

Pipeline Incident Response for Emergency Responders

Meeting Instructions



Mute Microphone



Sign In

- Your full name
- Full agency name



Ask Questions

- Raise hand
- Type in chat

Contact Information

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South Bow Liaison Website

<https://southbowpipelineresponse.com/response-information/>



Emergency Response

WHAT YOU NEED TO KNOW

Presentation Overview

The South Bow Emergency Response presentation is designed to provide awareness to emergency responders who may respond to a pipeline incident involving one of South Bow's assets.

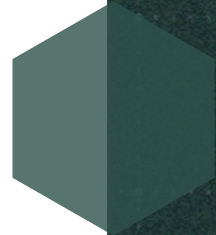
Note: This is a general guide, and any further questions can be directed to local staff.





Agenda

- Introduction & Update on South Bow
- Emergency Preparedness and Response
- Emergency Response Plans for your area
- How to access maps and training
- Community investment
- Pipeline safety information



Why we do Liaison meetings

CER Onshore Pipeline Regulations

Operation and Maintenance

- **33** A company shall establish and maintain liaison with the agencies that may be involved in an emergency response on the pipeline and shall consult with them in developing and updating the emergency procedures manual.
- **34** A company shall take all reasonable steps to inform all persons who may be associated with an emergency response activity on the pipeline of the practices and procedures to be followed and make available to them the relevant information that is consistent with that which is specified in the emergency procedures manual
- **35** A company shall develop a continuing education program for the police, fire departments, medical facilities, other appropriate organizations and agencies and the public residing adjacent to the pipeline to inform them of the location of the pipeline, potential emergency situations involving the pipeline and the safety procedures to be followed in the case of an emergency

About South Bow:

- In 2024, TC Energy's liquids assets were spun off into a new, separate and independently traded company called South Bow.
- South Bow's system connects Alberta crude oil supplies through a highly competitive footprint spanning 4,900 km (3,000 miles) to U.S. refining markets in Illinois, Oklahoma and the Gulf Coast.
- South Bow now owns and operates the assets, but there is no change to continued pipeline operations.
- **South Bow continues to evaluate the Prairie Connector project, a potential expansion of its Canadian asset base that would leverage existing infrastructure and permitted corridors to improve market access for Canadian crude oil.**



How to reach us:

Unified Emergency Number for US & Canada

- 1-866-920-0007 (new in Canada)
- Previously used numbers will still be able to route calls to appropriate contact

New contact information

- Emergency Management
 - emergency.management@southbow.com
- Public Awareness
 - public.awareness@southbow.com
 - 1-866-650-1110

Access more information online, including links to training resources

- www.southbow.com



New pipeline signage

Pipeline Markers



Facility Signage



How South Bow prepares for an incident

Incident Command System Training

- All personnel that may be involved in an emergency are trained to:
 - Incident Command System 100 and 200
- Select personnel that have shown aptitude and capability are trained to ICS 300 and Position Specific Training.
- Personnel are then provided Advanced Incident Management Team Training ICS 320
 - Personnel must complete ICS 320 to be placed on the IMT roster
- South Bow will maintain at least 4 fully trained personnel on the IMT roster in the following positions (current depth is well above 4):
 - Incident Commander
 - Safety Officer
 - Liaison Officer/Assistant
 - Public Information Officer
 - Operations Section Chief /Deputy
 - Planning Section Chief/Deputy
 - Logistics Section Chief/Deputy
 - Finance Section Chief/Deputy

