

# Pipeline Incident

## Evacuation Guideline



## **PIPELINE INCIDENT EVACUATION GUIDELINE**

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## **GUIDELINE MAINTENANCE**

### **Responsibility**

Single point accountability for the Trans Mountain Pipeline Incident Evacuation Guideline (the Guideline) development and maintenance rests with the Manager, Emergency Management. This accountability is for:

- The development of the Guideline and management of any future revisions.
- Ensuring the Incident Command System (ICS) and response structure are in place and able to meet the requirements set out in the Guideline.
- Ensuring an annual review of the Guideline is conducted for completeness.

Guideline holders are responsible for:

- Keeping their copies current and ensuring that all revisions are appropriately filed.
- Studying all new material issued and incorporating it into their work practice.
- Suggesting changes to correct existing materials and contributing new content to improve the quality of the Guideline.

### **Guideline Revisions**

All revision requests must be made through the Manager, Emergency Management using the Revision Request Form located in this section of the Guideline.

### **Revision Distribution**

Guideline revisions are issued with an Acknowledgement of Receipt Form and a brief description of the changes itemized by section. The Acknowledgment of Receipt Form must be signed and returned to the Emergency Management Department as specified.

Revisions to the Distribution List will be maintained in a secure electronic location managed by Trans Mountain Corporation and will be distributed to confidential Guideline holders only. All other revisions will be distributed to Guideline holders in a timely manner. A revised date is shown at the bottom of each updated or new page. The original date of the Guideline is 08/2023. All revisions will be tracked on the Control Sheet.

### **Revisions after an Incident or Exercise**

In the event that Trans Mountain experiences an incident (worst case or otherwise) or conducts an exercise or training session that uses this Guideline, the effectiveness of the Guideline will be evaluated and updated as necessary or no longer than every three years.

### **Changes in Operating Conditions**

If a new or different operating condition or information would substantially affect the implementation of the Guideline, Trans Mountain will modify the Guideline to address such a change.



**Control Sheet**

| <b>Revision Number</b> | <b>Date of Revision</b> | <b>Change(s)</b>                   | <b>Approval</b> |
|------------------------|-------------------------|------------------------------------|-----------------|
| 0                      | August 22, 2023         | New Guideline Issued               | K. Malinoski    |
| 1                      | November 15, 2024       | Updated Appendix C, E, F, G, and H | K. Malinoski    |
| 2                      | July 3, 2025            | Updated C, E, F, G, and H          | K. Malinoski    |
| 3                      |                         |                                    |                 |
| 4                      |                         |                                    |                 |

## 1.0 INTRODUCTION

### 1.1 Purpose

This Trans Mountain Pipeline Incident Evacuation Guideline (the Guideline) describes the measures Trans Mountain personnel complete, in conjunction with those with the authority to issue evacuation orders or shelter-in-place alerts, during an incident on the pipeline that may require the evacuation or shelter-in-place of the surrounding community.

When an incident on the pipeline is declared, and it has been determined that the incident poses a risk to the public, which may require the implementation of public safety measures, the Guideline provides guidance to Trans Mountain personnel, first responders, and the local authority.

Trans Mountain will supply pipeline incident-specific information to assist in the decision to evacuate and supply resources (financial, human, etc.) to the local authority, as needed, to implement public protection measures.

### 1.2 Scope

The Guideline covers:

- The initial actions that Trans Mountain personnel will take to establish the Initial Isolation Zone<sup>1</sup> and to evacuate the area to mitigate *immediate* danger to life and health.
- The actions that the local authority, as well as all other relevant government departments and assisting entities, may complete to implement the appropriate safety measures to mitigate potential impacts to the public arising from a pipeline incident, with assistance from Trans Mountain, as required.

Public safety measures within the scope of the Guideline include two types of evacuation:

- Evacuation (of area)
- Shelter-in-place

The Guideline is intended to be used in coordination with the impacted local authority, and its evacuation planning and preparedness procedures.

The Guideline will be used in conjunction with:

- Trans Mountain Pipeline Emergency Response Plan (Pipeline ERP)
- Trans Mountain Puget Sound Emergency Response Plan (Puget ERP)
- Trans Mountain Public Health Assessment and Response Plan for Airborne Health Risks Associated with Pipeline/Terminal Operations and Incidents (Air Monitoring Plan)

The Guideline is considered a subset of the Trans Mountain Pipeline ERP and Puget ERP and has been developed to align with the Incident Command System (ICS).

### 1.3 Out of Scope

The Guideline does not cover:

- Trans Mountain Terminals (for further information refer to the individual Terminal's Evacuation Plans and Safety Plans)

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<sup>1</sup> The Initial Isolation Zone may be referred to as the Evacuation Zone.

- Evacuation of Trans Mountain pump stations (for further information refer to the applicable pump station Fire Safety Plan)
- Procedures for the evacuation of individual buildings
- Long-term shelter-in-place
- Evacuation of livestock
- Re-entry of evacuees
- Specific evacuation procedures to be taken by local authorities and all other relevant government departments and assisting entities.

## 1.4 Guideline Implementation

When an emergency is declared and it has been determined that the incident poses a risk to the public, which may require the implementation of public safety measures, the Guideline is to be referenced.

Activation of the Pipeline or Puget ERP will occur when an incident on the pipeline is declared by Trans Mountain. The Trans Mountain Public Health Assessment and Response Plan for Airborne Health Risks Associated with Pipeline/Terminal Operations and Incidents will be activated in conjunction with the Pipeline or Puget ERP and supports the implementation of public protection measures.

## 1.5 Legislation

### 1.5.1 Alberta, Canada

As identified in the ***Emergency Management Act (2024) (Alberta)***:

- A local authority<sup>2</sup> is at all times responsible for the direction and control of the local authority's emergency response unless the Government assumes direction and control under section 19(5.1) or 22(3.1) [Section 11(a)].
- A local authority or a person designated in the local authority's local emergency plan may, whether or not a state of local emergency has been declared [Section 21(1)], cause the Evacuation Plan to be implemented, or issue alerts, orders, and rescindments (evacuation (of area) or shelter-in-place) if, in the opinion of the local authority or the designated person, an emergency exists or appears imminent or a disaster has occurred or threatens:
  - The jurisdictional area for which the local authority has responsibility.

As identified in Section 52.6(1) of the ***Public Health Act (2000) (Alberta)***:

- On the issuance of an order under section 52.1 and for up to 60 days following the lapsing of that order, the minister or a regional health authority may do any or all of the following for the purpose of preventing, combating, or alleviating the effects of the public health emergency and protecting the public health:
  - Acquire or use any real or personal property.
  - Authorize or require any qualified person to render aid of a type the person is qualified to provide.
  - Authorize the conscription of persons needed to meet an emergency.

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<sup>2</sup>Local authority refers to:

- A municipality, the municipal council
- An Indigenous community, the Chief, and Council
- A Metis settlement, the settlement Council
- A National Park, the Park Superintendent

- Authorize the entry into any building or on any land, without warrant, by any person.

Provide for the distribution of essential health and medical supplies and provide, maintain, and coordinate the delivery of health services.

### 1.5.2 *British Columbia, Canada*

As stated in the ***Environmental Management Act SBC 2003, c. 53:***

#### Section 91.2 – Responsible Persons – Spill Response

- (2) Subject to the regulations, if a spill occurs or is at imminent risk of occurring, the responsible person in relation to the spill must ensure that the actions necessary to address the threat or hazard caused by the spill are taken, which actions may include, but are not limited to, the following actions, if applicable:
- (a) assess, monitor and prevent, or prevent the continuation of, the threat or hazard caused by the spill;
  - (b) stabilize, contain, remove and clean up the spill;
  - (c) identify and evaluate the immediate risks to and impacts on the environment, human health or infrastructure and, as necessary,
    - (i) advise persons to take protective action in relation to the spill,
    - (ii) protect infrastructure, and
    - (iii) protect, recover and restore the environment;
  - (d) identify and evaluate the long-term impacts of the spill;
  - (e) take steps to resolve or mitigate those immediate and long-term impacts.

#### Section 91.4 – Government Spill Response

- (1) The government may carry out actions described in Section 91.2 (2) [*responsible persons — spill response*] if an officer considers that
- (a) a spill has occurred or there is an imminent risk of a spill occurring,
  - (b) action is necessary to address a spill or the risk of a spill or to resolve or mitigate long term effects of a spill, and
  - (c) one or more of the following apply:
    - (i) there is no responsible person in relation to the spill;
    - (ii) an officer has reasonable grounds to believe that government action is required to safeguard the environment, human health or infrastructure;
    - (iii) the responsible person in relation to the spill requests that the government assist with spill response and recovery actions.

As stated in the ***Emergency and Disaster Management Act SBC 2023, Chapter 37:***

#### Part 2, Division 3-Section 19 Authority to act as or on behalf of local authority

- (2) Subject so subsection (5), a local authority may designate one or more of the following to act on behalf of the local authority:
- (a) A member of the local authority's emergency management organization;
  - (b) In a case where powers or duties have been set out in an agreement or other instrument made for the purposes of joining a multijurisdictional emergency management organization, an employee of a member of the multijurisdictional emergency management organization.
- (3) A local authority must ensure that the process for determining who among the local authority's designates may exercise powers or perform duties is set out
- (a) In the local authority's emergency management plan, or

- (b) In an agreement or other instrument made for the purposes of joining a multijurisdictional emergency management organization.

#### Division 3-Section 20 – Local Authority Emergency Organization

- (1) The purposes of a local authority's emergency management organization include the following:
  - (a) to provide, in all or part of the area within the jurisdiction of the local authority, oversight, leadership and coordination of activities with respect to each phase of emergency management;
  - (b) to make recommendations to the local authority respecting emergency management
- (2) A local authority must do at least one of the following:
  - (a) in accordance with the regulations, if any, establish, appoint members to and maintain an emergency management organization.
  - (b) join a multi jurisdictional emergency management organization established under section
- (3) If a local authority has more than one emergency management organization or has one or more emergency management organizations and joins a multijurisdictional emergency management organization, the local authority must ensure that, in the aggregate, the purposes referred to in subsection (1) are fulfilled in relation to all of the areas within the jurisdiction of the local authority.

