

Emergency & Continuity Management Program

Emergency and Continuity Management Program Overview

Pembina's team of Emergency Management professionals lead the organization's ability to protect people, communities, and the environment by preparing for, responding to, and recovering from emergencies.

The Emergency & Continuity Management Program includes:

- Emergency Response Plans which outline standards and processes designed to protect the safety of the public, responders, the environment, and property.
- Detailed strategies, tactics, and procedures for incident response activities.
- Specialized response equipment, strategically placed within Pembina's operating areas.
- Training and exercise opportunities to enhance emergency response capabilities.



Emergency Response Plans

Corporate Emergency Response Plan

Pembina maintains a Corporate Emergency Response Plan which provides overarching guidance and direction to Pembina personnel to ensure effective response actions during emergencies, including those resulting from an operational incident, or caused by external events.

Area, System, or Site-Specific Response Plans

Area, System, or Site-Specific response plans support the Corporate Emergency Response Plan and provide information specific to an operational area, system, or location, while considering operational activities and local geographic characteristics and vulnerabilities.

Spill Control Point Books

Pembina's Emergency Response Plans are supported by a network of Spill Control Points, which identify locations that would support the deployment of specialized equipment during a response to a spill of hydrocarbon products. Each Spill Control Point is supported by a site-specific set of tactical response actions, which are organized by operational area or system into a Spill Control Point Book.

The plans are created and updated for new and existing infrastructure based on changes to regulatory requirements, through responder training, and stakeholder/responder feedback. For more information on Pembina's emergency management program please visit: www.pembina.com/safety/emergency-preparedness

Stakeholder Engagement

Pembina has a Liaison Program designed to facilitate emergency response related conversations and engagement activities with Indigenous communities, stakeholders, and community leaders.

Liaison Program activities may include in-person and telephone consultations, newsletters, public information materials (fact sheets, info packages, etc.), and open houses.

Hazard Identification & Risk Assessment

Pembina conducts project-specific Hazard Identification & Risk Assessments for planned, constructed, and acquired facilities.

These assessments evaluate a broad range of hazards, including those caused by operating activities and external events.

The assessment process also considers several factors including, but not limited to:

- Geographic vulnerabilities
- Dispersion modeling for gas and liquid releases, and worst-case scenarios which help determine Emergency Planning Zones
- Site visits, interviews, and engagement activities
- Regulatory and industry standards.

Response plans and activities are then prepared to mitigate impacts to potential hazards based on the findings from the Hazard Identification & Risk Assessment.

Emergency Planning Zones

An Emergency Planning Zone is a geographical area surrounding a pipeline or facility that requires specific emergency response procedures based on a hazardous product.

Pembina determines appropriate Emergency Planning Zones using industry-accepted dispersion modeling software and/or analysis.

Pembina also identifies high consequence areas to assess where additional contingency planning may be required to protect the environment, property, and socio-economic values in the event of an emergency. High consequence areas may include areas with ecological sensitivities, known recreational activities, or areas with a high population.

Public Protection

Pembina may recommend individuals implement public protection measures, such as area isolation, shelter-in-place, or evacuation, during an emergency where members of the public may be affected.



Response Equipment

Notification

Pembina will work with the local authorities, Indigenous communities, and the appropriate agencies to notify people in affected areas should an emergency occur at a Pembina facility or pipeline that has the potential to impact the public or the environment.

Pembina collects emergency contact information from members of the public residing, or working, within Emergency Planning Zones associated to our operations.

During an emergency, Pembina may notify members of the public within the Emergency Planning Zone through an automated notification system.

Additionally, where safe to do so, Pembina may also dispatch representatives to affected areas in order to complete notifications in-person.

Coordination with First Responders

Pembina coordinates with first responders, external agencies, Indigenous communities, and local communities as partners in emergency response.

Pembina uses a standardized incident management system, the Incident Command System (ICS), which enables integrated decision making between response partners.

Key components of ICS include:

- Consistent roles and responsibilities for responders inside and outside of Pembina
- Common terminology and processes
- A defined Chain of Command
- Unified Command allowing for collaboration between authorities
- Scalable organizational structures
- Coordination procedures
- Establishment of command centres

Response Strategies to Releases

Strategies to respond to pipeline incidents are detailed in Emergency Response Plans which identify how responsibilities are shared between first responders, local authorities, Pembina, and other response partners.

Pembina's Corporate Spill Contingency Manual is a comprehensive plan detailing response strategies and tactics specific to a liquid release, which include:

- Safety considerations
- Roles and responsibilities for spill management
- Spill containment and recovery
- Environmental protection
- Heritage resource protection
- Wildlife protection and mitigation
- Submerged and sunken oil
- Sampling and monitoring
- Shoreline cleanup
- Waste management
- Decontamination

Response Equipment

Pembina invests in specialized response equipment to support rapid control and containment activities.

This equipment is strategically placed throughout local operating areas to facilitate quick response times and includes:

- Roadblock equipment such as barricades and signage, etc.
- Booms
- Pumps
- Absorbent rolls and pads
- Skimmers
- Power packs
- Boats
- Wildlife protection equipment

Responder Training and Exercises

Training sessions and exercises are held throughout Pembina's operating areas to test response capabilities.

These activities focus on response issues specific to each area and may include:

- Tabletop exercises to review procedures
- Functional and full-scale exercises to practice skills
- Equipment deployments to test resources

Across the company, Pembina schedules and conducts 50+ exercises each year where the type and frequency are based on applicable regulatory requirements, geographic location, and industry best practices.





24-hour Emergency Response Number:

1-800-360-4706

If you notice any unusual or suspicious activity on or near the right-of-way, please report it by calling 9-1-1 first, followed by Pembina's 24-hour emergency number above.

Always click before you dig!

Some of the biggest threats to pipeline safety come from damage from unauthorized construction, development, encroachment and digging activities. Notifying Pembina and your local One-Call Centre are your first steps to preventing damage to underground infrastructure and working safely around pipelines.



How to contact us

Pembina strives to be a trusted member of the community. We're committed to open, two-way communication with our stakeholders. We welcome the opportunity to make a connection with you — please contact us in any of the following ways.

Community Relations:

Phone Toll Free: **1-888-920-1979** (Non-emergency calls only)

Email: community@pembina.com

www.pembina.com/safetyaroundpipelines

Pembina's head office:

Pembina Pipeline Corporation

4000, 585 - 8 Avenue S.W.

Calgary, Alberta, Canada T2P 1G1

Phone: **403-231-7500**

Toll Free: **1-888-428-3222**