South Bow's response to an incident

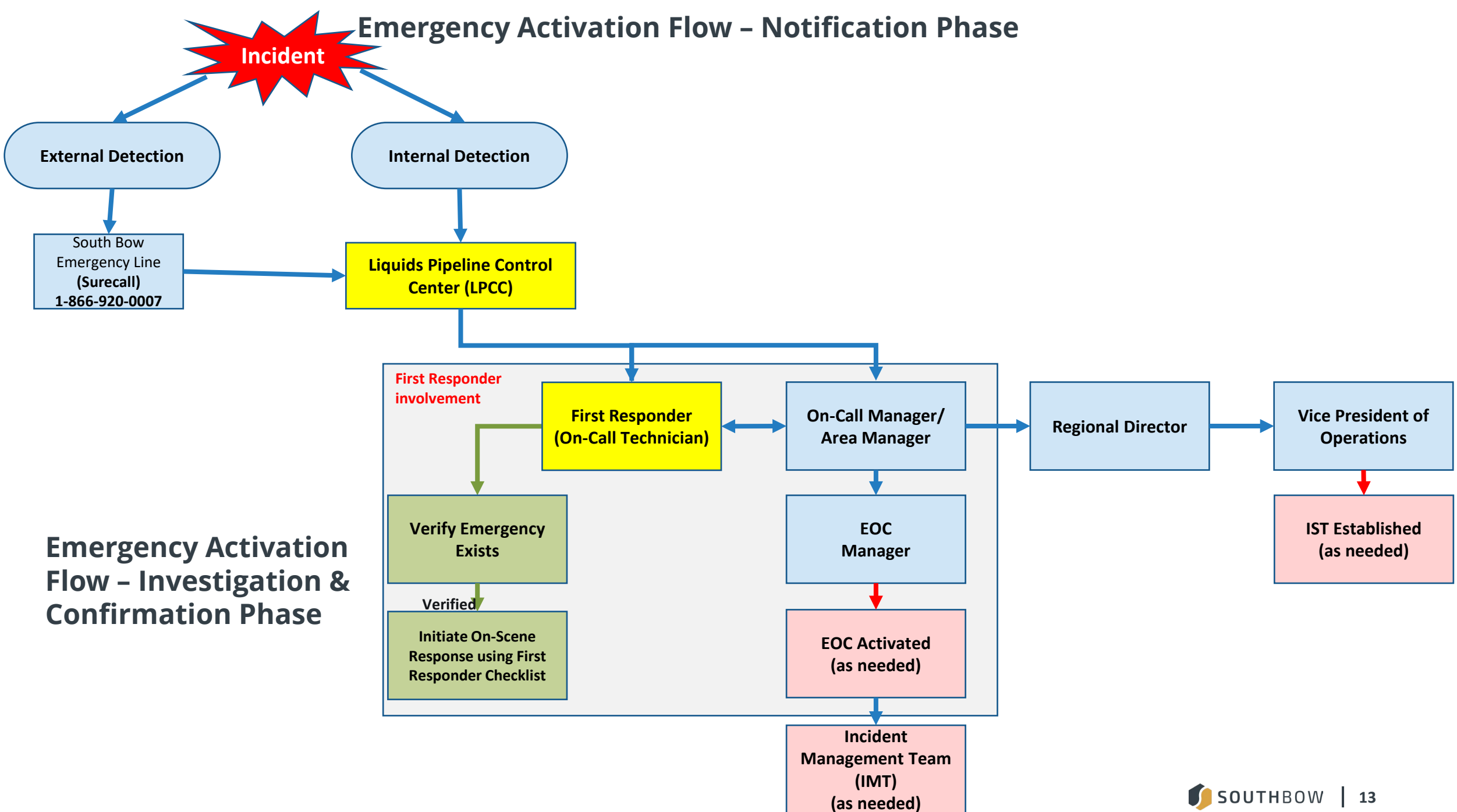
South Bow's state-of-the-art leak detection systems, elevated safety features and specially trained staff ensure leaks are quickly caught and addressed.

- In the rare case of an incident, South Bow will work with emergency response officials and:
 - Shut down the affected pipeline if necessary
 - Isolate the impacted section
 - Dispatch emergency personnel to the incident

South Bow will not restart the pipeline until the issue has been addressed, it is safe to do so and approved by regulators.