#### As stated in the **Fire Safety Act, SBC 2016, Chapter 19**

##### Part 5 – Division 1 -Evacuations

##### Tactical Evacuations

- 13 (1) If a fire chief, or a person authorized by a fire chief, believes that there is an immediate threat to life due to a fire hazard of explosion, the fire chief or person authorized by the fire chief may evacuate a geographic area or premises.
  - (2) For the purposes of evacuation under this section, the fire chief or person authorized by the fire chief may call on the assistance of a police officer.
  - (3) Persons evacuated under this section must not return to the geographic area or premises until notified by the fire chief or person authorized by the fire chief that it is safe to do so.

##### Preventive Evacuation

- 14 (1) Subject to subsection (2), a local authority or the fire commissioner may evacuate premises if
  - (a) The local authority or the fire commissioner, as the case may be, believes that conditions exist on or in the premises that a fire on or in the premises would endanger life.

#### As stated in the **Public Health Act, SBC 2008, c. 28:**

##### Section 31 – General Powers Respecting Health Hazards and Contraventions

- (1) If the circumstances described in section 30 [when orders respecting health hazards and contraventions may be made] apply, a health officer may order a person to do anything that the health officer reasonably believes is necessary for any of the following purposes:
  - (a) to determine whether a health hazard exists;

- (b) to prevent or stop a health hazard, or mitigate the harm or prevent further harm from a health hazard;
- (c) to bring the person into compliance with the Act or a regulation made under it;
- (d) to bring the person into compliance with a term or condition of a licence or permit held by that person under this Act.

### 1.5.3 Washington State, USA

As stated in the *Revised Code of Washington (RCW) (2022)*:

Section 38.52.070 - Local organizations and joint local organizations authorized—Establishment, operation—Emergency powers, procedures—Communication plans.

In performing their duties under this chapter, the governor, the adjutant general, and each local organization for emergency management<sup>3</sup> shall have authority to... coordinate the activities of all organizations for emergency management within their respective jurisdictions... order and enforce the evacuation of all or part of the population from any stricken or threatened area within the jurisdiction and to regulate and control the movement of persons...

Section 38.52.030 - Powers and duties of local organizations for emergency management

Each local organization for emergency management shall have the following powers and duties within its jurisdiction... (3) To prepare and keep current an emergency operations plan...

Section 38.52.020 – Declaration of policy and purpose

To cooperate with the emergency management agencies and organizations of other political subdivisions, the state and federal governments, and other organizations...

Section 38.52.040 - State of emergency — Immediate preservation of public peace, health, or safety

A local emergency may be declared only by the mayor of the city or the executive of the county when in his or her judgment... a civil emergency that affects life, health, property, or public peace, or the imminent threat thereof, exists within the territorial limits of the local jurisdiction.

As stated in the *Washington Administrative Code (WAC) (2024)*:

Section 118-30-060 - Emergency plans and procedures

Emergency evacuation plans and procedures shall be developed and implemented for all areas where an emergency, natural or man-made, may require the evacuation of students, staff, or visitors. The emergency evacuation plans and procedures shall include provisions for identifying primary and secondary evacuation routes.

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<sup>3</sup> Local organization for emergency services or management, as defined by the Revised Code of Washington (RCW) 38.52.010 (2022) means an organization created in accordance with the provisions of this chapter by state or local authority to perform local emergency management functions. This includes cities, counties, and tribal governments.

## **2.0 ROLES AND RESPONSIBILITIES**

In the event of a pipeline incident, Trans Mountain will liaise with those with the authority to issue evacuation or shelter-in-place orders through Unified Command (UC), and/or in concert with their own Emergency Operations Centre (EOC), if activated. The entities identified in Appendix B *Roles and Responsibilities for Responding and Assisting Entities*, will be notified of the incident and invited to participate in Trans Mountain's Incident Command Post (ICP) as members of the Incident Management Team and/or within the Liaison Office.

### **2.1 Trans Mountain Roles and Responsibilities**

Trans Mountain is responsible for:

- Taking immediate action to identify the hazards and/or potential hazards that may arise from a pipeline incident.
- Confirming the parameters of the Initial Isolation Zone and Protective Action Zone and implementing the appropriate safety measures to protect people and property.
- Providing hazard-specific and technical information to the local authority to aid in the determination of public safety measures required for the community along the pipeline Right of Way (ROW).

As the incident evolves, Trans Mountain is responsible for providing updated information to the local authority to support the ongoing assessment of risk to the public and the implementation of public safety measures, as outlined in Section 7.2 Notifications.

Trans Mountain support may include, as requested, the sharing of personnel and resources to aid in the preparation and execution of the local authority's evacuation procedures.

Financial compensation for the consequences arising from a pipeline incident is the responsibility of Trans Mountain. Consult with the Pipeline ERP Section 12 Finance and Administration Section or the Puget ERP Section 12 Finance and Administration Section for details.

### **2.2 Unified Command Roles and Responsibilities**

Trans Mountain uses ICS. If Unified Command is established, it will fulfill the following responsibilities. Appendix B *Roles and Responsibilities for Responding and Assisting Entities* outlines some of the key members of Unified Command in an evacuation.

Unified Command's responsibility during an incident is to provide overall guidance and support to respond to a pipeline 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 local authority has updated information to aid in its decision-making on public safety. Members of the Unified Command will support the local authority in the implementation of the public safety measures. This can include the provision of a liaison to the local authority Emergency Coordination Centre (ECC) or EOC.

## 2.3 Local Authority Roles and Responsibilities

The local authority reviews and assesses the incident as per its appropriate procedures and plans, in coordination with the hazard-specific and technical information provided by Trans Mountain, to aid in the identification and determination of appropriate public safety measures.

The local authority has the authority to declare a State of Local Emergency (SOLE) in situations where an emergency is imminent or existing (Canada only). **This power is not matched in Washington, however First Responders in both Canada and the USA do not require a SOLE to be in effect to implement emergency plans, including evacuation, when there is a risk to life.**

**When there is a risk to life, First Responders in both Canada and the USA may implement emergency plans, including evacuation, regardless of whether a State of Local Emergency (SOLE) is in effect.**

### 2.3.1 Declaration of SOLE—Alberta

Declaration of a Sole, as outlined by the *Emergency Management Act* (2022) (Alberta) provides a local authority with expanded powers to do all acts and take procedures that it considers necessary.

A local authority may, at any time when it is satisfied that an emergency exists or may exist in its municipality, by resolution or, in the case of the Minister responsible for the Municipal Government Act, the Minister responsible for the Special Areas Act or a park superintendent of a national park, by order, make a declaration of a state of local emergency (SOLE) relating to all or any part of the municipality.

This includes the authority to cause any emergency plan or program to be put into operation, exercise any power given to the Minister under section 19(1) in relation to the part of the municipality affected by the declaration, and/or authorize any persons at any time to exercise, in the operation of an emergency plan or program, any power given to the Minister under section 19 (1) in relation to any part of the municipality affected by a declaration of state of local emergency.

### 2.3.2 Declaration of SOLE—British Columbia

The local authority has the authority to declare a State of Local Emergency (SOLE) in situations where an emergency is imminent or existing. Declaration of a SOLE as outlined in Part 6 Division 1-Local Authority Response and Recovery Phases-Response Phase, by Part 6, Division 4-Local Authority's Response Powers and Part 5, Division 4 – Provincial Response and Recovery Phases all parts of the *Emergency and Disaster Management Act* (British Columbia). Provides a local authority with expanded powers to do all acts and implement all procedures that it considers necessary to prevent, respond to or alleviate the effects of an emergency or a disaster.

This includes the authority to exercise specific powers in a declared state of emergency that are generally only available to the Minister responsible for the *Emergency and Disaster Management Act*.

As noted in *Legislation*, a SOLE is not required to be in effect for the local authority to implement emergency plans.

The local authority reviews and assesses the incident as per its appropriate procedures and plans, in coordination with the hazard-specific and technical information provided by Trans Mountain, to aid in the identification and determination of appropriate public safety measures.

Note: Non-treaty Indigenous Communities can put in place Band Council Resolutions (BCRs) with an evacuation order or to conduct a tactical evacuation if required.

### **3.0 HAZARD IDENTIFICATION AND ASSOCIATED RISKS**

The immediate hazards associated with a pipeline incident that could result in the implementation of public safety measures within the immediate surrounding area is vapour and risk of transdermal contact. In the unlikely event of vapour or spilled product catching fire, there is the additional hazard of smoke.

Following an incident, Trans Mountain personnel will conduct an initial assessment, as outlined in Section 4.0 Initial Incident Assessment, to distinguish the extent of the hazard.

#### **3.1 Transdermal Contact or Ingestion**

Dispersion of product beyond the pipeline ROW is dependent on the amount of product released and the terrain and may pose risks to the surrounding area of the pipeline.

Potential impacts from transdermal contact or ingestion include

- Irritating to skin; may produce thermal burn
- Ingestion may cause lung damage

Immediate public protection measures can include limitation of access to the area, rerouting or minimizing traffic, and closure of roads and trails.

#### **3.2 Vapour**

Dispersion of vapour is dependent on environmental and atmospheric conditions and may pose risks to the surrounding area of the pipeline.

Potential impacts from vapour include:

- Injuries resulting from inhalation
- Reduced air quality that may impact community members with pre-existing respiratory conditions such as asthma

Modelling can also support local authorities and the health authority in making incident-specific decisions regarding any expansion of initial public safety measures and/or returning people safely home.

#### **3.3 Fire**

Fire is a very unlikely to materialise as a hazard on the pipeline.

Fire is a second order impact resulting from the ignition of a leak of product from the pipeline. A leak from the pipeline would require a source of ignition to ignite.

The hazards fire represents include

- Radiant heat
- Production of toxic smoke and vapours

### 3.3.1 Heat

Thermal radiation decreases as the distance from the source increases.

