

# **Petroleum Industry Incident Support Plan**

**July 2007**



**Alberta**

**Municipal Affairs and Housing  
Emergency Management Alberta**



## **ACKNOWLEDGEMENTS**

The Alberta Energy and Utilities Board and the Emergency Management Alberta gratefully acknowledge the support and assistance provided by the plan stakeholders in the development of this plan.

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ISBN

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## FOREWORD

The Petroleum Industry Incident Support plan is the provincial-level plan to direct Government of Alberta operations to support a local authority or licensee during an emergency. It is intended solely for provincial departments and agencies.

The change in name of this plan, from ‘Upstream Petroleum Incident Support Plan’ to “Petroleum Industry Incident Support Plan” is intended to clarify that this plan may be used for any area of the petroleum industry where the Alberta Energy and Utilities Board has jurisdiction.

The type of incident varies according to petroleum industry activities and could include releases of toxic gas such as hydrogen sulphide, fluid releases such as oil or salt water, or well-site blowouts.

The EUB is the lead agency for this plan as they are the regulator for the petroleum industry and will engage the expertise, assistance and cooperation of other departments as determined by the individual incident. Emergency Management Alberta, as the coordinating agency, will assist the EUB and coordinate Government response, engaging Government departments as appropriate.

The petroleum industry in Alberta is undergoing significant growth in drilling and pipeline activity, facility construction, and oil sands development. The number of petroleum industry incidents will increase with this growth, however any increase in risk to Albertans will be minimal, as the safety record of our petroleum industry is excellent, and the monitoring and assessment done by our regulatory bodies is effective in protecting public safety.

However, as industry activity increases, there will be more incidents requiring provincial-level participation and coordination. For that reason, it is imperative that Government departments and agencies with roles and responsibilities identified in this plan provide support to the licensee and local authority when called upon.

This plan lays out the basic functions of each department in a petroleum industry incident to clarify roles and responsibilities in support to Albertans.

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Acting Chair  
Energy and Utilities Board

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## **1. BACKGROUND**

### **1.1. General**

Municipalities in Alberta have all-hazard Municipal Emergency Plans for responding to both natural and human-induced emergencies. In some municipalities, petroleum industry operations that fall under EUB jurisdiction present one of many human-induced hazards that require preparedness and response. Details on municipal responsibilities are found in the Government of Alberta Emergency Management Act.

Licensees are required by the EUB to develop and maintain emergency response plans (ERPs). These plans include both corporate-level ERPs which are a requirement for all licensees in the Province of Alberta and detailed site-specific emergency response plans for certain well, pipeline, and facility operations. Copies of these plans are forwarded to the municipalities where the licensee's operations are located. Requirements for licensee roles and responsibilities are found in EUB Directive 071: *Emergency Preparedness and Response Requirements for the Petroleum Industry*.

This plan coordinates the Provincial Government's response to support these plans and the tactical direction established by the municipality or licensee.

#### **1.1.1. Definitions**

Definitions are contained in Annex D

#### **1.1.2. Acronyms**

Acronyms are contained in Annex E

#### **1.1.3. References**

This plan makes reference to EUB Directive 071 and to the Municipal Emergency Plan (MEP).

### **1.2. Threats**

#### **1.2.1. Types of Hazards**

This plan addresses hazards associated with oil and gas industry activity. These hazards are primarily the hazards associated with uncontrolled release of oil and gas product. Some of the acute hazards associated with the oil and gas industry activity include toxic products, explosive releases, and fire.

### **1.3. Partnerships**

There are a number of organizations that must be prepared to respond, support, and coordinate the response to a serious petroleum industry incident. Some of these organizations have regulatory responsibilities as well. Therefore once the Petroleum Industry Incident Support Plan is activated the response effort must be immediate, well organized, and coordinated. Each party must understand the roles and responsibilities of the response partnership and its own involvement within this plan.

### **1.3.1. Municipal Departments**

The response of the Local Authority is governed by the Emergency Management Act and details on municipal emergency response capacity and planning are found in the Municipal Emergency Plan (MEP).

### **1.3.2. Provincial Departments**

Provincial Government departments may have a regulatory responsibility, expertise, or other resources available to support the licensee and/or local authority emergency response to a petroleum industry incident. These departments include, but are not limited to:

- EUB - lead agency for this plan and responsible for petroleum industry activities under its jurisdiction in Alberta and for all public messaging during a petroleum industry incident.
- Environment - responsible for the application of the Environmental Protection and Enhancement Act and the Water Act.
- Health and Wellness - provincial representative for public health and policy.
- Employment, Immigration and Industry - responsible for workplace safety and investigations.
- Infrastructure and Transportation - responsible for the Coordination and Information Centre (CIC), the 24/7 emergency call centre for EMA, Environment, Dangerous Goods, and the EUB.
- The Solicitor General - responsible for the Alberta Security and Support Strategic Intelligence Team (ASSIST) and the Alberta Counter-Terrorism Crisis Management Plan.
- Municipal Affairs and Housing - responsible for Emergency Management in Alberta, the Coordinating Agency for Government emergency management.
- Public Affairs Bureau - responsible for all public messaging released by the provincial government other than the EUB.
- Sustainable Resource Development - responsible for Crown lands and forestry areas.

### **1.3.3. Federal Government Departments/Agencies**

Federal assistance will be requested through Public Safety Canada (PS-C). Transport Canada, Environment Canada, Department of Fisheries and Oceans, First Nation Inuit Health Branch, Health Canada and the National Energy Board will often be involved.

### **1.3.4. Other**

The response of the Licensee is governed by Directive 071 which provides details on licensee preparedness, response capabilities and corporate-level or site-specific ERPs.

## **1.4. Emergency Personnel Assignments**

Provincial Government Emergency Management Personnel are required to support the response efforts of the licensee and the local authority and therefore assignments depend on the nature and seriousness of the incident and its impact on the community and the environment.

### **1.4.1. Internal augmentation**

All provincial departments shall provide Consequence Management Officers (CMOs) to support a Government response. These personnel may be required to attend the

Government Emergency Operations Centre (GEOC) (formerly known as the EMAOC or the COMOC).

Requests for Government support to augment an emergency will come through the EUB as the lead agency and/or via EMA from municipalities.

## **2. PLAN OBJECTIVE**

### **2.1. Objective**

To describe provincial support and response to licensees and local authorities during a petroleum industry incident.

### **2.2. Limitations**

This plan does not address incidents that are not under the jurisdiction of the EUB such as transportation incidents that fall under the jurisdiction of the Dangerous Goods and Rail Safety Branch of Alberta Infrastructure and Transportation.