Emergency Activation Flow – Notification Phase



Emergency Activation Flow – Investigation & Confirmation Phase

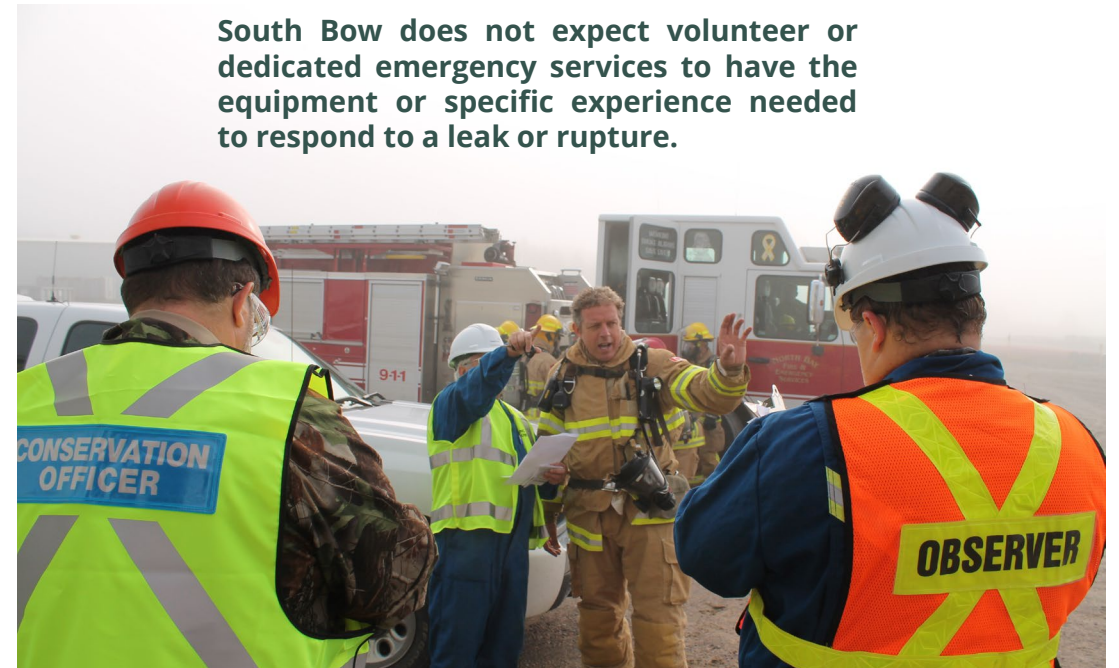
Your role in an incident

- DO:

- Protect yourselves and the public
- Provide traffic and crowd control
- Provide first aid as needed
- Evacuate unnecessary personnel
- Contain and control secondary fires if safe to do so
- Secure the site and establish a safe zone to ensure public safety
- Monitor for LEL, H₂S and benzene if possible
- Eliminate all ignition sources if safe to do so
- Allow South Bow employees clear and quick access to the emergency site.

- DO NOT:

- Attempt to operate any valves
- Go near the incident area until a hazard assessment has been conducted by South Bow
- Attempt to contain the spill or leaked product



Requesting an Emergency Response Plan

EMERGENCY RESPONSE

We continuously strive to operate safely.

Our priorities are always the safety of the public and the environment, focused on quickly and effectively responding to emergencies.

Although we consult emergency services to help the public better understand the South Bow Emergency Response Plans, we encourage communities to review these documents to

EMERGENCY PREPAREDNESS

SUSTAINABILITY & ENVIRONMENT

COMMUNITY & INDIGENOUS RELATIONS

PIPELINE SAFETY

LIFE CYCLE OF A PIPELINE

Responding quickly and safely and rapidly is something we train for year-round.

We train our employees and contractors, and the environment. Our robust response plans are designed to respond to any emergency that may have occurred to public safety, property or the environment.

While we have Emergency Response Plans, we encourage communities to review these documents to

REQUEST A PLAN

City

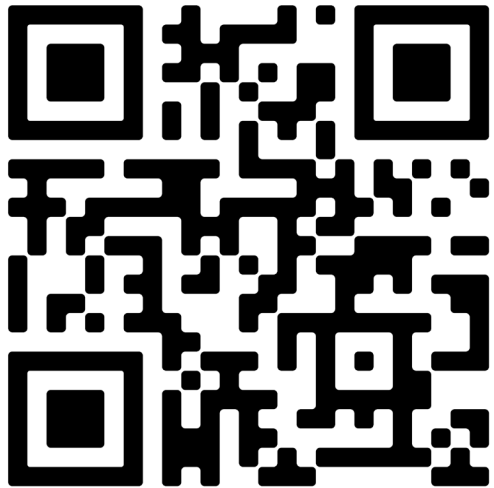
State/Province/Territory

Organization type

DISCLAIMER

To access the Emergency Response Plans some basic information is requested. Your information will not be used for any business purpose beyond allowing us to understand the groups who have an interest in our Emergency Management Program or providing the information to our regulators (i.e., Canada Energy Regulator), if requested. At all times, those who are granted access to your personal information at South Bow will operate in accordance with the South Bow.

By clicking this box, you acknowledge the plans posted to this website are for viewing and awareness only. These plans are the property of South Bow and are not to be used by third parties. Limited information has been redacted from these documents to preserve the safety and security of South Bow, its assets.



