



**LIFE IN THE HEARTLAND (LITH)
Regional Advisory Committee**

Meeting Details

Date: October 02, 2024 | 5:00PM - 8:00PM (MT)

Location: Lion's Banquet Hall, Dow Centennial Centre | Fort Saskatchewan, Alberta

Attendees

Industry Representatives (IR):

AIHA	Karlee Conway
Dow Canada	Don Cameron
Dow Canada	Jess MacDonald
Dow Canada	Ryan Nerbas
HAMP	Nadine Blaney
MEGlobal	Scott Maetche
MEGlobal	Amanda VanderBurg
NCIA	Patrick Howe
NCIA	Chantal Delfs
NRCAER	Brenda Gheran
Nutrien	Cory Wald
NWR	Roger Miller
NWR	Jase Weslosky
Pembina	Dale Nesbit
Shell Scotford	Steve Johnston
Shell Scotford	Duane Seelochan
Sherritt International	Alyssa Carson
Sherritt International	Greg Pohlka

Wolf Midstream	Des Hemeon
Wolf Midstream	Corey Payne

Public Members (PM):

Public Member	Barb Gamble
Public Member	Brad Nordin
Public Member	Laurie Danielson
Public Member	Nevin deMilliano
Public Member	Lana Santana
Public Member	Marg Booker
Public Member	Dave Armbruster

Facilitation:

Facilitator	Shawna Bruce
LITH	Sheena Fitzpatrick

Call to Order

- The Facilitator called the meeting to order at 5:50PM.

Review of Agenda & Learnings from Previous Meeting

- Sharing Circle was an opportunity to connect with one another.
- PMs appreciated being able to hear the stories and learn from others.
- Unique and reflective; enjoyed being able to have the experience in an industry setting.

Safety Moment: Cybersecurity

- As Canadians increase their time on the internet - whether it be for work, finances, connecting with friends and family - the opportunities for cyber threat attacks are rising.
 - 38% of Canadians are at moderate-to-high risk of cyberattacks.
 - The most vulnerable include those ages 18-34 and older adults.
- Examples of scams on the rise can include, but are not limited to:
 - *Click On The Link Scams* - Don't click on links from unknown senders.
 - *Scam Emails* - Check that emails are coming from registered accounts.
 - *CRA Tax Scams* - Never share personal info via phone, text, or email.
 - *Romance Scams* - Stop contact if you suspect a scam, report the profile to local authorities.
- Tips for staying cyber safe:
 - Use strong, unique passwords.
 - Be cautious with Public WIFI (especially in airports).
 - Enable Multi-Factor Authentication, also referred to as MFA.
 - Think before you click.
 - Monitor your accounts regularly.

Industry Presentations: Emergency Response Company Spotlights

Presentation 1 – NWR: Presented by Jase Weslosky & Roger Miller

Introduction to the NWR

- Commissioning on NWR was in 2020, making it the newest refinery in Canada. Prior to that, the newest was in 1984, so technology, engineering, and safety have improved since this time.

Emergency Response

- The NWR Emergency Response Organization is responsible for emergency response actions using the resources of NWR operations personnel and external resources.
- Have an Emergency Operations Centre (EOC) that is used to mobilize strategic support, planning, and accountability.
- NWR has three main emergency response functions within the NWR Incident Command Organization that are responsible for managing an incident:
 - Field Incident Commander (FIC) – Controls first response activities, personnel, and communications at the site;

- Emergency Response Team (ERT) – Staffed and equipped to provide tactical response on and around the refinery site;
 - Ten posts on each refinery operations shift with a minimum of seven rostered.
 - Two professional full-time ES members per shift provide fire, technical rescue and medical service; 2 full-time ES Specialists on 9/80 schedule.
 - Utilize 24/7 Scheduler, updated and distributed prior to each shift, Emergency Dispatch radio roll call.
- Have various on-site personnel and teams who are trained to a higher level to deal with varying levels of emergencies.
- Have an Emergency Operations Centre (EOC), where people are planning/training to mitigate and manage emergencies.
- Introduced a Field Incident Command (FIC) Standard in 2024 that sets forth requirements for personnel to be trained and comfortable with their response role(s).
- Ensure all members are provided with advanced and ongoing training to ensure the team remains vigilant and aware of the latest response practices.