### **2.3. Assumptions**

- Licensees have adequate ERPs.
- Municipalities have adequate MEPs.
- Confirmation and coordination of roles and responsibilities between the local authority and the licensee has taken place.
- Provincial departments are maintaining their equipment and facilities in a state of readiness at all times.



### **3. ACTION PLAN**

#### **3.1. General Principles**

If the licensee or the local authority requires support, or provincial action is required by legislation or specific circumstances of an incident, this plan coordinates the Government's response to the emergency and provides details on the available provincial resources and expertise that may be required to limit the impact on the public, property, and the environment. The licensee is responsible for bringing the incident under control and must immediately notify the local authority, the regional health authority and the local EUB field centre. During an incident the licensee works with the local authority to protect public safety as the Municipality has overall responsibility for public safety in its jurisdiction.

Information from the site and municipality will be coordinated from Provincial Government field staff, including EUB field staff at the site and EMA District Officers at the municipality.

The EUB maintains an emergency contact system for any stakeholder to report an incident. If initial notification of the incident goes to the CIC, they will notify the EUB and other departments, who need to be involved.

##### **3.1.1. Preparations Before Event**

All Government departments shall provide CMO's to the GEOC, if it is activated, to provide planning expertise and resources to the incident. These CMO's will be aware of this plan and trained to utilize their department's resources in support of a licensee and local authority.

This plan will be reviewed every two years and regularly exercised internally. A joint multi-agency exercise will be held every four years.

##### **3.1.2. Actions During an Event**

Notification of the incident by either the EUB or CIC will trigger the following actions:

- The activation of the GEOC. This will depend on any or all of the following:
  - the severity or level<sup>1</sup> of the incident
  - a request from EUB, EMA,
  - any department requiring coordinated Government assistance based on the impact on public safety, property and the environment,
  - the number of municipal EOCs activated,
  - any requests for assistance from municipalities.

Activation will be initiated and conducted by EMA and a Government response category assigned. Once the GEOC is established, incident control will be coordinated by EMA under the leadership of EUB

- The EUB will develop a strategy and operational objectives to guide the provincial Government response for the incident to provide support to licensees and local authorities. EMA will assist the EUB in developing the strategy and coordinate Government response by coordinating the planning and resource acquisition and application through CMO's.

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<sup>1</sup> The EUB will designate the severity of an incident using the Assessment Matrix for Classifying Incidents. This matrix is attached in Annex F.

- Government assistance will be provided to the local authority as requested until that local authority is able to respond and recover using its own resources.

### **3.1.3. Actions Following Event**

All departments will participate in a joint lessons-learned process to be coordinated by EMA. Participation from each department will be determined by the response to the incident.

Reports required by other regulatory authorities must be completed and delivered to the appropriate regulatory body within the time lines they prescribe.

## **3.2. Organizations**

These are the departments or agencies with specific roles under this plan. Departments have identified internal processes or branches that will carry out their responsibilities under this plan, which will be included in their department Consequence Management Plan.

### **3.2.1. Before Event**

- Emergency Management Alberta (EMA)
- Energy and Utilities Board (EUB)
- Infrastructure and Transportation (INFTRA)
- Public Affairs Bureau (PAB)
- Alberta Environment (AENV)
- Alberta Health and Wellness (AHW)
- Alberta Solicitor General and Public Security (SOLGEN)
- Employment, Immigration and Industry (EII)
- Sustainable Resource Development (SRD)

### **3.2.2. During Event**

- EMA
- EUB
- INFTRA
- PAB
- AENV
- AHW
- SOLGEN
- EII
- SRD
- All required provincial departments not represented above.

### **3.2.3. After Event**

- EMA
- EUB
- INFTRA
- PAB
- AENV
- AHW
- SOLGEN
- EII
- SRD
- All required provincial departments not represented above



### **3.3. Common Tasks**

#### **3.3.1. Before Event**

- As part of the plan review, provide recommendations on changes and ensure respective departments are accurately represented.
- Participate in training and exercises for this plan.

#### **3.3.2. During Event**

- Receive notification of incident from Coordination and Information Centre, or EUB, or EMA (see section 5.3).
- Activate any department-specific petroleum industry response plans and/or department consequence management plan to support Government response.
- Deploy personnel to the GEOC or a regional EOC if requested and appropriate, with all required equipment as needed.
- Notify other departmental staff of activation as needed to maintain business continuity.
- Represent policies and priorities of department, including planning advice and capabilities of respective departments.
- Cooperate with other departments to increase support to incident.
- Activate field staff as needed.
- Determine appropriate department response to incident.

#### **3.3.3. After Event**

- All responding departments and agencies must complete their own lessons-learned process.
- All responding departments and agencies will participate in an EMA-led evaluation of the Government response.
- All responding departments and agencies will be responsible for integrating 'lessons learned' into their response processes.

### **3.4. Tasks Matrices by Organization**

Checklists for each department are attached as Annexes A, B and C

During the response phase it must be understood that these checklists may not perfectly correspond to the incident that has occurred. When an incident occurs, the checklists should be reviewed for completeness, expanded and/or modified as required, and then implemented. The checklists are intended to complement task lists found in MEPs or ERPs.

### **3.5. Coordination during an Event**

#### **3.5.1. Lead Agency**

The EUB is the lead agency for response during an event. EMA is the coordinating agency.

#### **3.5.2. Liaison officers**

All departments are required to be able to provide Consequence Management Officers to the GEOC. CMO's must be able to speak for, and commit resources on behalf of their departments.

### **3.5.3. Priorities**

The priorities of the Alberta Government are to protect life, property and the environment. In a petroleum industry incident, the first priority is to ensure the local authorities and licensees are able to manage the incident and to determine what level of support they require. If the local authority and licensee are unable to manage the response, the EUB with assistance from EMA will manage the response. If the local authority is able to manage the response, Government departments and agencies should continue to act in their regulated roles.

#### **3.5.3.1. *Movement of personnel, equipment, supplies, etc.***

Field personnel from departments or agencies may be asked to attend a regional EOC established by the licensee, the EUB, or the local authority. Coordination of provincial support resources and personnel will take place through the GEOC. Departments are responsible for ensuring that equipment required to allow field staff to operate at an EOC are pre-positioned at an EOC prior to deployment of staff, and if resources are limited must provide their own equipment.

#### **3.5.3.2. *Access to communications***

Departments are responsible for ensuring that communications equipment is available, prior to arriving at a regional EOC, except in the GEOC as noted in section 4.6

#### **3.5.3.3. *Protection of critical infrastructure***

The Alberta Security and Support Strategic Intelligence Team (ASSIST) of the Solicitor General's department will be responsible for monitoring the presence and condition of critical infrastructure that may be affected by the incident. Coordination will take place at the GEOC through the Solicitor General CMO.

