

Petroleum Industry Incident Support Plan

December 2011



Government of Alberta ■
*Alberta Emergency
Management Agency*

ACKNOWLEDGEMENTS

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FOREWORD

The Petroleum Industry Incident Support Plan (PIISP, the plan) is the provincial-level plan which directs Government of Alberta (GoA) operations in supporting a local authority, a licensee or an operator during an emergency. It is intended solely for provincial departments/agencies. This plan may be used for any area of the petroleum industry where the Energy Resources Conservation Board (ERCB) has jurisdiction.

The type of emergency varies according to petroleum industry activities. Examples include - but are not limited to - releases of toxic gas such as hydrogen sulphide, liquid releases such as oil or salt water, and other incidents at well-sites, pipelines or processing facilities.

The ERCB is the default lead agency for this plan as they are the regulator for the petroleum industry. The ERCB will engage the expertise, assistance and cooperation of other departments/agencies as determined by the individual incident. The Alberta Emergency Management Agency (AEMA), as the coordinating agency, will assist the ERCB and coordinate the Government's response, engaging GoA departments/agencies as appropriate.

This plan lays out the basic functions of each department/agency to clarify roles and responsibilities in responding to and recovering from a petroleum industry incident.

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1. BACKGROUND

1.1. General

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

Licensees and operators are required by the ERCB to develop and maintain emergency response plans (ERPs). The majority of these requirements are found in ERCB Directive 071: *Emergency Preparedness and Response Requirements for the Petroleum Industry*. Specified plans include both corporate-level ERPs, which are a requirement for all licensees/operators in the Province of Alberta, and detailed site-specific ERPs for certain well, pipeline, and facility operations. Licensees and operators are required to work with local authorities during the planning process.

The PIISP coordinates the GoA response in supporting these ERPs and the tactical direction established by the municipality or licensee/operator.

1.1.1. Definitions

Definitions are contained in Annex D

1.1.2. Acronyms

- **AEMA** - Alberta Emergency Management Agency
- **AEW** - Alberta Environment and Water
- **AHS** - Alberta Health Services
- **AHW** - Alberta Health and Wellness
- **ARD** - Agriculture and Rural Development
- **ASERT** - Alberta Environment Support Emergency Response Team (with AEW)
- **ASSIST** - Alberta Security and Strategic Intelligence Support Team
- **AT** - Alberta Transportation
- **CI** - Critical Infrastructure
- **CIC** - Alberta Transportation Coordination and Information Centre
- **CMO** - Consequence Management Officer
- **DRP** - Disaster Recovery Program
- **EOC** - Emergency Operations Centre
- **EI** - Employment and Immigration
- **ERCB** - Energy Resources Conservation Board

- **ERG** - Emergency Response Group (with ERCB)
- **ERP** - Emergency Response Plan
- **FNIHB-HC** - First Nations and Inuit Health Branch – Health Canada
- **GoA** - Government of Alberta
- **H₂S** - Hydrogen Sulphide
- **IRR** - Incident Response Report
- **MA** - Municipal Affairs
- **MEP** - Municipal Emergency Plan
- **MOU** - Memorandum of Understanding
- **NEB** - National Energy Board
- **PIISP** - Petroleum Industry Incident Support Plan
- **PAB** - Public Affairs Bureau
- **PIA** – Post Incident Assessment
- **POC** - Provincial Operations Centre (formerly known as the GEOC)
- **REOC** - Regional Emergency Operations Centre
- **SA** - Service Alberta
- **SITREP** - Situation Report
- **SME** - Subject Matter Expert
- **SoIGPS** - Alberta Solicitor General and Public Security
- **SRD** - Sustainable Resource Development
- **TSB** - Transportation Safety Board of Canada

1.1.3. References

This plan makes reference to ERCB emergency preparedness and response requirements, the MEP, the *Emergency Management Act* (and Regulations) and the Alberta Emergency Plan.

1.2. Hazards

1.2.1. Types of Hazards

This plan addresses hazards associated with petroleum industry activity. These are primarily the hazards associated with uncontrolled release of petroleum industry products and wastes. Some of the acute hazards associated with the petroleum industry activity include but are not limited to releases of toxic gas such as hydrogen sulphide, liquid releases such as oil or salt water, and other incidents at well-sites, pipelines or processing facilities.

1.3. Partnerships

There are a number of departments/agencies that must be prepared to respond, support, and coordinate the response to a serious petroleum industry incident. Many of these departments/agencies have regulatory responsibilities as well. Therefore once the PIISP 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*. Details on municipal emergency response capacity and planning are found in the applicable MEP.

1.3.2. Provincial Departments/Agencies

The list below outlines the departments/agencies with specific roles under this plan. GoA departments/agencies have identified internal processes or branches that will carry out their responsibilities under this plan, which can be included in their department Consequence Management Plan.

