

National Energy
Board



Office national
de l'énergie

National Energy Board Emergency Management Program

Annex to:

**Natural Resources Canada
Civil Emergency Plan # 004**

Control and Regulation, in Collaboration with the
National Energy Board, of the Production, Generation,
Processing, Transmission, Storage, Sale, Domestic
Distribution, Exports and Imports of Energy

Effective date: March 17, 2006

Canada

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AUTHORITY

This document is approved by the Chief Operating Officer of the National Energy Board.

Jim Donihee
Chief Operating Officer

Date

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INTRODUCTION

i. Preamble

The National Energy Board (NEB or the Board) is an independent federal agency established in 1959. It regulates several aspects of Canada's energy industry. Its purpose is to promote safety and security, environmental protection and economic efficiency in the Canadian public interest within the mandate set by Parliament for the regulation of pipelines, energy development and trade. The Board reports to Parliament through the Minister of Natural Resources.

Additional information on the background and operations of the NEB may be found at the Board's Internet site, at www.neb-one.gc.ca.

ii. Purpose

The purpose of the NEB's Emergency Management Program is to:

- establish a prompt and coordinated response to an incident or emergency which occurs at any facility or operation regulated by the NEB;
- promote safety and security and assure compliance with regulatory requirements in order to protect the public, workers, property and the environment during the life cycle of facilities and operations; and
- have a documented set of procedures that accomplish these objectives.

iii. Overview

NEB-regulated companies have the primary responsibility for ensuring safety and environmental protection because they are the owners, designers, builders and operators of the facilities. The NEB recognizes this responsibility in the ongoing development of goal-oriented regulation that places the onus on companies to ensure their facilities are safe and secure and are operated in an environmentally responsible manner. The NEB plays a significant role by ensuring that the companies maintain or improve their safety and environmental performance. The Board ensures that companies:

- identify and manage the potential hazards associated with their facilities and operations;
- conduct a risk analysis of those hazards; and
- eliminate, reduce and manage the risks in order to protect the public and regulated company personnel, the safety and security of the facilities and operations, and the protection of property and the environment.

All companies under the Board's jurisdiction are responsible for developing and maintaining an Emergency Response and Preparedness Program generically referred to as "Emergency Management Program" for all aspects of their operations. In the event an emergency occurs, the regulated company is responsible for responding to the emergency and coordinating emergency response activities.

The NEB is the lead regulatory agency in emergency situations that occur on NEB-regulated facilities or operations and the Transportation Safety Board of Canada (TSB) has the option to choose to be the lead investigator for determining the cause and contributing factors leading to an incident/emergency. The NEB, in co-operation with the TSB, investigates reported incidents to determine factors leading to an incident, whether any trends are evident, and what action is necessary to prevent similar occurrences in the future. In general, the NEB will respond on site to incidents:

- that result in death or serious injury;
- involve a significant release of hydrocarbons;
- could result in potential or real impact due to loss of service;
- pose imminent threats identified by Public Safety and Emergency Preparedness Canada (PSEPC) or other agencies;
- attract significant media attention, or
- on the advice of Natural Resources Canada (NRCan) or other federal Agencies.

In the event of a Level II or III Emergency, the NEB will immediately notify NRCan through the Department Emergency Response Centre. (See table 1 Levels of Emergency)

In the event of a Level II or III Emergency North of the 60th parallel, the NEB will immediately notify Indian and Northern Affairs Canada (INAC). (See table 1 Levels of Emergency)

iv. Amendments

Within the NEB, the Emergency Management Group Leader will be responsible for reviewing and amending this Program annually, or more frequently as required, to ensure its effectiveness and accuracy.

v. Enquiries

All enquiries regarding this program and supporting documentation may be directed to the Operations Business Unit Leader at (403) 292-4800, by fax (403) 292-5503, or by e-mail at info@neb-one.gc.ca.

Table 1: Levels of Emergency

| Condition | Level I | Level II | Level III |
|--|---|--|--|
| Threat or Injury to People | No immediate threat to the people | Some injury or threat to people | Serious injury or fatality and/or ongoing threat to the public |
| Containment within Company Property | No threat to company facility infrastructure. No effects outside company property | Potential threat to company facility infrastructure. No immediate threat outside company property but the potential exists to extend beyond boundaries | Ongoing or imminent threat to facility infrastructure. Effects extend beyond company boundaries |
| Control of Product | Control of released product is completed or pending | Imminent control of released product is likely but not yet established | Uncontrolled release of product continuing and control is not imminent |
| Environmental Effects | Minimal environmental effects | Moderate environmental effects | Significant and ongoing environmental effects |
| Media Interest | Little or no media interest | Local/regional media interest | National/regional media interest |
| Response | Incident is handled by company | First responders and government agencies are likely to be directly involved | Immediate and significant government agency involvement |
| Potential to Escalate | Low potential to escalate | Moderate potential to escalate based on potential for fire, explosion, increased release of product or other hazard | High Potential to escalate based on potential fire, explosion, increased release or other hazard |

The level assigned to the incidents or emergencies will be based on one or more conditions being met within the highest level determined by the Team Leader, Emergency Management Group Leader or Emergency Operations Centre (EOC) Manager.

Figure 1: Notification and Activation Flow Chart

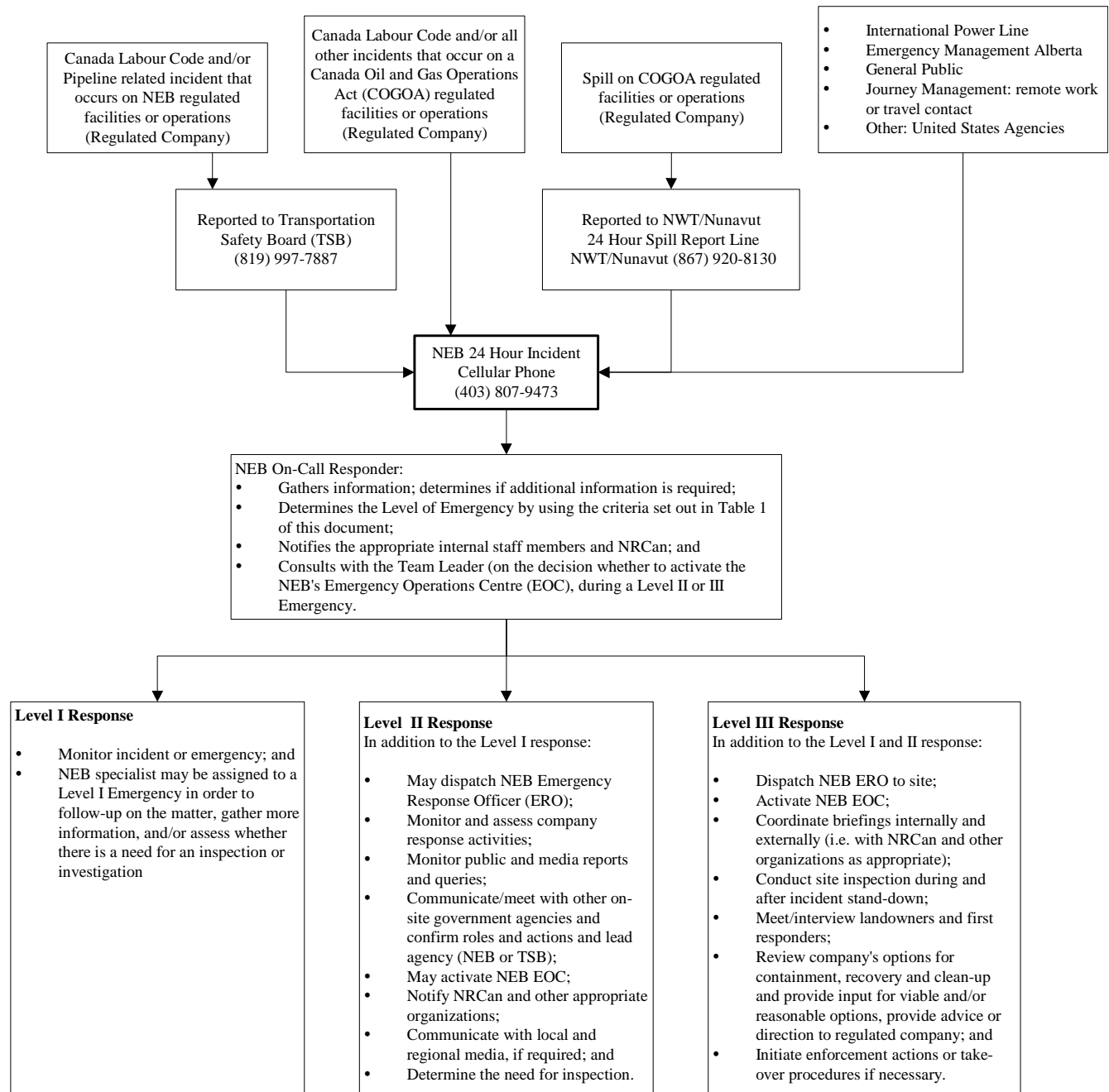


Table 2: Guide for Activation of the Emergency Operations Centre (EOC)

| Level of Emergency | Categories | Condition | EOC |
|-----------------------|--|--|-----|
| Level II | Threat or Injury to people | There is non-serious injury to people. | No |
| | | There is some threat to people with low potential consequence. | No |
| | Containment within Company Property | There is potential threat to company infrastructure. | No |
| | | No immediate threat outside company property but the potential exists to extend beyond boundaries. | No |
| | Control of Product | Imminent control of released product is likely but not yet established. | No |
| | Environmental Effects | There are moderate environmental effects. | No |
| | Media Interest | There is local/regional media interest. | No |
| | Response | Other first responders and government agencies are likely to be directly involved. | Yes |
| Potential to Escalate | There is moderate potential to escalate based on the potential for fire, explosion, increased release or other hazard. | No | |
| Level III | Threat or Injury to People | There is serious injury or fatality of member of the public or company personnel. | No |
| | | There is ongoing threat to the company personnel or the public. | Yes |
| | Containment within Company Property | There is ongoing threat to infrastructure. | No |
| | | Effects extend beyond the company boundaries. | Yes |
| | Control of Product | Uncontrolled release of product is continuing and control is not imminent. | Yes |
| | Environmental Effects | There are significant and ongoing environmental effects. | Yes |
| | Media Interest | There is national/regional media interest. | Yes |
| | Response | Immediate and significant involvement of government agencies and other first responders. | Yes |
| Potential to Escalate | There is high potential to escalate based on the potential for fire, explosion, increased release or other hazard. | Yes | |

Where the EOC is activated, the EOC Manager will determine the NEB Emergency Response Team members that will be required in the EOC. Refer to the Initial Response Checklist for further details on responsibilities.

