

# Emergency Management Program

## Purpose

The Milk River Pipeline Ltd. (MRPL) Emergency Management (EM) program exists to prepare the company to manage and respond to incidents which have the potential to harm the public, our employees, the environment, damage our premises or disrupt our business in order to minimize and/or mitigate the impact. It consists of emergency response plan (ERP) development, review, and update on an annual basis (including consultation with the public and third-party stakeholders to obtain and provide information useful in an emergency) training and awareness programs, and processes to ensure MRPL staff and their partners are familiar with the requirements of the Emergency Management program, and how to prepare for and respond to emergencies. Ongoing improvement is facilitated through lessons identified during formal after-action reporting, and periodic program audits.

## Goals and Objectives

MRPL has an integrated EM program that includes hazard assessments, risk management and detailed response plans. MRPL's emergency response priorities are:

1. Life Safety (employees and public)
2. Incident Stabilization
3. Protection of the Environment
4. Limitation of damage to property and assets
5. Protection of the company reputation and continuity of operations

The EM program includes engagement between stakeholders, training of emergency responders, exercises and drills, continuous education, and availability of equipment. The program aligns with our Integrated System Management Framework, which is comprised of Leadership and Planning, Risk Management, Key Controls, and Asset Development and Operations. The Risk Management program ensures that potential hazards and risks are identified, mitigated, and controlled through the implementation of programs recognized by industry for managing key risk areas. The aim of the Emergency Management Element is to ensure an integrated response at the appropriate level to any relevant incident and to minimize the impact to the reputation, viability, operability and earning capability of MRPL. To achieve that aim, The Business Continuity/Emergency Management team will:

- Implement emergency response, and business continuity and plans based on the major accident hazards and associated risks. Communicate the relevant information to the workforce and external stakeholders.
- Identify and verify the availability of competent and effective resources (including mutual aid) required for emergency response, security response, business continuity, response coordination and reinstatement and restoration.
- Establish and maintain liaisons with agencies who may be involved in emergency response

- Test and exercise emergency response plans, business continuity plans and security plans at least annually and when significant changes to assets have taken place or where risk levels have changed. Review and update plans based on changes in risk, the result of tests and resource availability.
- Maintain an Emergency Notification System for informing all who may be involved in or affected by emergency activities
- Implement a system to account for personnel during and after an emergency.
- Implement the Incident Command System.

## Emergency Response Plans

MRPL's ERPs meet or exceed the requirements of all governing agencies and regulatory bodies in the areas where the company operates. ERPs are developed by conducting area-specific risk assessments following the Corporate Standard for Hazard Identification, Risk Assessment and Control implementation. As necessary, additional plans, such as Environmental Emergency, fire, and spill response plans, are developed and included in the ERP specifically or as part of the EM program.

Response requirements are evaluated to determine the training and equipment needed for on-site response personnel in each ERP area. An Incident Management Team (IMT) responds to an incident at site, supported by the Field Initial Response Support Team (FIRST), and corporate Business Support and Crisis Management Teams.

ERPs are reviewed and updated annually per legislative requirements and the company's commitment to continuous improvement. Part of the annual update cycle includes consultation with the public (see Public Safety) as well as applicable emergency management agencies and organizations to inform and educate them regarding MRPL's emergency management practices. The company conducts annual exercises of various types and scale to practice response. Response exercises allow us to practice the knowledge and skills received in training, identify areas of future training priority and areas to improve current emergency procedures or equipment, as well as engage with local response agencies. Exercises are also an opportunity to share information with first responders and stakeholders to understand each other's roles and responsibilities in the unlikely event of an incident. Our Field Initial Response and Support Team (FIRST) and Business Support Team participate in exercises each year. Exercises may be a deployment, tabletop, or functional exercise. These exercises test different areas and scenarios and are held in communities where we operate.

ERPs regulated by the Canada Energy Regulator (CER) are accessible on MRPL's website. Portions of the documents have been redacted in accordance with CER guidelines to protect personal information and security of operations.

MRPL's Corporate Standard on Emergency Management dictates that each area will assess the probability and consequences of all site-specific hazards. Each ERP considers equipment requirements for responses, rationale for location of equipment, contractors, and clean-up resources. Decision making processes for response strategies, clean-up, and remediation activities are also included in the ERPs. MRPL entities maintain comprehensive Operational Risk Registers, which are reviewed annually and revised as required. Fire and dangerous goods assessments have been completed where appropriate.

## Geographic Response Plans (GRPs)

MRPL develops Geographic Response Plans (GRPs) specific to its operations. GRPs aid responders in mobilizing equipment safely and efficiently for containment and recovery, in the event of a product release into a watercourse. Guides for wildlife management (response actions, rehabilitation) and decontamination are embedded into GRPs to help safeguard sensitive areas, habitats, and species at risk.