Severity Levels

- **Level 1:** Inside the fence line and can be handled internally. The incident is isolated to a specific part of the refinery, limited in scope, and there is no anticipated off-site impact.
 - Managed by FIC and supported by NWR Emergency Response Team.
- **Level 2:** Incident that threatens safety of NWR refinery site, personnel, property, and the environment.
 - May require response and support from external sources.
- **Level 3:** Immediate and significant impact to personnel safety, property, the environment, and has broad media and/or public interest.

Mutual Aid

- Member of the [Northeast Region Community Awareness and Emergency Response \(NRCAER\)](#), and association of emergency professionals, areas municipalities, and 30+ industry members.
- Member of [Western Canadian Spill Services \(WCSS\) cooperative](#), a non-profit organization which provides spill control equipment, spill information and training services to member oil and gas companies; contracted spill response, provides emergency response expertise, equipment and preplan control points for containment and remediation.
- Bi-lateral agreement with industry neighbour, Pembina to enhance training and response capabilities, allowing for direct dispatch of resources in an event.

Emergency Response Preparedness (ERP) Exercises

- NWR conducts various emergency exercises regularly to ensure teams are ready to respond.
- Includes tabletop exercises, drills, and various on- and off-site simulated situations.

Presentation 2 – Nutrien: Presented by Cory Wald

Who We Are & Where We Are

- The plant itself is not overly large, but the area itself is, and is in close proximity to key neighbours.
 - 1KM from nearest resident.
 - 1.5KM from Dow Site.

- 1.8KM from residents on the opposite side of the North Saskatchewan River.

Overview: Emergency Response Plan/Program (ERP)

- Emergency response program is designed to protect People, Environment, and Equipment.
- 45 Emergency Responders on-site in total, with approximately 10-12 on shift at any one time.
 - Training is set at a minimum of 40 hours annually, per responder.
 - Curricula developed from [National Fire Protection Association \(NFPA\) Standards](#) and Site Level Risk Assessments. (NFPA accredits the appropriate firefighting responses).

Equipment On-Site

- The site houses three Emergency Response Vehicles including a Pumper Truck, a Command Unit, and a Support Vehicle.
- Fixed and Portable Equipment includes Fire Hydrants with monitors, Sprinkler Systems, and a multitude of Fire Extinguishers.

Community Outreach & Memberships

- Member of NR CAER.
- Participate in shelter-in-place education sessions in local schools (Grade 4).
- Collaborate with Fort Saskatchewan Fire Department (FSFD), law enforcement and mutual aid partners.

Testing and Exercises

- Perform various tests and exercises to keep plant personnel, emergency response team, and public aware of potential risks.
- Includes weekly Plant Alarm Tests (occur Wednesdays at Noon), scenario-based drills, and full-scale exercises to practice:
 - Field-level response.
 - Integration of municipal and/or mutual aid partners.
 - Crisis and community notification processes.
 - Internal notification and support processes.

Presentation 3 – WOLF Midstream: Presented by Des Hemeon & Corey Payne

Introduction to WOLF Midstream

- 1450KM of pipelines within the province, with 3 product storage terminals, 2 natural gas processing facilities, and CO2 collection and compression.
- Transport system moves diluted bitumen from Northeast Alberta to Edmonton, providing access to upgrading, refining, and pipeline markets, as well as diluent transportation services.
 - A midstream company moves products from one place to another as safely and reliably as possible for its customers.
 - In Fort Saskatchewan, WOLF Midstream is mainly situated between Nutrien, NWR, and Pembina.