### **3.5.4. Timings**

The sequence of actions for notification and response is as follows:

- The EUB and/or CIC receives notification of an incident
- The EUB or CIC, initiates notification.
- The EUB with assistance from EMA determines where Government response and coordination will occur (e.g. REOC, GEOC).
- Departmental CMO's assist the EUB with planning and resources to the disaster.
- EUB declares incident concluded.
- EMA coordinates debriefings and lessons-learned processes.
- EUB revises the plan in consultation with EMA, as required.
- Key learnings are used in training and exercise sessions.

### **3.5.5. Reports and Returns**

EUB will determine the schedule for reports and returns during the incident. Provincial departments also follow their internal policies for reporting and timelines.

## **4. SUPPORT**

This section addresses support to the provincial Government departments who are supporting the response activities in section 3. This is not support provided within the GEOC, which is provided by EMA.

### **4.1. General**

Logistical support to the responding departments will be coordinated by Service Alberta in the GEOC, ensuring operational objectives are achieved.

### **4.2. Administration**

Administrative support that may be required will be provided by Service Alberta.

### **4.3. Transportation**

If additional transportation is needed, it will be provided by Service Alberta or INFTRA through normal procedures.

### **4.4. Equipment and Supplies**

Additional equipment that is needed will be directed to the Service Alberta CMO who will coordinate with EMA and the appropriate CMO in the GEOC.

### **4.5. Maintenance/Equipment Support (including IT)**

Maintenance and Equipment Support will be provided by Service Alberta.

### **4.6. Accommodation/Feeding**

Service Alberta will arrange any feeding or lodging required for large numbers of staff directed to the site or the REOC. Logistical support requiring federal support will be coordinated by Service Alberta

### **4.7. Health Care**

All responders will follow the direction of Safety Officers at all times. Any health care needs will be dealt with by local health care agencies. Anyone injured or hurt will be transported away from the worksite and an investigation will be completed by WHS. Alberta Health and Wellness may provide medical expertise if appropriate.

### **4.8. Financial**

Tracking of costs is important in the event that a Disaster Recovery Program (DRP) is announced. Departments will capture all costs directly related to the incident and will forward to EMA if a DRP is announced. Otherwise, disaster costs will be absorbed by each department.

### **4.9. Legal**

Each department's legal staff will be responsible for legal concerns from their departments.

### **4.10. Infrastructure**

Infrastructure support will be provided by INFTRA.

## 5. CONTROL, COORDINATION AND COMMUNICATIONS

### 5.1. Control

Incident control will be conducted by EMA staff in the GEOC with the EUB as the Lead Agency.

Contact Information for each CMO is maintained by the Emergency Management Alberta.

### 5.2. Contact/Location Information for all Organizations

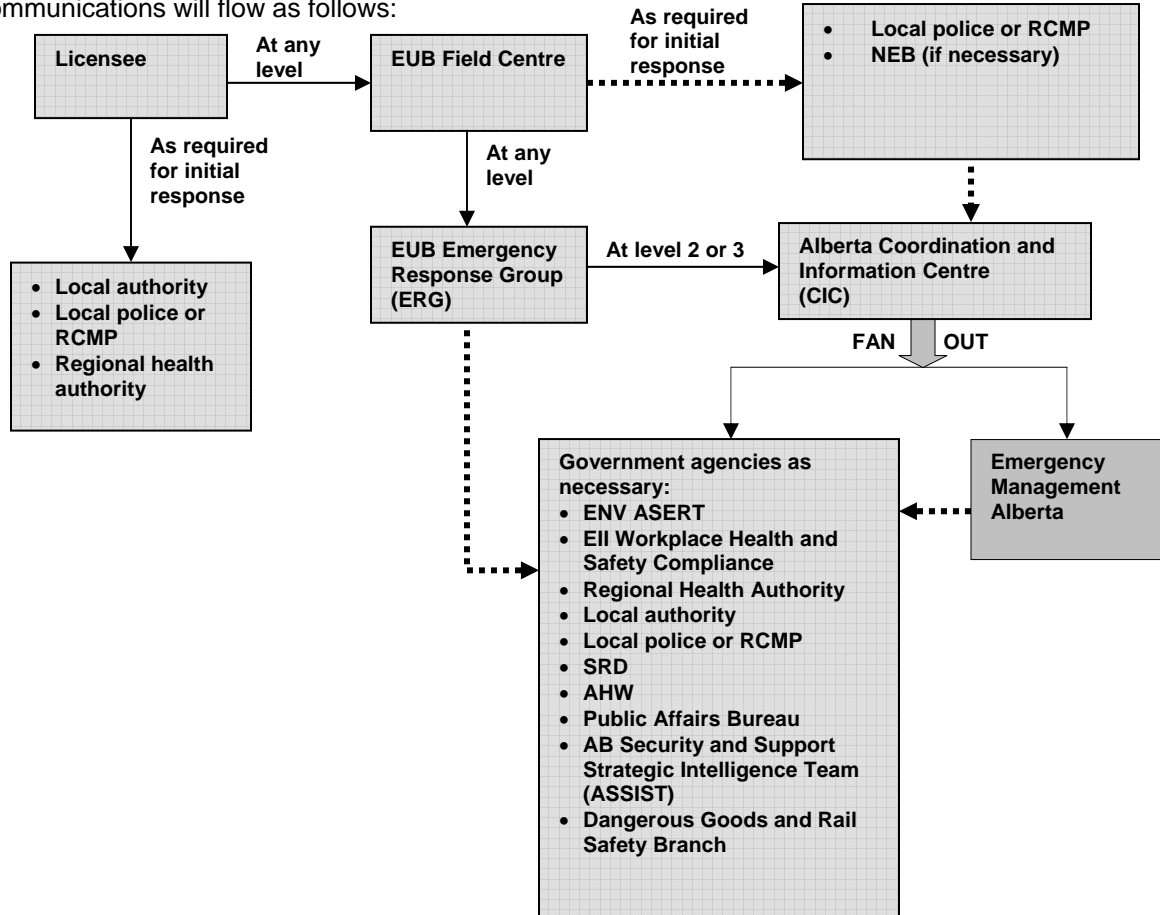
Departments will be contacted through their CMO's.

A listing of emergency contact numbers is contained in Annex G.

A listing of Regional Health Authority 24 hour numbers is contained in Annex H.

### 5.3. Protocols

Communications will flow as follows:



- Incident is reported to local EUB field centre
- EUB field centre notifies the EUB Emergency Response Group (ERG)
- EUB - ERG notifies CIC.