Figure 2: Activation structure

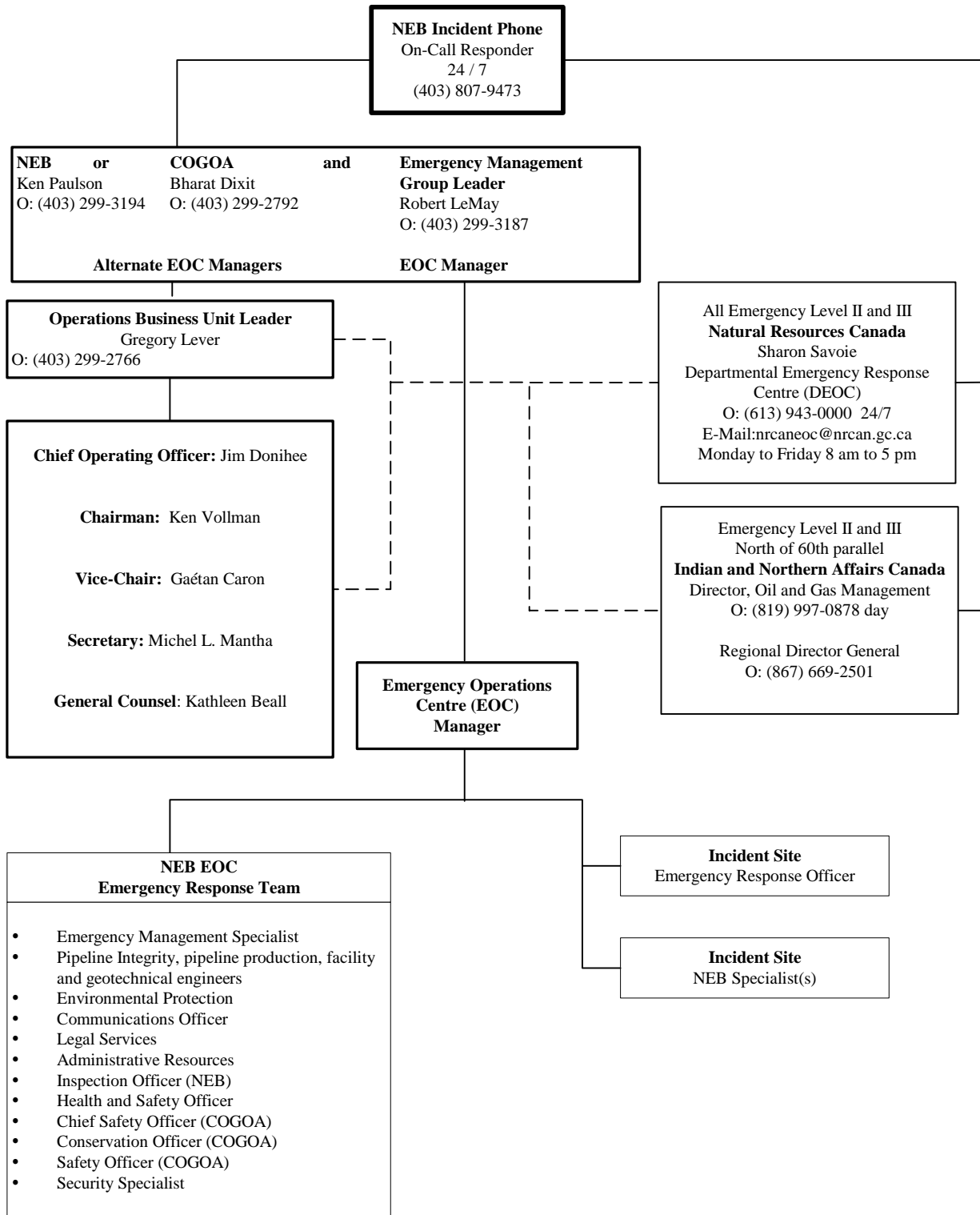
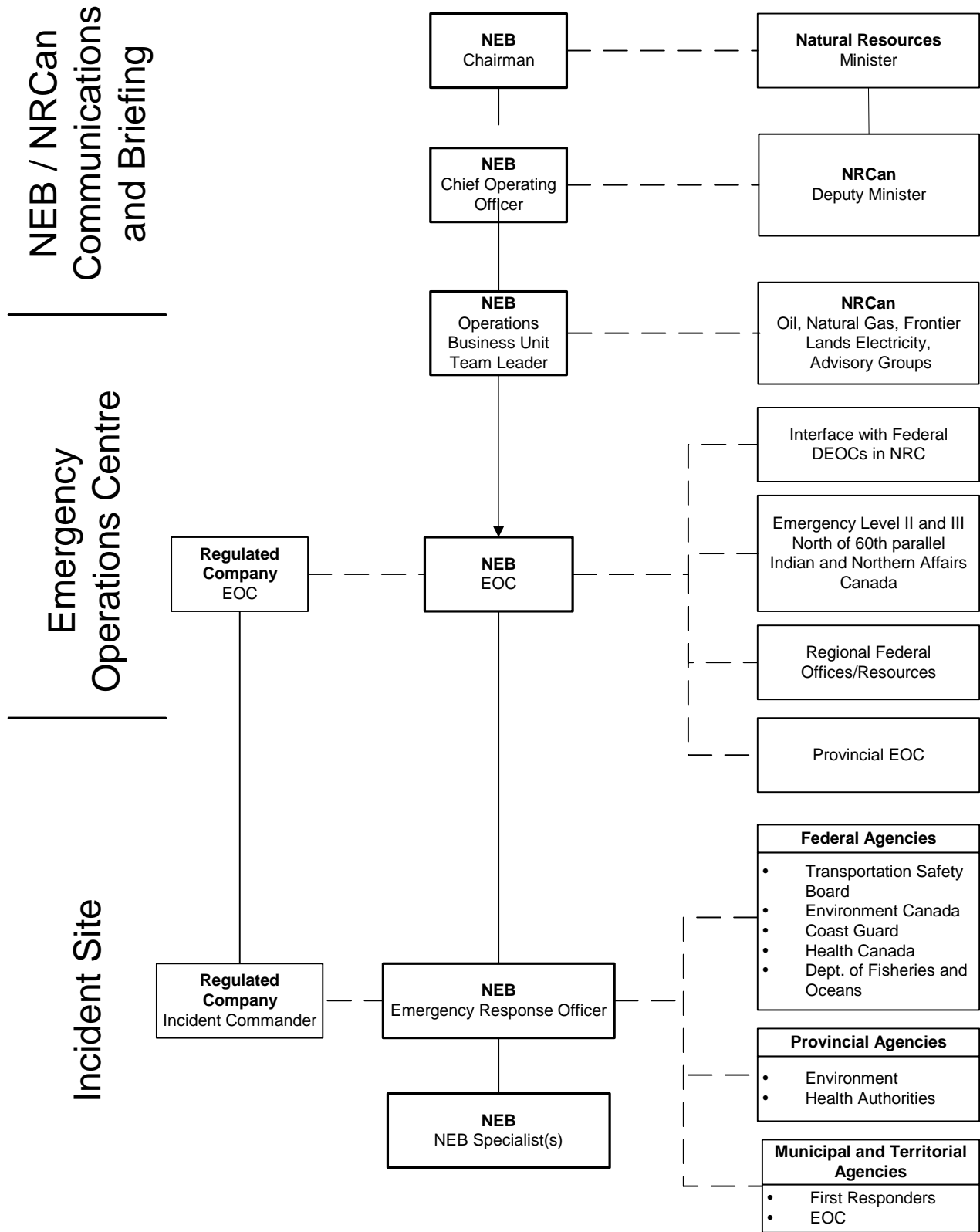


Figure 3: NEB/Company/Federal/Provincial - Response Framework



PART I - INITIAL RESPONSE CHECK LIST

Table 6: Initial Response Check List

| Team Member | Recommended Actions |
|--------------------|---|
| 1. Chairman | The primary responsibility of the Chairman is to: <ul style="list-style-type: none"> • liaise and communicate with the Minister of Natural Resources, if required; and • approve press releases |

| Team Member | Recommended Actions |
|-----------------------------------|--|
| 2. Chief Operating Officer | The primary responsibilities of the Chief Operating Officer are to: <ul style="list-style-type: none"> • oversee the NEB’s response to an incident or emergency; • provide expert advice and guidance to the Chairman; • contact the Natural Resources Canada or Indian and Northern Affairs Canada (INAC) Deputy Minister, if required; and • approve press releases in the absence of the Chairman |

| Team Member | Recommended Actions |
|--|---|
| <p>3. Operations Business Unit Leader (OPS BUL)</p> | <p>The primary responsibilities of the OPS BUL are to:</p> <ul style="list-style-type: none"> • oversee the NEB’s response during an incident or emergency; • provide expert advice and guidance to the Chairman, Vice-Chairman, Chief Operating Officer, Secretary and Board Members; • approve press releases in the absence of the Chief Operating Officer; and • be accountable for operational, safety and environmental matters on operating pipelines and related facilities. <p>Emergency Operations Centre (EOC) not Activated</p> <p>In the event of a Level II or Level III Emergency where the EOC is not activated:</p> <ul style="list-style-type: none"> • advise and brief the Chairman, Vice-Chairman, Chief Operating Officer, Secretary and Board Members providing sufficient information on the status of the emergency or incident including: <ul style="list-style-type: none"> ○ the nature and/or status of the threat to the energy sector and to the environment; ○ loss of life/injuries; ○ impact on the health and safety of Canadians; ○ geographical regions affected; ○ national/international implications; ○ expected duration of power outage or service interruption; ○ status of reactivation process; ○ department resources that may be required for assistance in the reactivation process; ○ other federal/provincial/territorial agencies involved; ○ lead agency; i.e. police, CSIS, TSB, etc; ○ identify public/private utilities involved; and ○ media interest; and • advise and brief NRCan or INAC on the status of the emergency and response activities. <p>EOC Activated</p> <p>In the event of a Level II or Level III Emergency where the EOC is activated:</p> <ul style="list-style-type: none"> • provide overall guidance and oversight of functions; • in consultation with the EOC Manager: <ul style="list-style-type: none"> ○ advise and brief the Chairman, Vice-Chairman, Chief Operating Officer, Secretary and Board Members on the status of the emergency and response activities; and ○ advise and brief NRCan or INAC on the status of the emergency and response activities; • liaise with the Emergency Response Team; and • act as alternate EOC Manager (see EOC Manager). |

| Team Member | Recommended Actions |
|---|---|
| <p>4. Team Leaders</p> <p>Compliance Planning & Analysis (NEB Act)</p> <p>Exploration and Production</p> <p>and</p> <p>Chief Conservation Officer (COGO Act)</p> | <p>The primary responsibilities of these Team Leaders are to:</p> <ul style="list-style-type: none"> • ensure the safety of Emergency Response Officers and NEB/Canada Oil and Gas Operations Act (COGO Act) specialists that may be dispatched to an incident site through appropriate training and personal protective equipment; • ensure that the company responds in a manner to ensure the protection of the public, workers, property and the environment; • authorize the commitment of resources; and • be accountable for the administration and enforcement of the NEB Act/COGO Act as it relates to incidents or emergencies on regulated facilities and operations. <p>EOC not Activated</p> <p>In the event of a Level II or Level III Emergency where the EOC is not activated:</p> <ul style="list-style-type: none"> • decide whether to dispatch a NEB Emergency Response Officer and/or NEB specialist to the site; based on an assessment of the incident conditions; • authorize and direct the commitment of resources; • maintain communications with the Emergency Response Officer and NEB specialists on site; • advise and consult with the Emergency Response Officer and/or NEB Specialist on enforcement actions; • contact other government and response agencies that may respond in order to establish communication links to those agencies, confirm response actions and confirm liaison protocol; • brief the OPS BUL on the status of the Level II or III Emergency; providing sufficient information on the status of the emergency or incident including: <ul style="list-style-type: none"> ○ the nature and/or status of the threat to the energy sector and to the environment; ○ loss of life/injuries; ○ impact on the health and safety of Canadians; ○ geographical regions affected; ○ national/international implications; ○ expected duration of power outage or service interruption; ○ status of reactivation process; ○ department resources that may be required for assistance in the reactivation process; ○ other federal/provincial/territorial agencies involved; ○ lead agency; i.e. police, CSIS, TSB, etc; ○ identify public/private utilities involved; and ○ media interest, and • decide on whether to activate the EOC. (refer to table 2 Guide for Activation of the EOC). <p>EOC Activated</p> <p>In the event of a Level II or Level III Emergency where the EOC is activated:</p> <ul style="list-style-type: none"> • act as alternate EOC Manager (see EOC Manager), or • act as a NEB specialist on the Emergency Response Team (see NEB specialist and Emergency Response Team). |