Emergency Response Exercises

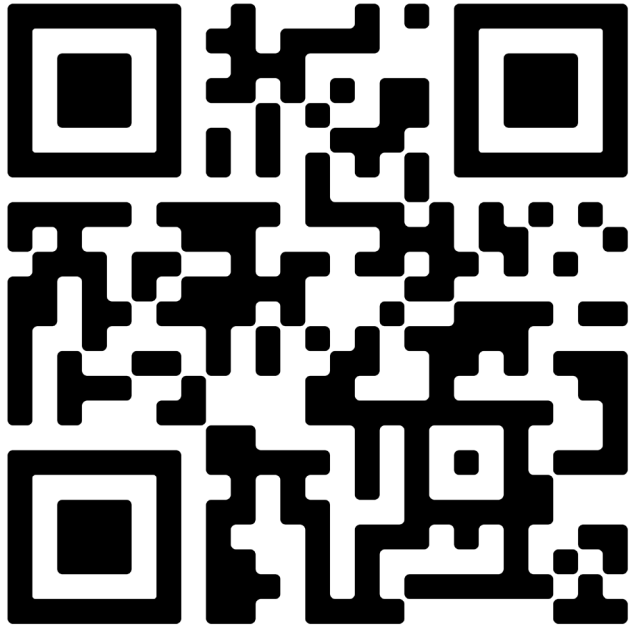
- When possible, South Bow offers in-person sessions to share information about our collaborative emergency response plans with Emergency Responders and Public Officials. To request one of these sessions, contact **emergency.management@southbow.com**
- Access free online training resources for pipeline emergency response by visiting the links on the Emergency Management page under "Emergency Preparedness External Resources"