- CIC notifies:
  - DGRS Dangerous Goods
  - EMA
  - ASERT
  - AHW
  - ASSIST (through EMA Duty Manager)
  - WHS
  - DGRS Rail Safety
- EMA Duty staff, in consultation with the EUB, decides if other departments are required.
- EMA Duty personnel notify further departments.

#### **5.4. Communication Systems**

With the exception of incidents affecting the Government communication system, standard communication tools will be used.

##### **5.4.1. Methods**

Government departments may communicate by telephone, e-mail or face to face collaboration at an emergency operations centre. Within the GEOC, the Emergency Management Operating System will be used.

In large responses, communication support will shift from the CIC to the GEOC. EMA will coordinate incident handover from the CIC to the GEOC.

#### **5.5. Public Affairs**

During an incident, communications staff from the EUB will notify the PAB and as needed coordinate a communication strategy. Other Government departments including the PAB will work with EUB Communications staff to release information. Provincial Government departments will not release information independent of the EUB.

#### **5.6. Log Keeping and Documentation**

This process is critical not only for information exchange, coordination of activities, handover, accountability and future inquiries, but also to support a pro-active “Lessons Learned” process.

##### **5.6.1. Process**

Each department or agency will follow its own internal processes until participation at an Emergency Operations Centre is required. After activation of an operations centre, processes from the host organization will be used. In the GEOC, EMA will follow its standard operating procedures for log keeping and documentation.

##### **5.6.2. Standardized Forms/Electronic software**

EMA’s Emergency Management Operating System (EMOS) will provide electronic software for mapping and logging of incidents. Other departments may use this or other software or tools.

## 6. ANNEXES

<b>Annex A</b>	<b>Before the Event</b>	
	Appendix 1	EUB
	Appendix 2	EMA
	Appendix 3	EII
	Appendix 4	ENV
	Appendix 5	AHW
	Appendix 6	SRD
	Appendix 7	INFTRA
	Appendix 8	PAB
	Appendix 9	SOLGEN
	Appendix 10	COMMON TASKS
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	Appendix 3	EII
	Appendix 4	ENV
	Appendix 5	AHW
	Appendix 6	SRD
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	Appendix 10	COMMON TASKS
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<b>Annex F</b>	<b>Assessment Matrix</b>	
<b>Annex G</b>	<b>Emergency contact numbers</b>	
<b>Annex H</b>	<b>RHA contact numbers</b>	
<b>Annex I</b>	<b>Memorandums of Understanding</b>	

**Figure 6 1**

## ANNEX A: BEFORE THE EVENT

<b>Appendix 1: Before the Event: EUB</b>
Act as lead provincial Government organization in petroleum industry emergency responses.
Review and approve licensee ERPs.
Participate in selected licensee ERP exercises.
Review and recommend changes to this plan.
Participate in validation and testing of this plan.
Maintain a 24/7 telephone contact where petroleum industry incidents can be reported.
Maintain 24/7 emergency contact numbers where resources can be accessed to carry out a response to this plan.
<b>Appendix 2: Before the Event: EMA</b>
Act as the provincial Coordinating Agency in petroleum industry emergency responses.
Make the plan available to stakeholders.
Train provincial personnel to carry out functions as assigned by their emergency plan or procedures.
Communicate changes to the plan with plan holders.
Maintain list of 24/7 emergency contact numbers.
Maintain 24/7 duty manager system.
Assist in the planning and coordination of exercises with the EUB.
<b>Appendix 3: Before the Event: EII</b>
Maintain 24/7 emergency contact numbers where resources can be accessed to carry out a response related to this plan.
Maintain the capacity to send an OH&S officer to the GEOC on a 24/7 basis.
<b>Appendix 4: Before the Event: ENV</b>
Maintain 24/7 contact numbers where resources can be accessed for a response related to this plan.
<b>Appendix 5 : Before the Event: AHW</b>
Act as the subject matter expert on toxicity and health effects for petroleum industry hazards.
<b>Appendix 6: Before the Event: SRD</b>
Maintain 24/7 contact numbers where resources can be accessed for a response related to this plan.
<b>Appendix 7: Before the Event: INFTRA</b>
Maintain a 24/7 call centre to receive emergency calls.
Act as lead agency for the response to Dangerous Goods emergencies in Alberta.
<b>Appendix 8: Before the Event: Public Affairs Bureau</b>
Maintain a team of trained Public Affairs personnel.
<b>Appendix 9: Before the Event: Solicitor General</b>
Maintain the list of Critical Infrastructure in the Province of Alberta.
<b>Appendix 10: Common Tasks</b>
Receive this plan from EMA as it is updated to provide recommendations on changes and ensure their departments are accurately represented.
Participate in training and exercises for this plan.

## ANNEX B: DURING THE EVENT

<b>Appendix 1: During the Event: EUB</b>
Receive information pertaining to petroleum industry incidents.
Determine the emergency level of an incident through consultation with the licensee.
Dispatch EUB representative to the site of the incident, as required.
Confirm that local resources have been notified as appropriate.
Identify and request initial provincial resources to support the incident, to be coordinated at the regional level if necessary through a local or regional EOC.
Notify CIC to carry out notification in accordance with this plan.
Confirm, plan and/or implement public safety actions taken to ensure the safety of the public and the environment, including issuing fire hazard orders or requesting NOTAMs.
Provide Situation Reports to EMA if requested.
Send a EUB representative to the OSCP.
Establish an EOC at the local EUB Field Centre until the licensee or local authority establishes a regional EOC. EUB - EOC will be expanded if a regional EOC is not established.
Dispatch an EUB Liaison Officer to the regional EOC when it opens and close down the local Field Centre EOC.
Establish a media centre at the Regional EOC or government EOC and issue timely media releases in conjunction with the licensee and PAB.
Request, through EMA, the deployment of other provincial Government department staff members to be sent to the regional EOC or the local Field Centre EOC.
Request a local authority liaison officer to be present at the regional EOC if necessary.
Carry out investigations.
Provide timely situation reports, through EMA, to other Government departments activated by this plan.
Notify all participants when the event has concluded and there is no longer any hazard to the public.

<b>Appendix 2: During the Event: EMA</b>
Conduct the notification in accordance with section 5.3.
Confirm EUB has been notified.
Obtain a situation report from the CIC, EUB, licensee or the local authority and confirm the level of emergency.
Activate the GEOC as required.
Notify the appropriate provincial officials as per standard operating procedures.
Coordinate requests for provincial/federal resources.
Provide ongoing situation reports or briefing notes to appropriate provincial officials.
Notify partners and stakeholders when the event is over.

<b>Appendix 3: During the Event: EII</b>
Monitor the health and safety aspects of applicable occupations within the hazard area to ensure that the necessary precautions are taken to protect the workers' safety.