| Team Member | Recommended Actions |
|--|--|
| <p>5. Team Leader Oil and Electricity</p> <p>Team Leader Gas</p> | <p>The primary responsibilities of these Team Leaders are to:</p> <ul style="list-style-type: none"> • ensure the safety of Emergency Response Officers and NEB/COGO Act specialists that may be dispatched to an incident site through appropriate training and personal protective equipment; • authorize the commitment of resources; • be accountable for the administration and enforcement of the NEB Act/COGO Act/Human Resources and Skills Development Canada obligations related to incidents or emergencies on regulated facilities and operations; • participate as a member of the Emergency Response Team; and • provide advice and technical support to the EOC Manager regarding construction and safe work procedures. |

| Team Member | Recommended Actions |
|--|--|
| <p>6. Health and Safety Officer</p> | <p>The primary responsibilities of the Health and Safety Officer are to:</p> <ul style="list-style-type: none"> • conduct investigations under the Canada Labour Code, Part II; • conduct inspections of the incident site to ensure the safety of response workers; and • issue orders that an operation cease, or continue only in accordance with the terms of the order. <p>EOC not Activated</p> <p>In the event of a Level II or Level III Emergency where the EOC is not activated:</p> <ul style="list-style-type: none"> • be dispatched to the incident site, if required. <p>EOC Activated</p> <p>In the event of a Level II or Level III Emergency where the EOC is activated:</p> <ul style="list-style-type: none"> • be dispatched to the incident site. if required; or • be a member of the NEB Emergency Response Team, if required; and • provide advice and technical support to the EOC Manager regarding safe work procedures in drilling and production and facilities; pipeline, and other regulated facilities and operations. |

| Team Member | Recommended Actions |
|---|--|
| <p>7. Inspection Officer (NEB Act)</p> | <p>The primary responsibilities of the Inspection Officer are to:</p> <ul style="list-style-type: none"> • ensure compliance with the NEB Act and subordinate regulations; • inspect lands and facilities; • conduct inspections of the incident site to ensure the safety of response workers; • direct a company to perform tests that the Inspection Officer considers necessary for an inspection; • examine any information contained in books, records, documents or computer systems that the inspector believes on reasonable grounds contain any information relating to the design, construction, operation, maintenance or abandonment of a pipeline; • investigate incidents; and • make an order that an operation cease, or continue only in accordance with the terms of the order, where the inspector has reasonable grounds to believe that a hazard to the safety of the public or employees of a company or a detriment to property or the environment is or will be caused by the construction, operation or maintenance or abandonment of a pipeline or any part of a pipeline. <p>EOC not Activated</p> <p>In the event of a Level II or Level III Emergency where the EOC is not activated:</p> <ul style="list-style-type: none"> • be dispatched to the incident site, if required. <p>EOC Activated</p> <p>In the event of a Level II or Level III Emergency where the EOC is activated:</p> <ul style="list-style-type: none"> • be dispatched to the incident site, if required; or • be a member of the NEB Emergency Response Team, if required; and • provide advice and technical support to the EOC Manager regarding safe work procedures. |

| Team Member | Recommended Actions |
|---------------------------------|---|
| <p>8. NEB Specialist</p> | <p>The primary responsibility of the NEB Specialist is to:</p> <ul style="list-style-type: none"> • provide technical support and advice in their specialist area. <p>A NEB specialist may be a Conservations Officer, Inspection Officer, Safety Officer, Health and Safety Officer or may be a NEB staff member with engineering, environment, security or other specialist training and experience.</p> <p>EOC Activated</p> <p>In the event of a Level II or Level III Emergency where the EOC is activated:</p> <ul style="list-style-type: none"> • participate as member of the NEB Emergency Response Team; • provide support in their specialist area to the EOC Manager; • respond to requests from Emergency Response Officer or EOC Manager for specialist assistance; • be dispatched to the incident site, if required; • support the Emergency Response Officer at the incident site; • meet with company, get update on incident and receive safety orientation; • record all details of the incident or emergency as it relates to specialist area; • provide advice, analysis and expertise in specialist’s area; • address impacts on related area of responsibility; • liaise with other government and response agencies as required; • collect and record information, gather evidence, etc. as appropriate; and • report to EOC Manager. |

| Team Member | Recommended Actions |
|--|---|
| <p>9. Chief Safety Officer (COGO Act)</p> | <p>The primary responsibility of the Chief Safety Officer is to be:</p> <ul style="list-style-type: none"> • accountable for the administration and enforcement of the COGO Act as it relates to incidents or emergencies on regulated facilities and operations. <p>EOC not Activated</p> <p>In the event of a Level II or Level III Emergency where the EOC is not activated:</p> <ul style="list-style-type: none"> • provide advice and technical support on safe work procedures. <p>EOC Activated</p> <p>In the event of a Level II or Level III Emergency where the EOC is activated:</p> <ul style="list-style-type: none"> • participate as a member of the NEB Emergency Response Team; and • provide advice and technical support to the EOC Manager regarding safe work procedures. |

| Team Member | Recommended Actions |
|--|--|
| <p>10. Conservation Officer</p> <p>Safety Officer (COGO Act)</p> | <p>The primary responsibilities of the Conservation Officer and Safety Officer are to:</p> <ul style="list-style-type: none"> • conduct inspections and examinations of facilities and operations regulated under the COGO Act; • conduct inspections of the incident site to ensure the safety of response workers; and • issue orders that an operation cease, or continue only in accordance with the terms of the order, if required. <p>EOC not Activated</p> <p>In the event of a Level II or Level III Emergency where the EOC is not activated:</p> <ul style="list-style-type: none"> • may be dispatched to the incident site. <p>EOC Activated</p> <p>In the event of a Level II or Level III Emergency where the EOC is activated:</p> <ul style="list-style-type: none"> • may be dispatched to the incident site; or • may be a member of the NEB Emergency Response Team; and • provide advice and technical support to the EOC Manager regarding safe work procedures in drilling and production and facilities; pipeline, and other regulated facilities and operations. |

| Team Member | Recommended Actions |
|---|--|
| <p>11. Emergency Management Group Leader</p> | <p>The primary responsibilities of the Emergency Management Group Leader are to:</p> <ul style="list-style-type: none"> • act as the EOC Manager; and • be dispatched as an Emergency Response Officer or NEB Specialist, if required. <p>EOC not Activated</p> <p>In the event of a Level II or Level III Emergency where the EOC is not activated:</p> <ul style="list-style-type: none"> • manage the NEB response; • consult with the Team Leader Compliance Planning & Analysis or the Team Leader Exploration and Production on the Level of Emergency and whether to dispatch NEB staff to the site; • establish and maintain communications with the Emergency Response Officer and NEB specialists on site; • brief the OPS BUL, Team Leader Compliance Planning & Analysis or the Team leader Exploration and Production on the status of a Level II or III Emergency ; providing sufficient information on the status of the emergency or incident including: <ul style="list-style-type: none"> ○ the nature and/or status of the threat to the energy sector and to the environment; ○ loss of life/injuries; ○ impact on the health and safety of Canadians; ○ geographical regions affected; ○ national/international implications; ○ expected duration of power outage or service interruption; ○ status of reactivation process; ○ department resources that may be required for assistance in the reactivation process; ○ other federal/provincial/territorial agencies involved; ○ lead agency; i.e. police, CSIS, TSB, etc; ○ identify public/private utilities involved; and ○ media interest; • communicate with other government and response agencies that have responded, confirm roles and activities and confirm that as lead agency, the NEB will liaise between the agencies and the company; and • in the absence of the Accountable Team Leader, decide whether to activate the EOC. <p>EOC Activated</p> <p>In the event of a Level II or Level III Emergency where the EOC is activated:</p> <ul style="list-style-type: none"> • act as the EOC Manager. |

| Team Member | Recommended Actions |
|---|---|
| <p>12. Emergency Management Specialist</p> | <p>The primary responsibilities of the Emergency Management Specialist are to:</p> <ul style="list-style-type: none"> • establish a prompt and coordinated response to an incident or emergency which occurs at any facility or operation regulated by the NEB; • promote safety and security and assure compliance with the regulatory requirements in order to protect the public, workers, property and the environment; and • provide advice and technical support to the EOC Manager regarding the company response to the incident. <p>EOC not Activated</p> <p>In the event of a Level II or Level III Emergency where the EOC is not activated:</p> <ul style="list-style-type: none"> • be dispatched to the incident site, if required. <p>EOC Activated</p> <p>In the event of a Level II or Level III Emergency where the EOC is activated:</p> <ul style="list-style-type: none"> • be dispatched to the incident site, if required; or • be a member of the NEB Emergency Response Team, if required. |

| Team Member | Recommended Actions |
|-------------------------------------|---|
| <p>13. On-Call Responder</p> | <p>The primary responsibilities of the On-Call Responder are to:</p> <ul style="list-style-type: none"> • manage the NEB incident cellular phone on a 24/7 basis; • determine the level of incident; • in the event of a Level I Emergency: <ul style="list-style-type: none"> ○ send an e-mail notification to the “Incident Notification Level I” e-mail group which includes the Team Leader Compliance Planning & Analysis, Team Leader Exploration and Production, appropriate NEB staff, and TSB; • in the event of a Level II or Level III Emergency: <ul style="list-style-type: none"> ○ commence call-down procedure to Team Leader Compliance Planning & Analysis, Team Leader Exploration and Production and appropriate NEB staff. ○ Send e-mail notification to the “Incident Notification Level II/III” e-mail group which includes the OPS BUL, Team Leader Compliance Planning & Analysis, Team Leader Exploration and Production, Chairman, Vice Chairman, Secretary, appropriate NEB staff, TSB; NRCan Department Emergency Response Centre, INAC; and • contact the company representative, where additional reporting information is required. |

| Team Member | Recommended Actions |
|--|---|
| <p>14. Emergency Response Officer</p> | <p>The primary responsibilities of the Emergency Response Officer are to:</p> <ul style="list-style-type: none"> • respond to an incident or emergency; • assess company’s response activities; and • ensure the safety of people and protection of the environment. <p>EOC not Activated</p> <p>In the event of a Level II or Level III Emergency where the EOC is not activated:</p> <ul style="list-style-type: none"> • be dispatched to the incident site, if required. <p>EOC Activated</p> <p>In the event of a Level II or Level III Emergency where the EOC is activated:</p> <ul style="list-style-type: none"> • be dispatched to the incident site, if required; • communicate and meet with Company On-site Commander or assigned company representative and agree on frequency of contact; • advise company and other responders of role of NEB in emergency response; • monitor and assess company’s response activities; • monitor the level of the incident; • review company initiated options for containment, recovery and clean-up of released and/or spilled product and provide advice or direction to company; • record actions and gather evidence as appropriate; • review company initiated options for protection of the public and workers and provide regulatory advice and recommendations to the company; • liaise with other government and response agencies and those affected (eg landowners, aboriginals), as appropriate; • communicate with local and regional media, if required, in consultation with Communications Officer. • provide regular report of incident and response details to the EOC; • conduct site inspection during and after incident stand-down; • record company decisions, names, dates, times and response activities; and • Initiate and record enforcement actions if necessary for the protection of the public, workers, property and the environment. |

