FORTIS BC™

Corporate
Emergency Response Plan

June 2024/2025

This version of the Corporate Emergency Response Plan has been reviewed and is approved for distribution and implementation.

Tim Swanson	Director, Corporate Security & Business Continuity		June 18, 2024
Printed Name	Title	Signature	Date

Annual Revision History

Version Number	Revised Date	Effective Date	Summary of Revision(s)
16.0	June 7, 2024	June 7, 2024	Annual ERP Update. Updated Organizational Chart. Updated Incident Classification Matrix. Updated section 3 Regulations and Standards.
15.0	June 7, 2023	June 7, 2023	Annual ERP Update. Addition of Policy and ERP Overview, Planning P, ICS Guidelines. Updated Major Projects section. Updated Security Support contacts.
14.0	Jun. 8, 2022	Jun. 8, 2022	Annual ERP update.
13.0	Jun. 9, 2021	Jun. 9, 2021	Annual ERP update. Added section for FortisBC's Major Projects. Minor content updates throughout the document.
12.0	Jun. 9, 2020	Jun. 9, 2020	Annual ERP update. FortisBC's Risk Management Section replaced by the insertion of the Finance and Admin Section and additions to the Planning Section.
11.0	Jun. 24, 2019	Aug. 30, 2019	Annual ERP update. Minor content updates throughout document. FortisBC forms updated to ICS standards.
10.0	Oct. 16, 2018	Oct. 26, 2018	Content updates as per requirements by the BC OGC.
9.0	Aug. 7, 2018	Aug. 7, 2018	Content updates as per requirements by the BC OGC.
8.0	Jun. 22, 2018	Jul. 13, 2018	Content updates throughout document.
7.0	Nov. 24, 2017	Dec. 1, 2017	Revision History added.
6.0	Jun. 22, 2016	Dec. 16, 2016	Major format and content updates to provide common sections and checklists within the Corporate ERP for all sites and events specific ERPs.
5.0	Apr. 23, 2015	Apr. 26, 2015	Minor content updates.
4.0	Dec. 10, 2014	Dec. 21, 2014	Minor content updates.
3.0	Dec. 16, 2013	Dec. 19, 2013	Minor content updates.
2.0	Mar. 28, 2012	Dec. 4, 2012	Document reviewed and updated with many formatting changes.
1.0	Mar. 29, 2011	Feb. 1, 2012	Combined and consolidated plans into a new document.

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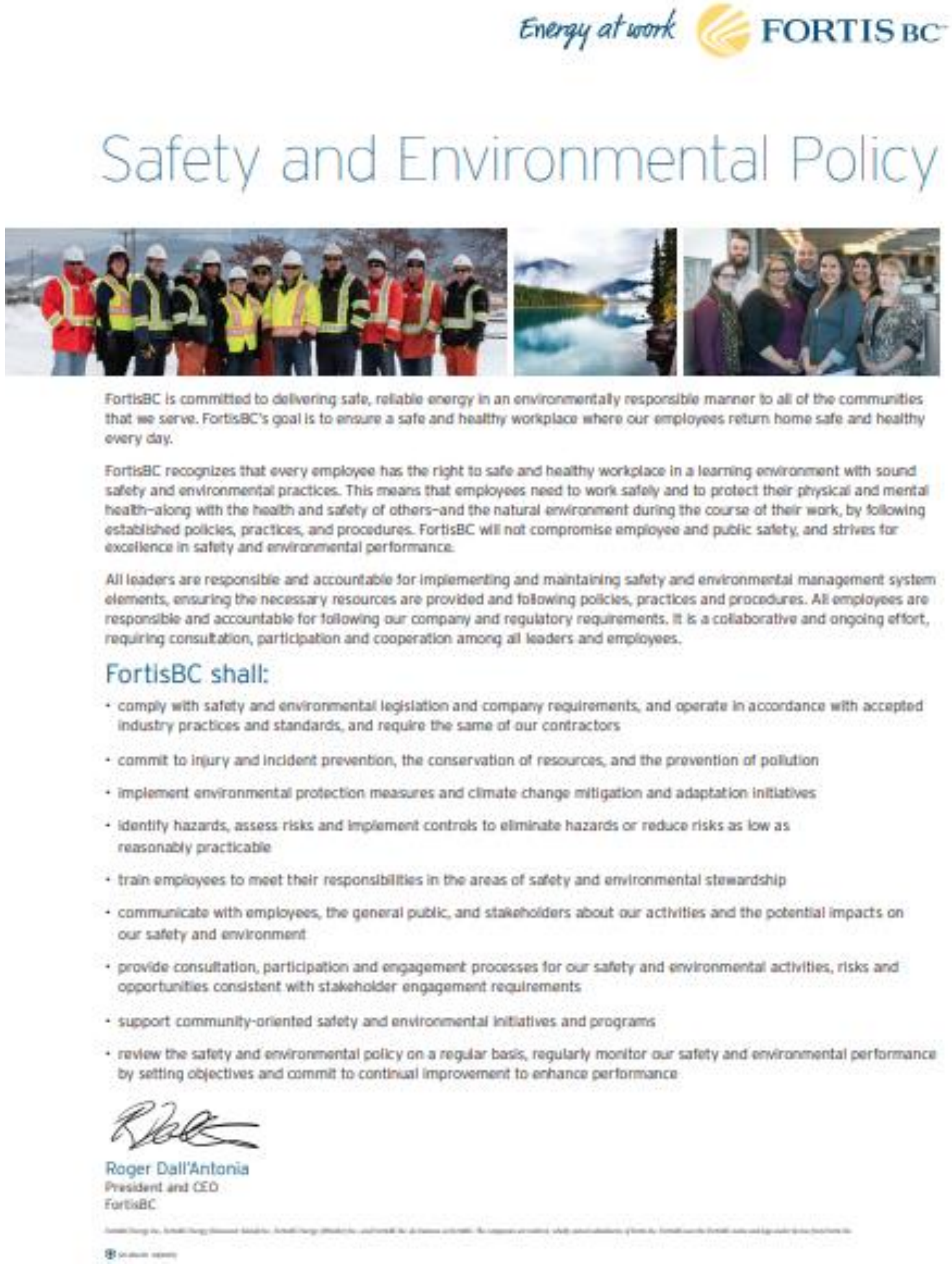
FortisBC's Safety and Environmental Policy



Energy at work

Safety and Environmental Policy

FortisBC is committed to delivering safe, reliable energy in an environmentally responsible manner to all of the communities that we serve. FortisBC's goal is to ensure a safe and healthy workplace where our employees return home safe and healthy every day.

FortisBC recognizes that every employee has the right to safe and healthy workplace in a learning environment with sound safety and environmental practices. This means that employees need to work safely and to protect their physical and mental health–along with the health and safety of others–and the natural environment during the course of their work, by following established policies, practices, and procedures. FortisBC will not compromise employee and public safety, and strives for excellence in safety and environmental performance.

All leaders are responsible and accountable for implementing and maintaining safety and environmental management system elements, ensuring the necessary resources are provided and following policies, practices and procedures. All employees are responsible and accountable for following our company and regulatory requirements. It is a collaborative and ongoing effort, requiring consultation, participation and cooperation among all leaders and employees.

FortisBC shall:

- comply with safety and environmental legislation and company requirements, and operate in accordance with accepted industry practices and standards, and require the same of our contractors
- commit to injury and incident prevention, the conservation of resources, and the prevention of pollution
- implement environmental protection measures and climate change mitigation and adaptation initiatives
- identify hazards, assess risks and implement controls to eliminate hazards or reduce risks as low as reasonably practicable
- train employees to meet their responsibilities in the areas of safety and environmental stewardship
- communicate with employees, the general public, and stakeholders about our activities and the potential impacts on our safety and environment
- provide consultation, participation and engagement processes for our safety and environmental activities, risks and opportunities consistent with stakeholder engagement requirements
- support community-oriented safety and environmental initiatives and programs
- review the safety and environmental policy on a regular basis, regularly monitor our safety and environmental performance by setting objectives and commit to continual improvement to enhance performance

Roger Dall'Antonia
President and CEO
FortisBC

1 Foreword

1.1 Purpose

The Corporate Emergency Response Plan (ERP) is a high-level, all-hazards plan encompassing all of FortisBC's business units and developed based on the requirements as described in the FortisBC Emergency Program. This plan provides a flexible framework for preparing for, responding to, and recovering from non-routine incidents, regardless of the nature or severity.

The ERP provides information and guidelines for anyone who may be involved in FortisBC's response to emergency situations. It includes:

- Description of the Incident Command System
- Notification and activation procedures
- Emergency classification and corresponding responses
- Duties and checklists for each management team position
- Information to effectively facilitate response goals

While the routine functions of most departments are not of an emergency nature, all employees and contractors of FortisBC should be prepared in their respective roles and capacities to respond to emergencies which may threaten life, the environment or service to customers. This includes a day-to-day obligation to assess and report on any potential/actual emergency or disaster event. It requires monitoring conditions, analyzing and reporting information that could signal the onset of one of these events. Any FortisBC Management and Exempt (M&E) employee may be called upon to support the Company during an emergency situation in a role commensurate with their experience and abilities.

1.2 Scope

The Emergency Response Plan (ERP) covers all business units under the FortisBC umbrella and exists to facilitate a coordinated response by FortisBC personnel to a non-routine event that exceeds the capacity of the affected department(s) or organization. Situations include but are not limited to those emergencies that may affect any FortisBC workers, the public, the environment, FortisBC assets or services to customers.

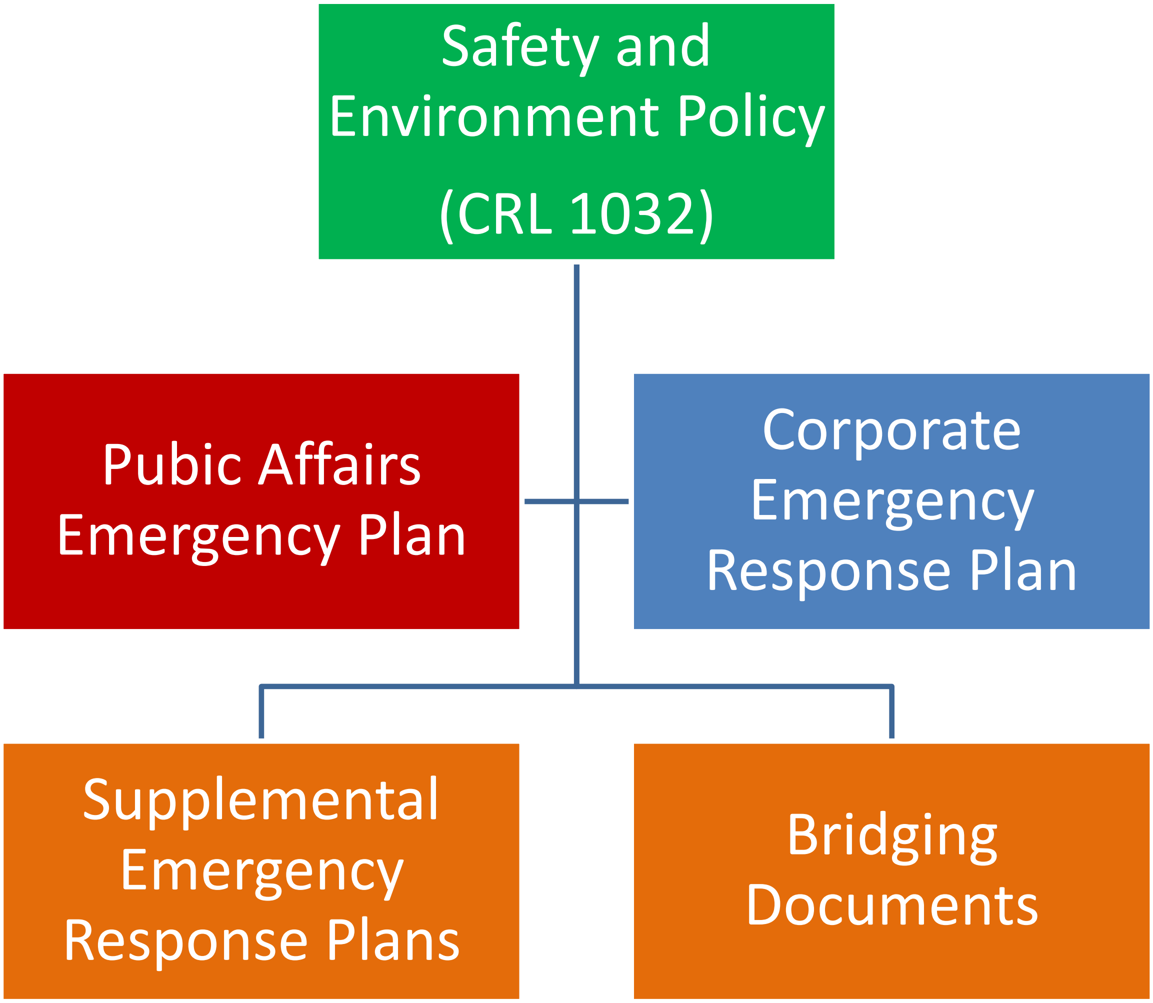
This includes, but is not limited to, events such as:

- Operational disruptions
- Natural disasters
- Environmental emergencies
- Human-caused events (accidental or intentional)
- Technology related events
- Security related events
- Pandemic events

This document does not replace reporting procedures for occurrences of a non-emergency nature.

The Corporate ERP does not address detailed or site specific response procedures. These exist within site specific or facility emergency response plans.