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

- AEW - responsible for ensuring that environmental impacts are mitigated.
- AEMA – An agency of Municipal Affairs. Responsible for coordinating GoA emergency management and assisting local authorities with emergency response, if required.
- AHS - Provides local health advice / resources to respond to the incident.
- AHW - Provides technical expertise on potential health impacts to the public, linkages to health resources and considers provincial health system impacts
- ARD - responsible for providing expertise and information on the impact of an event on agriculture and livestock.
- AT- provides support for emergency response to dangerous goods incidents. AT also operates the CIC, a 24/7 call centre for dangerous goods incidents, information and support to AEW and ERCB
- EI - responsible for workplace safety and investigations.
- ERCB - As the primary regulator of the petroleum industry in Alberta, the ERCB is responsible for ensuring there is a response to all incidents under its jurisdiction. The ERCB is also responsible for ensuring that incident related public messaging takes place.
- PAB - responsible for all public messaging released by the provincial GoA other than the ERCB.
- SA - acts as the logistical section for the GoA. Purchasing, contracts, supplies, and additional personnel will be sourced and provided.

- SolGPS - provides intelligence and threat risk assessments in relation to human induced intentional threats/hazards when requested, in relation to CI and key assets.
- SRD - responsible for ensuring wildlife impacts are mitigated, permits for clearing brush during an emergency, and notification to licensees and operators if oil & gas infrastructure is threatened by a wildfire in the Forest Protection Area)

1.3.3. Federal Departments/Agencies

Federal assistance will be requested through AEMA to Public Safety Canada. Transport Canada, Environment Canada, Department of Fisheries and Oceans, Aboriginal Affairs & Northern Development Canada, First Nation and Inuit Health Branch, Health Canada, Public Health Agency of Canada and the National Energy Board may often be involved.

1.4. Other

The response of the licensee/operator is governed by the ERCB's emergency planning, preparedness and response requirements.

2. PLAN OBJECTIVE

2.1. Objective

The objective is to outline provincial support and response to local authorities, licensees, and operators during a petroleum industry incident.

2.2. Limitations

This plan does not address incidents that are not under the jurisdiction of the ERCB, such as those incidents under the jurisdiction of the Dangerous Goods and Rail Safety Branch of Alberta Transportation, Transport Canada, National Energy Board, Petroleum Tank Management Association of Alberta, Rural Utilities - Alberta Agriculture and Rural Development, and the Alberta Utilities Commission.

2.3. Assumptions

- Licensees/operators have adequate ERPs.
- Municipalities have MEPs.
- Meaningful planning (including confirmation and coordination of roles and responsibilities) between the local authority and the licensee/operator has taken place.

3. ACTION PLAN

3.1. General Principles

This plan is used to coordinate the GoA response to an emergency in cases where the licensee/operator or the local authority requires support, provincial action is required by legislation, or specific circumstances of an incident require GoA involvement.

The licensee/operator must immediately notify the local authority, ERCB field centre, AEW, and other applicable GoA department/agencies of an incident. During an incident the licensee/operator works with the local authority who has the overall responsibility for emergency response in its jurisdiction. The exception to this is when a Provincial state of emergency is declared during which the GoA assumes overall responsibility for the emergency response.

Information from the site and municipality will be coordinated by GoA field staff, which will primarily be ERCB field staff and AEMA Field Officers.

The ERCB 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 ERCB who will initiate initial notification protocols.

3.2. Common Tasks

3.2.1. Before Event

All departments/agencies should participate in training and exercises for this plan. This plan will be reviewed every two years. A joint multi-department/agency exercise will be held every four years.

3.2.2. Actions During an Event

Notification of the incident will trigger the following actions:

- The ERCB may activate the PIISP based on the following criteria:
 - Level 2 or 3 emergencies (as defined by the ERCB¹);
 - Any level of emergency that:
 - requires coordination of a multi-agency response;
 - require coordination of information and communication between departments/agencies;
 - with significant provincial/national media interest.
- Activation of the POC will be escalated by AEMA. Once the activation level of the POC has been escalated, provincial-level incident control will be coordinated by AEMA under the leadership of the lead agency.
- The ERCB will develop incident objectives to guide the GoA response and support to licensees, operators and local authorities. AEMA will assist the ERCB by providing leadership and strategic policy direction for the GoA as per the *Government Emergency Management Regulation* (AR 248/2007).
- GoA emergency management assistance will be provided to the local authority as requested and as long as is required by the local authority.

3.2.3. Actions Following an Event

All departments/agencies will participate in a joint PIA to be coordinated by AEMA. Participation from each department/agency 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.

3.3. Tasks Matrices by Organization

Tasks required by each department/agency are attached as Annexes A, B and C.

¹ See Annex E: Assessment Matrix for Classifying Incidents

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

3.4. Coordination During an Event

3.4.1. Lead Agency

The ERCB is the default lead agency for the GoA response during an incident outlined in this plan. AEMA is the coordinating agency.

There may be incidents where it is more appropriate for another GoA department or agency to become the lead agency or to adopt a unified command structure resulting in coordinated lead agency duties. The decision to change the lead agency or adopt a unified command structure will be made by the ERCB in conjunction with the appropriate department/agency and AEMA.