| Team Member | Recommended Actions |
|---|---|
| <p>15. Emergency Operations Centre Manager</p> | <p>The primary responsibility of the Emergency Operations Centre Manager is to:</p> <ul style="list-style-type: none"> • coordinate the NEB response. <p>EOC Activated</p> <p>In the event of a Level II or Level III Emergency where the EOC is activated:</p> <ul style="list-style-type: none"> • assemble the Emergency Response Team and direct them to meet in the EOC; • notify the OPS BUL, Chairman, Vice Chairman, Chief Operating Officer, Secretary, NRCan, INAC, Communications Officer, Team Leader Compliance Planning & Analysis and Team Leader Exploration Production that the EOC has been activated; • assess and monitor the emergency and the company response, and decide on the level of NEB response; • direct the Emergency Response Officer(s) and NEB Specialist(s) to the incident site; • ensure the company takes appropriate actions to protect people, the environment and property; • monitor public and media reports and queries if the Communications Officer is unavailable; • establish communications with NEB Emergency Response Officer(s) and NEB Specialist(s) on site and provide support; • ensure the appropriate contacts have been completed for the Level II or Level III call down; • communicate to the OPS BUL, NEB Chairman, Vice-Chair, Chief Operating Officer, Secretary and NRCan, INAC, on the incident status and response activities; • communicate with other agencies on roles and actions; • manage EOC resources and direct EOC operations; • ensure effective coordination of internal communications among Emergency Response Team and between the Emergency Response Team and staff dispatched to the site; • ensure accuracy of information received before making decisions based on that information; • ensure that the Emergency Response Team provides the status of events through situation report meetings conducted in the EOC every ½ hour or hourly, as appropriate; and • authorize the deactivation of the EOC and communicate to all parties involved when the incident is stood down. |

| Team Member | Recommended Actions |
|---|---|
| <p>16. Emergency Response Team</p> | <p>The primary responsibility of the Emergency Response Team is to:</p> <ul style="list-style-type: none"> • manage the NEB response to an incident or emergency. <p>The Emergency Response Team is headed by the EOC Manager who is a senior NEB staff member with Emergency Management training and experience or by a NEB staff that have appropriate Emergency Management training and experience.</p> <p>The Emergency Response Team may be comprised of:</p> <ul style="list-style-type: none"> • EOC Manager • Operations Business Unit Leader • Team Leader Compliance Planning & Analysis • Team Leader Oil and Electricity • Team Leader Gas • Team Leader Exploration and Production • Inspection Officer • Safety Officer • Chief Safety Officer • Chief Conservation Officer • Conservation Officer • Health and Safety Officer • Communications Officer • Emergency Preparedness and Response Specialist • Administrative Assistant • NEB Specialist |

| Team Member | Recommended Actions |
|--|--|
| <p>17. Communications Officer</p> | <p>The primary responsibilities of the Communication Officer are to:</p> <ul style="list-style-type: none"> • monitor and analyse media reports; and • respond to media requests and become the NEB point of contact for the media. <p>EOC not Activated</p> <p>In the event of a Level II or Level III Emergency where the EOC is not activated:</p> <ul style="list-style-type: none"> • advise on communication strategies, media management and media message, and • prepare media statements. <p>EOC Activated</p> <p>In the event of a Level II or Level III Emergency where the EOC is activated:</p> <ul style="list-style-type: none"> • participate as a member of the NEB Emergency Response Team; • advise on communication strategies, media management and media message; • gather factual information on the incident; • prepare briefing providing sufficient information on the status of the emergency or incident including: <ul style="list-style-type: none"> ○ the nature and/or status of the threat to the energy sector and to the environment; ○ loss of life/injuries; ○ impact on the health and safety of Canadians; ○ geographical regions affected; ○ national/international implications; ○ expected duration of power outage or service interruption; ○ status of reactivation process; ○ departmental resources that may be required for assistance in the reactivation process; ○ other federal/provincial/territorial agencies involved; ○ lead agency; i.e. police, CSIS, TSB, etc; ○ identify public/private utilities involved; and ○ media interest; • prepare media statements in consultation with the EOC Manager; • liaise with the company’s and NRCan or INAC’s Public Information Officer; • provide media and communications support to EOC Manager and response staff; and • report on communication matters at situation report meetings. |

| Team Member | Recommended Actions |
|--|--|
| <p>18. Administrative Assistant</p> | <p>The primary responsibility of the Administrative Assistant is to:</p> <ul style="list-style-type: none"> • provide administrative support. <p>EOC not Activated</p> <p>In the event of a Level II or Level III Emergency where the EOC is not activated:</p> <ul style="list-style-type: none"> • make travel arrangements as required. <p>EOC Activated</p> <p>In the event of a Level II or Level III Emergency where the EOC is activated:</p> <ul style="list-style-type: none"> • participate as a member of the NEB Emergency Response Team; • make travel arrangements as required; • support the EOC Manager; • record decisions; • maintain the Sequence of Events log; • maintain and gather all documentation for reporting; and • arrange logistical support to the EOC (food, coffee, etc). |

PART II - EMERGENCY RESPONSE FRAMEWORK

1. Situational Determination

Situational Determination provides for the assessment and determination of regional and national requirements, in relation to available resources, for the supply of services and material that come under the function (Source: Departmental Planning Responsibilities for Emergency Preparedness).

1.1. Description of Situational Determination

The NEB is responsible for ensuring that safety and environmental risks associated with the construction and operation of regulated facilities are identified and managed by regulated companies.

If an emergency occurs on a NEB-regulated facility or operation, the regulated company involved will initiate its emergency response plan. The company will immediately contact either the TSB's Hot Line to report all pipeline incidents and occurrences, or the NEB through the 24 hour incident cell phone, for all other incidents that occur on an NEB-regulated facility or operation (refer to Figure 1 Activation Flow Chart).

As the responsible agency, the NEB will monitor, observe and assess the overall effectiveness and safety of the company's emergency response and may, in rare instances, and where absolutely necessary, direct or assume control of the ongoing operations to minimize the emergency.

The Board has the expertise to assess all aspects of emergency response. The Board has signed various Memorandums of Understanding (MOUs) with the necessary federal departments to allow access to their expertise and equipment in the event of an emergency.

The NEB has developed its Emergency Management Program. The Emergency Management Program follows the management system principles of Plan, Do, Measure and Improve, and applies both to the internal management of the program and its extension to compliance activities of regulated companies.

The Emergency Management Program outlines the essential components of a NEB emergency response and establishes the necessary competencies for NEB emergency response staff. The program also outlines essential equipment and resources to provide regulatory oversight to a company's emergency situation, including an equipped Emergency Operations Centre, documented response procedures, managed response equipment, an emergency classification system, and decision-making protocols and authorities.

1.2. Decision Process

The NEB investigates occurrences (accidents and incidents) on the facilities and operations it regulates to ensure compliance to its regulations or safety procedures and to determine whether existing regulations, codes or enforcement and monitoring programs are appropriate. The Board also determines whether additional remedial measures should be implemented by the pipeline company, or by the industry as a whole, to prevent a similar occurrence.

1.3. Notification of an Emergency Situation

The reporting process is initiated by the regulated company, as required by the various acts or regulations that govern the facilities or operations of the company. Depending on the nature of the incident or emergency and the applicable legislation, regulated companies have different contact routes for reporting, as shown in the Activation Flow Chart. (see page 3)

The TSB and the NEB have agreed to a single-window approach whereby all pipeline related incidents or emergency notifications and reports are directed to the TSB. The TSB forwards all NEB-regulated incidents or emergency notifications or reports to the NEB as soon as practicable.

The NEB also has an agreement in place with several agencies that have regulatory responsibilities in the North West Territories (NWT) and Nunavut regarding a 24 hour Spill Reporting procedure. A company that reports a spill from a COGO Act facility or operation in the NWT or Nunavut must call the 24-hour Spill Report Line.

Upon receipt of the notification of a Level II or III Emergency, the NEB will notify NRCan and INAC.

1.4. Levels of Emergency

Specific types of emergency situations are not defined in the NEB's Emergency Management Program. It is the emergency conditions that determine the Level of Emergency and dictates the required response at each level. The NEB's Levels of Emergency are provided in table 1.

The level assigned to the incidents or emergencies will be based on one or more conditions being met within the highest level determined by the Team Leader, Emergency Management Group Leader or EOC Manager.

1.5. Emergency Communication

During an incident or emergency, the NEB will:

- gather factual information;
- monitor the incident or emergency in the event it escalates;
- monitor the news media;
- liaise with the regulated company's information officer and prepare media statements on the status of the incident or emergency to the public and/or the media; and
- respond to media requests.

1.6. Emergency Operations Centre (EOC) Activation

The NEB will activate its Emergency Operations Centre by using table 2 as a guide.

Where the EOC is activated, the EOC Manager will determine the NEB Emergency Response Team members that will be required in the EOC. Refer to the initial response check list for further details on responsibilities.

2. Governance Framework

The Governance Framework describes the coordination of the function with other emergency response functions and the assurance of an effective mechanism of consultation, reporting and overall direction and control (Source: Departmental Planning Responsibilities for Emergency Preparedness).

2.1. Description of Governance Framework

2.1.1. Transportation Safety Board of Canada (TSB)

The TSB's mandate is to advance transportation safety in the marine, pipeline, rail and air modes of transportation by:

- conducting independent investigations, including public inquiries when necessary, into selected transportation occurrences in order to make findings as to their causes and contributing factors;
- identifying safety deficiencies, as evidenced by transportation occurrences;
- making recommendations designed to eliminate or reduce any such safety deficiencies; and
- reporting publicly on investigations and on the findings in relation thereto.

The NEB has a formal relationship with the TSB in the form of a MOU, which came into effect in 1994 and is renewed periodically. The purpose of the MOU is to coordinate activities when both parties attend or investigate an incident/emergency occurrence. The NEB is the lead regulatory agency in emergency situations that occur on NEB-regulated facilities or operations and the TSB is the lead investigator for determining the cause and contributing factors leading to an incident/emergency.

In September 1999, the NEB and the TSB introduced a single-window reporting of pipeline incidents and occurrences. The purpose of this initiative was to reduce the number of agencies that companies were required to contact and eliminate the duplication of information sent to the NEB and TSB following an incident/occurrence. All incidents and occurrences as defined under the NEB *Onshore Pipeline Regulations, 1999, Processing Plant Regulations* and the *Canada Labour Code, Part II* are reported to the TSB's Hot Line. Preliminary and detailed incident reports are directed to the TSB. Subsequently, the TSB forwards all applicable reports to the NEB.

2.1.2. Human Resources and Skills Development Canada

The NEB has a MOU with Human Resources and Skills Development Canada for the purposes of establishing a joint administrative arrangement between Human Resources and Skills Development Canada –Labour Branch and the NEB for the application and enforcement of the *Canada Labour Code, Part II* in the federal oil and gas sector.

2.1.3. Agencies in the Northwest Territories and Nunavut

The NEB has an agreement in place with several agencies that have regulatory responsibilities in the Northwest Territories and Nunavut regarding 24 hour Spill Reporting. A company that reports a spill from a COGO Act facility or operation in the NWT or Nunavut must call the 24 hour Spill Report Line in NWT/Nunavut at (867) 920-8130 or as soon as practicable.