WOLF Emergency Response Plans

- Have various ERPs to ensure Environmental, Corporate, and People Area emergencies have clear response plans in place.

- Maintain compliance with additional governing bodies such as the Alberta Energy Regulator (AER) and Environment and Climate Change Canada (ECCC).
- Ensure Community communication methods and strategies are used during an emergency to keep people informed, including use of a Command Centre suite and Crisis Communications Protocol Manual.

Additional Mitigation Strategies

- 24-hour Control Room monitoring and response to leak detection.
- Weekly Aerial Patrols of all *Pipeline Right of Way*.
- Annual Emergency Preparedness exercises and training.
- Asset Integrity Management Systems used to ensure pipeline and facility quality throughout lifecycle, monitor corrosion, and used for internal inspections.

Industry Representative Panel: Q&A

Question 1: [PM1] Could you review what your *most likely scenario and/or worst-case scenarios* are for Emergency Response?

- Answer (Nutrien): If a rubber hose fails at a loading station, that is one of our worst-case scenarios. If this happens, the next valve to close is not too far down the line.
- Answer (NWR): When we're refining a product and sending it down a line for transport, our most likely is also a loss of containment during the loading/unloading process.
- Answer (WOLF): With over 1000km of pipeline in the ground, sometimes people forget they are there. Our greatest risk is a line strike by a piece of agricultural equipment - posts into a live pipeline. Being able to monitor all those pipelines in real-time and know their location is key. Education is also important - call before you dig!

Question 2: [PM3] How is training done with municipal entities to ensure they can manage industry-level and industry-specific emergencies?

- Answer (NWR): It's about maintaining the relationship with your municipalities and incorporating them in exercise scenarios to grow mutual understanding of how they fit into the larger response command.
- Answer (Nutrien): To do former training with municipal partners can be a challenge. Personally, we bring our members for an annual orientation which can be helpful to see what type of vehicles and equipment can respond/fit within a plant. Incorporating them in our exercises
- Answer (WOLF): Test what the role of a municipality is before, during, and after a potential event. This allows us to have established third-party agreements with other support as necessary. This ensures we are all on the same page and have a mutual understanding of the unified command.
- Answer (NRCAER): Through our Emergency Response Teams, we have a Site Visitation Program. This ensures there is an awareness and understanding for smaller facilities that don't have resources available on site. The municipal fire departments are part of this as well.

Question 3: [PM4] What's a strength you don't rave about enough without your team? What's something people don't know about your team/work?

- Answer (NWR): We operate with a very strong medical team. Everything we have on-site would be what you would receive pre-hospital if you were to experience an emergency in public. In addition to managing occupational health things on site. Not only are we reactive, but we are also there to maintain help proactively as well.

- Answer (Nutrien): Emergency Response Plans are great, but something we don't talk about enough are preventative measures. Industry spends a lot of time and effort to ensure these events don't happen - regulators, inspections, protocols, training. Nowadays we are seeing more Remote Operations Centres (ROC) where things can be monitored and managed off-site even.
- Answer (WOLF): In our organization we have different business centres. We really do have a lot of teamwork where all centres come together, and they're all trained the same. Pooling that group together and them knowing what role to play encourages a more efficient and timely response. Investment in training - probably 75% of our team is trained and involved in Emergency Response.
- Answer (NRCAER): Control Panel Operators in the ROCs are very strong at being able to identify potential issues and react/troubleshoot in a very timely manner. Readiness to respond and simulations to respond.

Question 4: [PM5] As a former Safety Officer, I know one of the best safety plans in a *prevention plan*. How committed and effective are your prevention plans to ensure community safety?