Any change in the lead agency or command structure will be communicated to the applicable stakeholders by AEMA.

3.4.2. Lead Agency Definitions

The lead agency is the department or agency with the primary interest or mandate to manage petroleum industry incidents. It is anticipated that in most instances, the lead agency will be the ERCB. The lead agency will be responsible for the management of the GoA response to the incident. AEMA will act as the coordinating agency, and other departments/agencies will support the lead agency. The lead agency:

- Activates the PIISP and ensures it is being followed during incident response;
- Provides subject matter expertise on the petroleum industry;
- Determines which agencies, local authorities, and stakeholders require notification;
- Documents which agencies, local authorities, and stakeholders have been notified.
- Takes the lead on external communication such as press releases and coordinated SITREPs (as per *Table 1 - Process for the External Release of Information*).

3.4.3. Notification and Response

The sequence of incident actions is as follows:

- The ERCB receives notification of an incident and confirms lead agency status;
- The ERCB initiates notification as per *Table 2 – Incident Notification Process*;
- AEMA completes and distributes the GoA coordinated SITREP under the direction of the lead agency;
- The lead agency with assistance from AEMA determines where the GoA response and coordination will occur (e.g. REOC, POC);
- POC staff and department/agency CMOs assist the lead agency with operations and resources for the incident;
- Lead agency declares the emergency phase of incident is concluded;
- AEMA coordinates debriefings and the PIA.
- Associated revisions to the PIISP are made as required.

3.4.4. Coordination of Incident Information

To protect the interests of both the GoA and the licensee/operator it is of utmost importance that only ERCB validated incident information be circulated within the GoA and to the public. As such the ERCB ERG will forward the following initial incident information for use by all users:

- ERCB emergency level:
- H2S concentration:
- Description of incident:
- Licensee/operator name and contact information:
- Licensee/operator response:
- ERCB contact information:
- ERCB response:
- Description of any public impact:
- Description of any media attention:
- List of any other departments/agencies that have been notified:
- Current incident status:
- Date and time of next update:

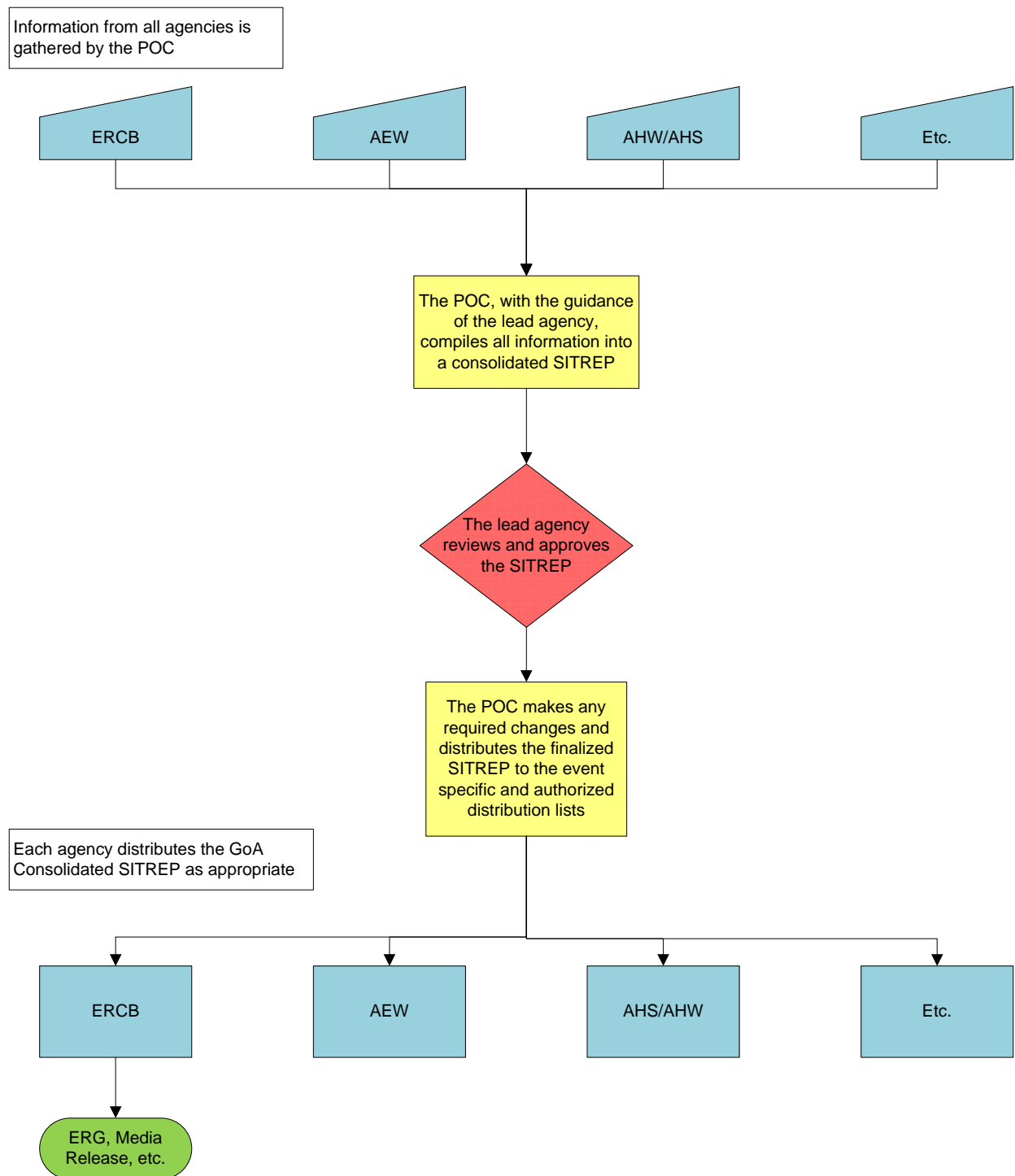
Once it is determined that the incident meets the criteria, the ERCB will activate the PIISP and begin coordinating information releases as per *Table 1 - Process for the External Release of Information*