Viewing pipelines in your area

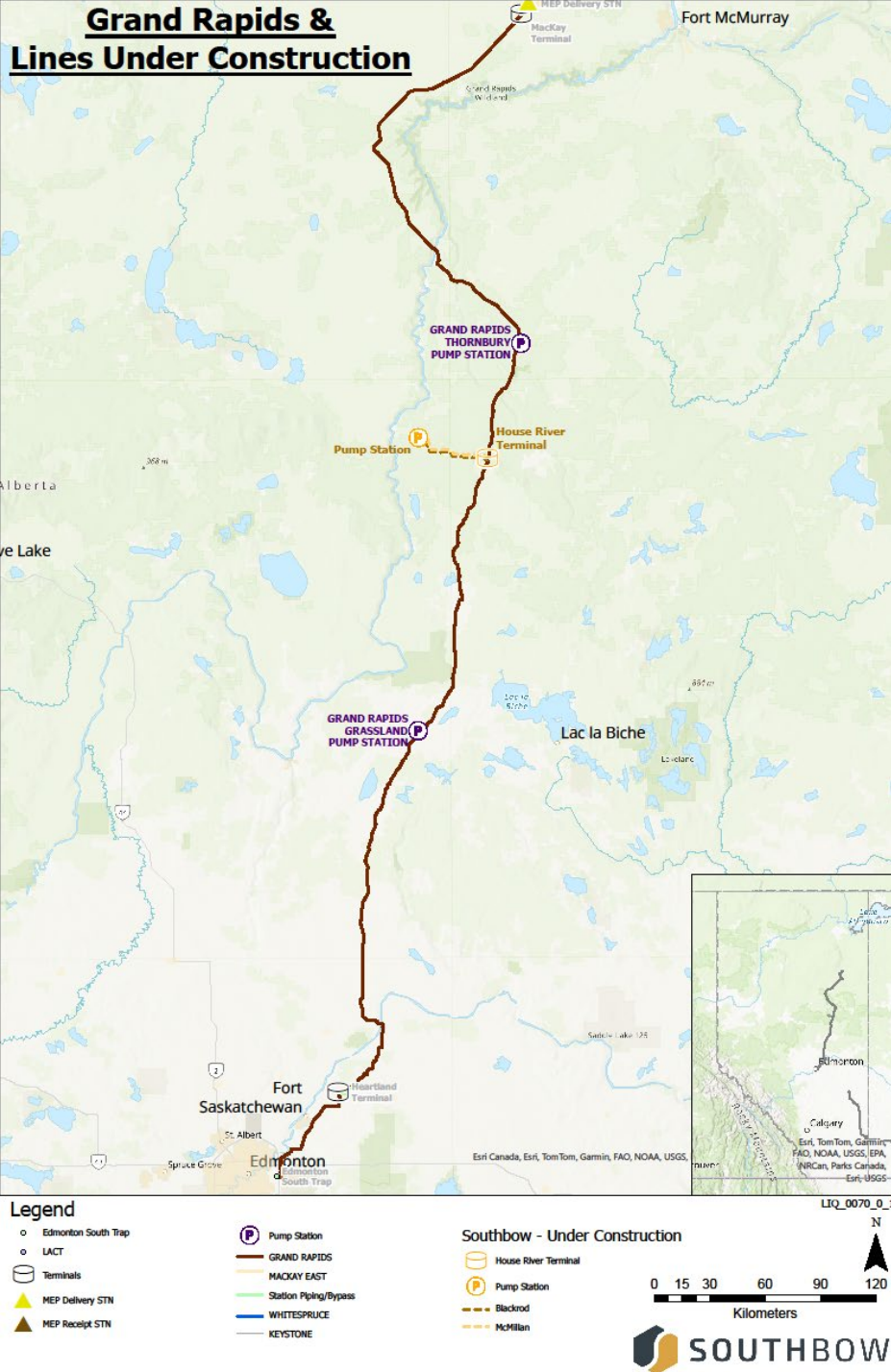
CANADA

CER Interactive Pipeline Map



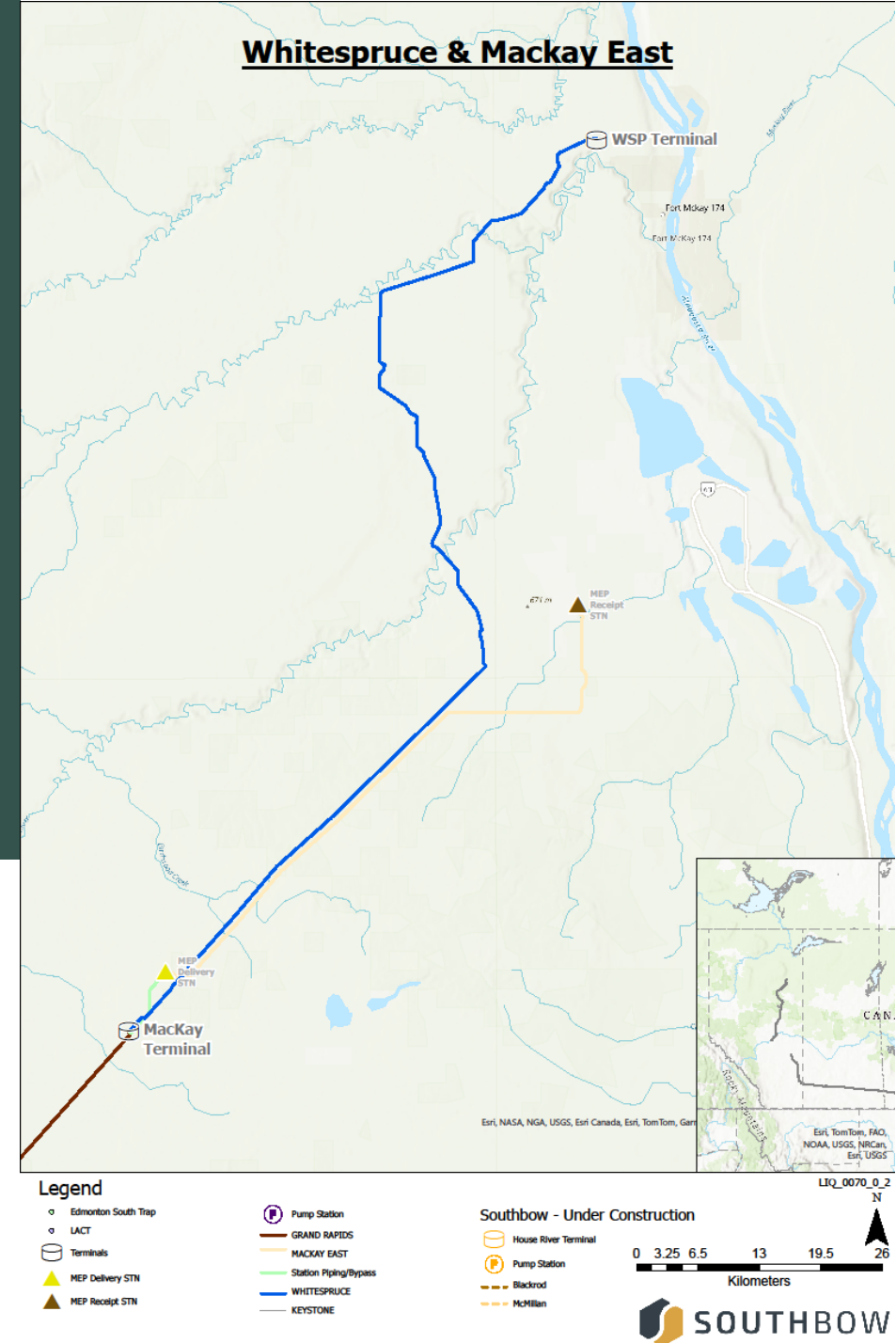
View all pipelines regulated by the Canada Energy Regulator

- Pipelines that do not cross provincial boundaries may be provincially regulated, and not visible on the CER map.
- Contact South Bow for more detailed information about South Bow pipelines in your area



AER-regulated
Assets

(not in CER
interactive
map)

