terminating/downgrading response activities. These agencies and involved parties include representatives from local Indigenous communities and agencies.

### **4.2 Incident Debriefing**

Incident debriefing is a critical component of response and will be organized by Trans Mountain in consultation with participating agencies, local communities, state, and federal government representatives, and other relevant stakeholders.

The incident debriefing includes a review of the participant's role in the response, the event chronology, and the incident response phases. When discussing the event chronology, aspects that may be discussed include the completed incident briefing, mapping, and the activated ERPs. Reviewing the incident response phases is an opportunity to note learnings regarding the initial notification, response team activation, initial response actions, and public notification and safety management.

The review process enables participants to voice their perspective. For large groups, breakout groups may be used to help identify key points and action items. Responsibilities, accountabilities, and timelines should be assigned to all action items.

## CONCLUSION

As no two emergencies are ever the same, the role of Indigenous representatives within the Incident Command System may vary. Nevertheless, when an incident impacts, or has the possibility of impacting, Indigenous peoples and their land, their assistance within the Incident Command Post will prove essential.

For more information about the Emergency Management Program, or to view Trans Mountain's emergency response plans and documents, please visit:

<https://www.transmountain.com/emergency-response-plans>.

The Trans Mountain Emergency Management Team is available to answer questions and provide supplemental information. To contact the Trans Mountain Emergency Management Team, call 403-514-6400 or email [Emergency\\_Management@transmountain.com](mailto:Emergency_Management@transmountain.com).

***To report emergencies, contact  
1-888-876-6711***

## APPENDIX A – GLOSSARY OF SELECTED TRANS MOUNTAIN AND ICS TERMS

**Abandoned Pipeline** – A pipeline or section of pipeline de-commissioned and no longer in use. Abandoned pipelines may be left in place or removed, with appropriate measures taken to restore the natural environment after removal.

**Advanced Response Equipment** – Additional supplies of equipment that is more specialized and/or additional equipment already part of the initial response. This includes fire-fighting equipment, fire-fighting foam, oil tracking technologies, wildlife response equipment, additional boom, storage, and recovery equipment. See also **Initial Response Equipment**.

**Agency Representative** – Individual assigned to an incident from an assisting or cooperating agency who has been delegated full authority to make decisions on all matters affecting his/her agency's participation at the incident. Agency Representatives report to the Liaison Officer upon arrival at the ICP.

**Assisting Agency** – An agency which directly contributes tactical or service resources in support of an incident response.

**Clear Text** – The use of plain English in radio communications transmissions. No Ten Codes nor agency specific codes are used when using Clear Text.

**Control Center** – A room or rooms containing computer and electronic monitoring systems designed to assess pipeline and infrastructure status on a 24/7 basis. The Trans Mountain Pipeline Control Center is located in Edmonton, Alberta, Canada. The Control Center has the ability to remotely start, limit, or halt the flow of product within some or all of the pipeline.

**Control Point** – A location specific response tactic used to contain or recover oil. A river, stream or creek may include many control points along its path where response resources (boom, skimmers, etc.) may be deployed. Control Points are described in the Emergency Response Plans.

**Convergent Volunteers** – Individuals, typically members of the public, and not requested by Trans Mountain, who converge upon an emergency site in order to provide service and support to response activities following an emergency. Trans Mountain does have a plan and resources allocated to manage convergent volunteers who may offer their support.

**Cooperating Agency** – An agency supplying assistance other than direct tactical, support, or service functions or resources to the incident control effort (e.g., Red Cross, telephone company, etc.).

**Decontamination Trailer** – A trailer use to transport equipment to facilitate the cleaning of personnel and small equipment. Decontamination trailer equipment ensures that when personnel leave an impacted area, they do not track contaminants with them. Equipment includes wash stations, pools, tents, detergent, hand sprayers and other equipment.

**Emergency Management** – Management of an emergency or incident. The Trans Mountain ICS organization is designed to fulfill the emergency management role.

**Emergency Operations Center (EOC)** – A pre-designated facility established by an agency or jurisdiction to coordinate the overall agency or jurisdictional response and support to an emergency response.

**Emergency Response Equipment** – Equipment dispatched to the incident site that is specific in nature to affect the response. This does not include pipeline and/or facility repair crews. However, it does include recovery equipment and temporary storage equipment. Trans Mountain divides Emergency Response Equipment into two categories: Initial Response and Advance Response Equipment.

**Emergency Response Plan (ERP)** – A documented set of guidelines and procedures required to respond to an emergency within the plan's stated scope. Trans Mountain currently has four (4) ERPs: Terminals, Trans Mountain Pipeline, Trans Mountain Pipeline (Puget Sound), Westridge Marine Terminal.

**Geographic Information System (GIS)** – An electronic information system, which provides a geo-referenced database to support management decision making.

**Geographic Response Plan (GRP)** – A documented set of procedures and guidelines which identify and describe sensitivities, including natural and cultural resources, and other geographically specific information relevant to emergency response, such as Control Points. GRPs complement and support ERPs. For example, there are four (4) separate GRPs supporting the Trans Mountain Pipeline ERP.