2.1.4. Indian and Northern Affairs Canada

The NEB has an agreement with the Indian and Northern Affairs Canada on any significant event or emergency situation. The agreement ensures that relevant information and updates on and response arising from oil and gas activities regulated by the NEB on northern frontier lands and on adjoining lands regulated by the NEB are transmitted to the designated INAC official in a timely fashion and, whenever reasonable, prior to public announcement, in addition to any INAC representative who may be identified in a specific emergency response plan.

2.1.5. Alberta Energy and Utilities Board

The NEB has a MOU with the Alberta Energy and Utilities Board on pipeline incident response. The agreement provides for mutual assistance and a faster and more effective response by both Boards to pipeline incidents in Alberta.

The NEB and Alberta Energy and Utility Board also have a MOU in place to address the security of Alberta Critical Facilities that have components that fall under NEB jurisdiction. In 2006, the NEB expects to engage in similar agreements with other provinces and partners where alignment or overlap of security initiatives may be streamlined.

2.1.6. Other Federal Departments

The NEB's Emergency Management Program identifies other federal departments who could be involved in a response to an emergency under the NEB Act or the COGO Act. These departments are engaged through workshops and exercises to better understand and agree upon a coordinated federal response under the NEB's lead. Other levels of government also participate in these sessions and will be outlined further in the 'Other Jurisdictional Cooperation' section. These sessions are part of the normal planning cycle and are conducted bi-annually, in various geographic regions of Canada using a risk-based planning approach.

Federal departments participating in these exercises and awareness workshops have included:

- Environment Canada
- Fisheries and Oceans Canada
- Canadian Coast Guard
- Department of National Defence
- Royal Canadian Mounted Police
- Transportation Safety Board
- Indian and Northern Affairs Canada
- Transport Canada
- Public Safety and Emergency Preparedness Canada
- Natural Resources Canada

The NEB participates on various teams of Environment Canada's Regional Environmental Emergencies Teams (REET) across Canada to further promote coordination of activities and responses.

In 2005, the NEB began to engage the Department of National Defence for exercise purposes, where the military has a significant presence and/or in areas where the military could be requested as an emergency response support resource.

3. Other Jurisdictional Cooperation

In developing a civil emergency plan, a department shall, to the extent possible and desirable, secure the cooperation and active support of the private sector, of benevolent and volunteer organizations, of territorial and provincial governments and, through these latter, of local authorities (Source: Departmental Planning Responsibilities for Emergency Preparedness).

3.1. Description of Other Jurisdictional Cooperation

As part of cyclical planning, the NEB attempts to identify all agencies and the types of incidents that would result in a multi-level government response to an incident/emergency. Agencies are identified based on the type of incident and are then engaged in workshops and exercises to better understand and agree upon a coordinated regulatory response under the NEB's lead.

These sessions have been formally organized, conducted and documented with informal working-level understanding obtained among parties pertaining to a joint response to an emergency on a NEB-regulated company. MOU's are not contemplated for most of these relationships as informal agreements and knowledge of roles is best managed through interactions.

Representatives from the federal, provincial, regional, municipal, and territorial levels, as well as emergency planning representatives from local First Nations are invited.

Participating provincial, municipal and territorial agencies include:

- Provincial and territorial emergency measures organizations and Regional Environmental Emergencies Teams;
- Provincial and territorial energy and natural resources ministries;
- Aboriginal government agencies and organizations;
- Provincial, territorial and offshore energy regulators;
- Federal, provincial, regional and municipal emergency services including police, fire and ambulance;
- Provincial and territorial and municipal environment departments;
- Provincial and territorial transportation ministries; and
- Local and regional health authorities.

Regulated pipeline companies whose operations become part of the exercise scenario are also included and involved in these sessions.

The exercises and workshops ensure a common understanding of each department's mandate and authority and create an awareness of the role of the NEB as the lead agency in an emergency response involved by a NEB-regulated company. These sessions are formally organized, conducted and documented as part of the NEB's Emergency Management Program.

3.1.1. Working Agreements

To deal with overlapping and adjoining jurisdictions, common regulatory objectives and the need for effective communication about security management, the Board has developed, and continues to develop, formal and informal working agreements with federal and provincial government partners.

4. Reactivation Priorities

Reactivation priorities provide for the assessment and determination of loss or damage to resources or facilities that come under the function, and the establishment and administration of priorities for their repair, replacement rehabilitation or reactivation (Source: Departmental Planning Responsibilities for Emergency Preparedness).

4.1. Description of Reactivation Priorities

The NEB's Emergency Management Program prescribes the emergency situations that require NEB staff to respond to and oversee the repairs and the return to service activities. The NEB works jointly with the TSB in determining and assessing the loss. The NEB is then responsible for providing direction to the company and industry to prevent future similar incidents.

The decision to reactivate following an emergency lies with the NEB and is discussed with other stakeholders as appropriate.

It is the responsibility of the regulated company to rehabilitate, re-activate, replace or repair its facility after an incident. The NEB's role during an emergency is to ensure that the company does so without undue risk to the integrity of other operations, employees, the public or the environment.

The NEB provides continual oversight of emergency management within the regulated industry to ensure that appropriate programs and resources are in place.

The *Canada Oil and Gas Production and Conservation Regulations* allow the Chief Safety Officer to approve resumption of production when satisfied that production operations can be safely resumed. This officer's roles and responsibilities are outlined in the NEB's Emergency Management Program.

5. Resource Allocation

Resource Allocation provides for the establishment and administration of priorities to ensure the effective allocation of services and material in short supply, and the establishment and maintenance of programs to overcome the shortages (Source: Departmental Planning Responsibilities for Emergency Preparedness).

5.1. Description of Resource Allocation

The NEB's Emergency Management Program defines:

- the required staff competencies and roles;
- the necessary equipment to mount a regulatory response;
- procedures and authorities for expenditures associated with an emergency response; and
- the responsibilities and powers of the NEB, should a company's response be ineffective.

The NEB has the following expertise:

- safety officers;
- health and safety officers;
- pipeline production, facility and geotechnical engineers;
- environmental specialists;
- lands specialists;
- inspection officers;
- oceanographer;
- geologists;
- geophysicists;
- lawyers;
- emergency management specialists; and
- communications officers.

6. Regional Adaptation

Regional Adaptation provides for the establishment and management of administrative mechanisms or facilities necessary to permit the emergency response functions to be effectively carried out in any region of Canada (Source: Departmental Planning Responsibilities for Emergency Preparedness).

6.1. Description of Regional Adaptation

The NEB has emergency response obligations in all provinces and territories, with the exceptions of Prince Edward Island and Newfoundland as there are no regulated facilities in these two provinces. The Emergency Management Program is designed to increase interactions at local levels within all geographic areas. The intent of the program is to ensure that companies are appropriately prepared to manage emergencies and that agencies at all levels of government are aware of each others roles and responsibilities to the extent that this is possible.

This goal is achieved through:

- strategic allocation of NEB staff and resources;
- participation in company exercises;
- planned interagency exercises; and
- strategic participation in Environment Canada Regional Environmental Emergencies Teams.

7. International Obligations

International Obligations provides for the coordination with relevant international organizations and the potential deployment of resources to other countries in response to a request for emergency assistance or in fulfillment of international commitments (Source: Departmental Planning Responsibilities for Emergency Preparedness).

7.1. Description of International Obligations

The NEB has been working informally with the Pipeline and Hazardous Materials Safety Administration (PHMSA) within the United States (formerly the Office of Pipeline Safety) for many years. This relationship was formalized on 1 November 2005 with the signing a formal agreement.

The agreement allows for increased participation and resource sharing of staff, equipment and knowledge between the two agencies. Intelligence gained from emergencies will be used by both agencies in developing their compliance programs. The agreement anticipates rationalization of physical pipeline regulations (including those pertaining to security and emergency response) between Canada and the U.S.

No formal agreements exist with respect to coordination and harmonization regarding offshore regulations with international agencies, although informal working arrangements exist between NEB staff and staff within the Health and Safety Executive (United Kingdom) and the Minerals Management Service (United States).

8. Worker Safety and Welfare

Worker Safety and Welfare provides for the safety and welfare, during an emergency, of federal employees and other responders working under its control (Source: Departmental Planning Responsibilities for Emergency Preparedness).

8.1. Description of Worker Safety and Welfare

The NEB Emergency Management Program includes requirements for staff training and the acquisition, maintenance and assessment of basic competencies required for emergency responders. In addition, it prescribes (by reference) the necessary personal protective equipment for NEB responders.

The NEB is an extended jurisdiction of Human Resources and Skills Development Canada and complies with and enforces the *Canada Labour Code*.

NEB emergency responders are equipped with the proper equipment and trained on its use for their protection and safety. A site or emergency condition will dictate the proper personal safety equipment to be used, but employees are equipped with basic safety equipment that includes (not limited to):

- fire retardant clothing (summer and winter);
- protective eyewear (glasses/shields etc. appropriate to the situation/site);
- protective footwear (i.e., steel-toed boots of various sorts: rubber, arctic, etc.);
- protective hearing devices;
- protective headwear;
- protective gloves;
- communication systems (satellite phones, cell phones, modems); and/or
- arctic-appropriate gear.

NEB employees who are required to work on a pipeline, a pipeline right of way or pipeline facility, receive training prior to being able to access those sites. The training requirements and their recertification are outlined within varied internal operating procedures. Some of these courses include, but are not limited to:

- H2S Alive (Hydrogen Sulphide) training;
- Transportation of Dangerous Goods;
- Workplace Hazardous Materials Information System;
- Defensive Driving and Off-road Safe Driving Training;
- First Aid Training; and
- Incident Command System Training.

The NEB also has a remote travel or journey management program to ensure the safety of employees while traveling in remote areas and that they are equipped with survival kits appropriate to the geography (e.g., far north, offshore, etc.).

PART III – ANNEXES

ANNEX A- NEB CONTACTS

Restricted Distribution When Completed

| Name and Title | Telephone |
|--|-------------------|
| NEB Incident Cellular Phone 24/7 | C- (403) 807-9473 |
| Emergency Operations Centre, when activated | O- |
| Gregory Lever, Operations Business Unit Leader | O- C- |
| Ken Paulson, Team Leader of the Compliance Planning & Analysis Team | O- C- |
| Bharat Dixit, Team Leader and Chief Conservation Officer COGO Act | O- C- |
| Robert LeMay, Emergency Management Group Leader | O- C- |
| Chris van Egmond, Team Leader of the Oil and Electricity Team | O- C- |
| John Fox, Team Leader of the Gas Team | O- C- |
| Paul Lackhoff, Communications Team Leader | O- C- |
| Jim Donihee, Chief Operating Officer | O- C- |
| Ken Vollman, Chairman | O- C- |
| Gaétan Caron, Vice-Chair | O- C- |
| Michel Mantha, Secretary | O- C- |

ANNEX B- OGDS AND AGENCIES CONTACTS

Restricted Distribution When Completed

| Name and Title | Telephone |
|--|--|
| Transportation Safety Board's Hot Line 24/7 | C-(819) 997-7887 |
| Canada Coast Guard Regional Operations Centre Main Switchboard | O-(800) 265-0237 |
| Environment Canada National Environmental Emergencies Centre | O-(819) 997-3742 |
| Canada Coast Guard. Central and Arctic Region Sarnia Duty Officer | O-1-800-265-0237 |
| | |
| CP Rail – Canada wide emergency response | O-1-800-795-7851 |
| CN Rail – Canada wide emergency response | O-1-800-465-9239 |
| Natural Resources Canada Departmental Emergency Operations Centre | O-1-613-943-0000 E: nrcaneoc@nrcan.gc.ca |
| Public Safety and Emergency Preparedness Canada (PSEPC) | Ottawa 1-613-991-7000 main switchboard O-(613) 991-3283 P- H F-(613) 998-9589 E-communications@psepc.gc.ca |