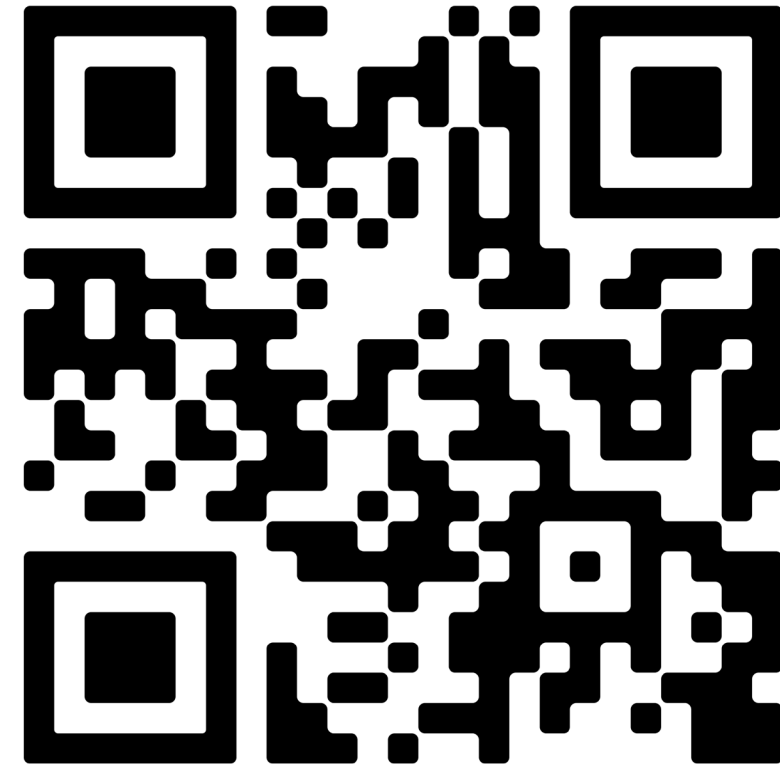


Community Investment

South Bow Cares program

South Bow Cares seeks to invest in non-profits, registered charities, associations, municipalities, Indigenous groups, and foundations in the regions in which South Bow operates, and concentrates its social impact investments in four focus areas: Safety, Education, Environment and Caring Communities.

- **Safety** - Strengthening local first responders and emergency management organizations by offering the tools and resources they need to keep communities safe everyday;
- **Education** - Preparing the future workforce in skilled trades and STEM (Science, Technology, Engineering and Mathematics) by investing in education, training and workforce enablement programs;
- **Environment** - Stewarding habitat for future generations by investing in programs to clean up, protect and educate the public about environment care; and
- **Caring Communities** - Ensuring communities are cared for and connected by investing in community festivals, organizations that address food security, and volunteer programs to strengthen the social sector.



Community Investment

South Bow Cares program

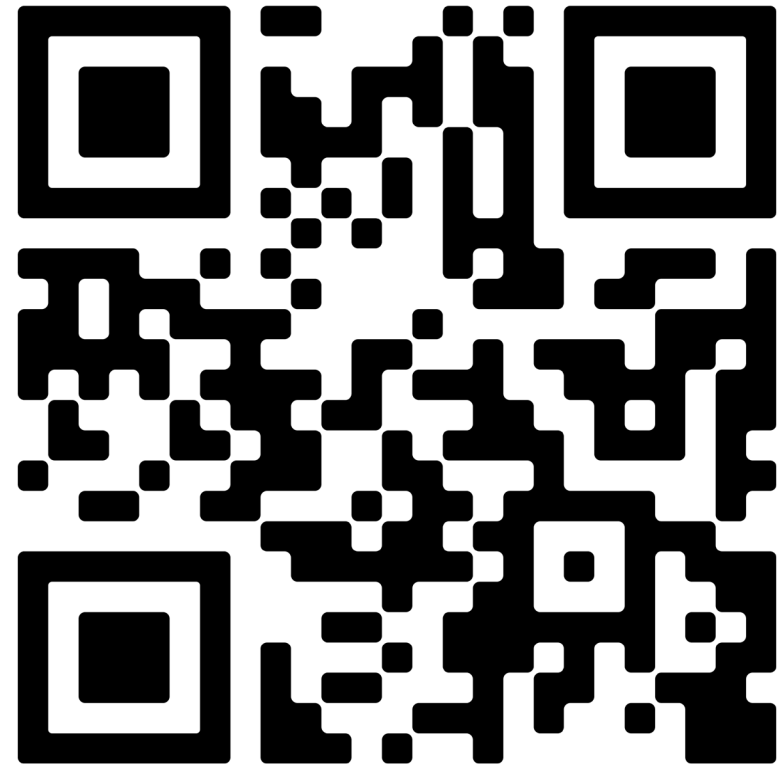
2025 Summary

Canada:

- \$122,900 in grants
- 19 different agencies

United States:

- \$242,510 in grants
- 22 different agencies





General Pipeline Safety Information

Purpose of Pipelines and Pipeline Facilities

Pipelines are the safest and most efficient way to transport the energy that we use every day. Our pipelines and facilities are held to the highest industry standards, which includes using the highest quality materials during construction and conducting strict maintenance on all our pipelines. This includes the facilities that help safely operate the pipeline, like pump stations and tank terminals.