1.3 Policy and Emergency Response Plan Overview


Safety and Environment Policy
(CRL 1032)
Pubic Affairs Emergency Plan
Corporate Emergency Response Plan
Supplemental Emergency Response Plans
Bridging Documents

1.4 Incident Command System

FortisBC uses the Incident Command System (ICS) and follows ICS principles to coordinate emergency response. ICS is used by all levels of government and many external agencies or companies. The system is designed to ensure effective coordination of agencies and resources as they work together to safely respond, control, and mitigate an emergency incident. Roles and responsibilities are described in Section 4 Responder Checklists.

A unified command may be formed where each agency identifies an Incident Commander (IC), who will work in coordination with one another, while maintaining authority of their own priorities, resources and areas of responsibility.

Incident Command System training is available and conducted on an as-needed basis through approved training organizations such as the Justice Institute of British Columbia or ICS Canada.

1.5 Response Priorities

The response to all emergencies should be carried out in accordance with FortisBC's corporate response priorities as follows:

People	➢ Responder and public safety	**Communication**
Environment	➢ Minimize damage to the environment	
Assets	➢ Minimize damage to property ➢ Make systems safe for continued operation	
Restoration	➢ Services to customers ➢ Business functions	

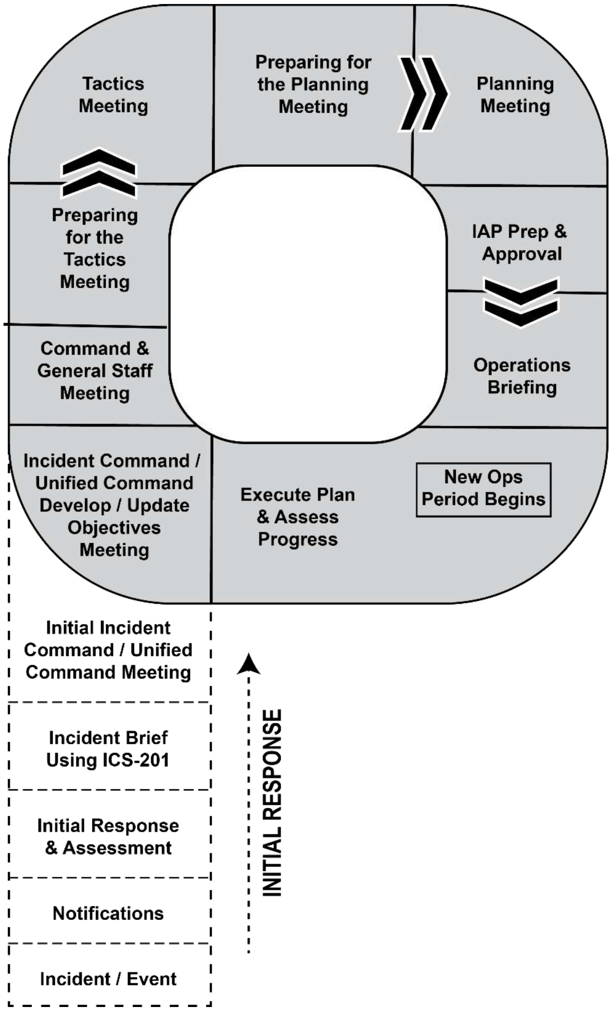
Effective communication throughout the incident is critical to a successful response

1.6 Incident Response Process

In support of the response priorities and to ensure the best response to any incident, the following steps should be followed:

Size-Up the Situation	➢ Nature of the incident? ➢ Size of area involved ➢ Is anyone injured? ➢ Time constraints	➢ What hazards are present? ➢ Can the area be isolated? ➢ Best exit/entrance routes for responders?
Objectives, Strategies, and Tactics	➢ WHAT needs to be accomplished? ➢ HOW will we accomplish objectives? ➢ WHO, WHEN – specific actions to be taken to execute strategies?	
Locate Resources	➢ Includes personnel and equipment. ➢ What resources are on site? Not on site? ➢ Where will they be obtained? ➢ How long will it take them to get there?	
Verify Incident Action Plan	➢ Have all safety measures been implemented? ➢ Have all resources been assigned to tactical objectives? ➢ Do all personnel have the expertise and capability to carry out action plan?	
Execute	➢ Implement the plan. ➢ Evaluate. Did it work? If not, start from the top!	

1.7 The "Planning P" Process


Tactics Meeting
Preparing for the Planning Meeting
Planning Meeting
Preparing for the Tactics Meeting
IAP Prep & Approval
Command & General Staff Meeting
Operations Briefing
Incident Command / Unified Command Develop / Update Objectives Meeting
Execute Plan & Assess Progress
New Ops Period Begins
Initial Incident Command / Unified Command Meeting
Incident Brief Using ICS-201
Initial Response & Assessment
Notifications
Incident / Event
INITIAL RESPONSE

FortisBC utilizes the Incident Command System (ICS) incident planning process, also referred to as the Planning 'P' process.

The Incident Action Plan (IAP) provides formal documentation of incident and operational period objectives and associated strategies outlined during the planning process.

The following guidance is provided in relation to the Planning 'P' process, and should be utilized when:

- Establishing incident objectives
- Developing, preparing and disseminating the incident action plan
- Executing, evaluating, and reviewing the incident action plan

For less severe incidents of short duration, the Incident Action Plan (IAP) will be developed by the Incident Commander and communicated to subordinates in a verbal briefing. The planning associated with this level of complexity does not demand the formal planning meeting process as noted below:

	PLANNING ‘P’ GUIDANCE		
	What	**Who**	**When**
ESTABLISH INCIDENT OBJECTIVES	Determine the Operational Period, which is the amount of time for which the group is planning. Operational Periods typically range 2 to 24-hours.	Incident Commander	Prior to Objectives Meeting
	Determine the Objectives for the incident and have them universally agreed upon and communicated between activated command posts.	Incident Commander Section Chiefs	Objectives Meeting
	Identify safety hazards and immediate safety actions to be taken to protect against the hazards. The purpose of this meeting is to gather input or to provide immediate direction that cannot wait until the planning process is completed. This meeting occurs as needed and should be as brief as possible.	Incident Commander General Staff	Command & General Staff Meeting
	Document the Objectives from the Incident Commander and a General Safety Message / Plan from the EOC.	Planning Section Chief	
DEVELOP THE INCIDENT ACTION PLAN	Discuss how the Objectives will be accomplished. Strategies are the general plan or direction selected to accomplish Objectives for individual Sections. Tactics are the short-term specific actions taken to complete or satisfy the Objectives.	Operations Section Chief Planning Section Chief Safety Lead Logistics Section Chief Finance Section Chief	Tactics Meeting
	Discuss what resources will be needed to accomplish the Objectives.	Operations Section Chief Logistics Section Chief Finance Chief	
	Document resource requests.	Logistics Section Chief	
	Coordinate obtaining resources and appropriate financial tracking.	Operations Section Chief. Logistics Section Chief Finance Section Chief	
	Ensure all Objectives have been assigned to someone for action.	Incident Commander	
	Record assignments against Objectives.	Planning Section Chief	

PREPARE & DISSEMINATE IAP	Compile the Incident Action Plan.	Planning Section Chief Incident Commander General Staff	Planning Meeting
	Approve the Incident Action Plan.	Incident Commander	
	Distribute the Incident Action Plan to all Incident Command Post members.	Planning Section Chief	
	Distribute the Incident Action Plan to EOC Director	Operations Section Chief	
	Distribute the Incident Action Plan to external response organizations.	Liaison Officer	

EXECUTE, EVALUATE, REVIEW	Execute the Incident Action Plan, including evaluating the need for changes.	All	Operations Briefing
	Make corrective actions as needed through consultation with the Incident Commander and other Section Chiefs.	All	
	As the first (or current) Operational Period is concluding, the Incident Action Plan process begins again.	All	New Operational Period

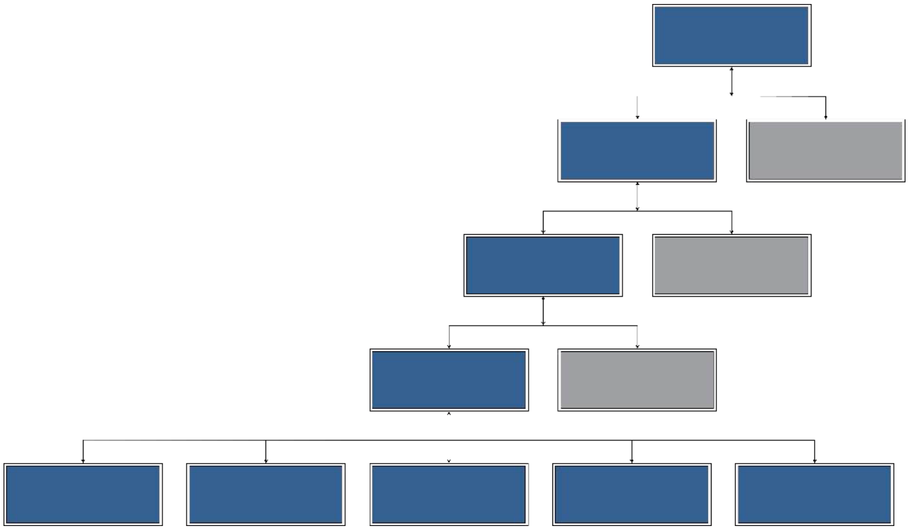
1.1 ICS Guidelines

1.7.1 Unity and Chain of Command

Unity of Command: every individual has a designated supervisor. There is a clear line of supervision.

Chain of Command: there is a line of authority in the Response Organization with lower levels subordinate to, and connected to, higher levels. This achieves an orderly ranking of management positions in line of authority.

This diagram shows Unity and Chain of Command.



1.7.2 Establishment and Transfer of Command

Command at an incident is initially established by the highest-ranking authority at the scene. Transfer of Command at an incident will take place for the following reasons:

- A more qualified person assumes control.
- The incident situation changes to where the authority is transferred to the jurisdictional authority because of legal requirement or good management sense.
- Normal turnover of personnel on long or extended incidents.

1.7.3 Unified Command

Unified Command is a management process which allows all stakeholders who have jurisdictional or functional responsibility for the incident to jointly develop a common set of incident objectives and strategies.

This is accomplished without losing or giving up authority, responsibility or accountably.

Unified Command allows stakeholders who have legitimate responsibility at an incident to be part of the Incident Command function.

Under Unified Command the following always applies:

- The incident will function under a single, coordinated Incident Action Plan.
- One Operations Section Chief will have responsibility for implementing the Incident Action Plan.
- Only one On-Site Command Post will be established.

1.7.4 Transfer of Command

The process of moving the responsibility for incident command from one Incident Commander to another is called “transfer of command.”

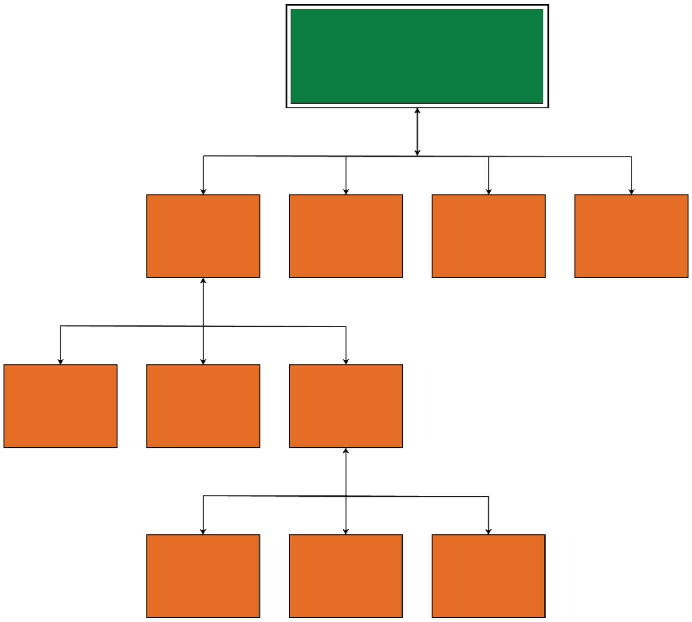
During a command transfer, a role can be transferred during an incident for several reasons: as the incident grows a more qualified person may be required to take over as Incident Commander, or conversely where an incident reduces in size command can be passed down to free up highly qualified resources for other tasks. This can also occur when those involved in the ICP have exceeded a 12-hour day with no breaks and need to transfer command to other qualified individuals.

In the unlikely event of an incident larger, or more involved, than FortisBC’s scope of management, there may be additional agencies involved, in which case incident control may be handed over to the most suitable commander.

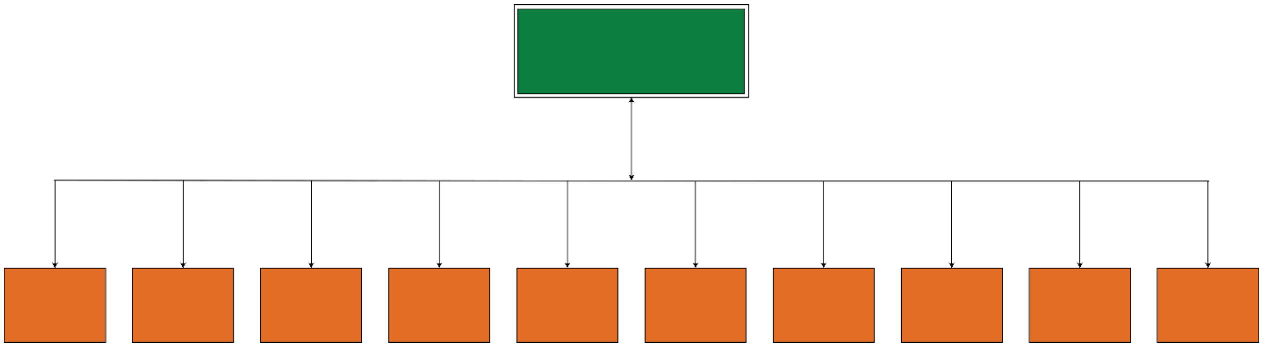
1.7.5 Span of Control

Span of Control is a term to describe how many resources can be directly managed by another person. Maintaining adequate Span of Control is very important and is most effective in a range from three to seven – a ratio of one to five reporting elements is recommended. If the number of reporting elements falls outside of these ranges, the expansion or consolidation of the organization is likely necessary.