<b>Appendix 4: During the Event: ENV</b>
Provide oversight role in ensuring air monitoring needs and activities associated with public safety around the event site are adequately addressed by the licensee.
Ensure the air-monitoring log is being maintained.
Participate in the evaluation of the incident and the potential area at risk from product releases.
Provide assistance in monitoring discharges and ensuring appropriate mitigation and response actions are taken to reduce the impact of liquid releases for land based spills and to ensure watercourses are protected.

<b>Appendix 5: During the Event: AHW</b>
Ensure that RHAs and/or FNIHB-HC have been notified of the incident.



Provide medical subject matter expertise as requested and as appropriate.
Provide support to RHAs unable to cope with response as required.

<b>Appendix 6: During the Event: SRD</b>
Notify SRD staff in the area of the event.
Assist the industrial operator and/or the local authority in establishing and maintaining roadblocks. If requested.
Assist in notifying Forestry personnel and Fish and Wildlife personnel of the hazard.
Assist in locating transients for evacuation in cooperation with licensee and local authority.
Inform transients within the hazard area of the released contaminants and safety measures to take including evacuation details as applicable.
Provide advice to mitigate the release in the “green area”.
Fight any fires started as the result of the product release within the Forest Protection Area.

<b>Appendix 7: During the Event: INFTRA</b>
Handle inter-departmental communication as needed during small events.
Maintain ability to process calls for new incidents.
Transportation route closure.

<b>Appendix 8: During the Event: Public Affairs Bureau</b>
Confirm distribution of EUB messaging. Provide support as required.
Advise EMA if media boardroom will be required for media events.

<b>Appendix 9: During the Event: Solicitor General</b>
Notify Government departments of concerns arising from effects of the incident on critical infrastructure.
Advise other Government departments of modifications to procedures if the incident was intentionally caused.
Provide technical expertise to all stakeholders in the event of an intentional incident and advise appropriate Government officials of potential future targets.

<b>Appendix 10: During the Event: Common Tasks</b>
Receive notification of incident from Communication and Information Centre at INFTRA or EUB.
Ensure that EUB has been notified.
Activate any department-specific petroleum industry response plans.
Deploy CMO's to GEOC if activated and required by EMA.
Deploy personnel to regional EOC if requested and appropriate, with all appropriate equipment as needed.
Notify other departmental staff of activation as needed to maintain business continuity.
Represent policies and priorities of department.
Cooperate with other departments to increase support to incident.
Activate field staff as needed.
Determine appropriate department response to incident.

## ANNEX C: AFTER THE EVENT

<b>Appendix 1: After the Event: EUB</b>
Follow Incident Response & Reporting Protocols.
As part of the lessons-learned process, recommend any mitigative actions that may reduce the event from re-occurring.
Establish processes to receive and address community concerns.
In consultation with EMA, review and update this plan.
<b>Appendix 2: After the Event: EMA</b>
Conduct the lessons-learned process.
Communicate any changes to the plan to all plan holders.
Complete report in relation to the activation of this plan and the incident.
Assign response protocol designation to measure size of Government response.
<b>Appendix 3: After the Event: EII</b>
Compile and maintains health and safety related records and log.
Monitor lease holder/contractor's plan to determine if site is safe for recovery workers.
Investigate non-compliance with the Occupational Health and Safety Act. The investigation may be coordinated with, or independent of, any other investigation in relation to the incident.
<b>Appendix 4: After the Event: ENV</b>
Compile and maintain environment related records and log.
Request a review environmental impact assessment if necessary.
Carry out investigation, when required, having regard for the existing investigative protocols and procedures.
Monitor environmental recovery, when required.
Investigate non-compliance with the Environmental Protection and Enhancement Act and the Water Act. The investigation may be coordinated with, or independent of any other investigation in relation to the incident.
<b>Appendix 5: After the Event: AHW</b>
Ensure medical aspects of the 'lessons learned' process are distributed to medical stakeholders.
<b>Appendix 6: After the Event: SRD</b>
Compile and maintain event records and log.
Conduct forest impact assessment.
Complete reports concerning the incident.
<b>Appendix 7: After the Event: INFTRA</b>
Ensure that all requests and reports are completed in E-team.
<b>Appendix 8: After the Event: Public Affairs Bureau</b>
Coordinate key messaging with the EUB.
<b>Appendix 8: After the Event: Solicitor General</b>
Ensure that effects on critical infrastructure have been resolved.
Recommend changes to critical infrastructure plans to mitigate future events.
<b>Appendix 9: After the Event: Common Tasks</b>
Complete a lessons-learned process based on the scope of their involvement and the outcome.
Participate in an EMA-led evaluation of the Government response as a whole.
Integrate 'lessons learned' into internal response processes.

## ANNEX D: DEFINITIONS

“**Alert**” means an incident that can be handled on site by the licensee through normal operating procedures and is deemed to be a very low risk to members of the public. An Alert can also be referred to as a Level 0 emergency.

“**Corporate-level ERP**” means those plans prepared by a licensee under the *Oil and Gas Conservation Act*, *Pipeline Regulations Act* or any other Regulation, Statute, or Condition imposed by the EUB. A corporate-level ERP is used when a specific ERP is not required and contains preplanned procedures that will allow for effective response to an emergency. Section 2 in the EUB’s Directive 071 contains the requirements for a corporate-level ERP.

“**Coordination and Information Centre (CIC)**” means the 24/7 information centre operated by INFTRA. This Centre also serves as the after normal working hours contact point for Alberta Municipal Affairs and Housing, Emergency Management Alberta. It can be reached by dialing 422-9600 in the Edmonton area or 1-800-272-9600 anywhere else in Alberta.

“**Emergency**” means an event that requires prompt coordination of action or special regulation of persons or property to protect the safety, health or welfare of people or to limit damage to property.

“**Government Emergency Operations Centre**” means an operations centre with capacity to accommodate CMO’s from each Government department. It is comprised of two centres, the Consequence Management Operations Centre (COMOC) and the Crisis Management Operations Centre (CRMOC). The GEOC was formerly known as the EMAOC or COMOC.

“**Event**” is associated with an incident either as the cause or a contributing cause of the incident or as a response to the initiating event. An event is the realization of a hazard or an occurrence involving equipment performance or human action external to the system that causes system upset.

“**Government**” means the Government of Alberta.

“**Green Area**” means the public lands as defined in the *Public Lands Act*. The primary public land use in the “green area” is for timber production, surface access for oil and gas activities, recreation, livestock grazing and sand and gravel extraction.

“**Incident**” means an occurrence or event, either human-caused or natural phenomena, that requires action by emergency personnel to prevent or minimize loss of life or damage to property or the environment.