To ensure all departments/agencies present a common operating picture during a sustained response, external information releases should be reviewed by the lead agency for accuracy and consistency prior to release. GoA departments/agencies and licensees/operators can provide internal updates and SITREPs as needed.

During incidents, AEMA will produce and disseminate coordinated SITREPs that are approved and authorized by the lead agency.

Briefings between GoA departments/agencies and the licensee/operator are solely the purview of the parties involved. Third parties can be briefed about the meeting if required and therefore do not need to be included.

Table 1 - Process for the External Release of Information



3.4.5. Liaison Officers

All departments/agencies are required to be able to provide CMOs to the POC. CMOs must be able to speak for, and commit resources on behalf of, their department/agency.

3.4.6. Priorities

The priorities of the GoA are to protect life, property, the environment, and the economy. In a petroleum industry incident, the first priority is to ensure the local authority, licensees or operators are able to manage the incident and to determine what level of support they require. If the local authority, licensees or operators are unable to manage the response, the ERCB with assistance from AEMA will manage the response. If the local authority is able to manage the response, GoA departments/agencies should continue to act in their regulated roles.

3.4.6.1. *Movement of personnel, equipment, supplies, etc.*

Field personnel from GoA departments/agencies may be asked to attend the site or a REOC established by the licensee/operator, the ERCB, or the local authority. Coordination of GoA support resources and personnel will take place through the POC. Individual GoA departments/agencies will be directly responsible to ensure the proper equipment, training, and qualifications are provided for their staff. GoA departments/agencies will only deploy to the extent that they may safely and competently do so, in accordance to their legislative or mandated obligations.

3.4.6.2. *Access to communications*

Departments/agencies are responsible for ensuring that their own communications equipment and qualified operators are available prior to arriving at a REOC, except in the POC as noted in section 4.6

3.4.6.3. *Protection of critical infrastructure and key assets*

ASSIST (of the Solicitor General's department) will be responsible for identifying critical infrastructure and key assets that may be impacted by the incident to the Incident Commander.

3.4.7. Reports and Returns

ERCB in consultation with AEMA will determine the schedule for reports and returns during the incident. GoA departments/agencies also follow their internal policies for reporting and timelines.

4. SUPPORT

This section addresses support to the provincial GoA departments/agencies that are supporting the response activities in section 3. This is not support provided within the POC, which is provided by AEMA.

4.1. Logistics

All GoA logistical needs will be managed by the POC logistics chief, who is a representative from SA. Any requests for materials, equipment, or supplies should be made to the POC logistics chief.

4.2. Health Care

AHW will validate notification to AHS, act as a liaison between frontline health services and the POC, and provide technical health expertise. During a petroleum event, AHW will primarily communicate to AHS. AHS will provide safety messaging to the public, and will relay situational information to the local health system.

4.3. Financial

Each GoA department/agency is responsible for their own costs related to the event. Costs incurred should be tracked, in case the incident generates a DRP. When a DRP has been generated, the costs incurred by a GoA department/agency will be reimbursed.

4.4. Legal

Each department/agency's legal staff will be responsible for their own legal concerns.

4.5. Infrastructure

Infrastructure support will be provided by Alberta Infrastructure.

5. CONTROL, COORDINATION AND COMMUNICATIONS

5.1. Control

GoA resources will be coordinated by the AEMA with the ERCB as the lead agency.