ANNEX C- PROVINCIAL/TERRITORIAL CONTACTS NORTHWEST TERRITORIES

Abbreviations Used in Following Tables:

- EMO Provincial or Territorial Emergency Management Organization
- Enrg Provincial or Territorial Energy Regulator
- Env Provincial or Territorial Environment Department
- WC Provincial or Territorial Workers Safety and Compensation Agency

Restricted Distribution When Completed

| Province and Department | Name/ Position | Phone Number | E-Mail | EMO | Enrg | Env | WC |
|---|--------------------------------------|--|---------------------|-----|------|-----|----|
| British Columbia | | | | | | | |
| BC Provincial Emergency Program (BCPEP) | Emergency number | 1-800-663-3456 | | X | | | |
| BC Oil and Gas Commission | Main Switchboard, Emergency Response | (250) 261-5700 (250) 261-5757 | | | X | | |
| BC Pipeline Division | | (250) 952-0316 | | | X | | |
| BC Ministry of Environment | Environmental Emergencies | 1-800-663-3456 | | | | X | |
| BC Worksafe (WCB) | | 604-276-3301 day 604-273-7711 after hours | | | | | X |
| Public Safety and Emergency Preparedness Canada (PSEPC) | Regional Office | (250) 363-3621 | | | | | |
| Environment Canada | Regional office | (604) 666-6100 | | | | | |
| BC Ministry of Forests | Emergency line | 1-800-663-5555 1-800-663-7867 | EnquiryBC@gov.bc.ca | | | | |

| Alberta | Name/ Position | Phone Number | E-Mail | EMO | Enrg | Env | WC |
|---|---|---|--------------------------|------------|-------------|------------|-----------|
| Emergency Management Alberta | 24 hour emergency number | 1-800-272-9600 (780) 422-9000 toll free: 310-0000) F: (780) 422-1549 | ema@gov.ab.ca | X | | | |
| Alberta Energy and Utilities Board | Field Service 24/7 Emergency | (403) 297-8303 | | | X | | |
| Alberta Environmental Protection | EC/AEP Spill Line | 1-800-222-6514 | | | | X | |
| Alberta Workers Compensation Board | | 1-866-922-9221 | | | | | X |
| Fisheries & Oceans, Alberta office | | (780) 495-3701 | | | | | |
| Public Safety and Emergency Preparedness Canada (PSEPC) | Regional | | | | | | |
| Environment Canada | | 1-800-222-6514 | | | | | |
| Heritage Canada-Jasper National Park | Jasper Park Dispatch | (780) 992-6389 | | | | | |
| Saskatchewan | Name/ Position | Phone Number | E-Mail | EMO | Enrg | Env | WC |
| Saskatchewan Emergency Measures Organization | 24 hour emergency number | (306) 787-9563 | infosafety@cps.gov.sk.ca | X | | | |
| Saskatchewan Industry and Resources | Pipelines and spills | (866) 727-5427 | | | X | | |
| Saskatchewan Environment | 24 hr. fire watch 24 hour spill control line | 1-800-667-9660 1-800-667-7525 | | | | X | |
| Saskatchewan Workers Compensation Board | Media Inquiries, Speakers Bureau, other inquiries | (306) 787-1867 | internet_prc@wcbask.com | | | | X |
| PSEPC Regional Office | | (306) 780-5005 | | | | | |
| Environment Canada | | (800) 667-7525 | | | | | |

| Manitoba | Name/ Position | Phone Number | E-Mail | EMO | Enrg | Env | WC |
|--|--|---|--------------------|------------|-------------|------------|-----------|
| Emergency Measures Organization | 24 hour emergency line | (204) 945-5555 (204) 945-4772 | emo@gov.mb.ca | X | | | |
| Petroleum Branch – oil and gas facilities | 24 hour emergency number - Bruce Dunning | (204) 748-4260 | bdunning@gov.mb.ca | | X | | |
| Manitoba Conservation Emergency Response Program | 24 hour emergency number | 1-204-944-4888 | | | | X | |
| Workplace Safety and Health Division | Work hours After hours | (204) 945-3446 (204) 945-0581 | | | | | X |
| PSEPC Regional Office | | (204) 983-6790 | | | | | |
| Environment Canada | | (204) 944-4888 (call collect outside Winnipeg) | | | | | |
| | | | | | | | |
| Ontario | Name/ Position | Phone Number | E-Mail | EMO | Enrg | Env | WC |
| Emergency Management Ontario | | (416) 326-5010 | | X | | | |
| Ontario Energy Board | | 1-888-632-6273 | | | X | | |
| Ontario Ministry of the Environment | | 1-800-268-6060 1-866-663-8477 | | | | X | |
| Ontario Work Place Safety and Insurance Board | General Inquiries | (416) 344-1000 1-800-387-5540 | | | | | X |
| Ontario Ministry of Natural Resources | General inquiries | 1-800-667-1940 | | | | | |
| Ontario Ministry of Transportation | General inquiries | 1-800-268-4686 | | | | | |
| Ontario Provincial Police | 24 hr. toll free number | 1-888-310-1122 | | | | | |
| Emergency Preparedness Canada | Emergency Operations Centre | (613) 991-7000 | | | | | |
| PSEPC Regional Office | | (416) 973-6343 | | | | | |
| Canadian Coast Guard | | | | | | | |

| | | | | | | | |
|---|-------------------------------------|---|-----------------------|------------|-------------|------------|-----------|
| Environment Canada | Spills Action Centre | (416) 325-3000 (800) 268-6060 | | | | | |
| Environment Canada | Environmental Emergency | (819) 997-3742 | | | | | |
| Royal Canadian Mounted Police | | | | | | | |
| Transport Canada Ontario region | Security and Emergency Preparedness | | | | | | |
| Department of Fisheries and Oceans Canada Ontario Great Lakes Area (OGLA) | | | | | | | |
| Québec | Name/ Position | Phone Number | E-Mail | EMO | Enrg | Env | WC |
| Sécurité publique Québec | General inquiries | (418) 644-6826 1-866-644-6826 | infocom@msp.gov.qc.ca | X | | | |
| Régie de l'énergie | | 514-873-2452 général 1-888-873-2452 | | | X | | |
| Ministry of the Environment of Quebec | | (866) 694-5454 (866) 248-6936 | | | | X | |
| PSEPC Regional Office | | (418) 648-3111 | | | | | |
| Environment Canada - Environmental Emergencies | | Montreal Region: 514-283-2333 Quebec: 1-866-283-2333 | | | | | |
| Fisheries and Oceans | | (418) 648-7747 | | | | | |
| New Brunswick | Name/ Position | Phone Number | E-Mail | EMO | Enrg | Env | WC |
| NB Emergency Measures Organization | | 1-800-561-4034 | | X | | | |
| Natural Resources | General Inquiries | (506) 453-2207 | | | X | X | |
| PSEPC Regional Office | | (506) 452-3020 | | | | | |
| Canadian Coast Guard | Operations Centre | (800) 565-1633 | | | | | |
| Nova Scotia | Name/ Position | Phone Number | E-Mail | EMO | Enrg | Env | WC |
| Emergency Management Office | | 24 hr: (902) 424-5620 | | X | | | |

| | | | | | | | |
|---|--|--|---------------|------------|-------------|------------|-----------|
| | | (902) 424-5620 | | | | | |
| Department of Energy | Main office | (902) 424-4575 | | | X | | |
| Environment and Labour | Air, Land and Water | (902)-424-5300 | | | | X | |
| Workers Compensation Board of Nova Scotia | Main Office | (902) 491-8999 | | | | | X |
| PSEPC Regional Office | | (902) 426-2082 | | | | | |
| Canadian Coast Guard | Operations Centre | (902) 426-6030 (800) 565-1633 | | | | | |
| Fisheries and Oceans Canada – regional office | | (902) 426-3760 | | | | | |
| Newfoundland Labrador | Name/ Position | Phone Number | E-Mail | EMO | Enrg | Env | WC |
| Emergency Measures Organization | Directors Office | (709) 729-3703 | | X | | | |
| Environment and Conservation | General Inquiries | 709-729-2664 | | | | X | |
| Workplace Health, Safety & Compensation Review Division | | (709) 778-1000 | | | | | X |
| PSEPC Regional Office | | (709) 772-5522 (709) 772-4532 | | | | | |
| Fisheries and Oceans Canada – regional office | | (709) 772-4423 | | | | | |
| Canadian Coast Guard | Marine Communications and Traffic Services | (709) 772-2083 (800) 563-9089 (accessible within province) | | | | | |

NORTHWEST TERRITORIES

| Name and Title | Telephone | Alternate | Telephone |
|--|----------------------------------|-----------|----------------------|
| Emergency Services Division Government of the NWT Emergency Measures Office Yellowknife, NT | 24/7: (867) 873-7554 O: C: | | O: C: P: |
| | P: F: | | O- C- P- H- |
| NWT/Nunavut 24-Hour Spill Report Line Yellowknife, NT | 24/7: (867) 920-8130 | | O: C: P: |
| | F: (867) 873-6920 | | |
| RCMP, G Division Yellowknife, NT | 24/7: (867) 669-1111 | | O: |
| | O: C: P: F: | | C: P: |
| Joint Task Force North National Defence Canada Yellowknife, NT | O: (867) 873-0700 | | O: |
| | C: P: F: | | C: P: |
| Canadian Coast Guard, Central and Arctic Sarnia Duty Officer | 24/7: (800)-265-0237 | | O: |
| | C: P: F: | | C: P: |
| | O-- C F- | | O- C- P- H |
| | O- C- F- | | O- C- P- H |

YUKON

| Name and Title | Telephone | Alternate | Telephone |
|---|--|-------------------|-------------------------------|
| Yukon Spill Line Whitehorse, YK | 24/7: (867)-667-7244 F: | | |
| Operations Communications Centre (for Emergency contacts): RCMP, M Division Whitehorse, YK | O: (867) 667-5555 C: P:- F: | | O: C: P: |
| | | | O- C- P- H |
| Coordinator, Emergency, Planning, Prevention, & Liaison Arctic REET Environment Canada Whitehorse, YK | O: C: P: F: | Emergency Spills: | O: (867) 667-3400 C: P: |
| | | | |
| Joint Task Force North National Defence Canada Yellowknife, NT | 24/7: (867) 877-0700 C: P: F: | | O: C: P: |
| Canadian Coast Guard, Central and Arctic Sarnia Duty Officer | 24/7: (800)-265-0237 C: P: F: | | O: C: P: |
| | O- C- P- H | | O- C- P- H |
| | | | O- C- P- H |

NUNAVUT

| Name and Title | Telephone | Alternate | Telephone |
|--|--|-----------|---------------------|
| NWT/Nunavut 24-Hour Spill Report Line Yellowknife, NT | 24/7: (867) 920-8130 C: P: F: | | O: C: P: |
| Iqaluit RCMP Detachment 'V' Division HQ Iqaluit, NU | 24/7: (867) 979-0123 O: C: P: F: | | O: C: P: |
| Joint Task Force North National Defence Canada Yellowknife, NT | 24/7: (867) 877-0700 C: P: F: | | O: C: P: |
| Canadian Coast Guard, Central and Arctic Sarnia Duty Officer | 24/7: (800)-265-0237 O: C: P: F: | | O: C: P: |
| | O- C- F- | | O- C- P- H |
| | O- () C- F- | | O- C- P- H |