“**Incident Classification**” means a system which examines the risk level to members of the public following an incident and assigns a level of emergency based on the consequence of the incident and the likelihood of the incident escalating (see Annex F-Table 4).

“**Lead Agency**” means the primary organizations that have regulated authority in relation to the petroleum industry (EUB) and/or public safety and protection during a petroleum industry incident.

“**Level-1 emergency**” means there is no danger outside the licensee’s property. There will be immediate control of the hazard and there is no threat to the public and minimal environmental impact. The situation can be handled entirely by licensee personnel. There is little or no media interest.

“**Level-2 emergency**” means there is no immediate danger outside of company property or the right-of-way but where there is the potential for the emergency to extend beyond the licensee’s property. Outside and provincial agencies must be notified. Imminent control of the hazard is probable but there is moderate threat to the public and/or the environment. There may be local and regional media interest in the event.

**“Level-3 emergency”** means that the safety of the public is in jeopardy from a major uncontrolled hazard. There are likely significant and on-going environmental impacts. Immediate multi-agency municipal and provincial government involvement is required.

**“Liaison Officer”** means a person who is the point of contact for assisting or coordinating an organization’s resources during a response.

**“Licensee”** For the purpose of this plan, ‘licensee’ is used to designate the responsible duty holder (i.e., licensee, operator, company, applicant, approval holder or permit holder) as specified in legislation.

**“Local Authority”** as defined in the Emergency Management Act means:

- (i) the council of a city, town, village or municipal district but does not include the council of a summer village,
- (ii) in the case of an improvement district, the Minister responsible for the *Municipal Government Act*,
- (iii) in the case of a special area, the Minister responsible for the *Special Areas Act*,
- (iv) the settlement council of a settlement under the *Métis Settlements Act*
- (v) the park superintendent of a national park or the superintendent’s delegate where an agreement is entered into with the Government of Canada under section 9(b) in which it is agreed that the park superintendent is a local authority for the purposes of this Act, or
- (vi) the band council of an Indian band where an agreement is entered into with the Government of Canada under section 9(b) in which it is agreed that the band council is a local authority for the purposes of this Act;

**“Minister”** means the Minister of Municipal Affairs and Housing determined under section 16 of the *Government Organization Act* as the Minister responsible for the Emergency Management Act.

**“Municipal Emergency Operations Centre (MEOC)”** means the centre from which responsible municipal officials manage and support emergency operations within their jurisdiction. They also formulate protective actions and provide public information. The centre has adequate workspace, maps, status boards, and communications capability.

**“Municipal Emergency Plan (MEP)”** means the emergency plan of the local authority required under section 11G of the Emergency Management Act.

**“Municipality”** see Local Authority

**“On-Site Command Post (OSCP)”** means an operations centre established in the immediate vicinity of the incident to provide immediate and direct response to the emergency. The operator’s staff will initially man it.

**“Petroleum Industry”** constitutes all petroleum industry operations within the EUB’s jurisdiction. Generally, this would include oil and gas operations upstream of a refinery and the storage and transportation of unrefined products by pipeline between oil and gas production facilities or other end points.

**“Petroleum Industry Incident”** means any uncontrolled releases from wells, storage facilities, petroleum processing facilities, hydrocarbon pipelines and transport vehicles including saltwater spills or any emergency situation which has the potential to threaten the public, or to create a serious and negative environmental impact. In this document the word “event” means the same as “incident”.

**“Public Protection Measures”** means the actions directed or conducted by a person in authority in order to protect the life and health of the public. They include: evacuation, in-place sheltering, isolation, and ignition.

**“Regional Emergency Operations Centre (REOC)”** means a single operations centre established in a suitable location to manage the larger aspects of the emergency and is manned jointly by a level of government and industry staff. The EUB encourages the combination of industry and municipal responses into a single regional EOC if possible and requires the licensee to discuss this concept with the local authority during the consultation phase of ERP development. If the licensee or local authority decides not to set up a regional EOC during a response, the EUB may set up an EOC at the local EUB Field Centre.

**“Representative”** means a person who represents a public or private sector organization.

**“State of Emergency”** means a declaration made by the Lieutenant Governor in Council, under section 18 of the Emergency Management Act, providing the necessary authority, resources, and procedures to allow an emergency to be resolved effectively and efficiently.

**“State of Local Emergency”** means a declaration by a local authority under section 21 of the Emergency Management Act, providing the necessary authority, resources, and procedures at the municipal level to allow an emergency to be resolved effectively and efficiently.

**“Urban Centre”** means a city, town, new town, village, summer village, hamlet with not less than 50 separate buildings each which must be occupied dwelling, or other incorporated centre, or any similar development the EUB may designate as an urban centre.

## **ANNEX E: ACRONYMS**

<b>EMA</b>	=	<b>Emergency Management Alberta</b>
<b>AHW</b>	=	<b>Alberta Health and Wellness</b>
<b>ASERT</b>	=	<b>Alberta Environment Support Emergency Response Team</b>
<b>ASSIST</b>	=	<b>Alberta Security and Support Strategic Intelligence Team</b>
<b>CIC</b>	=	<b>Coordination and Information Centre</b>
<b>DRP</b>	=	<b>Disaster Recovery Program</b>
<b>GEOC</b>	=	<b>Government Emergency Operations Centre (formerly known as the EMAOC or COMOC)</b>
<b>EOC</b>	=	<b>Emergency Operations Centre</b>
<b>ERG</b>	=	<b>Emergency Response Group</b>
<b>ERP</b>	=	<b>Emergency Response Plan</b>
<b>EUB</b>	=	<b>Energy and Utilities Board</b>
<b>FNIHB</b>	=	<b>First Nations Inuit Health Branch</b>
<b>EII</b>	=	<b>Employment, Immigration and Industry</b>
<b>INFTRA</b>	=	<b>Alberta Infrastructure and Transportation</b>
<b>LO</b>	=	<b>Liaison Officer</b>
<b>MEOC</b>	=	<b>Municipal Emergency Operations Centre</b>
<b>MEP</b>	=	<b>Municipal Emergency Plan</b>
<b>MOH</b>	=	<b>Medical Officer of Health</b>
<b>MOU</b>	=	<b>Memorandum of Understanding</b>
<b>NEB</b>	=	<b>National Energy Board</b>
<b>OSCP</b>	=	<b>On-Site Command Post</b>
<b>PAB</b>	=	<b>Public Affairs Bureau</b>
<b>RHA</b>	=	<b>Regional Health Authority</b>
<b>SOLGEN</b>	=	<b>Alberta Solicitor General and Public Security</b>
<b>SITREP</b>	=	<b>Situation Report</b>
<b>SRD</b>	=	<b>Sustainable Resource Development</b>
<b>TSBC</b>	=	<b>Transportation Safety Board of Canada</b>