Potential impacts from heat include:

- Injuries
- Burns from thermal radiation (in extreme cases)

Immediate public protection measures can include limitation of access to the area, rerouting or minimizing traffic, and closure of roads and trails.

### 3.3.2 Smoke

Dispersion of smoke is dependent on environmental and atmospheric conditions and may pose risks to the surrounding area of the pipeline.

Potential impacts from smoke include:

- Injuries resulting from inhalation
- Reduced air quality that may impact community members with pre-existing respiratory conditions such as asthma

Smoke dispersion is incident specific. Smoke dispersion modelling is dependent on several product-based variables, including the rate of release, estimated cloud size, atmospheric conditions, height of release, and distance from the release.

## 3.4 Air monitoring

Air monitoring of smoke and vapour is an essential component in determining when to implement applicable public safety measures and which measure (evacuation or shelter-in-place) is appropriate. Odours can be strong and may be detected by the nose at levels much lower than the levels that pose negative health effects.

The Trans Mountain Public Health Assessment and Response Plan for Airborne Health Risks associated with Pipeline/Terminal Operations and Incidents will be activated in conjunction with the Pipeline and Puget ERP and this Guideline and provides the initial air monitoring strategy as an interim measure until the incident-specific air monitoring plan is developed.

The initial strategy sets out action levels for pre-identified Potential Chemicals of Concern (PCOCs); when monitoring data indicates that an action level is reached, the Environmental Unit Leader will initiate an assessment of public health risk, as contact with vapour may pose a risk to human health. The Trans Mountain Public Health Assessment and Response Plan for Airborne Health Risks associated with Pipeline/Terminal Operations and Incidents includes *Standards for PCOCs: Sources and Detection Limits*<sup>4</sup> as reference material, which provides action levels to reference when assessing the risk to public health. The Environmental Unit, composed of inter-jurisdictional agencies and the Air Monitoring Technical Specialist(s), will evaluate the air monitoring data and in consultation with the Medical Health Officer from the applicable Health Authority determine whether the air monitoring strategy should be altered and if public safety measures should be adjusted. The assessment and recommendation will be communicated to the Unified Command for implementation by the local authority. A copy of PCOCs is included in Appendix E Standards for Potential Chemicals of Concern: Sources and Detection Limits, for

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<sup>4</sup> The *Standards for PCOCs: Sources and Detection Limits* table outlines the published, recognized standards and guidelines for ambient air quality, worker exposure limits, and acute public exposure levels applicable to the measurable PCOCs for a product release or fire.

ease of reference. The Acute Exposure Guideline Level 1 (AEG1-1) is the airborne concentration (expressed as ppm or mg/m<sup>3</sup>) of a substance above which it is predicted that the general population, including susceptible individuals, could experience notable discomfort, irritation, or certain asymptomatic non-sensory effects.

## **4.0 INITIAL INCIDENT ASSESSMENT**

Each incident type coincides with an Initial Isolation Zone and Protective Action Zone.

### **4.1 Initial Isolation Zone**

Trans Mountain personnel will complete an initial assessment of the incident to identify the hazard and determine the corresponding risk to those within the Initial Isolation Zone. Each incident type corresponds with an Initial Isolation Zone, where access will be restricted to response personnel as there may be an immediate danger to life and health. The size of the Initial Isolation Zone for each incident represents the area where there is potential for significant injury and/or fatality of persons without appropriate personal protective equipment (PPE).

**The Initial Isolation Zone for a vapour release from the pipeline is 50m.<sup>5</sup>**

### **4.2 Protective Action Zone**

Trans Mountain personnel will provide the local authority, as well as all other relevant government departments and assisting entities with incident-specific technical information and air monitoring data, through the initial first responders and subsequent incident briefings, and/or through the ICP (e.g. Unified Command, Liaison Office, and/or Environmental Unit).

The Protective Action Zone is 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.

**The minimum Protective Action Zone for a vapour release from the pipeline is 300m downwind.**

The local authority may use its own distances, but they should not be smaller than those calculated by Trans Mountain.

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<sup>5</sup> Zone sizes are calculated according to Centre for Chemical Process Safety and Major Industrial Accidents Council of Canada hazard distance standards for thermal intensities as it relates to Trans Mountain Pipelines.

## **5.0 EVACUATION OF INITIAL ISOLATION ZONE**

### **5.1 Evacuation**

Upon identification of an incident, trained responders will confirm and establish physical barriers or other means of demarcation such as flagging or landmarks that are easily identifiable by responders to distinguish the boundaries of the Initial Isolation Zone. This is a high-risk area and only response personnel with appropriate PPE and training are permitted within it. All non-essential personnel working on or near to the pipeline will muster at the predetermined sites highlighted in the Pump Station Fire Safety Plans.

### **5.2 Assessment of Initial Isolation Zone**

Response personnel and Unified Command will continually monitor the hazards and the incident boundaries to ensure they are appropriate and will expand and/or contract the Initial Isolation Zone, as needed. Once it has been determined that there are no longer adverse risks to personnel, the assessment and recommendation will be communicated to the Unified Command. Upon confirmation, Trans Mountain will remove the physical barrier of the Initial Isolation Zone.

## **6.0 INITIAL INCIDENT PUBLIC SAFETY TRANSITION**

Until First Responders are on scene, Trans Mountain will ensure the safety of responders and the public within the Initial Isolation Zone, due to the immediate threat to life and health. Procedures for public evacuation are included as Appendix D Evacuation Procedure. Trans Mountain personnel will expand the Initial Isolation Zone, as required, based on the continued air monitoring for the presence and levels of PCOCs.

Upon arrival of the local authority's responders at an appropriate meeting location dependant on the incident, Trans Mountain will provide an Initial Briefing as outlined in the Pipeline ERP. The Initial Incident Briefing, in addition to incident specific information, also includes information on the evacuation of the Initial Isolation Zone and if any members of the public were evacuated, where they were directed to muster, and any contact information and status/location of any roadway/trail blockages to prevent public entry to the Initial Isolation Zone.

Trans Mountain will recommend public safety measures such as evacuation and shelter-in-place to the local authority upon their arrival. The local authority will determine the appropriate actions to be taken to protect the public and limit the movement of the public in an area of heightened risk and/or responder activity.

## **7.0 EVACUATION OF PROTECTIVE ACTION ZONE**

During the outset of the incident, the local authority makes the decision whether to implement the initial public safety measures for the Protective Action Zone. Trans Mountain will support, as required, the implementation of the public safety measures under the direction of the local authority.

Upon notification of an incident, Trans Mountain together with the local authority will assess the land usage surrounding the incident site, as well as vulnerable groups within the Protective Action Zone to assist with preliminary assessment of logistical needs and assistance to conduct the evacuation and support evacuees. Vulnerable groups are considered, in this circumstance, to be schools, daycares, senior centers, and medical centres. Pre-identification of vulnerable groups in the vicinity of the ROW has been conducted by Trans Mountain.

The ICP, together with the local authority, will continually monitor the hazards and the incident to determine if the situation has evolved, using the pre-identified and incident specific technical information and air monitoring data. This ongoing assessment will be used to determine if subsequent actions are required, including if the Protective Action Zone requires expansion or contraction. Trans Mountain will support the local authority in these efforts by assisting with the implementation of further public safety measures, as required.

## 7.1 Evacuation Routes, Methods, and Destinations

If a formal evacuation order of the Protective Action Zone is to be instituted, the local authority determines the most appropriate evacuation routes and methods based on the circumstances of the incident. Trans Mountain will support this decision-making process. Evacuation routes can include applicable roads, walking paths, trails, as well as other local means of egress specific to the immediate surroundings of the pipeline. Modes of transportation may include walking, driving, bike, transit buses, etc., as identified by the local authority.

Evacuated members of the public may first be directed towards Muster Locations during the early portions of the incident for a short time while resources are being assembled. If the event requires mid-term or longer-term evacuation evacuees would be directed to local Reception Centre(s) identified by the local authority. Trans Mountain support may include, as requested, the sharing of personnel and resources to aid in the selection, set-up, and function of the Reception Centre.

The local authority, including the health authority, will continuously assess and monitor public safety measures to determine if subsequent actions are required. Trans Mountain will support the local authority in these efforts by assisting with the implementation of further public safety measures, as required.

## 7.2 Notifications

Trans Mountain is responsible for:

- Dissemination of evacuation notifications due to the immediate threat to life and health within the Initial Isolation Zone (as per Section 4.0 *Initial Incident Assessment*).
- Dissemination of information on the incident.
- Dispatching a Trans Mountain representative to reception centres to liaise between the public and the company.
- Collection of relevant information from evacuees.

The Information Officer, as a member of the Incident Management Team, is responsible for developing and releasing information about the incident to the media (news, social, print, TV), incident personnel, members of the public, and impacted parties through the implementation of the Crisis Communications Plan.

The goal of the Crisis Communications Plan is to establish Trans Mountain as the foremost and reliable source of information while fostering and sustaining public trust through professional and strategic incident response.

The Crisis Communications Plan's objectives are to:

- Safeguard and elevate the Trans Mountain brand.
- Provide timely information to employees and the public.
- Demonstrate empathy and provide support for employees and those affected by an incident.
- Proactively prevent, anticipate and correct misinformation.

- Establish a unified information source for the timely and coordinated release of accurate information.
- Support timely and accurate information flow to the Crisis Management Team, through the Incident Support Team structure.
- Ensure an efficient information flow between the Information Office, media, the public, IC/UC, Liaison Office, and relevant agencies involved in an incident.
- Monitor emerging trends, anticipate issues, and promptly address rumors and misinformation.
- Establish Trans Mountain as a responsible corporate citizen that effectively addresses all issues and manages incidents appropriately through consistent, accurate and reliable communications

The Information Officer is supported by a team of pre-assigned employees to assist in implementing the Communications Plan. This group is known as the External Relations and External Communications Team.

It is recommended that a Joint Information Centre (JIC) under Unified Command be established between Trans Mountain and the local authority. The Trans Mountain Crisis Management Plan can guide the activities of the JIC. A template for the initial media holding statement for the incident is available in Appendix C Initial Media Holding Statement (Template).