**Hydrogen Sulphide (H<sub>2</sub>S)** – A gas which may be present in or given off by crude oil, synthetic crude oil, and/or refined products. Natural gas containing relatively high concentrations of H<sub>2</sub>S is referred to as "sour gas"; H<sub>2</sub>S smells of rotten eggs and is extremely poisonous.

**Initial Isolation Zone** - The geographical area near a continuous hazardous release where all non-response personnel should be evacuated as there may be an immediate danger to life and health for those not protected by appropriate PPE as the result of the incident.

**Incident Management Team** – A minimum group of trained Trans Mountain responders located at the Incident Command Post filling the following positions: Incident Commander, Safety Officer, Information Officer, Legal Officer, Liaison Officer, Operations Section Chief, Planning Section Chief, Environmental Unit Leader, and Logistics Section Chief. Additional positions within the Incident Management Team will be staffed as follows: Finance Section Chief, Staging Area Manager, Situation Unit Leader, and Documentation Unit Leader.

**Incident Management Support Team** – Individuals who are tasked with support roles in the operation of the Incident Command Post and who will not fill leadership positions.

**Initial Response Equipment** – The first piece(s) of equipment on-site including temporary air-monitoring equipment that may be used to protect the public, employees, or environment.

**Joint Information Center (JIC)** – A facility established within, or near, the Incident Command Post where the Information Officer and staff can coordinate and provide incident information to the public, news media, and other agencies or organizations. The JIC is normally staffed with public information representatives from participating agencies, government, and from Trans Mountain.

**Jurisdiction** – A range or sphere of authority. At an incident, public agencies have jurisdiction related to their legal responsibilities and authority for incident mitigation. Jurisdictional authority at an incident can be political/geographical (e.g., city, county, state, or federal boundary lines), or functional (e.g., police department, fire department, health department, etc.).

**Jurisdictional Agency** – The agency having jurisdiction and responsibility for a specific geographical area or a mandated function.

**Liaison Officer (LO)** – A member of the Command Staff responsible for coordinating with stakeholder groups and representatives from assisting and cooperating agencies.

**Multi-Agency Incident** – An incident where one or more agencies assists a jurisdictional agency or agencies. May be single or Unified Command.

**Multi-Jurisdiction Incident** – An incident requiring action from multiple agencies that have statutory responsibility for incident mitigation. In ICS, these incidents will normally be managed using a Unified Command.

**OSCAR Trailer** – Oil Spill Containment and Recovery Trailer - A large, truck drawn trailer containing various tools and release response equipment ranging from absorbent materials and skimmers to booms and other clean up tools specific to the area in which the trailer is located.

**Pipeline Markers** – Permanent signs, position along the pipe-line right-of-way. Markers can be seen at road and railway crossings and above-ground facilities. Pipeline markers display information such as the product carried and the emergency contact number. Pipeline markers indicate the general location of the pipeline.

**Potential Emergency** – A release of unknown volume, unconfirmed and is adjacent to water or where there is a pathway to water, and the environmental conditions, such as rain events or known shallow groundwater make impacts to water likely.

**PPE** – Personal Protection Equipment – equipment or clothing worn by personnel meant to provide protection from various hazards that may be encountered when responding to a pipeline emergency. Typical PPE includes gloves, Fire-Resistant coveralls, boots, respirators, goggles, etc.).

**Protective Action Zone** - The geographical area associated with a credible worst-case incident that is used to educate community members on the public safety measures, including evacuation or shelter-in-place, that may be required during an incident due to the potential for an imminent threat to health. This area will be adjusted during an incident to account for the actual incident type and the safety measures required to mitigate potential impacts to the public. May be referred to by other entities as the Emergency Planning Zone (EPZ).

**Resources** – All personnel and major items of equipment available, or potentially available, for assignment to incident tasks on which status is maintained.

**Responsible Party (RP)** – The owner/operator of the infrastructure which is the release source.

**Right-of-way** – The strip of land under which the pipeline is buried extending 30 metres either side of the pipeline to allow access to inspect, maintain, repair, and test the line.

**RP Incident Commander (RPIC)** – Trans Mountain's designated Incident Commander.

**Rupture** – An instantaneous release that immediately impairs the operation of pipeline segment such that the pressure of the segment cannot be maintained.

**Source Control** – Actions necessary to control the release source and prevent the continued release of oil or hazardous substance(s) into the environment.

**Unified Command (UC)** – A unified team which manages an incident by establishing a common set of incident objectives and strategies.

**APPENDIX B – ACRONYMS**

<b>DOE</b>	Department of Ecology
<b>EOC</b>	Emergency Operations Center
<b>ERP</b>	Emergency Response Plan
<b>GIS</b>	Geographic Information System
<b>H<sub>2</sub>S</b>	Hydrogen Sulphide
<b>IAP</b>	Incident Action Plan
<b>IMT</b>	Incident Management Team
<b>IRT</b>	Incident Response Team
<b>JIC</b>	Joint Information Center
<b>MP</b>	Mile Post
<b>SCAT</b>	Shoreline Cleanup and Assessment Technique