## ANNEX F: ASSESSMENT MATRIX FOR CLASSIFYING INCIDENTS

Table 1 - Consequences of Incident		
Rank	Category	Example of consequence in category
1	Minor	<ul style="list-style-type: none"> <li>No worker injuries.</li> <li>Nil or low media interest.</li> <li>Liquid release contained on-lease.</li> <li>Gas release impact on-lease only.</li> </ul>
2	Moderate	<ul style="list-style-type: none"> <li>First aid treatment required for on-lease worker(s).</li> <li>Local and possible regional media interest.</li> <li>Liquid release not contained on-lease.</li> <li>Gas release impact has potential to extend beyond lease.</li> </ul>
3	Major	<ul style="list-style-type: none"> <li>Worker(s) require hospitalization.</li> <li>Regional and national media interest.</li> <li>Liquid release extends beyond lease - not contained.</li> <li>Gas release impact extends beyond lease - public health/safety could be jeopardized.</li> </ul>
4	Catastrophic	<ul style="list-style-type: none"> <li>Fatality.</li> <li>National and international media interest.</li> <li>Liquid release off-lease not contained - potential for, or is impacting water or sensitive terrain.</li> <li>Gas release impact extends beyond lease - public health/safety jeopardized.</li> </ul>

Table 2 – Likelihood of Incident Escalating		
Rank	Descriptor	Description
1	Unlikely	The incident is contained or controlled and it is unlikely that the incident will escalate. There is no chance of additional hazards. Ongoing monitoring required.
2	Moderate	Control of the incident may have deteriorated but imminent control of the hazard by the licensee is probable. In either case it is unlikely that the incident will further escalate.
3	Likely	Imminent and/or intermittent control of the incident is possible. The licensee has the capability of using internal and/or external resources to manage and bring the hazard under control in the near term.
4	Almost certain or currently occurring	The incident is uncontrolled and there is little chance that the licensee will be able to bring the hazard under control in the near term. The licensee will require assistance from outside parties to remedy the situation.

What is the likelihood that the incident will escalate, resulting in an increased exposure to public health, safety, or the environment?

Table 3 - Risk Levels based on Likelihood and Consequences					
		Likelihood Rank			
Consequence Rank	Minor (1)	2	3	4	5
	Moderate (2)	3	4	5	6
	Major (3)	4	5	6	7
	Catastrophic (4)	5	6	7	8
		Unlikely (1)	Moderate (2)	Likely (3)	Almost Certain (4)



**Table 4 – Incident Classification**

Risk Level	Assessment Results
Very Low 2-3	Alert (Level 0)
Low 4-5	Level 1 Emergency
Medium 6	Level 2 Emergency
High 7-8	Level 3 Emergency

## ANNEX G: EMERGENCY CONTACT NUMBERS

Emergency Telephone Numbers  
24-hours unless noted

<b>Alberta Energy &amp; Utilities Board</b>		
<u>Location</u>	<b>Telephone</b>	<b>Fax</b>
Bonnyville Field Centre	(780) 826-5352	(780) 826-2366
Drayton Valley Field Centre	(780) 542-5182	(780) 542-2540
Fort McMurray	(780) 743-7214	(780) 743-7141
Grande Prairie Field Centre	(780) 538-5138	(780) 538-5582
High Level Field Centre	(780) 926-5399	(780) 926-4721
Medicine Hat Field Centre	(403) 527-3385	(403) 529-3103
Midnapore Field Centre	(403) 297-8303	(403) 297-5283
Red Deer Field Centre	(403) 340-5454	(403) 340-5136
St. Albert Field Centre	(780) 460-3800	(780) 460-3802
Wainwright Field Centre	(780) 842-7570	(780) 842-7536

<b>Alberta Municipal Affairs and Housing, Emergency Management Alberta</b>		
<u>Location</u>	<b>Telephone</b>	<b>Fax</b>
Province wide	1-(800) 272-9600	(780) 427-1044
Edmonton area	(780) 422-9600	
Normal Working Hours	(780) 422-9000	(780) 422-1549

<b>Public Affairs Bureau</b>		
<u>Location</u>	<b>Telephone</b>	<b>Fax</b>
Province wide	After-hours: Consequence Management Officer	
	Normal working hours: (780) 644-3025	(780) 422-9704

<b>Alberta Environment</b>		
<u>Location</u>	<b>Telephone</b>	<b>Fax</b>
Province wide	1-(800) 222-6514	(780) 427-3178
Edmonton area	(780) 422-4505	(780) 427-3178

<b>Alberta Health and Wellness</b>		
<u>Location</u>	<b>Telephone</b>	<b>Fax</b>
Province wide	After-hours: Consequence Management Officer	
	Normal working hours: (780) 422-9654	(780) 422-0134