The local authority has the primary responsibility for the development and dissemination of notifications to the community. The JIC can prepare and/or support these activities; or if not established, Trans Mountain, as requested. Communications could include but is not limited to:

- Public notification and situation updates
- Official communications to key audiences
- Media relations

### **7.2.1 Notification Platforms**

Various notification platforms may be used to send emergency information to affected persons and communities. These could include but are not limited to:

- Personal verbalization, e.g., loud hailer, door-to-door delivery of notifications
- Social media
- Radio and television announcements
- Trans Mountain's Incident Specific website
- Local authority website and/or alert system
- BC Emergency Alert
- AB Emergency Alert

**APPENDIX A GLOSSARY AND ACRONYMS**

| Word or Phrase                     | Definition  |
|------------------------------------|---|
| Evacuation (of area)               | Due to an impending or actual risk to public safety, individuals are ordered to vacate (evacuate) a defined area based on the hazards present and the threat to immediate life.   |
| Evacuation Notifications           | <p><b>Evacuation (of area) Alert</b></p> <p>A notification that informs all or part of a community of a potential or impending danger. It also provides community members and businesses time to undertake preparatory activities prior to an evacuation (of area) order being issued.</p> <p>Evacuation (of area) alerts:</p> <ul style="list-style-type: none"> <li>• Do not require a declaration of a state of local emergency (where applicable)</li> <li>• May be surpassed by the issuance of an evacuation (of area) order</li> </ul> <p><b>Evacuation (of area) Order</b></p> <p>A notification to all or part of a community of an impending danger that requires individuals to evacuate from the area.</p> <p>Evacuation (of area) orders:</p> <ul style="list-style-type: none"> <li>• Are issued through a formal process and recorded in writing</li> <li>• Require a declaration of a state of local emergency to be in place for the order to be valid (Canada only)</li> <li>• Can only be issued for area(s) of the community identified in the declaration of a state of local emergency (Canada only)</li> <li>• Do not allow for any discretionary action on the part of the population at risk</li> <li>• Should be stated that the identified area(s) will be under controlled access until further notice</li> </ul> <p><b>Evacuation (of area) Rescindment</b></p> <p>When the emergency that necessitated the evacuation (of area) alert or order is under control and the primary and secondary emergency zones are declared safe, an evacuation rescindment can be issued.</p> |
| 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. This area may also be referred to the Evacuation Zone.  |
| Local Authority (Alberta)          | Local authority in Alberta refers to: <ul style="list-style-type: none"> <li>• A municipality, the municipal council</li> <li>• A First Nations community, the Chief, and Council</li> <li>• A Metis settlement, the settlement Council</li> <li>• A National Park, the Park Superintendent</li> </ul>  |
| Local Authority (British Columbia) | Local authority, as defined by the <i>Emergency Program Act (1996)</i> (British Columbia) means: <ul style="list-style-type: none"> <li>• For a municipality, the municipal council,</li> <li>• For an electoral area in a regional district, the board of the regional district,</li> <li>• In British Columbia, First Nations communities with treaty agreements have the powers and obligations of local authorities under British Columbia's <i>Emergency Program Act</i> and its regulations. In this context,</li> </ul>  |

| Word or Phrase                        | Definition  |
|---------------------------------------|---|
|                                       | “local authority” also means a Treaty First Nations community, the Chief, and Council.  |
| Local Authority (Washington State)    | In Washington State, the term local authority encompasses local organizations for emergency services or management which are an organization created in accordance with the provisions of the Revised Code of Washington by state or local authority to perform local emergency management functions. This includes cities, counties, and tribal governments.   |
| Potential Chemicals of Concern (PCOC) | A pre-determined list of chemicals that may be released into the atmosphere during a product release or fire.   |
| 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).   |
| Shelter-in-place                      | Due to an impending or actual risk to public safety, individuals are to take refuge (shelter), to remain indoors, or, if outside, to go indoors immediately.  |
| Shelter-in-place Notifications        | <p><b>Shelter-in-place Advisement</b></p> <p>A notification to all or part of a community of an impending danger that requires individuals to take refuge (shelter).</p> <p>Shelter-in-place orders:</p> <ul style="list-style-type: none"> <li>• Are issued through a formal process and recorded in writing</li> <li>• Require a declaration of a state of local emergency to be in place for the order to be valid (Canada only)</li> <li>• Can only be issued for area(s) of the community identified in the declaration of a state of local emergency (Canada only)</li> <li>• Should be stated that the identified area(s) will be under controlled access until further notice</li> </ul> <p><b>Cancellation of Shelter-in-place Advisory</b></p> <p>When the emergency that necessitated the shelter-in-place advisory has evolved and/or is under control, such that it has been determined that it is safe to be outdoors, the advisory can be cancelled; cancellation may occur in stages.</p> |
| Smoke                                 | The mixture of gases and suspended carbon particles that is likely visible and results from the ignition of a flammable substance.  |
| Transdermal Contact or Ingestion      | Relating to or denoting the process of a chemical absorbing through the skin or digestive tract into a victim.  |
| Vapour                                | A substance diffused or suspended in the air that is normally a liquid or solid. Once diffused or suspended, it may be invisible. It is not the result of the ignition of a flammable substance.  |

| <b>Word or Phrase</b> | <b>Definition</b>   |
|-----------------------|---|
| Vulnerable Group      | Vulnerable groups are considered to be schools, daycares, senior centers, and medical centres. Pre-identification of vulnerable groups in the vicinity of the ROW has been conducted by Trans Mountain. |

**Acronyms**

| <b>Abbreviation</b> | <b>Full Description</b>                                |
|---------------------|--|
| AEMA                | Alberta Emergency Management Agency                    |
| CER                 | Canada Energy Regulator                                |
| DoE                 | Washington State, Department of Ecology                |
| DOH                 | Washington State, Department of Health                 |
| ECC                 | Emergency Coordination Centre                          |
| EOC                 | Emergency Operations Centre                            |
| EMD                 | Washington State Emergency Management Division         |
| EMRC                | Emergency Management and Climate Readiness             |
| EPA                 | Environmental Protection Agency                        |
| ERP                 | Emergency Response Plan                                |
| ESS                 | Emergency Support Services                             |
| EU                  | Environmental Unit                                     |
| FEMA                | Federal Emergency Management Agency                    |
| FERC                | Federal Energy Regulatory Commission                   |
| FNHA                | BC First Nations Health Authority                      |
| HEMBC               | Health Emergency Management British Columbia           |
| IAP                 | Incident Action Plan                                   |
| ICP                 | Incident Command Post                                  |
| ICS                 | Incident Command System                                |
| JIC                 | Joint Information Centre                               |
| PCOC                | Potential Chemicals of Concern                         |
| PHMSA               | Pipeline and Hazardous Materials Safety Administration |
| PPE                 | Personal protective equipment                          |
| PREOC               | Provincial Regional Emergency Operations Centre        |
| ROW                 | Right of Way   |
| SOLE                | State of Local Emergency                               |
| UC                  | Unified Command  |

## APPENDIX B ROLES AND RESPONSIBILITIES FOR RESPONDING AGENCIES AND ASSISTING ENTITIES

**Table 1: Responding Agencies**

A responding agency is an organization that either has the legislative authority and responsibility to implement evacuation/shelter-in-place orders or has a regulatory responsibility to be a member of Unified Command.

| Responding Agencies                  |   |   |
|--------------------------------------|---|---|
| Entity                               | Role  | Authority   |
| Trans Mountain                       | <p>Trans Mountain is responsible for taking immediate action to identify the hazards present following an incident and will establish and evacuate members of the public within the Initial Isolation Zone.</p> <p>Trans Mountain provides technical advice to the local authority to aid in the determination of appropriate public safety measures.</p> <p>Trans Mountain supports the local authority with evacuation (of area) or shelter-in-place and the communication of information to impacted community members.</p>  | <p>Trans Mountain has no legislative authority to evacuate the public, except in circumstances where there is an immediate threat to life and health.</p> <p>A member of Unified Command.</p> |
| Local Authority: Fire Rescue Service | <p>Fire Rescue Service is responsible for declaring a tactical evacuation (of area) or shelter-in-place actions for immediate life safety.</p> <p>Fire Rescue Service:</p> <ul style="list-style-type: none"> <li>• Communicates evacuation (of area) or shelter-in-place alerts and orders to threatened or impacted community members and businesses.</li> <li>• May represent the local authority in Unified Command.</li> </ul>   | <p>Has authority to evacuate in situations of immediate life safety.</p>  |
| Local Authority                      | <p>The local authority is responsible for protecting life and property within their jurisdiction. The local authority implements its emergency plan, which includes activation of its evacuation (of area) or shelter-in-place procedures.</p> <p>In coordination with the Trans Mountain ICP, the local authority's Emergency Operation Centre (EOC) and assisting entities issue evacuation (of area) and shelter-in-place advisories and cancellations.</p> <p>The local authority may declare a state of local emergency (SOLE), if required (applicable in Canada only).</p> | <p>Has the authority to declare a state of local emergency and order evacuations and/or shelter-in-place.</p> <p>A member of Unified Command.</p>   |