5.2. Contact/Location Information for all Organizations

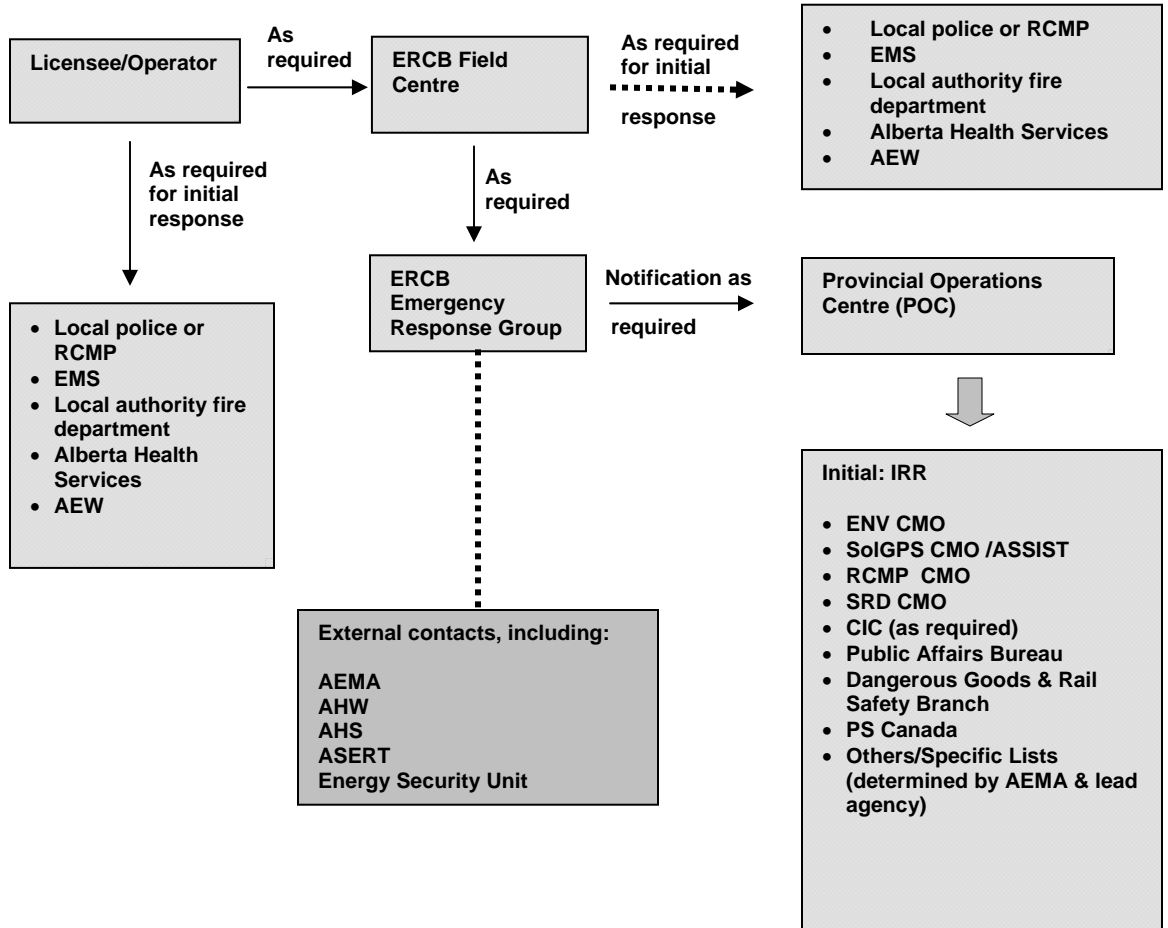
GoA departments/agencies will be contacted through their CMOs.

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

5.3. Initial Notification Protocols

The ERCB Field Centre and the ERCB ERG will determine which external departments/agencies require notification of the incident. The Field Centre and/or the ERG initiate the call down. The POC will distribute the initial IRR to the approved distribution list. *Table 2 – Incident Notification Process* depicts this process.

Table 2 – Incident Notification Process



5.4. Public Affairs

During an incident, communications staff from the ERCB will notify the PAB and as needed to coordinate a communication strategy. Other GoA departments/agencies including the PAB will work with ERCB communications staff to release information to the public.

5.5. 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 PIA.

All involved GoA departments/agencies will gather, store and disseminate event related information as per policy, applicable legislation (*Freedom of Information and Protection of Privacy Act*) and in preparation of any future legal or GoA review/inquiry.

ANNEXES

Annex A	Actions Before an Event
Annex B	Actions During an Event
Annex C	Actions After an Event
Annex D	Definitions
Annex E	Assessment Matrix for Classifying Incidents
Annex F	Emergency Contact Numbers
Annex G	ERCB Field Centre Locations and Boundaries
Annex H	Memorandums of Understanding

ANNEX A: ACTIONS BEFORE AN EVENT

ERCB
Confirm and act as lead GoA organization in petroleum industry emergency preparedness and response.
Set requirements for planning for, and responding to petroleum industry incidents
Participate in exercises of this plan
Review and recommend changes to 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.
AEMA
Act as the provincial coordinating agency in petroleum industry emergency responses as per the <i>Emergency Management Act</i>
Make the plan available to stakeholders.
Communicate changes to the plan with plan holders.
Maintain 24/7 duty manager system.
Assist in the planning and coordination of exercises with the ERCB.
ARD
Act as an SME relating to agriculture and livestock impacts.
Act as the liaison between the farming/ranching community and the GoA.
EI
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 POC on a 24/7 basis.
AEW
Maintain 24/7 contact numbers and duty officer where resources can be accessed for a response related to this plan.
Maintain incident response resources.
Maintain a specialty air monitoring team and equipment used to oversee and verify air monitoring during incident response.
Act as a SME.
Prepare to act as lead agency when appropriate.
AHW
Act as the SME on health effects for petroleum industry hazards.
AHS
Provides local health perspectives in emergency plans.
SRD
Maintain 24/7 contact numbers where resources can be accessed for a response related to this plan.
AT
Maintain a 24/7 call centre (CIC) to receive emergency calls related to the transportation and handling of dangerous goods.