## Integrity

MRPL's safety program supports operations to safeguard against a potential pipeline release. MRPL defines the requirements and responsibilities for controls to assure the integrity of static process equipment, storage tanks, piping, and pipeline assets through their full life cycle. The Pipeline Integrity Management Program ensures inspections, risk assessments and maintenance are completed, while minimizing ground disturbance.

MRPL's believes that companies and communities have a shared responsibility in damage prevention and public safety when it comes to digging or excavating near buried infrastructure. The pipeline Awareness and Damage Prevention (PAPD) program informs and educates stakeholders about the presence of MRPL's underground infrastructure in their communities and mitigates against the risk of third-party contact with existing pipelines facilities. MRPL has procedures for repair, inspection, excavation, installation and crossing pipelines.

## Public Safety

MRPL's priority is the safety of the public and its workers. MRPL invests heavily in training and preparedness to respond promptly, safely, and efficiently in the unlikely event of an incident. MRPL consults with residents, landowners, and other stakeholders, keeping neighbors informed of activities in their areas and addressing concerns. The company has a consistent approach to public awareness and voluntary information collection of residents and businesses within the Emergency Planning Zones.

Information documents and brochures, which include details about operations, products in the pipeline and associated hazards, public safety measures and emergency contact information, are provided to individuals and organizations and in each area. The pamphlets describe how interested parties can engage in the emergency response planning process. Emergency contact information is prominently displayed throughout the pamphlets, in Emergency Response Plans and on signage along the pipelines.

In the event of an emergency, MRPL's emergency management protocols dictate that personnel inform the public, first responders, municipalities, Indigenous communities, and provincial and federal agencies, based on specific incident type and scale.

## Stakeholder Engagement

A critical component of all Emergency Response Plans is consultation with key stakeholders. MRPL's engagement with external stakeholders encompasses Indigenous communities, landowners, communities, governments, municipal associations, and other parties. Public and stakeholder engagement is conducted in accordance with CER regulations. MRPL's engagement approach follows these principles:

- Balanced approach that ensures consistency, while maintaining flexibility to tailor engagement to the needs and capacity of each community. Interactions are conducted in a positive and consistent manner that aligns with MRPL governance policies and processes, and applicable laws, standards, and regulatory requirements.
- Engagement practices that are inclusive and respect the unique interests, customs, and cultures of local communities
- Respect that Aboriginal peoples in Canada have constitutionally protected rights under Section 35 of Canada's Constitution Act of 1982. MRPL is committed to meaningful, ethical, and mutually beneficial relationships with Indigenous communities.
- Responses to queries from communities, stakeholders and the public are full, fair, accurate, easy to understand and timely

In the event of an emergency, MRPL will communicate with impacted stakeholders and provide updates. Communications. Stakeholder communications will be tailored to directly address concerns of the target audience and incorporate any relevant key messages.

### Incident Command System (ICS)

MRPL uses the Incident Command System (ICS), a standard response model used in Canada and internationally. The ICS outlines clear roles and responsibilities with respect to responding to and managing emergencies. The system brings together our functions with federal and provincial governments and local authorities to achieve an effective and efficient response. ICS processes are consistently outlined in each ERP.

### Training and Exercises

MRPL is committed to ensuring any responders involved in an emergency response fully understand their roles and response priorities. MRPL uses multiple methodologies to develop and reaffirm competent responders and response execution; external first responders are often invited to attend. Training and exercise methodologies include:

Type of training or exercise	Description	Frequency
Online or classroom training	Curriculum based on ICS; includes regulatory awareness and site-specific orientations. Covers technical, communication and leadership subject matter.	As required
Tabletop exercise	A facilitated practice of an emergency in an informal environment; designed to elicit constructive discussions as participants examine and resolve problems based on existing operational plans, and identify where any parts of the plan should change.	Annual per ERP/BCP
Functional exercise	A simulated, interactive test of the capabilities to respond to an event, without moving people or equipment to site. Also referred to as a communications exercise, this type of practice tests multiple functions of an ERP. The exercise uses a carefully designed and scripted scenario, with timed messages and updates leading to internal and external communications.	Annual per ERP/BCP

Full-scale exercise	Simulation of a real event portrayed as realistically as possible; includes the mobilization and actual movement of personnel and equipment. This type of exercise may involve multiple agencies and disciplines.	Every 3 years
Drills	A coordinated, supervised activity employed to test a single, specific operation or function within an ERP or safety procedure.	Regularly (field-driven)

Scenarios used during exercises are built from realistic hazards and vulnerabilities within the specific area.

MRPL has a Corporate Training Standard for Emergency Management which outlines mandatory ICS and other training required for each position on a response team. Training completed and planned for individuals is tracked in MRPL's Learning Management System.

MRPL is a member in good standing of the Western Canada Spill Services (WCSS) co-operative. The company actively participates in annual training and exercises with the co-operative, while fulfilling volunteer roles as Area Chairpersons, a member on the Executive Sub Committee and Alternate Provincial Chair.