| <b>Responding Agencies</b>   |   |   |
|--|---|---|
| <b>Entity</b>  | <b>Role</b>   | <b>Authority</b>  |
| Local Authority:<br>First Nation and/or<br>Metis Communities<br>(Canada)             | First Nation and/or Metis Communities (local authority) are responsible for protecting life and property within their jurisdictions.<br>They can implement their emergency plans, which can include activation of evacuation (of area) or shelter-in-place plans.   | Have the ability to declare a state of local emergency and order evacuations and/or shelter-in-place.<br><br>A member of Unified Command. |
| Local Authority: Tribal<br>(Washington State)  | Tribal (local authority) are responsible for protecting life and property within their Reserves.<br>They can implement their emergency plans, which can include activation of evacuation (of area) or shelter-in-place plans.   | Have the ability to order evacuations and/or shelter-in-place.<br><br>Invited to attend Unified Command.                                  |
| Canada Energy Regulator<br>(CER)   | The CER's top priority in any emergency is to make sure that people are safe and secure, and that the environment and property are protected.<br>The CER oversees the company's response, including ensuring emergency plans are in place and executed, and will require that all reasonable actions are taken to protect employees, the public, and the environment. | No legislative authority to evacuate.<br><br>A member of Unified Command.   |
| <b>Alberta</b>   |   |   |
| Alberta Emergency Management Agency<br>(AEMA)<br>(Alberta Provincial representative) | The AEMA coordinates available resources to provide emergency response assistance that supplements but does not substitute community resources.   | No legislative authority to evacuate unless a provincial State of Emergency is declared.<br><br>A member of Unified Command.              |
| Parks Canada   | Incidents occurring within Jasper National Park will see the participation of a Parks Canada Incident Commander within Unified Command.<br>A municipality of Jasper Incident Commander may also participate within Unified Command, depending upon the incident situation.  | Has authority to evacuate within Jasper National Park.<br><br>A member of Unified Command.  |
| <b>British Columbia</b>  |   |   |
| Emergency Management and   | The EMCR provides and coordinates provincial support for local authorities and First Nations  | EMCR has the legislated authority, if   |

| <b>Responding Agencies</b>  |   |   |
|-----------------------------|---|---|
| <b>Entity</b>               | <b>Role</b>   | <b>Authority</b>  |
| Climate Readiness (EMCR)    | within designated regional boundaries. Support and coordination at this level are provided by a Provincial Regional Emergency Operations Centre (PREOC).<br>EMCR: <ul style="list-style-type: none"> <li>• Authorizes a local authority to implement a local emergency plan or emergency measures for all or any part of the jurisdictional area for which the local authority has responsibility.</li> <li>• Requires a local authority for a municipality or an electoral area to implement a local emergency plan or emergency measures for all or any part of the municipality or electoral area for which the local authority has responsibility.</li> <li>• Causes the evacuation of persons and the removal of livestock, animals, and personal property from any area of British Columbia that is or may be affected by an emergency or a disaster and arrange for the adequate care and protection of those persons, livestock, animals, and personal property.</li> </ul> | and when the criteria outlined in Section 9 of the EPA are met, to declare a State of Emergency<br><br>A member of Unified Command. |
| <b>Washington State</b>     |   |   |
| Department of Ecology (DoE) | The DoE is the lead agency for oil and hazardous substance spill response, overseeing and coordinating the containment, cleanup, and restoration efforts.<br>The DoE: <ul style="list-style-type: none"> <li>• Conducts environmental monitoring and assessment to evaluate the extent of environmental damage and identify appropriate response actions.</li> <li>• Provides guidance and support to responders.</li> <li>• Works in collaboration with other state and federal agencies, local governments, tribes, and community partners to ensure a coordinated and effective response</li> <li>• Coordinates with other regulatory agencies.</li> <li>• Manages and mobilizes resources.</li> </ul>   | No legislative authority to evacuate.<br><br>A member of Unified Command.   |

| <b>Responding Agencies</b>   |   |   |
|--|---|---|
| <b>Entity</b>  | <b>Role</b>   | <b>Authority</b>  |
|  | <ul style="list-style-type: none"> <li>Provides timely and accurate information about the environmental impacts, response actions, and health risks.</li> </ul>   |   |
| Emergency Management Division (EMD)                                  | <p>The EMD provides guidance, resources, and support to local jurisdictions in their evacuation planning and implementation.</p> <p>The EMD works collaboratively with local jurisdictions to ensure a coordinated and effective response, including evacuation operations, but the actual decision to declare an evacuation resides with the appropriate local authorities.</p> <p>Assistance can include supporting with the development of evacuation plans, providing technical expertise, and coordinating resources when requested by local authorities.</p>  | No legislative authority to evacuate.<br><br>A member of Unified Command. |
| Environmental Protection Agency (EPA)                                | <p>The EPA's role is focused on providing technical expertise, guidance, and support related to environmental and public health issues.</p> <p>The EPA works alongside other federal, state, and local agencies to assess risks, mitigate impacts, and ensure appropriate measures are taken to protect public health and the environment.</p>  | No legislative authority to evacuate.<br><br>A member of Unified Command. |
| Pipeline and Hazardous Materials Safety Administration (PHMSA) (USA) | <p>PHMSA collaborates with other federal, state, and local agencies, as well as the pipeline operator, to ensure a coordinated and effective response to incidents.</p> <p>PHMSA:</p> <ul style="list-style-type: none"> <li>Provides technical expertise on pipeline operations, safety protocols, and response strategies.</li> <li>Shares information regarding the pipeline system, including pipeline maps, safety records, and incident response plans.</li> <li>Ensures that the pipeline operator adheres to federal safety regulations and requirements during the response phase.</li> <li>Coordinates with other agencies to develop a unified strategy, establish priorities, and share resources.</li> </ul> | No legislative authority to evacuate.<br><br>A member of Unified Command. |

**Table 2: Assisting Entities**

An assisting entity is an organization that has the authority, a role, and/or responsibility to support the implementation of an evacuation/shelter-in-place decision.

| Entity  | Role  | Authority   |
|---|---|---|
| <b>Assisting Entities - Federal</b>               |   |   |
| Federal Energy Regulatory Commission (FERC) (USA) | Focuses on regulatory oversight, compliance, and enforcement.<br>FERC works alongside other agencies to ensure that the response efforts of pipeline operators are in line with safety regulations and standards.   | No legislative authority to evacuate.   |
| Federal Emergency Management Agency (FEMA) (USA)  | FEMA can provide federal support (technical expertise, funding, and resources) to the local and state jurisdictions and support coordination across the federal level.<br>FEMA may attend the Unified Command if the incident escalates to a level that exceeds the capabilities of local and state jurisdictions.  | No legislative authority to evacuate.   |
| <b>Assisting Entities - Local</b>                 |   |   |
| Police Department                                 | The Police Department supports the tactical response and implementation of evacuation (of area) and shelter-in-place orders within its jurisdiction.<br>Police can also: <ul style="list-style-type: none"> <li>• Lead the implementation of the evacuation plan.</li> <li>• Represent the local authority in Unified Command.</li> </ul> Invited to participate in the Trans Mountain ICP. | Has authority to evacuate in situations of immediate life safety or are of a security nature. |
| School District                                   | The school district works with local authorities to ensure students are protected.<br>School District: <ul style="list-style-type: none"> <li>• Implements evacuation (of area) and shelter-in-place plans as directed.</li> <li>• Participates in the impacted local authority EOC and/or Trans Mountain ICP.</li> </ul>   | Primary function in an emergency is to keep students safe.<br><br>An assisting entity.        |
| Neighbouring local authorities                    | Neighbouring local authorities monitor and assess potential risk to their jurisdiction and may provide mutual assistance to the affected community.   | No legislative authority to evacuate outside of their jurisdiction.                           |

| Entity  | Role   | Authority  |
|---|--|--|
|   |  | An assisting entity to impacted local authority.   |
| <b>Assisting Entities - Health</b>                      |  |  |
| Alberta Health Services                                 | Alberta Health Services provides subject matter experts to identify possible impacts to health from the incident.<br>Alberta Health Services: <ul style="list-style-type: none"> <li>• Provides timely information regarding health impacts and air quality to support the local authority in issuing alerts, orders, and rescindments for both evacuation (of area) and shelter-in-place.</li> </ul> Issues evacuation (of area) and/or shelter-in-place orders as needed.<br><br>Invited to participate in the Trans Mountain ICP. | Has authority to declare provincial or local state of public health emergency and order evacuations and/or shelter-in-place. |
| Alberta Region Department of Indigenous Services Canada | The Alberta Region Department of Indigenous Services Canada, First Nations and Inuit Branch offers an Indigenous Health Program that partners with Indigenous peoples, communities and key stakeholders to provide accessible, culturally appropriate health services for Indigenous, Métis and Inuit people in Alberta. <ul style="list-style-type: none"> <li>• Provides environmental public health to reserves.</li> </ul>   | No legislative authority to evacuate.<br><br>An assisting entity.  |
| BC First Nations Health Authority (FNHA)                | The FNHA has subject matter experts who can participate and support the identification of possible impacts to health from the incident.<br>FNHA: <ul style="list-style-type: none"> <li>• Provides guidance regarding health impacts and air quality to support First Nation decisions in issuing alerts, orders, and rescindments for both evacuation (of area) and shelter-in-place advisories.</li> </ul> Invited to participate in the Trans Mountain ICP.   | No legislative authority to evacuate.<br><br>An assisting entity.  |
| BC Applicable Health Authority                          | The applicable Health Authority will provide subject matter experts to identify possible impacts to health from the incident.<br>The applicable Health Authority:  | Has legislated authority to mitigate or prevent further harm of the public from a health hazard, if and                      |

| Entity   | Role  | Authority  |
|--|---|--|
|  | <ul style="list-style-type: none"> <li>• Provides guidance regarding health impacts and air quality to support the local authority decisions in issuing alerts, orders, and rescindments for both evacuation (of area) and shelter-in-place.</li> </ul> <p>Invited to participate in the Trans Mountain ICP.</p>  | <p>when the criteria outline in the <i>Public Health Act</i> is met.</p> <p>An assisting entity.</p> |
| Health Emergency Management British Columbia (HEMBC) | <p>HEMBC will provide leadership and support to the health authorities.</p> <p>HEMBC:</p> <ul style="list-style-type: none"> <li>• Coordinates between health authorities' communications personnel and the ICP Public Information Officer on public messaging and media releases related to public health.</li> <li>• Supports evacuees through the provision of health services and care to existing patients and clients and psychosocial supports through the Disaster Psychosocial Services (DPS) program.</li> <li>• Supports the re-establishment of key health services prior to the lifting of an Evacuation Order.</li> </ul> <p>Invited to participate in the Trans Mountain ICP.</p>  | <p>No legislative authority to evacuate.</p> <p>An assisting entity.</p>                             |
| Washington State Department of Health (DOH)          | <p>During an evacuation, the Washington State Department of Health may have the following roles:</p> <ul style="list-style-type: none"> <li>• Provides Health and Safety Guidance to local jurisdictions. This may include guidance on protecting vulnerable populations, addressing potential health hazards, managing medical needs, ensuring access to clean water and food, and preventing the spread of communicable diseases.</li> <li>• Works with local organizations to develop and disseminate public health messages and information to the affected population, communicating evacuation instructions, health risks, protective measures, and available resources to ensure the safety and well-being of the public.</li> <li>• Coordinates with healthcare providers, hospitals, clinics, and other medical facilities to ensure the continuity of care</li> </ul> | <p>No legislative authority to evacuate.</p> <p>An assisting entity.</p>                             |

| <b>Entity</b> | <b>Role</b>  | <b>Authority</b> |
|---------------|--|------------------|
|               | <p>during an evacuation. They may assist in coordinating medical resources, including staffing, supplies, and equipment, to address the health needs of evacuees.</p> <ul style="list-style-type: none"><li>• Focuses on the needs of vulnerable populations, such as individuals with disabilities, elderly individuals, children, and individuals with chronic medical conditions. They collaborate with local agencies and organizations to ensure appropriate support and accommodations are in place to meet their specific needs during an evacuation.</li></ul> |                  |