PAB
Maintain a team of trained public affairs personnel.
Activate crisis communications plan and crisis communications response.

SoIGPS
Maintain the list of CI and key assets in the Province of Alberta.
Maintain and regularly test the Emergency Notification System.
Maintain awareness of threats, vulnerabilities, and risks related to human induced intentional hazards.

ANNEX B: ACTIONS DURING AN EVENT

ERCB
Receive information pertaining to petroleum industry incidents.
Determine the emergency level of an incident through consultation with the licensee/operator.
Dispatch ERCB representative to the site of the incident, as required.
Confirm that local resources have been notified as appropriate.
Activate the PIISP.
Advise AEMA to escalate POC activation (if required)
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.
Initiate consolidated SITREPs through AEMA.
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 AEMA if requested.
Send an ERCB representative to the incident location and/or the incident command post.
As lead agency, provide coordination for departments/agencies and licensee/operator on site.
Establish an EOC at the local ERCB Field Centre until the licensee/operator or local authority establishes a regional EOC. ERCB EOC will be expanded if a regional EOC is not established.
Dispatch an ERCB liaison officer to the regional EOC when it opens.
Request, through AEMA, the deployment of other provincial GoA department/agency 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.
Provide timely situation reports, through AEMA, to other GoA departments/agencies activated by this plan.
Notify all participants when the event has concluded and there is no longer any hazard to the public.

AEMA
Confirm ERCB has been notified.
Conduct the IRR notification in accordance with section 5.3.
Obtain a situation report from the ERCB, ASERT, SRD, local authority, etc.
Confirm the level of emergency.
Activate the POC as required.
Notify the appropriate provincial officials as per standard operating procedures.
Release consolidated SITREPs in accordance with section 3.4.4.
Coordinate the GoA response including 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.

EI
Monitor the health and safety aspects of applicable occupations within the hazard area to ensure that the necessary precautions are taken to protect worker safety.

AEW
Provide oversight role in ensuring air monitoring needs and activities associated with public safety around the event site are adequately addressed by the licensee/operator.
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.

AHW
Validate that AHS and/or FNIHB-HC have been notified of the incident.
Provide health and medical technical expertise as requested and as appropriate.
Provide support to AHS as required.
AHS
Provide health services as required
ARD
Act as SME relating to agriculture and livestock impacts.
Act as the liaison between the farming/ranching community and the GoA during petroleum industry incidents.
Provide information relating to agricultural and livestock impacts to the GoA during petroleum industry incidents.
SRD
Notify SRD staff in the area of the event.
Assist in notifying Forestry personnel and Fish and Wildlife personnel of the hazard.
Fight any fires started as the result of the product release within the Forest Protection Area.
AT
Handle inter-departmental communication as needed during small events.
Maintain ability to process calls for new incidents.
Transportation route control.
PAB
Confirm distribution of ERCB messaging. Provide support as required.
SoIGPS
Provides intelligence and threat risk assessments when appropriate and when requested, in relation to CI and key assets
Communicate with owners and operators of CI and key assets, through normal communication channels, or if necessary through the Emergency Notification System maintained by ASSIST.

ANNEX C: ACTIONS AFTER AN EVENT

ERCB
Follow incident response and reporting protocols.
As part of the PIA, recommend any mitigation actions that may reduce the event from re-occurring.
Establish processes to receive and address community concerns.
In consultation with AEMA, review and update this plan.
AEMA
Conduct the PIA.
Communicate any changes to the plan to all plan holders.
Complete documentation or reporting in relation to the activation of this plan and the incident.
EI
Compile and maintains health and safety related records and log.
Monitor licensee/operator's plan to determine if site is safe for recovery workers.
AEW
Compile and maintain environment related records and log.
Monitor environmental recovery, when required.
AHW
Provide provincial health aspects into the PIA.
AHS
Provide the local health aspects into the PIA.
ARD
Conduct agriculture and livestock impact assessments.
Implement response activities as required.
SRD
Compile and maintain event records and log.
Conduct forest impact assessment.
AT
Ensure that all requests and reports are completed
PAB
Coordinate key messaging with the ERCB.
SoIGPS
Communicate with owners and operators of CI and key assets, through normal communication channels, or if necessary through the Emergency Notification System maintained by ASSIST.
Common Tasks
Complete a PIA based on the scope of their involvement and the outcome.
Participate in an AEMA-led evaluation of the GoA response as a whole.
Integrate PIA into internal response processes.