This diagram shows effective Span of Control.



The following diagram shows Span of Control that is considered ineffective and possibly dangerous.



1.7.6 Organization Flexibility

The Response Organization needs to be flexible and scalable where functions required to appropriately respond will determine the extent of the response organization. As needs arise or are reduced, the organization can easily adapt to the change. In the following diagram of a Response Organization only the named resources are currently active.

1.8 Major Projects

FortisBC is continually improving and expanding infrastructure through the execution of major projects which are critical for the resilience of the Company. FortisBC requires contractors executing work on behalf of the Company to have emergency response plans and procedures in place, which are aligned with or explicitly follow standards applicable to their respective industries and the scope of the work being performed.

Site level plans should include specific actions on environmental, health and safety as well as procedures to address any unplanned contact with energized infrastructure such as FortisBC intermediate and high-pressure natural gas pipelines.

A FortisBC site specific document may be developed on an as-needed basis where required, or where there are gaps or complicated response and reporting relationships.

FortisBC expects these plans will be well understood and rehearsed to ensure effective communication and collaboration between stakeholders and FortisBC in the event these plans are activated.

Formal guidance for this can be found on the Connector in the “FortisBC Projects - Emergency Management Requirements for Contractors” document.

1.9 Documentation During and After the Incident

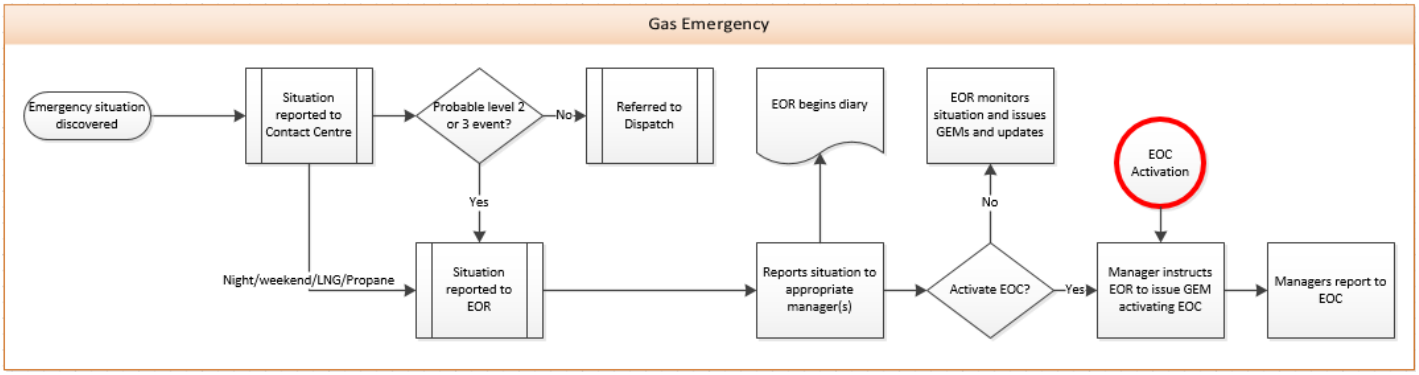
Procedures for recording and reporting information during and after an emergency are embedded as part of each responder’s checklist found in Section 4 Responder Checklists, and summarized in Section 7.3 Investigations and Appendix G: EOC Tools.

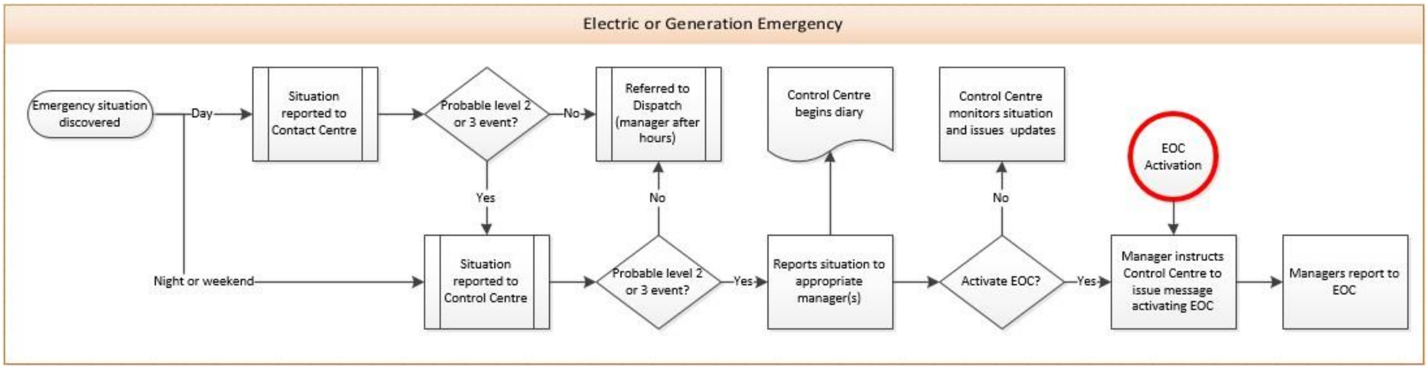
2 Emergency Response Plan Activation

FortisBC may be notified of an incident through a variety of means which may include:

- A call to the FortisBC contact centre or emergency line by a member of the public, a customer, emergency services or other third party
- A call to the FortisBC emergency line by a FortisBC employee

Once a call comes in, it will be forwarded to dispatch, or other emergency support personnel as appropriate, who will investigate further to determine required actions.


Gas Emergency
Emergency situation discovered
Situation reported to Contact Centre
Probable level 2 or 3 event?
No
Referred to Dispatch
Yes
Night/weekend/LNG/Propane
Situation reported to EOR
EOR begins diary
Reports situation to appropriate manager(s)
EOR monitors situation and issues GEMs and updates
No
Activate EOC?
Yes
EOC Activation
Manager instructs EOR to issue GEM activating EOC
Managers report to EOC


Electric or Generation Emergency
Emergency situation discovered
Day
Situation reported to Contact Centre
Probable level 2 or 3 event?
No
Referred to Dispatch (manager after hours)
Control Centre begins diary
Control Centre monitors situation and issues updates
EOC Activation
Yes
No
No
Night or weekend
Situation reported to Control Centre
Probable level 2 or 3 event?
Yes
Reports situation to appropriate manager(s)
Activate EOC?
Yes
Manager instructs Control Centre to issue message activating EOC
Managers report to EOC

The ERP may be activated when:

- An emergency occurs involving any one of FortisBC's assets,
- A local emergency occurs or is imminent, and requires a coordinated local response,
- A municipal emergency is declared that requires a coordinated provincial response, or
- A federal emergency is declared.

The ERP may be activated by:

- Any FortisBC management or delegated representative who has direct responsibility of the asset involved, OR
- The first trained person at the incident site, if it is determined that the incident cannot be handled by personnel on site with available equipment.

The Emergency Operations Centre will be activated:

- Based on the level of emergency and contributing factors,
- By direction of a FortisBC management representative or the FortisBC Incident Commander,
- Resources required to manage the incident exceed the capability of those immediately available, OR
- In the event of a potentially catastrophic event occurring, where little information is known about the current situation.

The EOC is considered to be activated when:

- A qualified manager has assumed leadership of the EOC and declares the EOC is activated/open,
- EOC roles are being performed, AND
- EOC activation is communicated to the Incident Commander.

2.1 Incident Classification

Based on the information that is known about an incident, it should be classified using the ***general*** criteria below. Examples of each level of emergency and recommended actions can be found in the site specific plans.

Reference to applicable regulatory incident classification matrices are available in the site specific plans for incident reporting guidance and requirement. For example, the BC Oil and Gas Commission (OGC) Incident Classification Matrix is included in each OGC regulated site specific plan.

CONDITION	LEVEL 1 – MINOR	LEVEL 2 – SERIOUS	LEVEL 3 – CRITICAL
Threat or injury to workers or public	No immediate threat of injury.	Some injury or threat of injury.	Serious injury or fatality and/or ongoing threat.
Containment within company property	No threat to company facility infrastructure. No effects outside property.	Potential threat to company facility infrastructure. No immediate threat outside company property, but potential exists to extend beyond boundaries.	Ongoing or imminent threat to facility infrastructure. Effects extend beyond company boundaries.
Control of product (gas, electricity, energy)	Control completed or pending.	Control likely imminent.	Uncontrolled release of product continues and control is not imminent.
Potential environmental effects	Minimal.	Moderate.	Significant and ongoing.
Media interest	Little or no interest.	Local or regional interest.	Regional or national interest.
Response Capability	Incident is handled by FortisBC.	Emergency services and government agencies are likely to be directly involved.	Immediate and significant government agency involvement.
Potential to escalate	Low.	Moderate, based on potential for fire, explosion, increased release of product, or other hazard.	High, based on potential fire, explosion, increased release, or other hazard.
Public perception of an emergency	No immediate threat.	Potential threat and/or concerns identified within the public.	Significant and ongoing threat identified within the public. Immediate attention required and activation of the EOC to support public safety and public messaging.

2.2 Response Facilities

There are four levels of the FortisBC emergency response organization, which include:

- Executive Leadership Team (ELT)
- Emergency Operations Centre (EOC)
- Public Affairs Emergency Team
- Incident Command Post

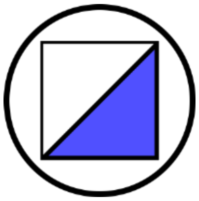
Executive Leadership Team (ELT)

The Executive Leadership Team (ELT) is responsible for policy, strategic organizational planning, and confirming corporate priorities. The ELT provides guidance and support to the EOC Director, but does not typically become directly involved in managing the EOC or the incident.

Emergency Operations Centre (EOC)

The Emergency Operations Centre (EOC) is normally activated at the request of the manager/director of the impacted asset to provide support to the incident site by coordinating the organizational response, recovery, and ensuring business continuity.

Incident Command Post (ICP)



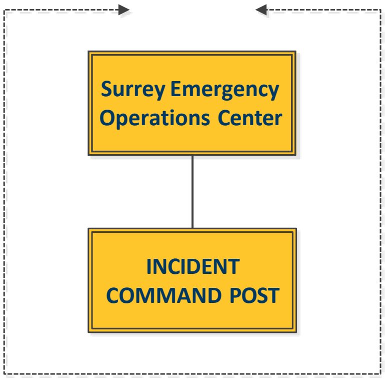
The Incident Commander will most likely be found at the Incident Command Post which will be established at the safest and most logical location closest to the incident site. From here, the Incident Commander has the responsibility for managing tactical resources and overseeing emergency response operations. The Incident Commander acts as the primary point of contact for the FortisBC EOC via the EOC’s Operations Section Chief.

2.2.1 Emergency Operations Centre

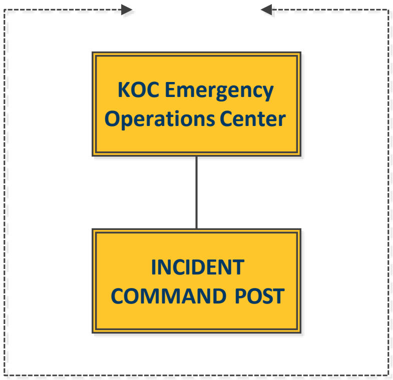
Emergency Operations Centre

The Emergency Operations Centre (EOC) provides support to all emergencies classified as Level 3 (Critical) and to most emergencies classified as Level 2 (Serious) or at the request of the Incident Commander.

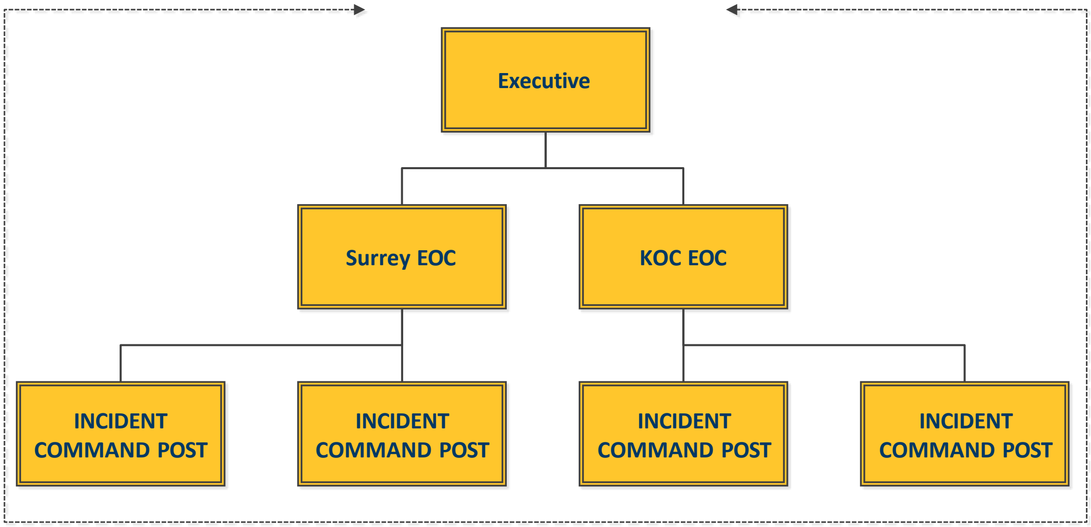
The **Surrey Operations Center EOC** is the **primary EOC for all Gas and Electric operations.** The **Kootenay Operations Centre (KOC) EOC** is the primary EOC for Generation operations and regional Electric operations as required. An **Executive EOC** will be established remotely if it is deemed necessary or when required to coordinate simultaneous activations of the KOC EOC and Surrey Operations Centre EOC.