## APPENDIX C INITIAL HOLDING STATEMENT (TEMPLATE)

The following statement can be issued upon receipt of approved information (and as applicable) that a possible incident has occurred:

### MEDIA STATEMENT

FOR IMMEDIATE RELEASE – [date]

DATE – Trans Mountain is responding to a [release/incident] at Burnaby Terminal in Burnaby, BC approximately (approximately x km north/south/east/west of major centre) involving a [crude oil release/other] on our pipeline system. The release was discovered by [Trans Mountain personnel/Control Centre/other]. [Line 1/Line 2/the system] was immediately shut in and isolated. Crews are onsite and [cleanup has been initiated/the product has been fully contained].

Applicable regulators and responders have been notified and there is no threat to the [community/water bodies]. The [Line 1/Line 2/the system] remains [shut down/partially shut down] and an Incident Command Post has been set up to manage the incident and clean-up.

At this time, the volume of the release remains under investigation. [However, an early volume estimate provided to the regulator is that approximately X cubic meters (X barrels) has been released/there is no estimated volume at this time].

Updates will be posted as new information becomes available at [www.transmountain.com](http://www.transmountain.com).

Contact: [media@transmountain.com, 1-855-908-9734]

Trans Mountain will use X as the primary social channel for communication in the event of an incident. Facebook and LinkedIn will not be used during an event but may be used after resolution of an incident to share a summary post or news release. All social media posts must be translated and posted in both languages.

X (Formerly known as Twitter)

X is a primary source of communication and/or news channel among first responders, the media and the general public. Follow these general guidelines:

1. Only include links to Trans Mountain content
2. Include relevant community hashtags on all posts. Do not create additional hashtags.
3. Anything posted on X could be used in media coverage of the incident

Sample X Posts

X users and followers subscribe to content conventions to post, review and search information. The examples below adhere to a best practice approach to posting on X.

- ALERT: #TransMountain crews are investigating reports of an #oil sheen in #Burnaby.

We will provide updates as more information becomes available.

- UPDATE: #TransMountain crews have identified XXX in #Burnaby. Crews are on site and clean-up efforts are underway. We will continue to provide updates as more information becomes available.
- UPDATE: #TransMountain crews are on site at a Burnaby Terminal in #Burnaby. More information about ongoing response efforts can be found here: [LINK](#)
- UPDATE: #TransMountain crews have completed their response to XXX in

## APPENDIX D EVACUATION PROCEDURE

### ***Initial Public Safety Assessment and Actions***

Response personnel will continually monitor the hazards and the incident boundaries to ensure they are appropriate and will expand and/or contract the Initial Isolation Zone/Evacuation Zone, as needed.

- Don appropriate PPE; this includes:
  - Flame retardant outerwear
  - CSA/ANSI approved hard hat
  - Steel-toed safety footwear
  - Protective eyewear
  - In the case of a fire, fire fighting turnout gear and/or SCBA may also be required.
- Utilize handheld air monitors for *initial* and continuous monitoring until contracted services arrive to confirm the Initial Isolation Zone/Evacuation Zone and need for the expansion of the zone.
- Gather the following equipment to establish radius of gas readings:
  - Portable gas detector (Ventis MX4 gas monitor)
  - Communication device (radio)
  - UltraRAE compound specific PID monitor
- Perform air sampling for H<sub>2</sub>S, LEL, O<sub>2</sub>, and CO along the perimeter of the Initial Isolation Zone/Evacuation Zone using the Ventis MX4 personal gas monitor.
- Assign a supplemental rover to conduct at least one 15-minute air sampling event using a Jerome H<sub>2</sub>S Analyzer and UltraRAE monitor; One air sampling event consists of four (4) separate air sampling readings taken at five-minute intervals.
- Calculate the average of the four readings for the appropriate instrument and parameter.
- Maintain a record of the air monitoring results using Section B of the Odour Complaint Investigation Form.
  - If abnormal levels are identified, notify the IC.
- Note wind direction and wind speed.
  - A shift in wind direction requires immediate re-evaluation.
- Notify the IC immediately if the numerical average for the second air sampling event meets or exceeds 0.005 ppm for H<sub>2</sub>S, and/or 10 ppm for VOC.
- Conduct a second air sampling event.
- Maintain awareness of levels in context of responder safety, including rovers and those staffing roadblocks.

### **If abnormal levels are identified:**

- Expand the Initial Isolation Zone/Evacuation Zone, if required.
- Deploy personnel downwind and upwind depending on how the plume is tracking.
- Communicate the need for public protective measures (evacuation) to IC or Control Centre.
- Request communication of public protective measures to emergency services.
- Identify parties within the Initial Isolation Zone/Evacuation Zone.
- Identify roadblock leader.

- Identify additional rovers.
- Identify exit route and muster points utilizing map.

### **Rovers**

- Deploy personnel downwind and upwind depending on how the plume is tracking.
- Monitor gas migration; verify boundary of the safety perimeter.
- Advise impacted public to evacuate.
- Begin notification of public with those in closest proximity to the incident location and downwind of the location.
- Record name and address if evacuation is refused; notify the COO to notify RCMP/Local Police Department.
- If contact cannot be made through a personal visit, request resources to conduct a thorough survey of the area.

### **Road and trail blocks**

- Establish access control (roadblocks) to the Initial Isolation Zone/Evacuation Zone.
- Establish roadblocks to limit access; Consider access/egress of responders and evacuees.
- Position vehicle in a highly visible area to oncoming traffic.
- Use intersecting crossroads as much as possible to maximize the monitoring of traffic flow.
- Do not completely block road.
- Engage the four-way flashers on vehicle.
- Wear traffic vest to maintain visibility to traffic.
- Erect physical barriers at pathways leading to evacuated areas (or implement other means of demarcation such as flagging).
- Record names, addresses, and contact information of evacuees leaving the area; ask those leaving the area to register at the identified muster site.
- Post security personnel to prevent members of the public from entering the area.
- Request additional resources to aid in manning sites.
- Request assistance, as needed, from local law enforcement on a temporary basis until additional resources arrive.

Re-evaluate regularly, or upon a change in the circumstances, to expand or contract the Initial Isolation Zone/Evacuation Zone in consultation with emergency services.

Upon arrival of the local authority at the ICP, Trans Mountain will provide an Initial Briefing as outlined in the Trans Mountain ERP section 2.19 which in addition to incident specific information, also includes the evacuation of the Initial Isolation Zone/Evacuation Zone and if any members of the public were evacuated, where they are located, and contact information. The status/location of any roadway/trail blockages to prevent entry to the Initial Isolation Zone/Evacuation Zone.

Trans Mountain recommends evacuation of the Protective Action Zone to the local authority upon their arrival. Shelter-in-place may be used if the local authority determines the incident is either under control or expected to be under control in the immediate future and may choose to isolate the area to prevent additional members of the public from entering the area.