ANNEX D: DEFINITIONS

“Alert” means an incident that can be handled on site by the licensee/operator through normal operating procedures and is deemed to be a very low risk to members of the public.

“Corporate-level ERP” means those plans prepared by a licensee/operator under the Oil and Gas Conservation Act, Pipeline Regulations Act or any other Regulation, Statute, or Condition imposed by the ERCB. 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 ERCB’s Directive 071 contains the requirements for a corporate-level ERP.

“Coordination and Information Centre” means the 24/7 information centre operated by Alberta Transportation. This Centre also serves as the after normal working hours contact point for Alberta Municipal Affairs, Alberta Emergency Management Agency. It can be reached by dialing 1-800-272-9600 anywhere 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.

“Emergency Operations Centre” - manages, coordinates, supports, and may command response efforts during an incident or event.

“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. In this document the word “event” means the same as “incident” or “emergency”.

“Government” means the Government of Alberta.

“Incident” means an occurrence or event, either human-caused or natural phenomena, that require action by emergency personnel to prevent or minimize loss of life or damage to property or the environment. In this document the word “event” means the same as “incident” or “emergency”.

“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 E).

“Lead Agency” The lead agency is the department or agency with the primary interest or mandate to manage petroleum industry incidents. It is anticipated that in most instances, the lead agency under this plan will be the ERCB. The lead agency will be responsible for the management of the GoA response to the incident. AEMA will act as the coordinating agency, and other departments/agencies will support the lead agency.

“Level-1 Emergency” means there is no danger outside the licensee/operator’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 petroleum industry operator or 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 GoA 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” the responsible duty holder as specified in the Oil and Gas Conservation Regulations, pursuant to the Oil and Gas Conservation Act, and the Pipeline Regulation, pursuant to the Pipeline Act.

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

- the council of a city, town, village or municipal district but does not include the council of a summer village,
- in the case of an improvement district, the Minister responsible for the Municipal Government Act,
- in the case of a special area, the Minister responsible for the Special Areas Act,
- the settlement council of a settlement under the Métis Settlements Act
- 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
- 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;

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

“Municipality” see Local Authority

“Operator” the responsible duty holder as specified in the *Oil Sands Conservation Regulation*, pursuant to the *Oil Sands Conservation Act*.

“Petroleum Industry” constitutes all petroleum industry operations within the ERCB’s jurisdiction. Generally, this would include petroleum industry operations up to and including refineries. In addition, the storage and transportation of petroleum industry products by pipeline between petroleum industry products facilities or other end-points.

“Petroleum Industry Incident” means any uncontrolled releases of unrefined hydrocarbon or associated byproducts and wastes from wells, storage facilities, petroleum processing facilities, Petroleum industry product pipelines and unrefined hydrocarbon 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” or “emergency”.

“Provincial Operations Centre” means an operations centre with capacity to accommodate CMOs from each GoA department/agency. The POC was formerly known as the GEOC.

“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 GoA and petroleum industry staff. The ERCB 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 ERCB may set up an EOC at the local ERCB 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 the GoA to assume control for the management of the emergency.

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

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 F: EMERGENCY CONTACT NUMBERS

Emergency Telephone Numbers
24-hours unless noted

Energy Resources Conservation Board		
Location	Telephone	Fax
Bonnyville Field Centre	(780) 826-5352	(780) 826-2366
Drayton Valley Field Centre	(780) 542-5182	(780) 542-2540
Fort McMurray Office	(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

Alberta Municipal Affairs, Alberta Emergency Management Agency		
Location	Telephone	Fax
Province wide	1-(866)-618-2362	(780) 644-7962

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

Alberta Environment and Water		
Location	Telephone	Fax
Province wide	1-(800) 222-6514	(780) 427-3178

Alberta Health and Wellness		
Location		Emergency e-mail
Province wide	Consequence Management Officer	AHWEOC@gov.ab.ca

Alberta Health Services - Emergency/ Disaster Management		
Location	Telephone	Emergency e-mail
Province (North)	1-800-282-9911 (Emergency Disaster Manager on call)	edp@albertahealthservices.ca