- **Pump stations** control the pressure and flow in pipelines to ensure they operate continuously and safely. The system is monitored remotely 24/7, with multiple safety measures and procedures in place to prevent or mitigate any potential incidents.
- **Tank terminals** are interconnected storage tanks where oil is measured and collected until it's ready to be transported through the pipeline.

Important information about crude oil

Crude oil is a liquid mixture of naturally occurring petroleum hydrocarbons.

- Amber or black in color depending on the source
- Can possess a rotten egg, gasoline, tar or skunk-like odor
- Crude oil vapors are volatile and can be flammable and explosive
- Vapors are heavier than air and can travel along the ground in low-lying areas, causing dizziness or suffocation in confined spaces or high concentrations
- Oil vapors can be ignited by many sources including cellular phones, radios and vehicles
- Crude oil can contain varying levels of hydrogen sulfide (H_2S), an extremely poisonous gas. H_2S vapors can cause eye, skin and respiratory tract irritation, and can be lethal

Since the oil batched in an oil pipeline changes regularly, the specific Safety Data Sheet for the product in question will be provided in the event of an emergency.



Recognizing and Reporting a Leak

If you see any of the signs of a leak:

- Amber/black liquid which can display as a black patch or pool on the ground.
- A rainbow sheen or black liquid on top of water.
- Dead or dying vegetation on/near the right-of-way in an area that is usually green.
- Stained or melted snow/ice over the pipeline area.
- A slight smell similar to “rotten egg”, gasoline, tar or “skunk-like” odor.
- A roaring, hissing or whistling noise.

Take these actions:

- Stop all excavation and construction. Shut off all machinery if safe to do so and move away from the area on foot – warn others to do the same.
- Do not attempt to repair the pipe or operate any valves.
- Call ‘911’ as soon as you are in a safe location. Describe the situation and any injuries, leaking product or fire.
- Call South Bow at 1-866-920-0007 and explain the incident.
- Stay upwind to avoid vapors or contact with leaking product and warn others to stay away.

What South Bow does to ensure safety

South Bow invests millions every year in research and development to improve and enhance our pipeline safety. Our employees are trained to meet all mandated federal requirements for Pipeline Operator Qualifications in the U.S. and Canada.

Our rigorous pipeline maintenance program ensures our systems run safely with:

- 24/7 monitoring
- Pipeline in-line inspections that identify the smallest issues/defects for repair
- Regular patrols of the right-of-way
- Shut-down valves in case of potential release
- Corrosion prevention technology
- Hydrostatic testing
- Investigative digs
- Ground surveys