Surrey Emergency Operations Center
INCIDENT COMMAND POST

Level 2/3 emergency - all zones
Gas + Electric


KOC Emergency Operations Center
INCIDENT COMMAND POST

Level 2/3 emergency – Generation
Level 2 regional emergency Electric

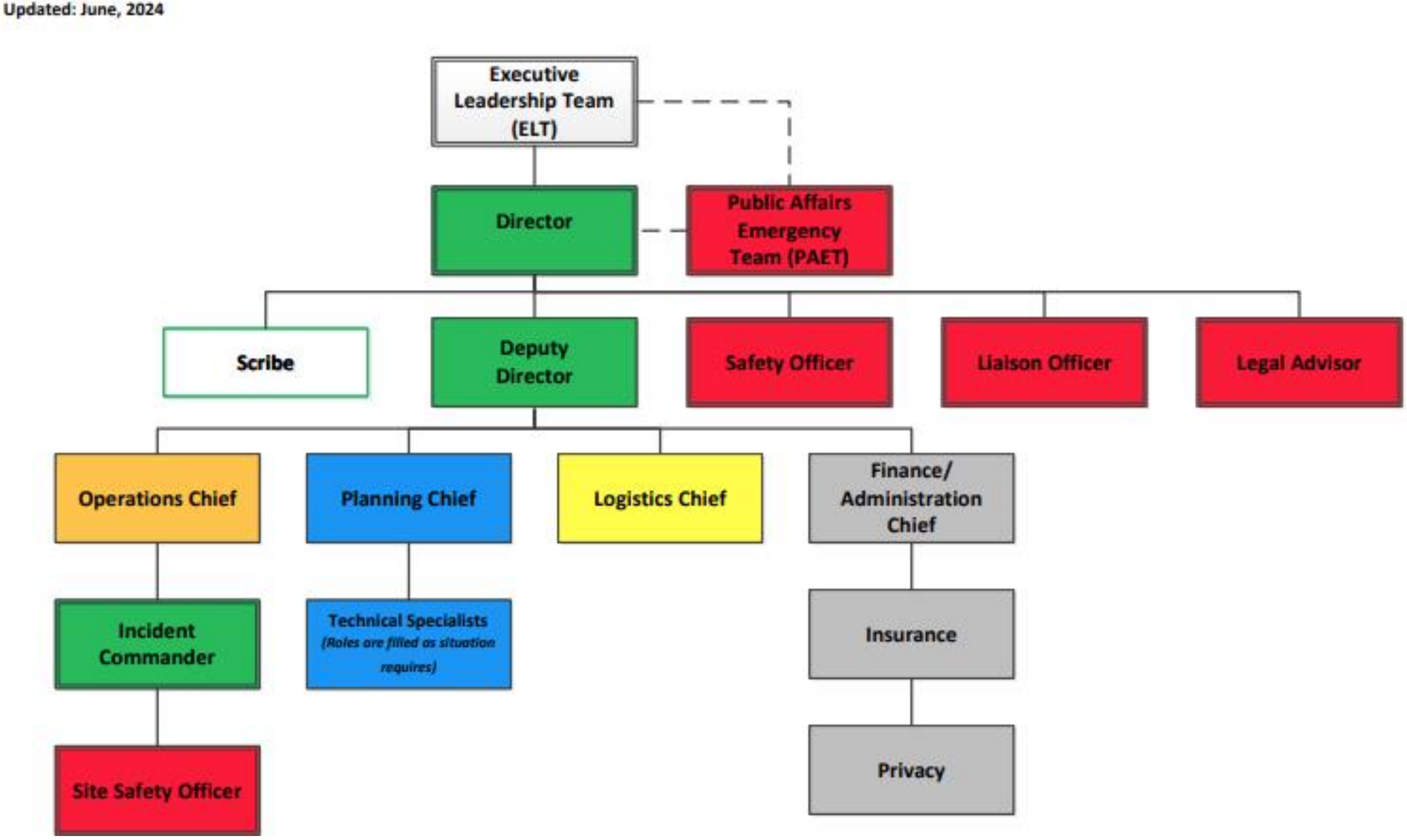

Executive
Surrey EOC
KOC EOC
INCIDENT COMMAND POST
INCIDENT COMMAND POST
INCIDENT COMMAND POST
INCIDENT COMMAND POST

Widespread level 3 emergency - all zones

2.3 Incident Management Team (IMT)

The Incident Command System is modular and configurable. It will be established based on the situation created by the incident. The general organizational structure of the EOC is as follows. For site specific emergency response organizational structure, refer to the site specific emergency response plan instead.

2.3.1 Emergency Operations Centre IMT Organization Chart


Updated: June, 2024
Executive Leadership Team (ELT)
Director
Public Affairs Emergency Team (PAET)
Scribe
Deputy Director
Safety Officer
Liaison Officer
Legal Advisor
Operations Chief
Planning Chief
Logistics Chief
Finance/ Administration Chief
Incident Commander
Technical Specialists (Roles are filled as situation requires)
Insurance
Site Safety Officer
Privacy

2.4 Public Affairs Emergency Team

Public affairs communications are an essential element of emergency response. FortisBC has a separate emergency centre for the Public Affairs Emergency Team (PAET). Refer to Appendix D: Public Affairs Emergency Team for more information.

PAET is responsible for:

- Communicating information to employees, the media, the public and other stakeholders
- Acting as the corporate link to government agencies
- Supporting the customer service team
- Monitoring media and internet reports
- Responding to media and public enquiries
- Liaising with Fortis Inc.

3 Regulations and Standards

FortisBC complies with all applicable Federal, Provincial, and Municipal statutory and regulatory requirements, adheres to relevant standards and corporate policies, including emergency planning and response. These provide direction and guidance for the overall emergency management program, emergency response plans, exercises, and submission requirements.

The information associated with the relevant regulators can also be found within the FortisBC Emergency Management Program document.

The relevant government agency and regulatory authority reporting and notification requirements is site specific and the procedures can be found within each site specific emergency response plan.

3.4 Emergency Management Climate Readiness BC (EMCR)

The Ministry of Emergency Management and Climate Readiness (EMCR) is British Columbia's lead coordinating agency for all emergency management activities, including preparedness, response, recovery and mitigation. The British Columbia Disaster and Emergency Management Act has new requirements for Critical Infrastructure which states an emergency management and business continuity plans must be prepared and regularly updated in accordance with Section 52(1) and the regulations.

3.5 Canadian Energy Regulator

The Canadian Energy Regulator (CER) regulates the construction and operation of oil and gas pipelines that cross provincial and international boundaries, including emergency planning and response, through the Onshore Pipeline Regulations (SOR/99-294). The regulations state that FortisBC must develop, implement, and maintain an emergency management program, which includes developing and submitting applicable Emergency Response Plans annually and updating as required. Emergency exercises must be conducted annually with a full scale exercise conducted every three years. In accordance with MO-002-2017, FortisBC has made available and will update all CER regulated plans and this program document on the public facing website effective 31 March 2017.

3.6 Environment and Climate Change Canada

Environment and Climate Change Canada (ECCC) regulates business operations that may have an environmental impact, including propane and LNG storage facilities, in accordance with the Canadian Environmental Protection Act and the Environmental Emergency Regulation. FortisBC has developed environmental emergency plans in accordance with the Environmental Emergency Regulation. These plans must be updated and tested every 12 months with requirement to conduct full scale exercises every 5 years.

3.7 Transport Canada

Transport Canada (TC) develops regulations and guidelines for the transportation of dangerous goods by all modes of transport. Emergency Response Assistance Plans relating to the transportation of dangerous goods must be submitted to TC for approval in accordance with Part 7 of the Transport of Dangerous Goods Regulations and must be exercised annually.

3.8 BC Oil and Gas Commission

BC Oil and Gas Commission (OGC) is responsible for overseeing all aspects of oil and gas operations in British Columbia including gas transmission pressure pipelines over 700kPa (101.53psi). Emergency Response Plans must be submitted to the OGC annually, and emergency exercises be conducted every 12 months with a full-scale exercise every three years.

3.9 Ministry of Environment

The Ministry of Environment (MoE) is the government of British Columbia’s department that is responsible for the protection, management and conservation of B.C.’s water, land, air and living resources.

The Dam Safety Regulations require that FortisBC prepares a Dam Emergency Plan (DEP) for each dam with significant or higher consequence rating. Each plan must describe the actions to be taken if there is an emergency at the dam. The plan must be submitted to the Dam Safety Officer for acceptance, reviewed annually and revised as necessary.

The Hazardous Waste Regulation requires that FortisBC prepare and maintain a contingency plan. The plan must be tested at least once per year and the record must be available for inspection by an officer.

3.10 BC Utilities Commission (BCUC)

The BC Utilities Commission directed adoption of the Mandatory Reliability Standards Regulation (MRS) to ensure British Columbia's electric transmission system remains capable of meeting customer needs and that of a much larger interconnected grid. These standards require that FortisBC shall review and update the emergency plan annually.

3.11 Ministry of Health

The Ministry of Health (MoH), under the Drinking Water Protection Regulation, requires all small water system operators to have an emergency response plan in case of an emergency that might pose a health threat. According to the regulation, this plan must be provided to the drinking water officer and be made accessible to the staff of the water supplier and those served by its water supply system.

3.12 Technical Safety BC

Technical Safety BC (TSBC) is an independent, self-funded organization mandated to oversee the safe installation and operation of technical systems and equipment.

3.13 Standards

The FortisBC Emergency Management Program is aligned with best practices as described in the following standards, as they are applicable to specific internal operations:

- CSA Z1600 Emergency and Continuity Planning;
- CSA Z246 Emergency Preparedness and Response for Petroleum and Natural Gas Industry Systems;
- CSA Z731 Emergency Preparedness and Response;
- ISO 22301 Business Continuity Management Systems.

4 Responder Checklists

4.4 EOC Director

Name:________________________Date:_____________Time in:_______Time out:_______

Primary Responsibilities

- Coordinates and manages overall response based on the needs of Incident Commander
- Determines objectives and strategies
- Ensures accurate and complete documentation is maintained and that incident management team members are filling out appropriate forms
- Maintains communication with Executive Leadership Team
- Unless otherwise delegated, assumes responsibility for all incident activities

✓	**EOC DIRECTOR – INITIAL RESPONSE / SHIFT START ACTIONS**
	Report to EOC and sign in. Don green vest and obtain a copy of the appropriate Emergency Response Plan(s). Make the declaration **"THE EOC IS ACTIVATED"**.
	If not already done so, prepare EOC for arrival of incident management team members (sign in sheet, conference line, computer start-up, etc.).
	Confirm the emergency situation and assess based on latest information from the ICP. Determine potential impacts to employees, customers, the public, the environment and FortisBC assets.
	Confirm and ensure initial response efforts are underway (worker and public protection, isolation of hazard area).
	Ensure that incident management team members are contacted. Fill out the Emergency Operations Centre IMT Organization Chart as positions are assigned.
	Assign roles and prepare to brief team members on the situation.
	Confirm appropriate level of emergency, based on the incident classification matrix, in consultation with the appropriate regulatory agency.
	Establish communication with Executive Leadership Team, and ensure they are kept aware of the situation through regular briefings or as the situation changes.
	Determine notification requirements to external agencies, stakeholders, neighbours, etc. and ensure they are initiated in a timely manner. Refer to site specific plan Section 1 Emergency Contacts.
	Ensure EOC contact information is communicated to Incident Commander and key stakeholders.
	Establish incident objectives and strategies to support the Incident Commander based on the following priorities: ➢ **P**eople ➢ **E**nvironment ➢ **A**ssets ➢ **R**estoration
	Establish communications plan and briefing and planning meeting schedules in conjunction with incident management team and other response agencies as applicable.

✓	**EOC DIRECTOR – ONGOING ACTIONS**
	Provide regular briefings with incident management team and ELT.
	Ensure the Incident Action Plan is prepared in consultation with section chiefs. Modify as required and update at the beginning of each operational period. **Consider Incident Response Process: S O L V E (Section 1.5)**
	Approve outgoing communication in coordination with ELT and PAET.
	Review and approve resource requests.
	Ensure external agencies, stakeholders, neighbours, etc. are updated as required.
	Ensure Site Safe Work Plan is developed, approved and implemented.
	Approve the release of resources once they are no longer required.
	Consider the need to activate mutual assistance agreements (LNG, Gas, Electric). Discuss with Manager, Emergency & Business Continuity Programs if required.
	Consider the need to activate business continuity plans. Discuss with Manager, Emergency & Business Continuity Programs if required.
	Monitor incident management team and responders. Activate Employee Assistance Plan if required.
✓	**EOC DIRECTOR – SHIFT END ACTIONS**
	Communicate shift change to the appropriate personnel.
	Fully debrief your relief on the event status and actions being taken.
	Give all completed forms and notes to your relief.
✓	**EOC DIRECTOR – DEACTIVATION ACTIONS**
	In consultation with appropriate agencies, downgrade level of emergency or declare that the incident is closed and the EOC is deactivated. Make the declaration **"THE EOC IS DEACTIVATED"**.
	If applicable, ensure successful transition of incident management to business continuity event.
	Ensure all contacts made during the incident are aware of the status change.
	Collect all incident-related documentation and submit to Manager, Emergency & Business Continuity Programs.
	Conduct an initial debrief with all incident management team members.
	Sign out of EOC.
	Coordinate preparation of the After Action Report.