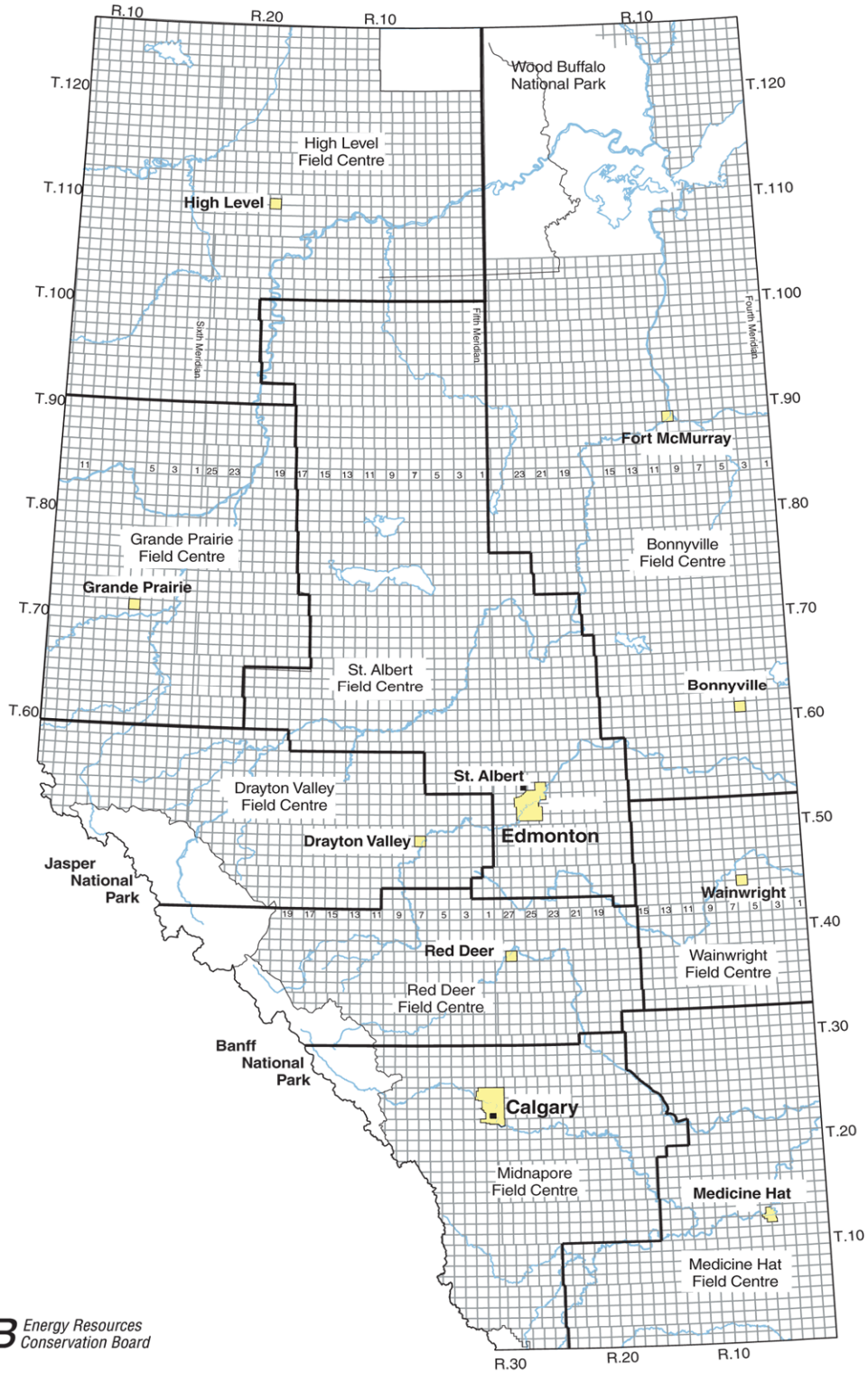
Alberta Employment and Immigration – Workplace Health & Safety		
Location	Telephone	Fax
Province wide	1-(866) 415-8690	(780) 427-5698

Alberta Solicitor General and Public Safety		
Location	Telephone	Fax
Province wide	780-422-3787 and ask for the ASSIST Duty Officer	

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

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

ANNEX G: ERCB FIELD CENTRE LOCATIONS AND BOUNDARIES



ANNEX H: MEMORANDUMS 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
ERCB IL 98-1	MOU between Alberta Environmental Protection ² and the EUB ³ regarding co-ordination of release notification requirements and subsequent regulatory response.	6 February 1998
ERCB IL 98-2	MOU between Alberta Environmental Protection ⁴ and the EUB ⁵ on suspension, abandonment, decontamination and surface land reclamation of upstream oil and gas facilities.	26 March 1998
ERCB-NEB MOU	Establish a protocol between the parties whereby each agency may provide assistance to the other in respect of emergency response.	March 2010
ERCB-WPHS	Working agreement between EUB ⁶ Field Occupational Health and Safety ⁷ field staff that ensures effective response to emergencies.	16 October 2006
GOA	GoA protocol for the co-ordination of multi-departmental joint investigations on issues of public safety.	14 November 1994
IL 96-7	An agreement between the EUB ⁸ and Alberta Environmental Protection ⁹ regarding their respective roles and responsibilities in the regulation of oil sands development.	18 April 1996
MOU ERCB AUC	Memorandum of Understanding regarding Gas Utility Pipelines between the ERCB and the AUC for respond to incidents without distinguishing whether the pipeline is within the ERCB or AUC jurisdiction	2 January 2008

² Now Alberta Environment and Water

³ Now Energy Resources Conservation Board

⁴ Now Alberta Environment and Water

⁵ Now Energy Resources Conservation Board

⁶ Now Energy Resources Conservation Board

⁷ Now Alberta Employment and Immigration, Workplace Health and Safety Compliance

⁸ Now Energy Resources Conservation Board

⁹ Now Alberta Environment and Water