ANNEX D- INTERNATIONAL CONTACTS

Restricted Distribution When Completed

| Name and Title | Telephone | Alternate | Telephone |
|--|---|-----------|--|
| All United States US Environmental Protection Agency Oil and Chemical Spill National Response Center | O-1-800-424-8802 C- P- H | | O- C- P- H O- C- P- H |
| All United States Office of the Pipeline Safety National Response Center | O-1-800-424-8802 C- P- H | | O- C- P- H O- C- P- H |
| Washington, Idaho, Montana United States Coast Guard (USCG) 13 th District Command Center Washington, Idaho, Montana | O- O: 206-220 -7001 -7002 -7003 F: 206-220-7009 C- P- H | | O- C- P- H O- C- P- H |
| North Dakota United States Coast Guard (USCG) 8 th District Command Center | O-504-589-6225 C- P- H | | O- C- P- H O- C- P- H |
| Minnesota, Michigan, Ohio, New York United States Coast Guard (USCG) 9 th District Command Center | O-216-902-6117 216-902-6118 C- P- H | | O- C- P- H |

| Name and Title | Telephone | Alternate | Telephone |
|--|--|-----------|----------------------|
| Vermont, New Hampshire, Maine United States Coast Guard (USCG) 1 th District Command Centre Watch | O-617-223-8555 C- P- H | | O- C- P- H |
| Alaska Prevention & Emergency Response Program - Juneau; Division of Spill Prevention and Response Department of Environmental Conservation Juneau, AK | 24/7 1-800-478-9300 O: C: P: F: | | O: C: P: F: |
| | O: C: P: F: | | O- C- P- H |
| | | | O- C- P- H |
| | O: C: P: F: | | O- C- P- H |
| | | | |
| | O: C: P: F: E: | | O- C- P- H |
| | | | O- C- P- H |

ANNEX E- NON GOVERNMENT ORGANIZATION CONTACTS

Restricted Distribution When Completed

| Name and Title | Telephone | Alternate | Telephone |
|---|---|----------------|---|
| Canadian Energy Pipeline Association (CEPA) | O-(403) 221-8777 C- P- H- F-(403) 221-8760 E-info@cepa.com | | O- C- P- H |
| | | | O- C- P- H |
| Canadian Association of Petroleum Producers (CAPP) | Calgary O-(403) 267-1100 C- P- H- F-(403)261-4622 E-communication@capp.ca | St. John's, NF | O-(709) 724-4200 C- P- F- (709) 724-4225 |
| | | | O- C- P- H |
| Canada-Nova Scotia Offshore Petroleum Board (CNSOPB). | O-(902) 422-5588 (24 hour) C- P- H- F-(902) 422-1799 E-postmaster@cnsopb.ns.ca | | O- C- P- H |
| | | | O- C- P- H |
| Canada-Newfoundland and Labrador Offshore Petroleum Board (C-NLOPB) | O- (709) 778-1400 C- P- H- E-Postmaster@cnlopb.nl.ca | | O- C- P- H |
| | | | O- C- P- H |
| | O- C- P- H | | O- C- P- H |
| | | | O- C- P- H |

ANNEX F- PRIVATE SECTOR CONTACTS

Restricted Distribution When Completed

| Name and Title | Telephone | Alternate | Telephone |
|----------------|---------------------|-----------|---------------------|
| | O- C- P- H | | O- C- P- H |
| | | | O- C- P- H |
| | O- C- F- H | | O- C- P- H |
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| | | | O- C- P- H |

ANNEX G- OTHER CONTACTS

Restricted Distribution When Completed

| Name and Title | Telephone | Alternate | Telephone |
|----------------|---------------------|-----------|---------------------|
| | O- C- P- H | | O- C- P- H |
| | O- C- P- H | | O- C- P- H |
| | O- C- P- H | | O- C- P- H |
| | O- C- P- H | | O- C- P- H |
| | O- C- P- H | | O- C- P- H |

ANNEX H- EMERGENCY MANAGEMENT FRAMEWORK

Legislation and Policy Framework

1. General Principles

The NEB's Emergency Management Program is based on the principle that initial responsibility for emergency response normally rests with the NEB-regulated companies. If, however, the response cannot be effectively managed at that level, the NEB may be required to take over the emergency response.

1.2 Federal Jurisdiction

The main functions of the NEB are established in the NEB Act and include regulating:

- the construction and operation of pipelines that cross international or provincial borders, as well as pipeline tolls and tariffs;
- international power lines and designated interprovincial power lines; and
- natural gas imports and exports, oil, natural gas liquids (NGLs) and electricity exports.

The NEB Act also requires that the Board monitor all aspects of energy supply, production, development and trade that fall within the jurisdiction of the federal government.

Annex N includes a map of Canada identifying the major oil and gas pipelines under the Board jurisdiction.

The Board has additional regulatory responsibilities under the COGO Act and under certain provisions of the *Canada Petroleum Resources Act* for oil and gas exploration and production on frontier lands¹ and certain offshore areas. The Board also has environmental responsibilities under the *Canadian Environmental Assessment Act* and the *Mackenzie Valley Resource Management Act*. In addition, certain Board inspectors are appointed Health and Safety Officers by the Minister of Labour to administer Part II of the *Canada Labour Code* as it applies to facilities and activities regulated by the Board.

Annex O includes a map of Canada identifying the areas regulated by the NEB, the Canada-Newfoundland Offshore Petroleum Board and the Canada-Nova-Scotia Offshore Petroleum Board.

Legislative authorities governing the NEB's Emergency Management Program are:

- a) the NEB Act and subordinate regulations;
- b) the COGO Act and subordinate regulations;
- c) the *Canada Labour Code – Canada Occupational Health and Safety Regulations*; and
- d) *Oil and Gas Occupational Safety and Health Regulations*.

1 Those lands in the North and in offshore areas that are not subject to a federal/provincial shared management agreement.

1.2.1 National Energy Board Act (NEB Act)

The Board may inquire into any accident involving a pipeline or international power line or other facility the construction or operation of which is regulated by the Board and may, at the conclusion of the inquiry, make:

- findings as to the cause of the accident or factors contributing to it;
- recommendations relating to the prevention of future similar accidents; or
- any decision or order that the Board can make.

Inspection Officer Designation

The Act provides for the designation of an inspection officer for the purpose of ensuring:

- the safety of the public and a company's employees;
- the protection of property and the environment; and
- compliance with the Act, any regulations made under the Act, and any orders and certificates issued by the Board.

The powers of the inspection officer include:

- having access to and inspecting:
 - any lands or pipeline;
 - any excavation activity extending within thirty metres of the pipeline, and
 - any facility being constructed across, on, along or under the pipeline;
- directing a company or person to perform any tests that the inspection officer consider necessary for an inspection;
- examining and making copies of any information that an inspection officer believes on reasonable grounds, contain information relating to the design, construction, operation, maintenance or abandonment of a pipeline; and
- making orders where the inspection officer has reasonable grounds to believe that a hazard to the safety of the public or employees of a company or detriment to property or the environment is being or will be caused by:
 - the construction operation, maintenance or abandonment of a pipeline, or any part of a pipeline;
 - or
 - an excavation activity or the construction of a facility.

The order may require work to be suspended until the hazardous or detrimental situation has been remedied to the satisfaction of the inspection officer; or the company or person involved in the pipeline, excavation activity or the construction of a facility to take any measure specified in the order to ensure safety of the pipeline, the public or employees of the company or to protect property or the environment.

Security

As a regulator of Canadian inter-provincial and international pipeline systems, and electrical power-lines that cross international borders, the Board has historically regulated security management under the auspices of promoting safety, environmental protection and economic efficiency in the Canadian public interest.

However, on 20 April 2005, the *Canadian Public Safety Act* was signed by Governor in Council, amending the NEB Act to explicitly include *security* as part of the Board's mandate, providing the Board with the legislative authority to regulate security of energy infrastructure under its jurisdiction. Under this authority, the Board is developing a regulatory framework to regulate security management in the regulated industry. The Board will implement a goal-oriented approach in this regard and expects to align this regulatory oversight with existing industry-led security management programs. The Board's commitment to regulating security management is noted with the addition of *Security* to the Board's 2005-2008 Strategic Plan, and inclusion of *Security* within the Board's Purpose statement.

The regulatory oversight of security management programs focuses primarily on security threats that have the potential to negatively impact the safety of the Canadian public or company personnel, the environment, and/or the continued operation of energy systems regulated by the Board. The Board's level of response to any security threat or security breach in this regard, is expected to follow the response of a non-intentional event, and similarly corresponds to the resulting conditions and associated levels of emergency outlined in this Emergency Management Program.

Although federal and provincial agencies have undertaken enhanced security management focus and concerted security initiatives in the past several years, the Board regulates with the understanding that the immediate responsibility for protecting pipeline infrastructure remains with the pipeline companies. In this regard, the Board expects that regulated companies will remain diligent in developing, maintaining and applying adequate and effective security practices to protect their pipeline systems and electrical transmission lines. The Board's (security) mandate will continue to be the regulatory oversight of these practices and programs.

Regulations

The NEB Act provides for the Board to make regulations, with the approval of the Governor in Council,

- governing the design, construction, operation and abandonment of a pipeline; and
- providing for the protection of property and the environment and the safety of the public and of the company's employees in the construction, operation and abandonment of a pipeline.

1.2.2 Onshore Pipeline Regulations, 1999

Sections 32 to 35 of the *Onshore Pipeline Regulations, 1999*, require companies to have the major elements that are considered to constitute an emergency preparedness and response program.

1.2.3 Board letter dated 24 April 2002

To fully comply with the *Onshore Pipeline Regulations, 1999* and meet NEB expectations for an appropriate and effective emergency preparedness and response program, the Board issued a letter dated 24 April 2002, to its regulated companies, outlining the following expected elements which should be included in a company's emergency preparedness and response program:

- Hazard Assessment (including the threat of terrorism and criminal activities);
- Emergency Procedures Manual;
- Liaison Program (First Responders);
- Continuing Educating Program (Public);
- Emergency Response Training;
- Emergency Response Exercises;
- Incident and Response Evaluation; and
- Emergency Response Equipment.

The expected elements are used by the Board to determine if a company's emergency preparedness and response program meets the following goals:

- NEB-regulated facilities and activities are safe and secure, and perceived to be so; and
- NEB-regulated facilities are built and operated in a manner that protects the environment and respects the rights of those affected.

The Board recognizes that due to the differences in the nature and scope of pipeline company's businesses and operations and associated hazards, no two companies will have identical emergency preparedness and response programs. Emergency preparedness and response programs should include the expected elements considered necessary to meet the requirements of the *Onshore Pipeline Regulations, 1999*, if not, companies are expected to provide a rationale for any expected element that is not in their emergency preparedness and response program.

1.2.4 Processing Plant Regulations

Sections 35 to 38 of the *Processing Plant Regulations* require companies to adequately prepare for emergencies.

1.2.5 Canada Oil and Gas Operations Act (COGO Act)

For companies and operations regulated under the *Canada Oil and Gas Operations Act*, the NEB approves applications, including demonstrating emergency preparedness and response capabilities. To further ensure compliance, the NEB conducts inspections and audits of regulatory requirements.

1.2.6 *Canada Oil and Gas Production and Conservation Regulations*

Section 60 of the *Canada Oil and Gas Production and Conservation Regulations* requires each company to submit contingency planning to address abnormal conditions or emergencies that could reasonably be anticipated, and to coordinate its plans with any relevant municipal, provincial or national plans.