Forms:

- Check In/Check Out (ICS 211)
- Activity Log (ICS 214)
- Emergency Operations Centre IMT Organization Chart
- Incident Action Plan/Incident Objectives (ICS 202)

4.5 Deputy EOC Director

Name:________________________Date:_______________Time in: _________Time out:_________

Primary Responsibilities

- This position may be established at the discretion of the EOC Director
- Assists the EOC Director, as required
- Reports to and receives direction from the EOC Director

✓	**DEPUTY EOC DIRECTOR – INITIAL RESPONSE / SHIFT START ACTIONS**
	Report to EOC and sign in. Don green vest and obtain a copy of the appropriate Emergency Response Plan(s).
	Receive briefing of current situation from EOC Director.
✓	**DEPUTY EOC DIRECTOR – ONGOING ACTIONS**
	Carry out duties assigned by the EOC Director.
	Ensure the activities of the EOC sections are coordinated and in support of the Incident Action Plan.
	Assist the EOC Director and prepare to assume duties if required.
	Monitor response operations and ensure safety requirements are being met.
	Coordinate planning meetings and incident management team briefings.
✓	**DEPUTY EOC DIRECTOR – SHIFT END ACTIONS**
	Communicate shift change to the appropriate personnel.
	Fully debrief your relief on the event status and actions being taken.
	Give all completed forms and notes to your relief.
	Sign out of EOC.
✓	**DEPUTY EOC DIRECTOR – DEACTIVATION ACTIONS**
	Ensure all contacts made during the incident are aware of the status change.
	Complete all documentation and submit to EOC Director.
	Attend debrief session.
	Sign out of EOC.
	Assist with preparation of the After Action Report.

Forms:

- Check In/Check Out (ICS 211)
- Activity Log (ICS 214)
- Emergency Operations Centre IMT Organization Chart
- Incident Action Plan/Incident Objectives (ICS 202)

4.6 Scribe

Name:________________________Date:_______________Time in: _________Time out:_________

Primary Responsibilities

- Documents all activities, major decisions, key events, and briefings
- Reports to and receives direction from EOC Director or applicable section chief
- If EOC scribe, produces the Master Incident Diary

✓	SCRIBE – INITIAL RESPONSE / SHIFT START ACTIONS
	Report to EOC and sign in.
	Receive briefing of current situation from EOC Director or section chief.
✓	**SCRIBE – ONGOING ACTIONS**
	Maintain Master Incident Diary, identifying times, source of information, and details of the information.
	If EOC scribe, collate documentation from all EOC sections into the Master Incident Diary.
	Attend briefings and planning meetings and document key actions, decisions, and tasks for applicable section.
	Collect and organize section incident files, per instructions from the EOC Director.
	Ensure key information is updated on white boards and other displays if applicable.
✓	**SCRIBE – SHIFT END ACTIONS**
	Communicate shift change to the appropriate personnel.
	Fully debrief your relief on the event status and actions being taken.
	Give all completed forms and notes to your relief.
	Sign out of EOC.
✓	**SCRIBE – DEACTIVATION ACTIONS**
	Complete all documentation and submit to EOC Director.
	Collect all incident-related documentation and submit to EOC Director if requested.
	Attend debrief session.
	Sign out of EOC.
	Assist with preparation of the After Action Report.

Forms:

- Check In/Check Out (ICS 211)
- Activity Log (ICS 214)
- Emergency Operations Centre IMT Organization Chart
- Situation/Status Report (ICS 209)

4.7 Operations Section Chief

Name:_________________________Date:_______________Time in: _________Time out:_________

Primary Responsibilities

- Conducts operations to reach incident objectives
- Establishes tactical response
- Directs operational resources
- Reports to and receives direction from the Incident Commander or EOC Director

✓	**OPERATIONS SECTION CHIEF – INITIAL RESPONSE / SHIFT START ACTIONS**
	Report to ICP/EOC and sign in. Don orange vest and obtain a copy of the appropriate Emergency Response Plan(s).
	Receive briefing of current situation from the Incident Commander or EOC Director.
	Establish contact with FortisBC Incident Commander at the Incident Command Post.
	Assess current situation and support immediate needs of the Incident Commander.
	With the Incident Commander or EOC Director and based on information available, develop incident objectives and strategies.
✓	**OPERATIONS SECTION CHIEF – ONGOING ACTIONS**
	Participate in planning meetings.
	Work with OH&S Lead to complete EOC Site Safe Work Plan.
	Obtain or develop IAP and ICP Site Safe Work Plan from the Incident Commander or EOC Director and communicate appropriately.
	Ensure Incident Command Post IAP aligns with IAP. (Objectives->Strategies->Tactics)
	Assist response activities at the site. Report any current or potential issues to EOC Director.
	Monitor response resources and determine any additional resource needs of the Incident Commander.
	Advise EOC Director of any changes at the incident site.
✓	**OPERATIONS SECTION CHIEF – SHIFT END ACTIONS**
	Communicate shift change to the appropriate personnel.
	Fully debrief your relief on the event status and actions being taken.
	Give all completed forms and notes to your relief.
	Sign out of EOC.
✓	**OPERATIONS SECTION CHIEF – DEACTIVATION ACTIONS**
	Ensure all contacts made during the incident are aware of the status change.
	Complete all documentation and submit to EOC Director.
	Attend debrief session.
	Sign out of ICP/EOC.
	Assist with preparation of the After Action Report.

Forms:

- Activity Log (ICS 214)
- Incident Action Plan/Incident Objectives (ICS 202)
- Resource Request (ICS 260)
- Resource Status Change (ICS 210)

4.8 Planning Section Chief

Name:_________________________Date:_______________Time in: _________Time out:_________

Primary Responsibilities

- Collects and analyzes incident-related information to determine long-term needs
- Tracks resources, maintains documentation, and support the development of the Incident Action Plan
- Reports to and receives direction from the Incident Commander or EOC Director
- Has several subject matter leads as direct reports

✓	**PLANNING SECTION CHIEF – INITIAL RESPONSE / SHIFT START ACTIONS**
	Report to ICP/EOC and sign in. Don blue vest and obtain a copy of the appropriate Emergency Response Plan(s).
	Receive briefing of current situation from the Incident Commander or EOC Director.
	Assess current situation and establish team of appropriate subject matter leads to determine potential risks to responders and the company.
✓	**PLANNING SECTION CHIEF – ONGOING ACTIONS**
	With Incident Commander or EOC Director, organize and facilitate planning meetings.
	If the External Agency Liaison role is not in place, notify appropriate external agencies.
	Complete IAP based on information gathered at planning meetings.
	Track arrival and departure of resources at the incident site.
	Determine long term requirements of incident response- consider staffing needs, weather forecast, technical needs, etc. Consider the activation of the appropriate business continuity plans.
	Coordinate with scribes to develop Situation/Status Report (ICS 209).
✓	**PLANNING SECTION CHIEF – SHIFT END ACTIONS**
	Communicate shift change to the appropriate personnel.
	Fully debrief your relief on the event status and actions being taken.
	Give all completed forms and notes to your relief.
	Sign out of ICP/EOC.
✓	**PLANNING SECTION CHIEF – DEACTIVATION ACTIONS**
	Ensure all contacts made during the incident are aware of the status change.
	Complete all documentation and submit to the Incident Commander or EOC Director.
	Ensure all resources have been properly deactivated.
	Collect all incident-related documentation from direct reports and submit to EOC Director.
	Attend debrief session.
	Sign out of ICP/EOC.
	Assist with preparation of the After Action Report.

Forms:

- Activity Log (ICS 214)
- Incident Action Plan/Incident Objectives (ICS 202)
- Planning Meeting Agenda (ICS 215)
- Emergency Response Shift Schedule (ICS 203)
- Resource Status (ICS 201A)
- Situation/Status Report (ICS 209)

4.8.1 Occupational Health and Safety Lead

Name:_________________________Date:________________Time in: _________Time out:_________

Primary Responsibilities

- Manages all aspects of worker safety as it relates to the incident
- Acts as subject matter expert for all safety issues related to the incident
- Reports to and receives direction from Planning Section Chief

✓	**OH&S LEAD – INITIAL RESPONSE / SHIFT START ACTIONS**
	Report to EOC and sign in.
	Receive briefing of current situation from Planning Section Chief.
	Determine immediate safety actions that need to take place, including public safety measures.
✓	**OH&S LEAD – ONGOING ACTIONS**
	Work with Operations Section Chief to ensure completion of Site Safe Work Plan for ICP and EOC.
	Keep apprised of response activities and determine any current or potential safety concerns.
	Participate in planning meetings if requested.
✓	**OH&S LEAD – SHIFT END ACTIONS**
	Communicate shift change to the appropriate personnel.
	Fully debrief your relief on the event status and actions being taken.
	Give all completed forms and notes to your relief.
	Sign out of EOC.
✓	**OH&S LEAD – DEACTIVATION ACTIONS**
	Ensure all contacts made during the incident are aware of the status change.
	Complete all documentation and submit to Planning Section Chief.
	Attend debrief session.
	Sign out of EOC.

Forms:

- Activity Log (ICS 214)
- Incident Action Safety Plan Analysis (ICS 215A)

4.8.2 Environment Lead

Name:________________________Date:_______________Time in: _________Time out:_________

Primary Responsibilities

- ➢ Acts as subject matter experts for all environmental issues related to the incident
- ➢ Reports to and receives direction from Planning Section Chief

✓	ENVIRONMENT LEAD – INITIAL RESPONSE / SHIFT START ACTIONS
	Report to EOC and sign in.
	Receive briefing of current situation from Planning Section Chief.
	Determine immediate environmental remediation actions that need to take place.
✓	**ENVIRONMENT LEAD – ONGOING ACTIONS**
	Determine environmental reporting requirements.
	Keep apprised of response activities and determine any current or potential environmental concerns.
	Participate in planning meetings if requested.
✓	**ENVIRONMENT LEAD – SHIFT END ACTIONS**
	Communicate shift change to the appropriate personnel.
	Fully debrief your relief on the event status and actions being taken.
	Give all completed forms and notes to your relief.
	Sign out of EOC.
✓	**ENVIRONMENT LEAD – DEACTIVATION ACTIONS**
	Ensure all contacts made during the incident are aware of the status change.
	Complete all documentation and submit to Planning Section Chief.
	Attend debrief session.
	Sign out of EOC.

Forms:

- ➢ Activity Log (ICS 214)

4.8.3 Legal Lead

Name:_________________________Date:________________Time in: _________Time out:_________

Primary Responsibilities

- Acts as subject matter experts for all legal issues related to the incident
- Reports to and receives direction from Planning Section Chief

✓	**LEGAL LEAD – INITIAL RESPONSE / SHIFT START ACTIONS**
	Report to EOC and sign in.
	Receive briefing of current situation from Planning Section Chief.
✓	**LEGAL LEAD – ONGOING ACTIONS**
	Keep apprised of response activities and determine any current or potential legal concerns.
	Determine applicable laws, legal exposures, validity of defenses and develop necessary legal strategies.
	Liaise with Human Resources and Insurance as required.
	Select, retain and supervise outside legal counsel, if needed.
	Participate in planning meetings if requested.
✓	**LEGAL LEAD – SHIFT END ACTIONS**
	Communicate shift change to the appropriate personnel.
	Fully debrief your relief on the event status and actions being taken.
	Give all completed forms and notes to your relief.
	Sign out of EOC.
✓	**LEGAL LEAD – DEACTIVATION ACTIONS**
	Ensure all contacts made during the incident are aware of the status change.
	Complete all documentation and submit to Planning Section Chief.
	Attend debrief session.
	Sign out of EOC.

Forms:

- Activity Log (ICS 214)

4.8.4 Security Lead

Name:_________________________Date:_______________Time in: _________Time out:_________

Primary Responsibilities

- Acts as subject matter expert for all security issues related to the incident
- Gathers and disseminates specialized information
- Reports to and receives direction from Planning Section Chief

✓	**SECURITY LEAD – INITIAL RESPONSE / SHIFT START ACTIONS**
	Report to EOC and sign in.
	Receive briefing of current situation from Planning Section Chief.
	Determine if there are any immediate site security actions that need to take place.
✓	**SECURITY LEAD – ONGOING ACTIONS**
	Gather information from all intelligence sources. Analyze and share pertinent information with Finance/Administration Section Chief. Disseminate as appropriate.
	Work with Operations Section Chief to determine if there are security issues at the site.
	Keep apprised of response activities and determine any current or potential security concerns.
	Participate in planning meetings if requested.
✓	**SECURITY – SHIFT END ACTIONS**
	Communicate shift change to the appropriate personnel.
	Fully debrief your relief on the event status and actions being taken.
	Give all completed forms and notes to your relief.
	Sign out of EOC.
✓	**SECURITY – DEACTIVATION ACTIONS**
	Ensure all contacts made during the incident are aware of the status change.
	Complete all documentation and submit to Planning Section Chief.
	Attend debrief session.
	Sign out of EOC.

Forms:

- Activity Log (ICS 214)

Resource:

For FortisBC’s standard guidelines and procedures on investigation of threats and security, refer to the Corporate Reference Library.