**APPENDIX E STANDARDS FOR POTENTIAL CHEMICALS OF CONCERN: SOURCES AND DETECTION LIMITS<sup>6</sup>**

| Guideline Criteria            |                   |                      |       |       |                      |       |       |  |       |       |  |                        |   |                        |  |                     |                 |  |
|-------------------------------|-------------------|----------------------|-------|-------|----------------------|-------|-------|--|-------|-------|--|------------------------|---|------------------------|--|---------------------|-----------------|--|
| PCOC                          | Unit              | AB AAQO <sup>1</sup> |       |       | BC AAQO <sup>2</sup> |       |       | Metro Vancouver AAQO <sup>3</sup>            |       |       | AB OHS OEL <sup>4</sup><br>8-hr <sup>***</sup> | AB OHS CL <sup>4</sup> | BC OHS STEL <sup>5</sup><br>15 mins <sup>****</sup> | BC OHS CL <sup>5</sup> | BC OHS TWA <sup>5</sup><br>8-hr <sup>***</sup> | AEGL-1 <sup>6</sup> |                 | Monitoring Equipment Detection Limit <sup>**</sup> |
|                               |                   | 1-hr                 | 8-hr  | 24-hr | 1-hr                 | 8-hr  | 24-hr | 1-hr   | 8-hr  | 24-hr |  |                        |   |                        |  | 1-hr                | 8-hr            |  |
| H <sub>2</sub> S              | ppb               | 10                   | -     | 3     | 5                    | -     | 2     | 5<br>(desirable)<br>10<br>(acceptable)       | -     | -     | 10,000   | 15,000                 | -   | 10,000                 | -  | 510                 | 330             | 100  |
|                               | ppm               | 0.01                 | -     | 0.003 | 0.005                | -     | 0.002 | 0.005<br>(desirable)<br>0.01<br>(acceptable) | -     | -     | 10   | 15                     | -   | 10                     | -  | 0.51                | 0.33            | 0.1  |
| C <sub>6</sub> H <sub>6</sub> | ppb               | 9                    | -     | -     | -                    | -     | -     | -  | -     | -     | 500  | 2,500                  | 2,500   | -                      | 500  | 52,000              | 9,000           | 50   |
|                               | ppm               | 0.009                | -     | -     | -                    | -     | -     | -  | -     | -     | 0.5  | 2.5                    | 2.5   | -                      | 0.5  | 52                  | 9               | 0.05   |
| SO <sub>2</sub>               | ppb               | 172                  | -     | 48    | 70                   | -     | -     | 70   | -     | -     | 2,000  | 5,000                  | 5,000   | -                      | 2,000  | 200                 | 200             | 100  |
|                               | ppm               | 0.172                | -     | 0.048 | 0.070                | -     | -     | 0.07   | -     | -     | 2  | 5                      | 5   | -                      | 2  | 0.2                 | 0.2             | 0.1  |
| CO                            | ppb               | 13,000               | 5,000 | -     | 13,000               | 5,000 | -     | 13,000                                       | 5,000 | -     | 25,000   | -                      | 100,000   | -                      | 25,000   | 83,000              | 27,000          | 1,000  |
|                               | ppm               | 13                   | 5     | -     | 13                   | 5     | -     | 13   | 5     | -     | 25   | -                      | 100   | -                      | 25   | 83 <sup>7</sup>     | 27 <sup>7</sup> | 1  |
| NO <sub>2</sub>               | ppb               | 159                  | -     | -     | 60                   | -     | -     | 42   | -     | -     | 3,000  | 5,000                  | -   | 1000                   | -  | 500                 | 500             | 100  |
|                               | ppm               | 0.159                | -     | -     | 0.06                 | -     | -     | 0.042  | -     | -     | 3  | 5                      | -   | 1                      | -  | 0.50                | 0.50            | 0.1  |
| TPM*                          | ug/m <sup>3</sup> | -                    | -     | 100   | -                    | -     | 120   | -  | -     | -     | 10   | -                      | -   | -                      | 10   | -                   | -               | 0.001  |
| PM <sub>10</sub>              | ug/m <sup>3</sup> | -                    | -     | -     | -                    | -     | 50    | -  | -     | 50    | 3  | -                      | -   | -                      | 3  | -                   | -               | 0.001  |
| PM <sub>2.5</sub>             | ug/m <sup>3</sup> | 80                   | -     | 29    | -                    | -     | 25    | -  | -     | 25    | -  | -                      | -   | -                      | -  | -                   | -               | 0.001  |

<sup>1</sup> Alberta Ambient Air Quality Objectives/Guidelines (2024)

<sup>2</sup> British Columbia Ambient Air Quality Objectives (2021)

<sup>3</sup> Metro Vancouver Ambient Air Quality Objectives (2024)

<sup>4</sup> Alberta Occupational Health and Safety Occupational Exposure Limit

<sup>5</sup> OHS Guidelines Part 5: Chemical Agents and Biological Agents

<sup>6</sup> US Environmental Protection Agency Acute Exposure Guideline Level

<sup>7</sup> AGEL-2 limit is presented for carbon monoxide. Carbon monoxide has no applicable AGEL-1.

\* Particulates Not Otherwise Regulated (Total Dust). In Alberta and British Columbia, this refers to "total suspended particulate matter (TSP)"

\*\* PCOC can be detected by fixed and mobile monitoring equipment

\*\*\* 8-hour TWA limit means the time weighted average (TWA) concentration of a substance in air which may not be exceeded over a normal 8-hour work period.

\*\*\*\* Short-term exposure limit (STEL) means the time weighted average (TWA) concentration of a substance in air which may not be exceeded over any 15-minute period, limited to no more than 4 such periods in an 8-hour work shift with at least one hour between any 2 successive 15-minute excursion periods.

C<sub>6</sub>H<sub>6</sub> = Benzene

CO = Carbon Monoxide

H<sub>2</sub>S = Hydrogen Sulfide

NO<sub>2</sub> = Nitrogen Dioxide

OEL = Occupational Exposure Limits

OHS = Occupational Health and Safety

PCOC = Potential Chemical of Concern

PM<sub>10</sub> = Particulate matter 10 micrometers

PM<sub>2.5</sub> = Particulate matter 2.5 micrometers

SO<sub>2</sub> = Sulfur Dioxide

STEL = Short-Term Exposure Limits

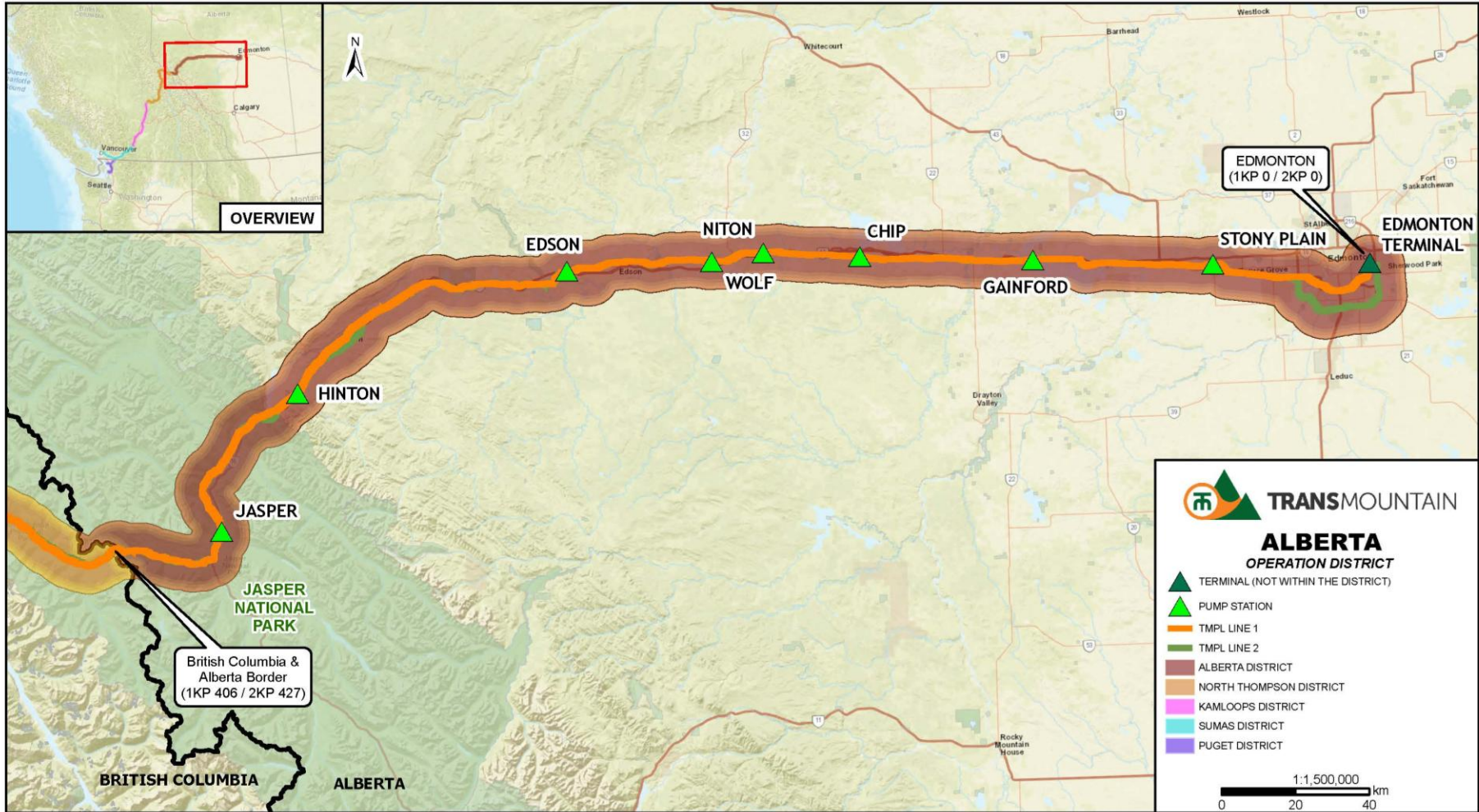
TPM = Total particulate matter

TWA = Time Weighted Average

<sup>6</sup> From Appendix II of the Trans Mountain Public Health Assessment & Response Plan for Airborne Risk (2025).