Section 72 requires each company to ensure that the persons at the site are familiar with the procedures for their personal safety and for evacuation of the site, with their responsibilities under the contingency plans, and to carry out a drill of the procedures at least once every twelve months.

1.2.7 *Canada Oil and Gas Geophysical Operations Regulations*

Section 35 of the *Canada Oil and Gas Geophysical Operations Regulations* requires each company to ensure that every member of the geophysical crew undergoes the instruction, training and drills necessary to enable the member to cope with both normal operations and emergency situations.

ANNEX I- DEPARTMENTAL FRAMEWORK

1. Emergency Management Approach

Emergency management within the NEB involves four fundamental phases designed to facilitate planning for and response to incidents and/or emergencies:

Phase 1. Mitigation/Prevention – Consists of activities aimed at reducing the likelihood or the impacts of an incident/emergency.

Phase 2. Preparedness – Consists of making decisions and taking measures before an emergency, in order to be ready to effectively respond. This includes preparing for the main parameters of the response, the administrative modalities, the resources required as well as training and exercising the plans.

Phase 3. Response - Implemented immediately before, during or after an emergency and consists of ensuring that the NEB-regulated companies' activities are aimed at limiting or preventing damage to life, property or the environment. Depending on the nature of the incident or emergency, the response may require a complex level of coordination and communications.

Phase 4. Containment, Recovery and Clean-up - Consists of ensuring that the NEB-regulated companies' activities are aimed at restoring to normal conditions after an emergency. Containment, recovery and clean-up activities may include reviewing the company's initiated options for containment, recovery and clean-up of released and/or spilled product and providing advice or direction to the company.

1.2 National Energy Board's Emergency Management Program

1.1.1 Emergency Management Program Definition

The Board's Emergency Management Program is an emergency management system designed to link the Board's response capacity with federal, provincial/territorial and private sectors to better manage and co-ordinate the response to emergencies.

1.2.2 Scope of Emergency Management Program

Using the Board's legislation, existing relationships and best practices, the Emergency Management Program integrates effective practices in emergency preparedness and response into a comprehensive framework for emergency management. The Emergency Management Program will enable responders to work together more effectively to manage emergencies no matter what the cause, size or complexity.

1.2.3 Objectives of Emergency Management Program

The objectives of Emergency Management Program are to:

- establish a prompt and coordinated response to an incident or emergency which occurs at any facility or operation regulated by the NEB;
- promote safety and security and assure compliance with the regulatory requirements in order to protect: during the life cycle of facilities and operations, the people, property, and the environment;
- provide standardized organizational structures, processes and procedures;

- facilitate the flow of information within and between levels of the system; and
- enhance interoperability with internal and external partners.

The use of the Emergency Management Program will improve the mobilization, deployment, utilization, tracking, and demobilization of resources.

1.2.4 Emergency Management Program Structure

The Board's Emergency Management Program outlines:

- Board staff's roles and responsibilities;
- the organizational structure;
- how the Board responds to an incident/emergency;
- skills and certification requirements;
- training;
- exercises;
- emergency response equipment;
- inter-agency communication and protocols; and
- system audits (internal and external).

The Emergency Management Program provides a generic and standardized framework that may be adopted in response to any type of emergency affecting NEB-regulated companies. The program was developed to ensure that the Board is prepared and able to respond to all emerging, imminent or occurring incident, emergencies and threats.

ANNEX J– EMERGENCY MANAGEMENT ROLES AND RESPONSIBILITIES

1. NEB Emergency Management Roles and Responsibilities

Should an incident or emergency occur on a facility or operation, it is the regulated company's responsibility to manage the response.

The Board's goals are that NEB-regulated facilities and activities are safe and secure, and are perceived to be so and that NEB-regulated facilities are built and operated in a manner that protects the environment and respects the rights of those affected. Therefore, with these goals in mind, the NEB's role, when an emergency occurs under its authority, is to:

- a) monitor, observe and assess the overall effectiveness and safety of the company's emergency response;
- b) ensure the company responds appropriately;
- c) inspect the pipeline or facility;
- d) investigate the event, in cooperation with the Transportation Safety Board;
- e) ensure appropriate remedial and repair methods are employed;
- f) as the lead agency, liaise and coordinate interactions between all interested responding and non-responding agencies, including NRCan, INAC, and Public Safety and Emergency Preparedness Canada;
- g) ensure that affected and responding agencies needs are met in a coordinate fashion which does not result in undue burden to the company;
- h) on site, liaise and coordinate with other federal, provincial and municipal agencies;
- i) initiate enforcement actions if necessary;
- j) conduct post-incident follow-up to further ensure compliance and to communicate/disseminate knowledge obtained through investigation; and
- k) provide direction to the company and industry to prevent future similar incidents.

2. NEB Staff Roles and Responsibilities

The NEB Emergency Response Procedures require that roles are developed where each role fulfills certain responsibilities and ensures that actions are completed to protect the public and company personnel, property and the environment.

Checklists for each role are set out in the Initial Response Check List. The checklist is a list of actions and a guide for each role to follow in the event of a response to an incident or emergency. NEB staff assigned to these roles are informed of their role and are trained and knowledgeable in their area of emergency response.

ANNEX K- INVENTORY OF EMERGENCY PLANS

1. Emergency Preparedness and Response Plans

1.1 Regulated Companies' Emergency Preparedness and Response Manuals

Regulated companies are required to file their Emergency Preparedness and Response Manuals and any updates that are made to it with the Board. These manuals are reviewed, maintained and assessed by the NEB.

1.2 NEB Emergency Preparedness and Response Plans

Elements of Emergency Preparedness and Response Plans included under the NEB's Emergency Management Program are as follows:

1. Introduction
2. System Management
3. Emergency Management Group
4. Emergency Management Training
5. Incident Notification and Identification
6. Emergency Response Procedures
7. Offshore Emergency Response Procedures
8. Emergency Operations Procedures
9. Emergency Communication Technology and Equipment
10. Response Procedure Testing
11. Internal Service Agreements
12. Inter-agency Communication and Protocol
13. External Service Agreements
14. System Audits

ANNEX L- GUIDELINES FOR DEVELOPING EMERGENCY PLANS

1. Legislative context

The NEB's Emergency Management Program has been developed to be consistent with:

- NEB Act and COGO Act and subordinate regulations;
- NEB letter to all regulated companies dated 24 April 2002; and
- Canadian Standards Association CSA-Z731.

ANNEX M - TRAINING AND EXERCISES

The NEB Emergency Management Program is dependent in part on training and exercising at a level of frequency necessary to maintain the effectiveness of the system and the readiness of its components.

1. Training

Training is an essential component of any Emergency Management Program. It ensures the staff involved in mitigation, prevention, preparedness, response and recovery have the skills to perform tasks safely and effectively.

The NEB ensures:

- staff likely to be involved in any aspect of an emergency are provided with the appropriate training;
- staff that may be involved in an emergency response are qualified for their respective roles, as described in the NEB's emergency response procedures;
- clear training requirements for each emergency response role;
- that minimum qualifications and training schedules are established;
- that the content of the training program are reviewed and updated as required; and
- that records of all emergency preparedness and response training are documented and maintained for all individuals.

2. Exercises

Regular, well-planned exercises are the most effective and efficient way of achieving a significant and measurable improvement in an organization's emergency response capability and preparedness level.

Exercises allow response personnel to meet and work together while practicing and improving their individual and collective response skills, techniques and capabilities. Participating in regular exercises also helps validate or prove the operational effectiveness of emergency response planning, facilities, equipment and procedures. Following an exercise, players can better identify 'gaps' or deficiencies in overall response management procedures, and take the necessary corrective measures.

2.1 Internal Exercises

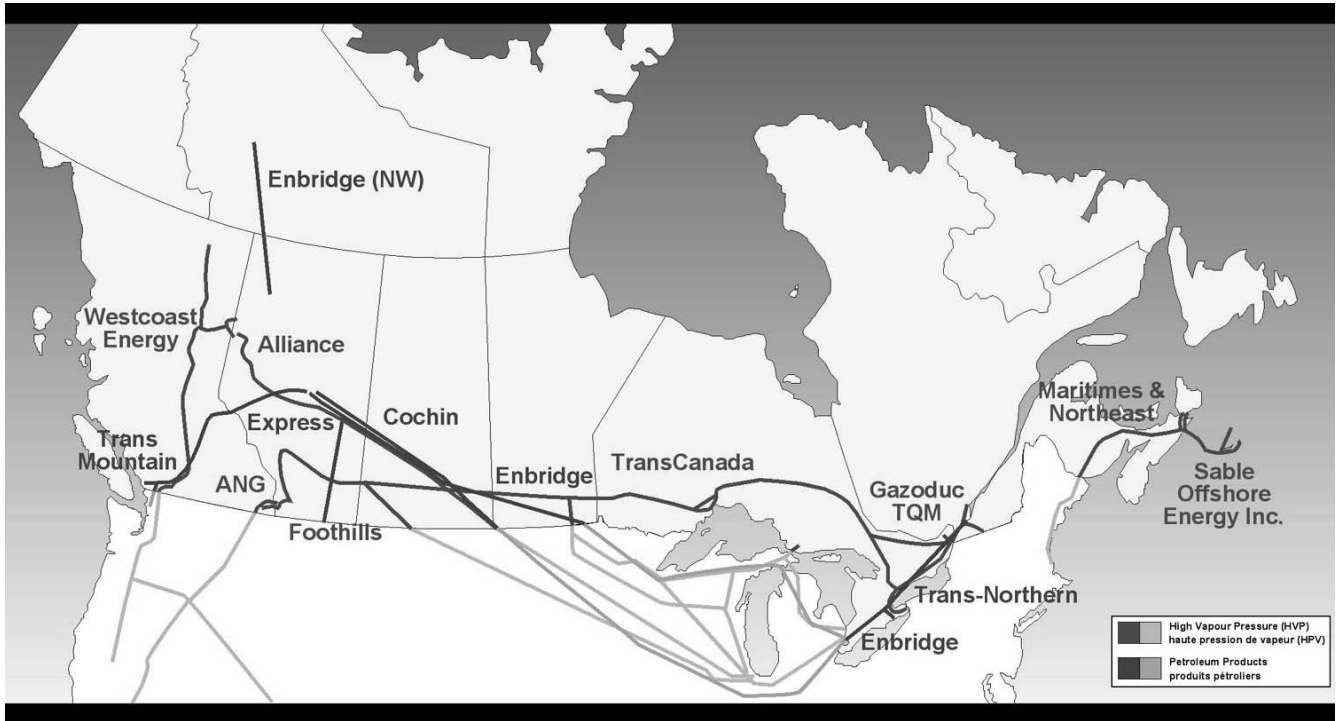
The NEB also conducts its own exercises. The NEB's exercises consist of a simulation emergency response exercises (table-top or site specific) and full-scale exercises involving all agencies.

The NEB hosts workshops, in conjunction with table top exercises, with the goal understanding other departments' mandate, legislation, regulations and roles during an emergency and to familiarize municipal, regional, provincial and federal departments with NEB legislation and jurisdiction. The NEB tests its own response procedures and the lines of communication between the NEB and other agencies.

2.2 External Exercises

The NEB may participate and/or evaluate regulated companies' exercises for the purpose of training and evaluating regulated companies' ability to respond to an incident or emergency, the knowledge of emergency response equipment utilized and its location, and whether the response is consistent with their emergency preparedness and response manuals.

ANNEX N- MAJOR OIL AND GAS PIPELINES



ANNEX O- FRONTIER LANDS AND OFFSHORE