- *Responding to Threats (Policy document #1641)*
- *Security Management System (Policy document #1041)*
- *Sabotage Classification Guideline* (Appendix E: Sabotage Classification Guideline*)*

4.8.5 External Agency Liaison

Name:________________________Date:_______________Time in: _________Time out:_________

Primary Responsibilities

- Acts as point of contact to external agencies including municipalities, regional districts, and Emergency Management BC
- As required, works from external agency EOC
- Reports to and receives direction from Planning Section Chief

✓	EXTERNAL AGENCY LIAISON – INITIAL RESPONSE / SHIFT START ACTIONS
	Report to EOC and sign in.
	Receive briefing of current situation from Planning Section Chief.
	Determine what external agency EOCs have been activated and establish contact.
	If in-person liaison is required, make arrangements to report to the external agency EOC.
✓	**EXTERNAL AGENCY LIAISON – ONGOING ACTIONS**
	Maintain detailed awareness of the situation and the state of FortisBC response and planned actions.
	Maintain contact with external agency EOC(s).
	Represent FortisBC at external agency briefings and planning meetings.
✓	**EXTERNAL AGENCY LIAISON – SHIFT END ACTIONS**
	Communicate shift change to the appropriate personnel.
	Fully debrief your relief on the event status and actions being taken.
	Give all completed forms and notes to your relief.
	Sign out of EOC.
✓	**EXTERNAL AGENCY LIAISON – DEACTIVATION ACTIONS**
	Ensure all contacts made during the incident are aware of the status change.
	Complete all documentation and submit to Planning Section Chief.
	Attend debrief session.
	Sign out of EOC.

4.8.6 Additional Subject Matter Leads (SMLs)

Duties of additional subject matter leads will be determined by the appropriate Section Chief, based on the incident and nature of expertise required

4.9 Logistics Section Chief

Name:________________________Date:_______________Time in: _________Time out:_________

Primary Responsibilities

- ➢ Obtains resources (personnel, equipment, transportation) required to achieve incident objectives
- ➢ Reports to and receives direction from the Incident Commander or EOC Director

✓	**LOGISTICS SECTION CHIEF – INITIAL RESPONSE / SHIFT START ACTIONS**
	Report to ICP/EOC and sign in. Don yellow vest and obtain a copy of the appropriate Emergency Response Plan(s).
	Receive briefing of current situation from EOC Director.
✓	**LOGISTICS SECTION CHIEF – ONGOING ACTIONS**
	Based on information received from the Operations Section Chief, and upon approval from EOC Director, obtain resources required to meet incident objectives.
	Arrange for incident responder needs such as meals, hydration, washrooms, transportation, etc. at the ICP/EOC and in the support facilities.
	Participate in planning meetings and identify service and support requirements for planned and expected operations, as well as any challenges with acquiring identified resources.
	Work with Operations Section Chief to evaluate resource effectiveness and make necessary adjustments.
	Advise the Incident Commander or EOC Director of any issues that arise with obtaining required resources.
✓	**LOGISTICS SECTION CHIEF – SHIFT END ACTIONS**
	Communicate shift change to the appropriate personnel.
	Fully debrief your relief on the event status and actions being taken.
	Give all completed forms and notes to your relief.
	Sign out of ICP/EOC.
✓	**LOGISTICS SECTION CHIEF – DEACTIVATION ACTIONS**
	Ensure all contacts made during the incident are aware of the status change.
	Complete all documentation and submit to EOC Director.
	Collect all incident-related documentation from direct reports and submit to EOC Director.
	Attend debrief session.
	Sign out of ICP/EOC.
	Assist with preparation of After Action Report.

Forms:

- ➢ Activity Log (ICS 214)
- ➢ Resource Request (ICS 260)
- ➢ Resource Status (ICS 201A)
- ➢ Resource Status Change (ICS 210)
- ➢ Emergency Response Shift Schedule (ICS 203)
- ➢ Emergency Response Staff Food and Lodging Plan (ICS 308)

4.10 Finance/Administration Section Chief

Name:_________________________Date:_______________Time in: _________Time out:_________

Primary Responsibilities

- Coordinates financial and administration activities
- Reports to and receives direction from EOC Director
- Has several subject matter leads as direct reports

✓	FINANCE/ADMINISTRATION SECTION CHIEF – INITIAL RESPONSE / SHIFT START ACTIONS
	Report to EOC and sign in. Don grey vest and obtain a copy of the appropriate Emergency Response Plan(s).
	Receive briefing of current situation from EOC Director.
	Assess current situation and establish team of appropriate subject matter leads to determine potential financial and administration requirements.
✓	**FINANCE/ADMINISTRATION SECTION CHIEF – ONGOING ACTIONS**
	Participate in planning meetings.
	Work with section chiefs to ensure all aspects of financial and administration activities are being considered.
	Advise EOC Director of any issues that are brought to your attention.
✓	**FINANCE/ADMINISTRATION SECTION CHIEF – SHIFT END ACTIONS**
	Communicate shift change to the appropriate personnel.
	Fully debrief your relief on the event status and actions being taken.
	Give all completed forms and notes to your relief.
	Sign out of EOC.
✓	**FINANCE/ADMINISTRATION SECTION CHIEF – DEACTIVATION ACTIONS**
	Ensure all contacts made during the incident are aware of the status change.
	Complete all documentation and submit to EOC Director.
	Collect all incident-related documentation from direct reports and submit to EOC Director.
	Attend debrief session.
	Sign out of EOC.
	Assist with preparation of After Action Report if requested.

Forms:

- Activity Log (ICS 214)

4.11 Site Specific Responder Checklists

Site specific responder checklists, such as the Incident Commander checklist, can be found within the Responder Checklists section of each site specific emergency response plan.

5 Public Protection Measures

This section highlights the general public protection measures that may be implemented by FortisBC. Reference to the Public Protection Measures section of site specific emergency response plan is required for additional mitigation strategies on isolation of hazard area, air quality monitoring, etc. due to site specific considerations. Ignition as a mitigation measure is not applicable to FortisBC's operating environment.

5.4 Hazard Area

A hazard area is the general area around any incident in which danger is present. This includes, but is not limited to, the area around downed power lines, gas releases, damaged buildings, and dams. FortisBC employees and contractors are trained to limit the access to the hazard area and to make these areas safe as quickly as possible and will coordinate with local emergency responders as needed

5.4.1 Hazard Assessment

Hazard assessments will be conducted at the site level to determine any impact to pubic and responder safety. Reference to the Public Protection Measures section of a site specific emergency response plan is required for procedures outlining the performance of a hazard assessment at the time and location of the incident by FortisBC's emergency responders. These assessments inform the decisions made at the incident site.

5.5 Isolating the Hazard Area

5.5.1 Cordoning Off Hazard Area

To ensure the safety of the public and any attending responders, it may be necessary to cordon off an area surrounding the involved asset. This should be done immediately upon arrival at any incident site, and can be done using cones, flags, sawhorses, or any other equipment available to indicate restricted access.

The distance to be cordoned off is dependent on the hazards that are present, but must be outside of any area that may present a safety concern. See site specific plans for additional information.

5.5.2 Restricting Access – Land, Air and Water

If an emergency situation occurs that requires isolation of the area around an incident site, immediately contact the local police or municipality to discuss the issuance of a "Closure Order". To ensure the safety of the public, roadblocks may need to be established. FortisBC response personnel will work with emergency services to determine when this is required, and where access should be restricted.

If required, contact NAV CANADA to issue a Notice to Airmen (NOTAM) to advise pilots of restrictions in the airspace above the incident site or to close the airspace for a certain radius from the release (a no-fly zone). See Appendix B: Procedures for Requesting Notice to Airmen (NOTAM) for more information.

If the incident is near a navigable waterway, contact the Coast Guard to discuss the possibility of issuing a vessel traffic restriction (NOTSHIP).

5.5.3 Entry into the Hazard Area

Only personnel authorized by the Incident Commander(s) may enter the Hazard Area and will be strictly controlled. Authorization will be limited to those involved in the tactical response or those ensuring public safety.

Any person entering the hazard area must have appropriate Personal Protective Equipment (PPE), including personal gas detection monitors, where appropriate. A personnel accountability plan must be established by the Incident Commander, including means of communication and frequency of check-in.

5.6 Emergency Planning Zone

The Emergency Planning Zone (EPZ) is used for gas emergency planning purposes. It is the geographical area around a *facility* where, in the event of a release of product, adverse consequences could occur without prompt action. Actual conditions during an incident need to be assessed to ensure appropriate initial response. FortisBC does not deal with sour gas, therefore the EPZ will be reflective of the assessed hazard. The size and shape of the EPZ reflects:

- ➢ Specific features of the area
- ➢ Factors such as population density, topography and access / egress routes that may affect timely implementation of emergency response procedures in the EPZ
- ➢ Properties of the product released

5.7 Inundation Zones & Mapping

Inundation zones are pre-identified areas that may be overwhelmed by water in the event of a dam breach and are well known by emergency services in FortisBC's generation areas. FortisBC manages and updates maps based on historical flooding along river and lake systems where there are assets. Inundation mapping is refreshed every 5 years to reflect changes in both the gas and electric system infrastructure. These maps are referenced in the FortisBC Gas Operations Emergency Response Plan. FortisBC will work with emergency services to ensure the safety of the public within these zones through pre-established protocols and local authorities.

5.8 Emergency Response Zone

A geographic area within which an emergency has occurred or is about to occur which has been identified, defined, and designated to receive emergency response actions. The extent of the response zone will be determined by the Incident Commander (or Unified Command) and may change during the incident.

5.9 Evacuation

In the event that the public is at risk as a result of a FortisBC incident and must be evacuated from the area, FortisBC response personnel will advise emergency services (fire, police) of the areas that should be evacuated. Immediate evacuations and the eventual recall of evacuees will be coordinated and performed with the support of the local authorities (police, fire, etc.). Although not responsible for the establishment of any emergency support services (ESS), FortisBC will provide the appropriate level of support to local authorities on an as-needed basis. e.g. Acompany representative or a Liaison Officer available at the reception centre to coordinate or answer questions on behalf of the Company as it pertains to ongoing emergency response or restoration efforts.

5.9.1 Public Notifications

There are several ways FortisBC makes information available to the general public about an incident so they are aware and, if required, stay away from the area:

- Issue an alert through our web site and/or social media channels such as Twitter
- Reach out to relevant media contacts, for example, traffic reporters, through emails and phone calls
- Issue a news release if needed
- Update all materials and contacts as we learn more

Public Affairs Emergency Team will conduct risk assessments and develop plans specific to the risks aligned with response needs. See External Communication from Appendix D: Public Affairs Emergency Team for more details.

5.10 Safety Equipment and Resource List

Safety equipment and resource list is site specific for FortisBC. The relevant lists are available under the Emergency Response Equipment section of the site specific emergency response plans.

6 Employee Welfare & Care

It is common for individuals to experience a range of emotions when they have experienced a disturbing incident. Services are available to provide comfort, support, information, and guidance to the organization and employees that may have been impacted by an incident and will be coordinated through Human Resources and OH&S.

Critical Incidents are defined as a traumatic or troubling event(s) that is sudden, unexpected, and outside the realm of daily experiences or considered abnormal, even for experienced personnel. If an event such as this were to occur, a request for crisis management services may be made. Services may be requested for incidents involving, but not limited to:

- Serious injury or death
- Acts of violence such as assault or hostage-taking or threats
- Serious work-site accidents

Requests for crisis management services should be made to Human Resources as soon as possible after the incident or through the Employee Family Assistance Plan Service delivery options may include:

- Group style de-brief and intervention
- Critical incident stress-debriefings
- Individual support and counseling
- Family support
- Follow-up services

7 Post-Incident Considerations

7.4 Incident Recovery

Recovery activities should be initiated as soon as possible, preferably while response operations are still underway. Recovery/Business Continuity planning should be considered along with actions taken during response operations whenever possible.

Recovery operations include, but are not limited to the following:

- Assessing structures
- Repairing or replacing structures
- Coordinating the restoration of utilities such as electricity and telecommunications
- Clearing access routes
- Restoring damaged units to production
- Maintaining the safe work zone perimeter
- Assisting employees
- Cleaning up debris
- Investigating and reporting (with the assistance of an investigator if required)
- Consultation with regulatory authorities where required

Damage assessment and incident site clean-up should begin as soon as it is deemed safe and possible after consultation with appropriate authorities FortisBC operations personnel and engineers will be involved in this assessment.

Refer to the *Human Resources Policies and Guidelines (Policy document #1019)* from the Corporate Reference Library for guidance over other activities of consideration such as response to complaints, next of kin notification and expense reimbursement procedures.

7.5 Cleanup

Actions should be taken to return the incident site to its original condition. Refer to ENV 04-04, *Spills Reporting, Response and Clean-up*. FortisBC Environment is available to provide advice and external support to assist in environmental cleanup and remediation, as required. FortisBC maintains agreements with specialized, external spill response companies on retainer in the event that a cleanup is required.

7.6 Investigations

All FortisBC incidents are reported to appropriate internal and external authorities and are thoroughly investigated to ensure the root causes are identified and corrected. FortisBC has designated investigators available to conduct these investigations and will on occasion utilize external services on an as-needed basis.

Particular care must be exercised with every emergency involving a fatality, serious injury or significant damage to FortisBC or public property. This is to ensure that all evidence is preserved in its original state and the custody transfer is done appropriately. Evidence will not be distributed until permission is granted, custody transfer specifics have been clarified by FortisBC Insurance and Legal representatives, as well as any other government or regulatory agencies involved.

An incident debrief is to be conducted by the Incident Commander and EOC Director, appropriate manager (and other stakeholders, as required) to determine the causal factors and prevention measures required to avoid reoccurrence. This will include a review of the activated emergency response plan(s) with updates as required.