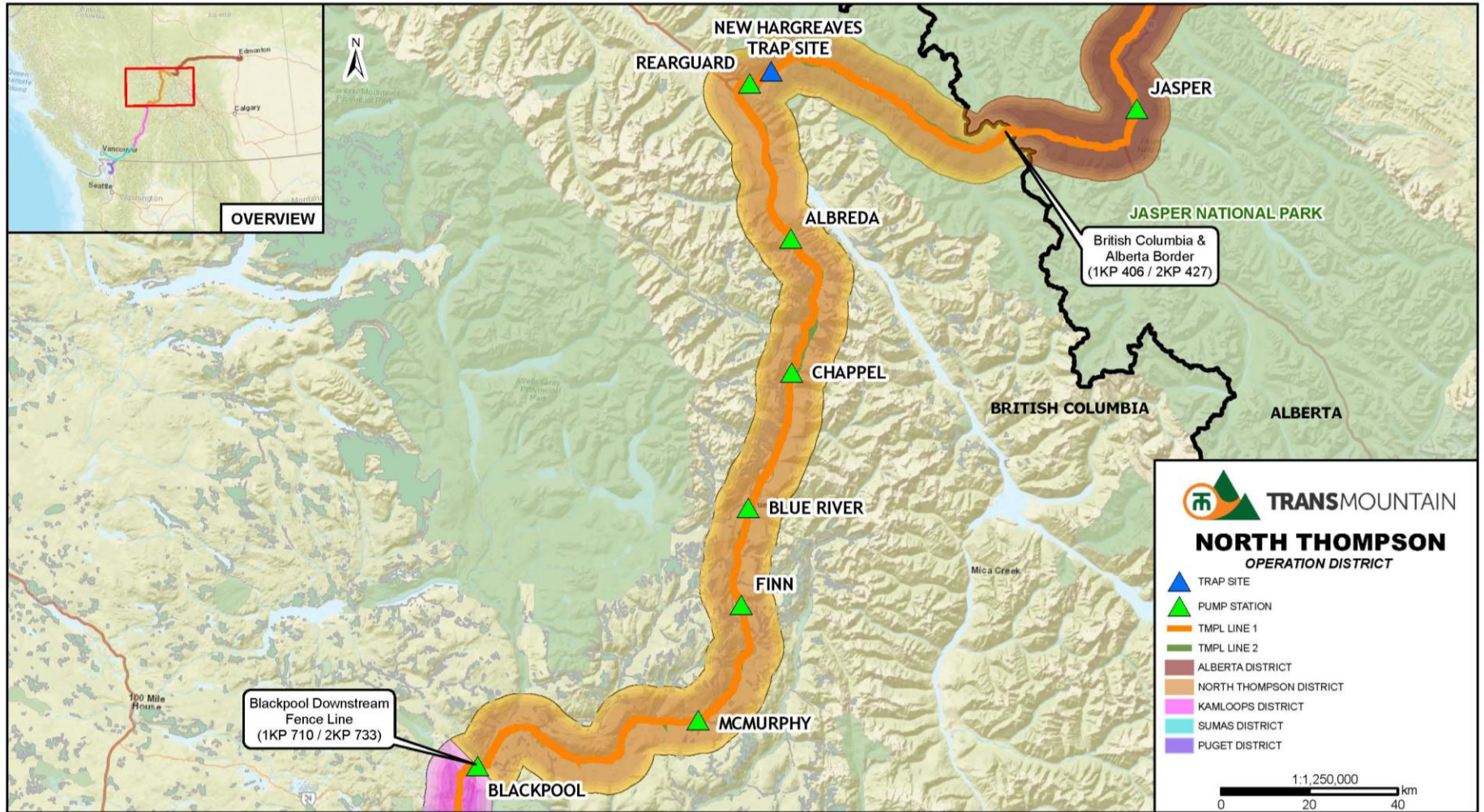
**APPENDIX F OPERATIONAL DISTRICT MAPS**

*Alberta District Map*



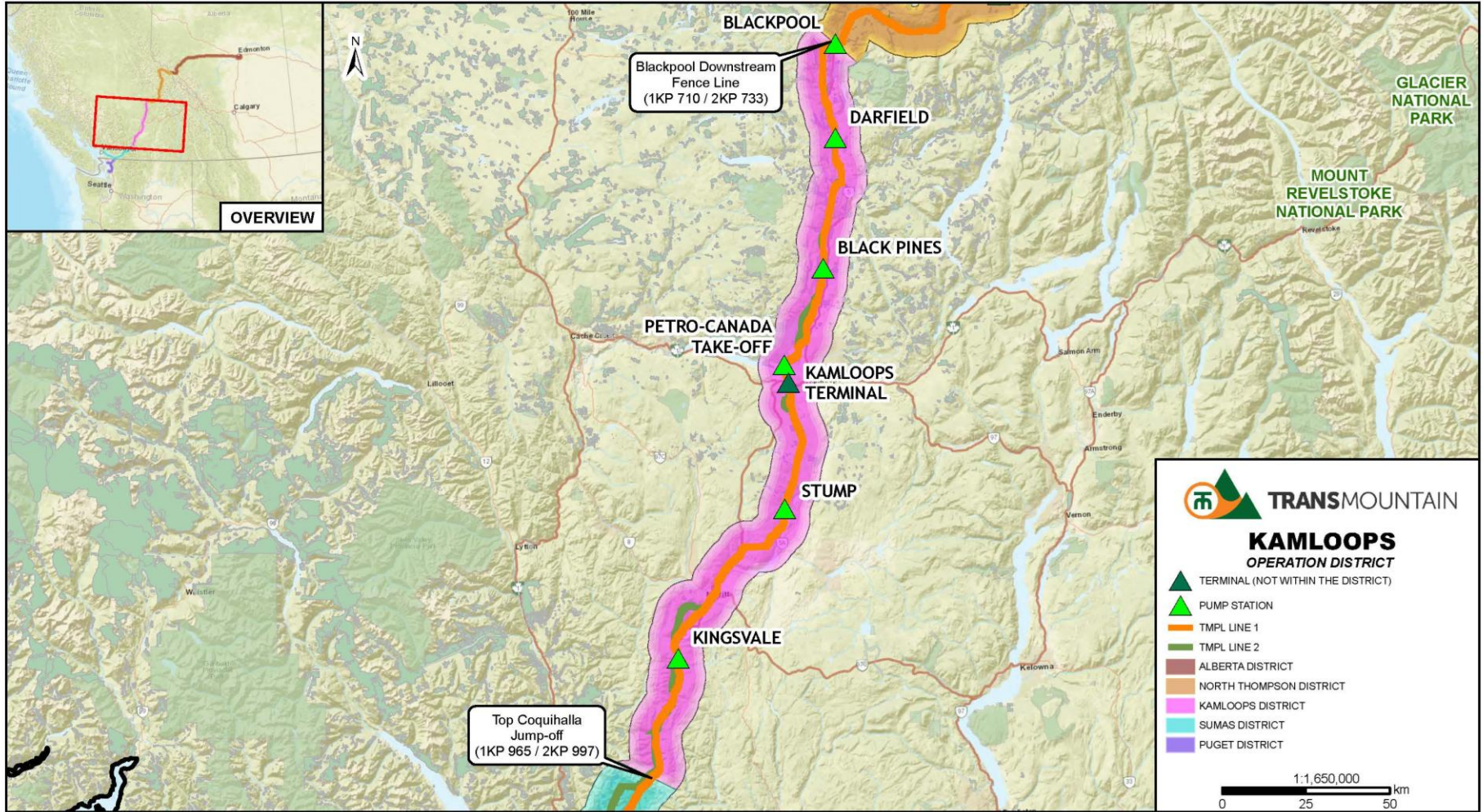
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North Thompson District Map



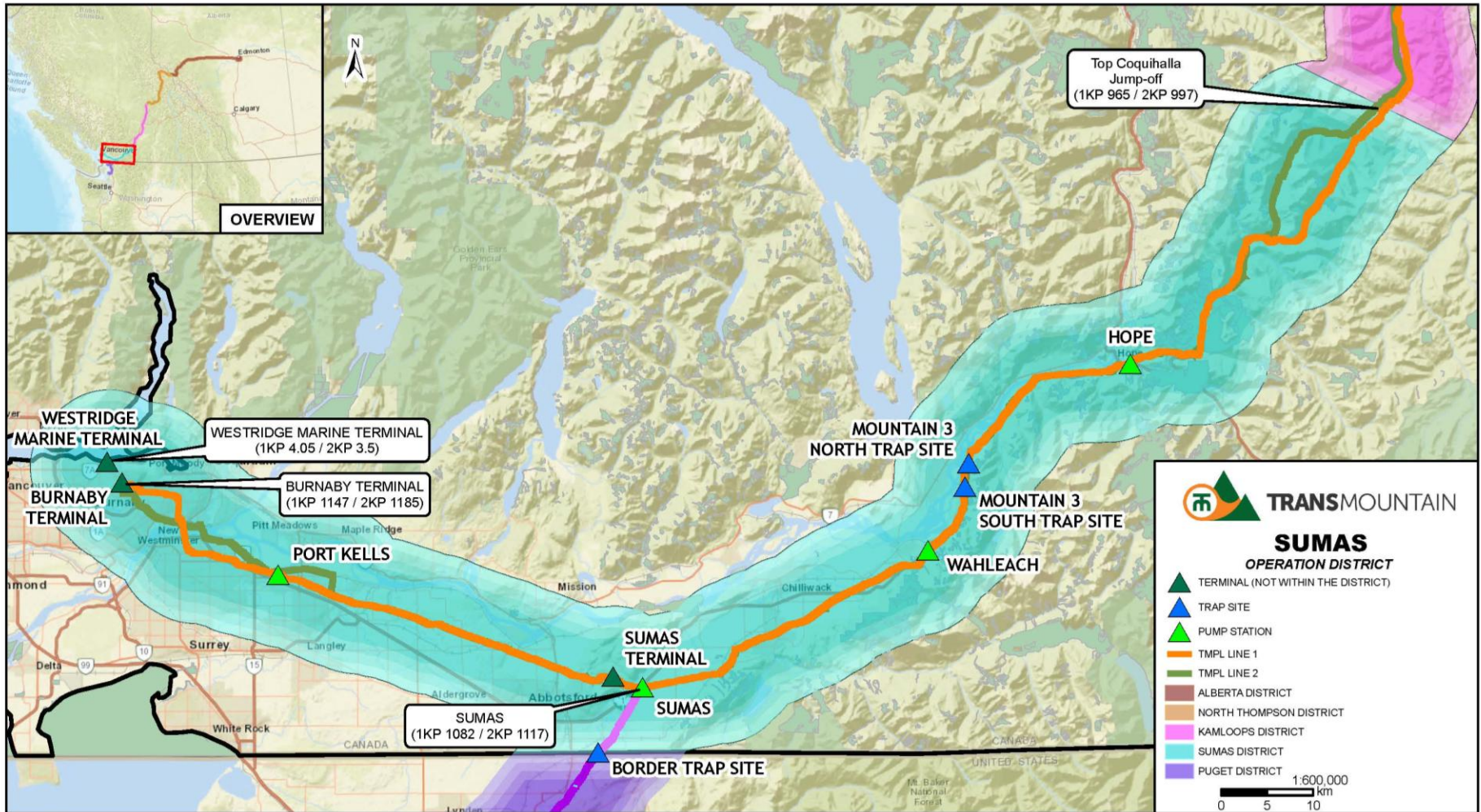
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*Kamloops District Map*



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Sumas District Map



*Puget District Map*

