



Emergency Management Program Information

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This concordance table is developed in response to “NEB Order MO-002-2017 Compelling Publication of Emergency Management Program Information on Company Websites”. The information in the left column of the table provides the Objectives to be met from the Order, Appendix A. Information on the right column responds to the Objectives by providing the link to the information on the TC Energy Company Website at www.tcenergy.com.

NEB Order MO-002-2017 Concordance Table

Order MO-002-2017 Objectives	Location on www.tcenergy.com Website
Introduction	
<p>The <i>Emergency Management Corporate Program Manual</i> provides:</p> <ul style="list-style-type: none"> • A high level summary of the company’s commitment and ability to prepare for and respond to emergencies. • Identifies that an Emergency Management Program (EM Program) is subject to continual improvement and that the Emergency Procedures Manual (also known as Emergency Response Plan in CSA Z246.2) is a part of the overall EM Program. • Identifies that all hazards have been considered and mitigation is in place to address them and any potential effects arising from an emergency. • Provides an overview of regulatory requirements. 	
Key Public Safety Information	
<p>The <i>Emergency Management Corporate Program Manual</i> in concert with the applicable Emergency Response Plan identifies:</p> <ul style="list-style-type: none"> • How the public, First Responders, municipalities, Indigenous communities and provincial and federal agencies are notified of an emergency, how the public can notify the company of an issue, and how the information is updated and kept current. <p>The following Public Awareness and Safe Digging Booklets provide critical information for public protection (e.g. information on the products in the pipeline and associated hazards; actions to take in the event of an emergency; and hot lines and/or websites set up to respond to inquiries during an emergency):</p> <ul style="list-style-type: none"> • <i>Living and working near pipelines. What you need to know - Oil</i> • <i>Living and working near pipelines. What you need to know - Natural Gas</i> • <i>Pipeline emergency response information. For emergency responders and public officials - Natural Gas</i> • <i>Pipeline emergency response information. For emergency responders and public officials - Crude oil</i> 	

Emergency Procedures Manual

The ***Emergency Management Corporate Program Manual***:

- Provides an overview of the contents of the Emergency Response Plans.
- Identifies that emergency response is guided by Emergency Response Plans, and that those Plans are available for viewing on the company public website, www.tcenergy.com.
- Includes an explanation of why some information is redacted.
- Provides an overview of relevant supporting documents such as local/jurisdictional plans, geographic response plans, control points, and fire incident pre-plans.

Emergency Management Program Summary

The ***Emergency Management Corporate Program Manual*** explains that the company has an Emergency Management Program and the Program's purpose as set out below, summarized in plain language.

1. Policy and Commitment

TC Energy's ***Health, Safety & Environment Commitment Statement*** is the Company's policy intended to ensure activities are conducted in a manner that ensures the safety and security of the public, workers, the pipeline, and the protection of property and the company's commitment to those policies and goals. It says "TC Energy is committed to being an industry leader in Health, Safety (Occupational and Process) and Environmental practices, to maintaining a safe and healthy workplace for our people, to sustaining the safety and integrity of our operating assets and to protecting the environment." It goes on to prescribe the specific principles which guide TC Energy in meeting the commitment.

2. Goals and Objectives

The Emergency Management Program follows the TC Energy Operational Management System (TOMS) Leadership Commitment and Strategy and Performance Monitoring, Assurance and Management Review processes to establish and monitor goals, objectives, and targets for the Program. Emergency Management Program goals, objectives and targets are developed in alignment with all other affected TC Energy Management System programs to meet overarching Corporate and divisional strategies and allow internal performance monitoring.

The Emergency Management Program Goals are:

- Ensure TC Energy Personnel, Emergency Team members, and company first responders are prepared for an emergency.
- Ensure TC Energy First Responders, and Emergency Team Members effectively respond to emergencies.
- Ensure TC Energy is prepared for potential Business Disruptions and has Business Continuity Plans in place for all identified Business Critical Functions.
- Improve the Emergency Management Program by conducting post emergency and exercise debriefings.
- Meet all Emergency Management related regulatory compliance requirements and conform to internal standards.

In addition to the internal performance monitoring, the Emergency Management Program reports Annual Pipeline Performance Measures to the Canadian Energy Regulator (CER). The annual Pipeline Performance Measure reports can be found on the CERs website for [Pipeline Performance Measures](#). For more information on the required Performance Measures and what information is reported review the [Pipeline Performance Measures Reporting Guidance](#).

3. Hazard Identification, Risk Assessment and Controls and Clean-up and Remediation

The ***Emergency Management Corporate Program Manual***:

- Provides a summary of the hazards that are most likely to occur based on the product and the geography and what consequences would be prevented and addressed.
- Describes the risk analysis process used, modeling and methodology to support it, and how stakeholder input is gathered and considered.

- Includes information on the extent of emergency response preparedness (i.e., types and amount of equipment, rationale for location of equipment, MOUs, mutual aid agreements, contractors, and clean-up resources).
- Guides decision making for response strategies.

4. Stakeholder Liaison to Prepare for Emergencies

The ***Emergency Management Corporate Program Manual*** in concert with the ***Public Awareness Program Manual*** explains:

- How liaison activities are conducted to assure interoperability amongst all persons, agencies and organizations.
- How consultation occurs when developing and updating the Emergency Procedures Manual.
- Who, what, where and on what frequency, liaison and consultation occurs.

5. Continuing Education

The ***Public Awareness Program Manual*** and Public Awareness and Safe Digging Booklets summarize and comprise:

- The continuing education program for police, fire departments, medical facilities, and other appropriate organizations and agencies and the public residing adjacent to the pipeline.
- How responders are educated on safety procedures versus how the public are informed of them.
- Examples of safety procedures.
- How interested persons can engage in the emergency response planning process.

6. Training and Exercises

The ***Emergency Management Corporate Program Manual*** describes:

- How appropriate training is provided for emergency preparedness and response.
- That it is conducted at all levels of the company including first responders.
- Who, what, where and on what frequency, training and exercises occur.

7. Incident Management System

The ***Emergency Management Corporate Program Manual*** describes:

- That all Company emergencies are managed through the Incident Command System (ICS) which is augmented with off-site support from Emergency Operations Centers (EOCs), Incident Support Teams (ISTs), and the Crisis Management Team (CMT) as required by the magnitude of the emergency.
- The Company's capacity to fill incident management system positions through Incident Responders, Regional Incident Management Teams (IMTs), Corporate Incident Management Assistance Teams (IMATs), and EOC Teams.
- Criteria for selecting an appropriate location for the incident command post.
- How provincial and other agencies are integrated in the incident management system structure.
- What emergency response activities are carried out by the company versus activities carried out by first responders and others involved during an incident.