- Answer (NWR): We are very safety centered. We have a very involved safety team who are involved in all the processes that happen on-site. If something does occur, we look at what we are doing to ensure that it doesn't happen occur whether it results in a change in process, investigation, preventative maintenance, etc. Do our best to ensure human error is minimized.
- Answer (Nutrien): There are people who have safety as their jobs - they look for hazards, vulnerabilities, and mitigations to be put in place. It's a real testament to see the changes and improvements in technology but also culture around safety and preventative maintenance. The preventative part in our programs far outweigh what we spend on response.
- Answer (WOLF): Risk tolerance throughout all levels of an organization has changed significantly. Organizations are realizing the importance of

Question 5: [P6] You have municipalities that aid when there are events on site. Do you ever support municipalities if there is a public need?

- Answer (Nutrien): It has not happened in my time with the organization; however, it is conceivable that it could happen because we are a *Mutual Aid Partner*.
- Answer (NR CAER): Some of our partners have water sources, so sometimes our fire resources will access these water sources from Industry when needed.
- Answer (Fort Fire): There were Industrial Members that were resourced to support the Fort Mac fires.
- Answer (NWR): A lot of Mutual Aid partnerships can be with the City of Edmonton as well. Sometimes, employees that are trained in this area are also volunteer firefighters in their own local communities as they are highly trained for both industry and public events.

Question 5: [P7] What are some of the practical ways you are communicating with your communities all the great work you are doing?

- Answer (NWR): We are really trying our best at any opportunity we can to contribute to the community. When this happens, we can also use it as an ear to share what we are doing by reaching out on a personal level and fill up the cup with some additional information.
- Answer (Nutrien): Tradeshow, LITH, NR CAER, etc. We could do a much better job though - it's never enough, as it's likely you can never communicate enough.

Roundtable: Final Thoughts and Takeaways

- All Public Members (PM) were invited to provide something they learned, a question they have, and a piece of information they'll share with others from today's meeting and Guest Speaker Presentations.

[PM7]

- **Learned:** N/A
- **Question:** N/A
- **Sharing:** It's the piece of telling our story. Communication is so important, and if we don't tell our story someone else will or it won't be told. Our perception can misguide us when we are not informed. Even though there are so many wonderful things happening for Emergency Preparedness, it is critical to get those messages out in the way(s) that best suits the community. Word of mouth and positive messages go a long way.

[PM6]

- **Learned:** I didn't know preparedness for emergencies was such a priority for industry.
- **Question:** How are you going to get that information to the public?
- **Sharing:** Good job trying to prevent these things from happening! I'm glad we didn't have any WCS described today.

[PM5]

- **Learned:** Surprised by how committed and dedicated each company is, and how much safety is truly a culture. It can be so easily dismissed by old ways of thinking. That kind of culture needs to be cultivated.
- **Question:** Do you have incentives or tracking for safety in your organization (such as tracking incident-free hours) to highlight safety celebrations?
- **Sharing:** N/A

[PM4]

- **Learned:** The strengths that each industry has.
- **Question:** Industry continue to invest in these strategies as it goes a long way.
- **Sharing:** Same as above.

[PM3]

- **Learned:** If you think about this Region, we are recognized globally and internationally as doing good work because we function like a team most of the team. Our industry-community-government do not operate in isolation. Fundamentally, the ability to work together stands true - Sarnia could learn from us and we are often asked how we are so good!
- **Question:** N/A
- **Sharing:** N/A

[PM1]

- **Learned:** Hadn't contemplated one of the comments from other PMs where I hadn't thought about how newcomers may not understand emergency preparedness for them and their families.
- **Question:** What else can we do to support these newcomers in our communities?
- **Sharing:** Well done industry. Excellent to see the camaraderie and collaboration amongst industry. Exercises and training build confidence and preparedness.

Closing

- The Facilitator adjourned the meeting at 8:00PM.

Next Meeting

Date: February 5, 2025 | 5:00PM - 8:00PM (MT)

Location: Lion's Banquet Hall, Dow Centennial Centre | Fort Saskatchewan, Alberta