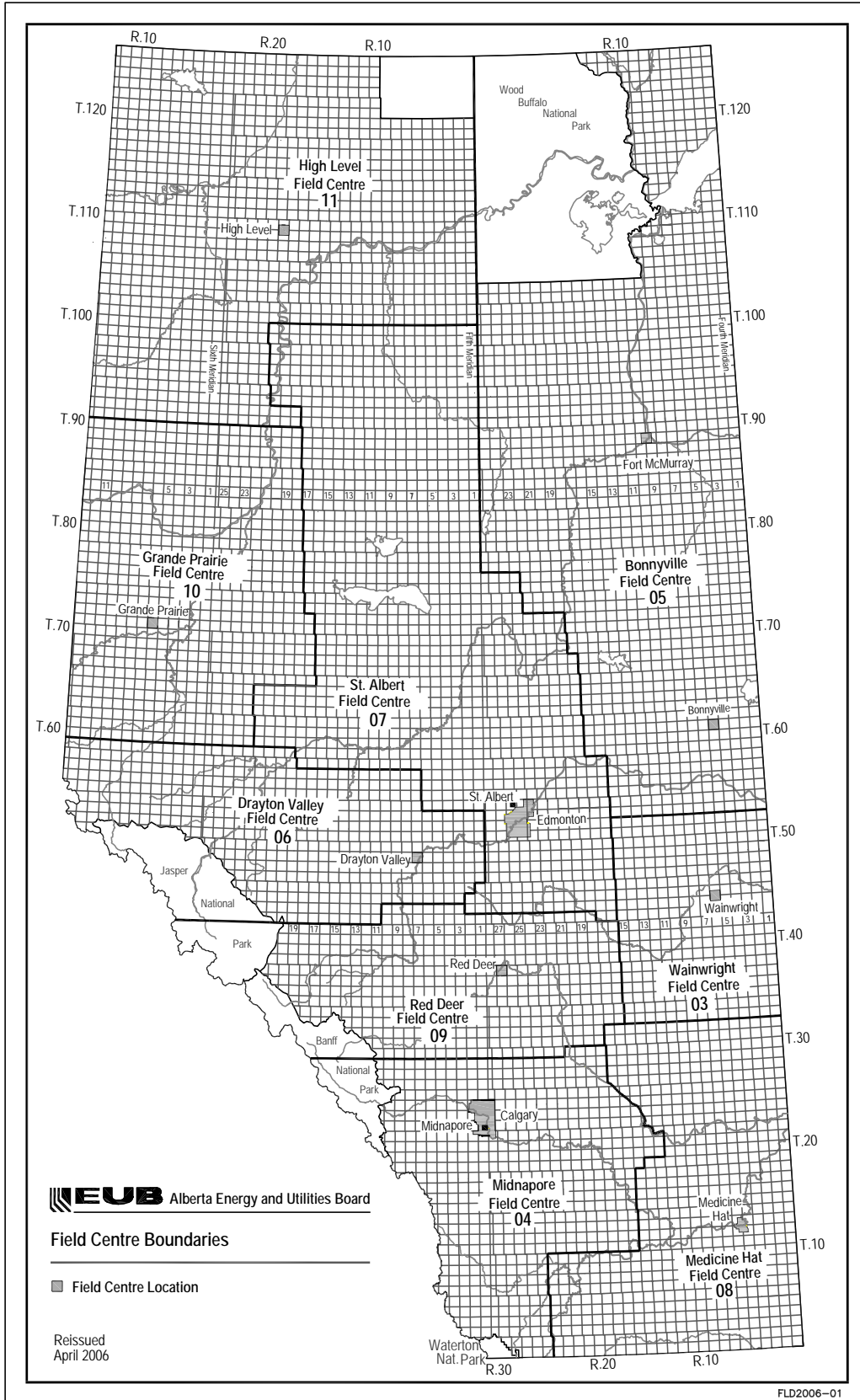
<b>Alberta Employment, Immigration and Industry – Workplace Health &amp; Safety</b>		
<u>Location</u>	<b>Telephone</b>	<b>Fax</b>
Province wide	1-(866) 415-8690	(780) 427-5698



<b>Alberta Solicitor General</b>		
<u>Location</u>	<b>Telephone</b>	<b>Fax</b>
Province wide	1 (800) 427-5089	
Edmonton area	1 (800) 427-5089	

<b>Alberta Sustainable Resource Development – Fish and Wildlife Division</b>		
<u>Location</u>	<b>Telephone</b>	<b>Fax</b>
Province wide	1 (800) 642-3800	(780) 427-0292
Edmonton area (normal working hours)	(780) 427-4943	(780) 422-9560

<b>Alberta Sustainable Resource Development – Forest Protection Division</b>		
<u>Location</u>	<b>Telephone</b>	<b>Fax</b>
Province wide	1-(800)310-3473	(780) 427-7230
Edmonton area (normal working hours)	(780) 427-6807	(780) 422-0292



**ANNEX H: REGIONAL HEALTH AUTHORITY NUMBERS**

<b>RHA</b>	<b>NAME/NUMBER</b>	<b>POSITION</b>
<b>Region 1 Chinook</b>	After-hours line: (403) 388-6111	PHI on call
<b>Region 2 Palliser</b>	24-Hour line: (403) 502-8300	PHI on call
<b>Region 3 Calgary</b>	MOH on-call: (403) 264-5615	MOH
<b>Region 4 David Thompson</b>	24-Hour pager: (403) 304-1871	PHI
<b>Region 5 East Central</b>	24-Hour line: (866) 811-2345 MOH Cell: (780) 679-8175 24-Hour pager: (780) 608-7205	PHI after hours only MOH MOH
<b>Region 6 Capital</b>	After hours line: (780) 433-3940 After hours cell: (780) 493-1963	MOH PHI
<b>Region 7 Aspen</b>	24-hour switchboard: (780) 865-3333	Admin on call
<b>Region 8 Peace</b>	Queen Eliz. Switchboard: (780) 538-7100	Ask for "Public Health on-call"
<b>Region 9 Northern Lights</b>	Cell: (780) 714-7248 24-hour switchboard (780) 791-6161	First-ask for Env. Hlth. on call, then second ask for Admin on-call
<b>FNIHB (Health Canada)</b>	After-hours pager: (780) 470-2677 Cell: (780) 914-7421 Cell: (780) 910-6687	MOH/REHM on-call



## ANNEX I: MEMORANDA OF UNDERSTANDING

The following is a listing of some of the agreements and memorandums of understanding that contribute to the partnership approach to facilitate public safety in the petroleum industry.

Reference	Description	Date of Issue
EUB IL 98-1	MOU between Alberta Environmental Protection <sup>2</sup> and the EUB regarding co-ordination of release notification requirements and subsequent regulatory response.	6 February 1998
EUB IL 98-2	MOU between Alberta Environmental Protection and the EUB on suspension, abandonment, decontamination and surface land reclamation of upstream oil and gas facilities.	26 March 1998
EUB-NEB	MOU between the EUB and the National Energy Board concerning mutual aid in respect of pipeline incident investigation and emergency response.	15 April 1995
ERCB IL 95-05	MOU between Alberta Environment and the EUB on administrative procedures for publication of notice of application.	1995
EUB GB 95-10	Description of agency roles and responsibilities for addressing public complaints involving animal health issues alleged to be caused by the operation of energy facilities.	
EUB IL 96-11	Emergency Response Support Plan for the Upstream Petroleum Industry between the EUB and Alberta Transportation and Utilities <sup>3</sup> .	8 August 1996
ERCB-IOGC	Interface agreement between ERCB <sup>4</sup> Field Operations Department and Indian Oil and Gas Canada.	29 November 1995
ERCB-LCRC	Agreement of understanding between ERCB and the Land Conservation and Reclamation Council Division of Alberta Environment concerning joint inspections.	7 January 1991
ERCB-AL	Working agreement between EUB Field Operations and Alberta Labour's Occupational Health and Safety <sup>5</sup> field staff that ensures effective response to emergencies.	21 March 1995
EUB-NEB	Canada/Alberta action to reduce overlap and duplication and foster cooperation.	June 1993 and July 1995
GOA	Government of Alberta protocol for the co-ordination of multi-departmental joint investigations on issues of public safety.	14 November 1994

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<sup>2</sup> Now Alberta Environment

<sup>3</sup> Now Alberta Municipal Affairs and Housing, Alberta Emergency Management Agency

<sup>4</sup> Now EUB

<sup>5</sup> Now Alberta Employment, Immigration and Industry, Workplace Health and Safety Compliance