

# Emergency preparedness and response.

At TC Energy, ensuring our pipelines and facilities operate safely is the most important aspect of our business. While our customers, landowners, the public and the regulators expect it, TC Energy demands it. That's why we do everything we can in the safe and reliable delivery of the energy North Americans need.

## Being prepared

Safety is the first of our four core values and underpins everything we do. Being prepared for the rare cases when something does go wrong, is part of our commitment to ensuring the safety of the communities where we operate.

Our Emergency Preparedness and Response team is focused on quickly and effectively responding to emergencies and mitigating any impacts that may have occurred to public safety, property or the environment in a timely manner.

All of our projects have a specific Emergency Response Plan (ERP) that outlines the steps we'll take to respond in the unlikely event of an incident

## Safety is the first of our four core values

Our first priority is always the safety of the public, landowners, first responders, employees and contractors, and the environment.

The public expects us to take safety seriously, and our actions show we do. Safety is incorporated every step of the way, beginning with proper planning and construction practices; while great training and practice help us respond accordingly if something does occur.

*All TC Energy projects have a specific Emergency Response Plan that outlines the steps we'll take to respond in the unlikely event of an incident.*



## Ready to respond if needed

Understanding one's role in an emergency is crucial – that is why we work with local first responders and regulators to review and provide input into our ERPs, to ensure we have the necessary processes, equipment and personnel available to respond to emergencies.

As part of TC Energy's robust Emergency Management System, we conduct more than 100 emergency drills and exercises across our network every year.

These drills and exercises allow company personnel and external agencies to collaborate and practice the skills and communication protocols required in the event of an incident involving a pipeline or facility.

Emergency response equipment is strategically located along the routes of our pipelines. This allows for a timely and efficient response when needed. Equipment includes boats, mobile trailers with containment equipment, booms to prevent the spread of oil; skimmers to collect oil; and safe storage tanks.

## Responding to an emergency

When responding to an emergency, minutes count.

At the first sign of any potential issue on our pipeline systems, operators in the Operations Control Centre can stop the flow of product through the pipeline in minutes and investigate. If an abnormal condition is detected, pipeline operators immediately dispatch emergency personnel to the scene to investigate. The pipeline is not restarted until it has been confirmed on site that it is safe to do so.

If required, TC Energy will activate its Incident Management Team, comprised of company personnel, contract specialists, first responders and local regulators. Their goal is to mitigate and resolve and mitigate the impact of an incident.

When responding, TC Energy uses a standard and proven approach to coordinate its activities during the incident, called the Incident Command System (ICS). This approach is the industry best-practice model for command, control and coordination when responding to emergencies. It's broadly used by police, fire fighters, the military, regulatory agencies and organizations that respond to emergencies.

Using the ICS approach ensures that those responding to an emergency are familiar with the process and are aware of their role during times of crisis. This allows the response to be as efficient and effective as possible.

## Remediation and restoration

In the unlikely event that an incident occurs, we are ready to respond safely and effectively, in partnership with local first response agencies and regional and national authorities. Responding to environmental and health and safety incidents in an efficient and effective manner enables us to minimize the impact of an event.

Our comprehensive environmental remediation program ensures the most beneficial and leading edge remedial strategies are applied. Our environmental specialists work diligently to ensure remediation and restoration efforts meet or exceed regulatory standards.

It's about doing what's right when something goes wrong.

*When responding, TC Energy uses a standard and proven approach to resolve the incident, called the Incident Command System (ICS).*