The expected outcomes of the examination may include the following:

- Comparing and validating the plan against the actual response
- Identifying areas to improve the overall emergency response (e.g. Training, procedures, etc.)
- Developing a corrective action plan to implement these improvements

The Post Incident Report will be distributed at the discretion of the manager responsible for the asset or facility affected. Appropriate Post Incident Report for government or regulatory authorities must also be completed by having all requirements fulfilled and submitted in a timely manner. For example, the Post Incident Report for high pressure gas system incidents must be completed and issued to the BC Oil and Gas Commission within 60 days upon incident being brought under control. Refer to the site specific emergency response plan for the procedures for the requirement for Post Incident Report submission that could differ as per the different regulatory agencies involved.

FortisBC will participate in external incident debrief sessions and share lessons learned, as appropriate.

All incident-related documentation will be retained for a period of no less than eleven years.

8 Emergency Response Plan Administration

8.4 Document Review Process

All emergency response plans are reviewed on an annual basis, in accordance with regulatory requirements or as significant changes in regulation or key personnel requires.

Each department manager is responsible for the plan(s) pertinent to their operations and will be responsible for ensuring that any changes required are communicated to the Emergency Management department. These changes will be included in the regular revision or as regulated

The Corporate Emergency Response Plan will be reviewed and approved by the Director, Corporate Security and Business Continuity.

In addition to the annual review, changes may arise from training sessions, exercises, regulatory changes or requirements, after real incidents or as needed. Change requests will be analyzed and included in the upcoming revision when applicable or appropriate. If critical changes are required, a mid-year update may be issued.

Controlled copies of site-specific ERP are distributed together with the Corporate Emergency Response Plan. Documents will be distributed per the Distribution List in each site-specific ERP.

If applicable the following revision table can be used to communication any changes required to any FortisBC's emergency response plans (Corporate and site specific) to the Emergency Management department:

Table of Revisions

Date	Revision Highlights	Requested By

8.5 Training and Exercising

Each department manager is accountable to ensure that personnel receive appropriate training on the relevant emergency response plans. Training includes what to expect during a response to an emergency and outlines ICP and EOC roles and responsibilities. Employees with responsibilities in managing emergencies should receive the appropriate training for the roles, including on the Incident Command System and how to function in an EOC or ICP.

FortisBC's Emergency Management department is responsible to ensure exercises are conducted according to regulatory requirements or on an as-needed basis as related to managing risk. Each exercise is evaluated for areas to improve the emergency response and contain action plan in specifying who is responsible and how changes will be implemented.

Exercise goals may include the following:

- Validating the emergency response plan
- Increasing familiarity and confidence in use of the ERP and procedures
- Maintaining awareness of the importance of the ERP
- Meeting regulatory requirements

Training and exercise records will be retained for a period of no less than eleven years.

9 Appendices

Appendix A: Definitions for the Purposes of this Plan

Abnormal Condition	A condition that is not typical or usual; of concern. The non-normal condition initiates further investigation by personnel.
BCEMS	BC Emergency Management System. BCEMS provides a framework emergency response for the entire province, enabling coordination among responding agencies and facilitating collaboration among affected entities.
BCUC	BC Utilities Commission.
CANUTEC	A resource in the form of a Dangerous Goods Initial Emergency Response Guide book and a 24-hour emergency telephone number for information on Dangerous Goods in Canada. By North American convention, the CANUTEC Response Guide specifies 800 metres as the minimum evacuation distance for an LNG leak without fire, and 1600 metres as the minimum evacuation distance for an LNG leak with fire.
CER	Canadian Energy Regulator.
ELT	Executive Leadership Team.
EMBC	Emergency Management British Columbia There are 6 Provincial Regional Emergency Operations Centers (PREOC's); South-West, Central, South-East, North-East, North-West and Vancouver Island.
Emergency	A situation that calls for immediate and targeted action because it has resulted or may result in the following: ➢ Undue risk to the health and safety of personnel or the public ➢ Significant damage to equipment or property ➢ Significant damage to public property ➢ Damage to the environment ➢ Financial or reputational risk to FortisBC
Emergency Response Zone	A geographic area within which an emergency has occurred or is about to occur, and which has been identified, defined, and designated to receive emergency response actions.
Emergency Services	Emergency Services include police, fire, and ambulance personnel who respond to and support emergencies at the Incident Command Post. An Incident Commander will be allocated by each emergency service that is on site during an emergency.
EOC	Emergency Operations Centre. The EOC provides support to the operational response and manages the corporate response to an emergency event.
EOR	Emergency Operations Representative.
EPZ	Emergency Planning Zone.
ERP	Emergency Response Plan.
Evacuation	An organized departure of persons from an area of danger to a safe location by the authorities.
Exercise	A simulated scenario in which an agency practices its response activities to test its emergency plan and processes.

FortisBC	FortisBC is a Canadian-owned, BC-based company with more than 2,400 employees across the province. FortisBC delivers natural gas, electricity and innovative energy solutions to approximately 1.2 million customers in 135 communities throughout BC. FortisBC owns and operates 49,500 km of natural gas transmission and distribution pipelines and 7,260 km of electric transmission and distribution power lines. The Gas Holding Company, Gas Utility (FortisBC Energy Inc.) and Electricity Utility (FortisBC Inc.) are wholly owned subsidiaries of Fortis Inc. For information about Fortis Inc. and the Fortis Group of Companies, please visit fortisinc.com. ➢ FortisBC Electric Inc. - an integrated electric utility in the southern interior of BC ➢ FortisBC Energy Inc. - the largest distributor of natural gas in the Province ➢ Owns four hydroelectric generating facilities, 7,260 km of power lines, two liquefied natural gas storage facilities, and 49,500 km of natural gas pipelines ➢ Regulated by the British Columbia Utilities Commission
GEM	Gas Emergency Message.
Government Agencies	All Crown Agencies and Corporations, local authorities and First Nations.
Hazard	A system state or set of conditions that, together with other conditions in the system environment, could lead to a partial or complete failure of the system. Hazards may be external (originating outside the system) or internal (errors and omissions or deterioration within the system).
Incident *** The CER has defined as per the Onshore Pipeline Regulations, 1999 and the Canada Labour Code**	Incident is an occurrence that results in: ➢ The death of, or serious injury to, a person ➢ A significant adverse effect on the environment ➢ An unintended fire or explosion ➢ An unintended or uncontrolled release of gas or High Vapour Pressure hydrocarbons ➢ The operation of a pipeline beyond its design limits as determined under CSA Z662 or CSA Z276 or any operating limits imposed by the Board
IAP	Incident Action Plan. A formal documentation of incident goals, operational period objectives, and the response strategy defined by the Incident Commander (IC). The IAP developed in the EOC supports the Incident Commander's IAP.
IC	Incident Commander. The Incident Commander is the most qualified person, or the person with the greatest level of accountability, who is responsible for directing the response to an emergency at the site. The FortisBC Incident Commander performs Unified Command (see below) with the Incident Commanders of the other Emergency Response Agencies at the site.

ICP	Incident Command Post. Established to coordinate activities at the site of the incident. Response activities are led by the Incident Commander, who coordinates with the Emergency Operations Centre and other ICs.
Incident Command System (ICS)	A widely accepted system to control and coordinate the efforts of agencies and resources as they work together toward safely responding, controlling, and mitigating an emergency incident.
Isolate	To separate an area, process, or people.
KOC	Kootenay Operations Centre.
Master Incident Diary	The Master Incident Diary is a master log that chronicles the event, the decisions made and rationale, and stakeholders consulted, both internal and external.
OGC	British Columbia Oil & Gas Commission.
Operational Period	An operational period is the length of time set by the IC and EOC Director to achieve the objectives identified in the Incident Action Plan.
PAET	Public Affairs Emergency Team. The PAET includes FortisBC representatives from corporate communications, external relations, and other organizations.
PECC	Provincial Emergency Coordination Centre. The central coordination and collation hub for EMBC's Regional emergency operations centers, typically activated when multiple PREOC's are active.
PREOC	Provincial Regional Emergency Operations Centre.
Serious Injury *** The CER has defined as per the Onshore Pipeline Regulations, 1999 and the Canada Labour Code**	The CER has defined serious injury to include: ➢ Fracture of a major bone ➢ Amputation of a body part ➢ Loss of sight in one or both eyes ➢ Internal hemorrhage ➢ Third-degree burns ➢ Unconsciousness ➢ Loss of a body part ➢ Loss of a function of a body part
SML	Subject Matter Lead.
TDG	Transportation of Dangerous Goods.
TSB	Transportation Safety Board of Canada.
TSBC	Technical Safety British Columbia (formerly BC Safety Authority)
Unified Command	In situations involving multiple jurisdictions or agencies with different functional authorities and responsibilities, a Unified Command system allows all to work together effectively while maintaining individual agency authority, responsibility, and accountability. Under a Unified Command, agencies work together through their Incident Commanders at a single Incident Command Post to establish a common set of objectives and strategies to create a single coordinated Incident Action Plan.

Appendix B: Procedures for Requesting Notice to Airmen (NOTAM)

When a gas release is deemed as significant, it may be necessary to issue a Notice to Airmen (NOTAM) to inform aircraft of the potential dangers. NOTAMs are issued by Nav Canada.

It is the responsibility of the Emergency Operations Centre (EOC) to assess the likelihood of risk to aircraft. This assessment should be conservative, since aircraft such as low-flying helicopters and hot-air balloons may be at significant risk from natural gas plumes or fires.

Follow the following steps when instructed to request a NOTAM:

- Request the following information from the EOC Director:
  - Location in latitude and longitude
  - Radius of plume in nautical miles (if known)
  - Altitude of plume in feet above ground level (if known)
  - Speed and direction of plume in knots and degrees (if known)
- If the above information is received in other units of measure, report what is given to you
- Contact the Nav Canada Flight Information Centre at 1-866-992-7433.
- Inform the duty officer that FortisBC requests to issue a NOTAM due to significant release of natural gas / gas fire / gas explosion.
- Give the location, radius, altitude, and movement information above.
- Give your contact information. If there are any further questions, the duty officer MUST be able to contact you to confirm.
- Record the NOTAM number for future reference if provided.
- Do not hang up until the duty officer does so.

If the location, radius, altitude, or movement information changes significantly, the NOTAM must be amended. Contact the Nav Canada Flight Information Centre quoting the NOTAM number and provide the amended information.

Important - When the incident is complete and the gas plume or fire has dispersed, Nav Canada Flight Information Centre at 1-866-992-7433 is to be contacted to request that the NOTAM be cancelled.

Appendix C: Media Response Guidelines

FortisBC Media Contact (24 hours)

- 1-855-FBC-NEWS (1-855-322-6397)

During an operational emergency, the media could arrive on site or at one of our office locations.

FortisBC's media policy ensures that a consistent protocol is followed when dealing with reporters. During an incident, this policy will help you continue to focus on your work without distractions from media requests.

What to Do

- It is critical that only those who work with the media daily act as a spokesperson. Politely let them know that you are not a company spokesperson.
- If media persist, stay calm, deliver the message below and return to your work – that is your number one priority. Do not engage in further discussions with the reporter.
- If the media arrive on site, please do not agree to be interviewed.
- Always be cautious when speaking to a reporter – there is no such thing as an "off the record" remark. Informal conversations can end up in the news, including "no comment."

What to Say

- "I am not a company spokesperson."
- "My number one priority is to make the situation safe and restore service."
- "For a comment from FortisBC, please call one of our company spokespeople at 1-855-FBC-NEWS (1-855-322-6397)."

Appendix D: Public Affairs Emergency Team

Public Affairs Emergency Plan

Upon its activation, the purpose of the Public Affairs Emergency Response Plan (PAEP) is ensure that critical information reaches stakeholders in a timely and accurate fashion. The plan provides a framework for both public and media response in the event of an emergency that impacts FortisBC, its neighbours, its employees and/or its customers.

FortisBC will adhere to a standard of timely and transparent communications. Both speed and accuracy are important considerations in responding to a crisis. While it is critical that we communicate quickly, FortisBC will not compromise the accuracy of its statements under any circumstances. This may result in more frequent dissemination of information in smaller, confirmed pieces.

The PAEP will be executed by the Public Affairs Emergency Team (PAET). The PAET is responsible for the following activities:

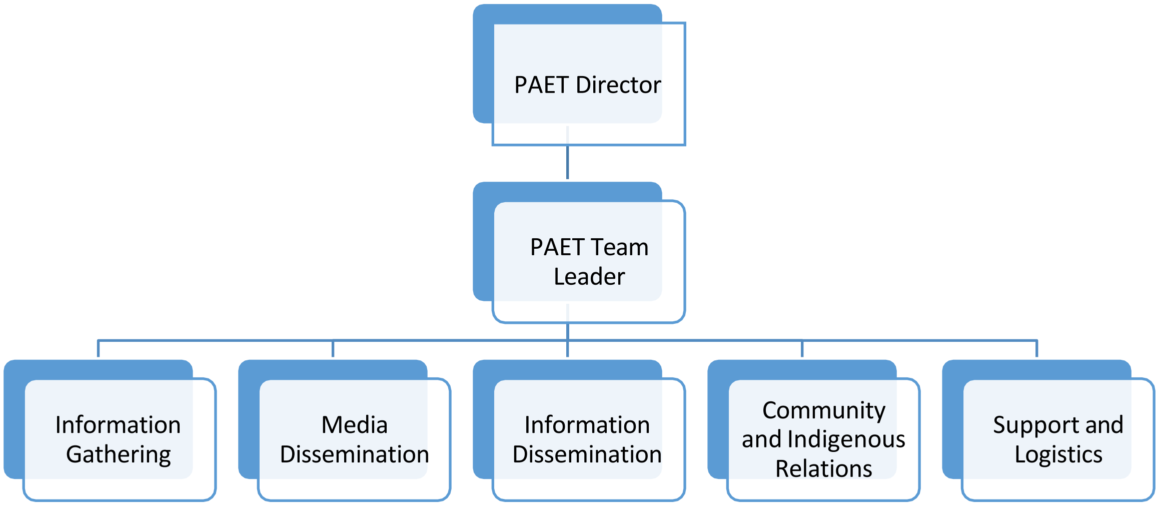
- Provide information to FortisBC executive and employees, customers, media and the general public
- Respond to media, stakeholder and public inquiries
- Prepare and deliver statements, news releases and other information materials
- Prepare digital content including web materials and social media posts
- Distribute updates to external stakeholders as required in conjunction with the Emergency Operations Centre (EOC)
- Provide key messaging and information materials to FortisBC Call Centres
- Provide a corporate link to outside agencies
- Monitor media and social media reporting and relay the information to the EOC
- Organize all media interactions including media interviews and news conferences

Public Affairs Emergency Team Structure

The exact structure of a PAET will vary according to the scope, subject and duration of an emergency situation. Enabling flexibility allows the PAET to scale up or scale down the size of the team to best accommodate the needs of the emergency and better enable proper logistical support without unduly disrupting the daily activities of the business.