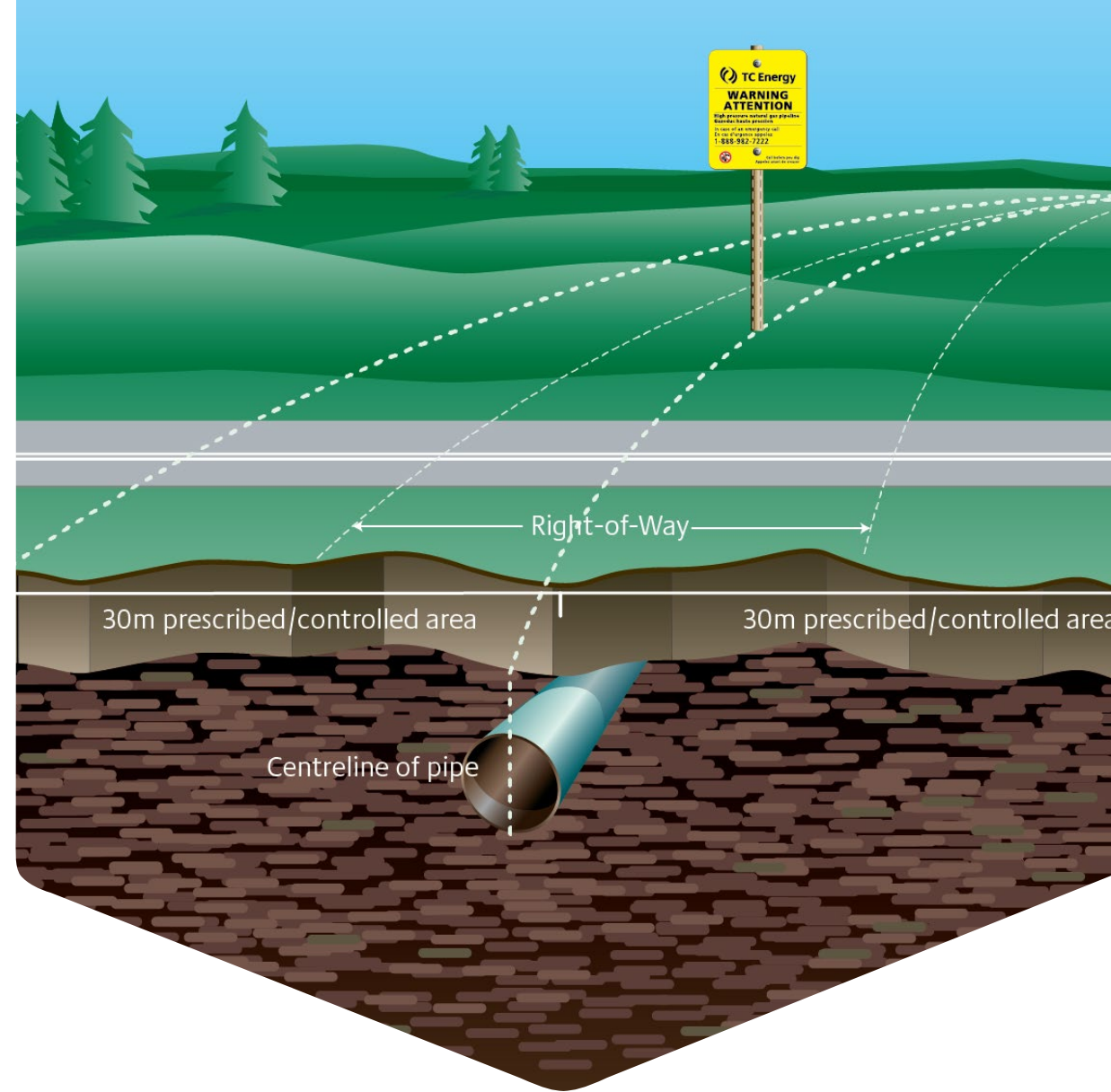




Recognizing and locating pipelines

What is a pipeline right-of-way?

- A pipeline ROW can usually be identified as a strip of land cleared of structures or trees and marked by pipeline markers at key points and intervals.
- The ROW must be kept clear of fences, buildings, trees or any other type of structure which could:
 - damage the pipeline
 - impede critical access
 - Impede maintenance, repairs, patrols or emergency response
- In Canada there is a 30-metre prescribed area on each side of the pipeline where activities are restricted. A South Bow representative **MUST** be present for any work on the ROW.



Pipeline Markers

- Visible within line of sight on a ROW and at highway, waterway and railway crossings.
- Contain the pipeline operator's emergency number and information on pipeline contents.
- Show only approximate location of the pipeline and does not indicate depth.
- They do not determine where it is safe to dig, as pipelines may not travel in a straight path.

Only a South Bow representative can provide accurate location information.



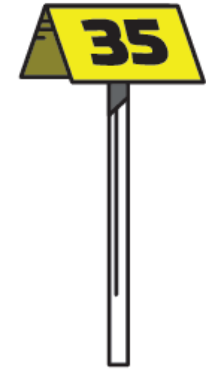
WARNING
SIGN



LINE
MARKER



VENT
MARKER



AERIAL
MARKER

High Consequence Areas

An HCA is defined as a location in pipeline safety regulations where pipeline releases could have greater consequences to health and safety or the environment.

- In accordance with federal regulations, some segments along South Bow's pipelines have been designated as High Consequence Areas (HCAs) where extra precautions are taken, known as Integrity Management Programs (IMPs).
- For information regarding these measures, contact South Bow at public.awareness@southbow.com

When to contact South Bow

Use the Emergency Number 1-866-920-0007:

- If you suspect a leak on a pipeline
- To notify South Bow of potential damage or unauthorized activity on the pipeline right-of-way

Contact emergency.management@southbow.com:

- To request information, schedule a meeting or inquire about emergency exercises

Call your local One-Call centre:

- If you need to cross over or access the right-of-way (if crossing in an emergency, please notify South Bow within 24 hours of crossing)
- Visit ClickBeforeYouDig in Canada
- Utility Safety Partners (AB), Sask1stCall (SK), ClickBeforeYouDigMB (MB)



How did we do?

Please
complete the
short survey to
enter to win
some swag.

2025 Winner:
Hamiota FD