Regardless of size, the PAET has a standard structure that will be deployed in virtually every emergency circumstance.

The basic PAET Structure is as follow.



Basic PAET Roles

PAET Director

- The Director is responsible for the activation of the PAET and is the PAET representative situated within the EOC to provide public affairs council and updates from the PAET.
- Director provides briefings to the EOC, updating the room on current public affairs activity, media activity, call centre activity and planned actions of the PAET.
- Director provides briefings to the PAET, providing direction from the EOC and operational updates.
- Director is responsible for briefing members of the ELT on the situation as well as sharing information with Fortis Inc.

PAET Team Leader

- The PAET Team Leader oversees the activity within the PAET room, ensuring that the direction of the Director is carried out, that information is collected and recorded and that appropriate actions are taken to communicate with required audiences.
- PAET Team Leader will also be responsible for liaising with other agencies involved in emergency response.

Information Gathering

- The Information Gathering function gathers all available information from internal and external sources regarding the incident. This would include information from the EOC, the field, contact centres, FortisBC call centres, media and social media.
- Depending on the scope of the incident, the information gathering team may have multiple members fulfilling distinct functions.

Media Dissemination

- The Media Dissemination function drafts, edits and secures approval for information releases including media statements, social media content, images, graphics and video. This function also distributes information to both employee communications and call centres to communicate to employees and the general public.
- Depending on the scope of the incident, the information gathering team may have multiple members fulfilling distinct functions.

Information Dissemination

- The Information Dissemination function coordinates the development and production of required communication materials with the assistance of graphic designers, digital specialists and writers. These tools are used in tandem with the statements developed by the Media Dissemination function.
- Depending on the scope of the incident, the information gathering team may have multiple members fulfilling distinct functions.

Community and Indigenous Relations

- The Community and Indigenous Relations function ensures all information to communities and government officials are consistent with information being passed to other stakeholders. This function is directly responsible for informing and updating local community representatives, government, government agencies and other regionally based stakeholders.
- Depending on the scope of the incident, the information gathering team may have multiple members fulfilling distinct functions.

Support and Logistics

- The Support and Logistics function ensures that the PAET has all the equipment required for ongoing operation and assists with scheduling of resources and assets to meet the needs of the PAET.
- Depending on the scope of the incident, the information gathering team may have multiple members fulfilling distinct functions.

External Communication

While external communications will be developed to address the distinct needs of the emergency, the initial strategy is set in order to provide a clear direction forward for the PAET. Having a template approach in the earlier stages of an emergency assists in focusing efforts on providing timely and accurate information to stakeholders.

Below are the initial communications actions that a PAET will undertake after being assembled:

COMMUNICATION ACTION	PURPOSE	TIMING
Development of Initial Statement	To acknowledge an incident has occurred and share any critical information that is time-sensitive.	Within 30 minutes of PAET activation.
Development of first Media Statement	To provide media and other external stakeholders with an accounting of all confirmed information to date. Information contained within the media statement will be shared with external stakeholders (i.e. government, neighbouring communities) directly	Within an hour of PAET activation
Development of Internal Communications	To provide employees with an accounting of all confirmed information to date	Within an hour of PAET activation
Development of News Release	To provide media with a full accounting of all confirmed information to date. News release will be shared with other stakeholders directly. If a news conference is required, the news release may include scheduling details or the release may coincide with the news conference.	Within two hours of PAET activation
Periodic updates	For emergencies that are prolonged or that have ongoing effects, PAET will update stakeholders at regular intervals until the situation stabilizes and is resolved.	Ongoing as required

While this table serves as a basic guide to action, the PAET or EOC may elect to add or remove steps from the communications response if stakeholders are better informed through other means or if the emergency is of limited impact or duration. For example, direct submission of media releases to the appropriate regulators, when applicable, to ensure consistency in messaging when communicating together to the public.

Internal Communication

Informing employees of ongoing emergencies is necessary in the case of major emergencies. If the company is undergoing a significant event, it may cause disruption to their daily duties and it is crucial to inform employees of this in order to maintain business continuity.

There are a number tools available in order to communicate with FortisBC employees including:

- Intranet site
- Direct email
- Internal messaging distributed through management to their individual teams

Responding to the Media/External Inquiries

In the event of an emergency, an increase in media inquiries is to be expected. As the media is a key medium for FortisBC to be able to inform British Columbians, the PAET will respond to all media calls in a timely fashion. However, the accuracy of information the PAET provides to media is of the utmost importance and cannot be comprised for the sake of a quick response. If there is any question as to the accuracy of any given point, that piece of information should be held until it is confirmed.

All messaging and information provided to media must be approved by both the PAET Director and the EOC Director.

Inquiries by phone

The FortisBC media line will be routed directly to the PAET room. All calls will be answered and logged, including the reporter's name, outlet, email address, phone number, time of call and any specific question asked.

Initial calls will be responded to by the first media statement sent by email. Individual questions will then be answered sequentially by phone. Following the first media statement, media calls will be handled as they come in by the Media Dissemination Lead.

Inquiries by email

All communications advisors will be instructed to forward any emailed media inquiries to Media Dissemination Lead for response. The Media Dissemination Lead will acknowledge receipt of the email and set a time when PAET will respond by. All emails will be answered and logged, including the reporter's name, outlet, email address, phone number, time of call and any specific question asked.

Initial inquiries will be responded to by the first media statement sent by email. Follow up emails will be sent to answer individual questions. Following the first media statement, media calls will be handled as they come in by the Media Dissemination Lead.

Inquiries via Social Media

The Information Gathering Lead will bring all social media inquiries to the attention of Media Dissemination Lead for response. Via social media direct message, the Media Dissemination Lead will acknowledge receipt of the inquiry, request an email address to respond to and set a time when PAET will respond by. All inquiries will be answered and logged, including the reporter's name, outlet, email address, phone number, time of call and any specific question asked.

Initial inquiries will be responded to by the first media statement sent by email. Follow up emails will be sent to answer individual questions. Following the first media statement, media calls will be handled as they come in by the Media Dissemination Lead.

Interviews

If interviews are requested, a determination will be made by the PAET on who the appointed spokespeople are for the incident. For major emergencies, a member of the Executive Leadership Team will be required to act as a spokesperson for interviews or in a news conference setting. In cases where more complex technical information needs to be explained, a Subject Matter Expert of appropriate seniority may accompany the spokesperson to supplement responses.

Prior to the interview, the spokesperson will be briefed by the PAET Director and possibly the EOC Director to ensure that they have all current and correct information. The PAET Director or a member of the PAET will be present with the spokesperson during the interview to monitor the questions asked and answers delivered.

Contact Centre

Many members of the general public, especially those in the vicinity of an emergency situation, will call FortisBC's customer contact centre to ask basic questions about the incident. Contact centres will be sent communications materials as they are developed to help answer basic questions. These will include:

- Basic key messaging
- Media statements
- News releases
- Fact sheets

The contact centre will also be relied upon to regularly communicate with the PAET and brief the Information Gathering Lead on the general theme of public questions. Outstanding questions that the contact centre has not been able to answer will also be shared with the PAET.

Appendix E: Sabotage Classification Guideline

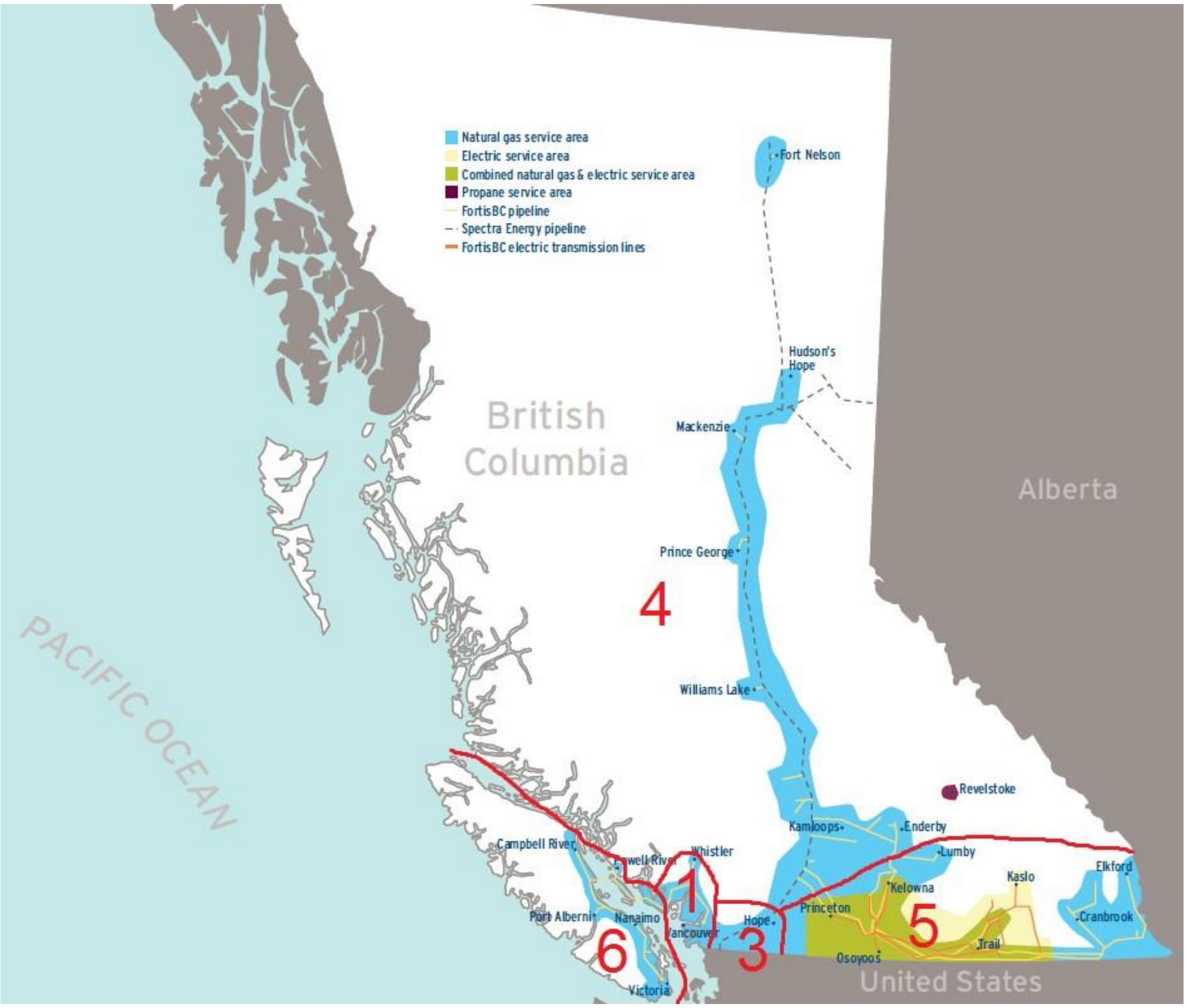
The possibility of sabotage must be considered prior to commencing work each day, particularly at unguarded, remote locations. An environmental scan of the work area should occur, searching for any anomalies or discrepancies within the area. Certain individuals or groups may turn to the blatant or covert destruction of property and/or assets to frustrate, delay, or make visible demonstrations against forms of modern technology they consider detrimental to their cause. Physical sabotage can take a variety of forms, including, but not limited to:

- Equipment Tampering
- Deliberate Fire Setting
- Bomb Incidents
- Deliberate Cut of Power Supply
- Telecommunications Failures
- Hazmat Incidents
- Civil Disorder (physical attack, barricade incident, etc.)

CONDITION	LEVEL 1 – MINOR	LEVEL 2 – SERIOUS	LEVEL 3 – CRITICAL
Threat or Injury to Workers or Public	No sign(s) of sabotage identified following environmental scan.	Sabotage (any form) suspected during environmental scan.	Clear visual evidence of sabotage observed during environmental scan.
Response Capability	Incident is handled by FortisBC.	Emergency services and government agencies are likely to be directly involved.	Immediate and significant government agency involvement.
Potential to escalate	Not Applicable	Moderate, based on potential for equipment malfunction, fire, explosion, increased release of product, etc.	High, based on potential fire, explosion, increased release, or other hazard.
Examples	• Equipment and materials left on-site appear untouched and in order • Operator conducts a visual inspection of his/her excavator and finds no cause for concern.	• Equipment and materials left on site appear to have been relocated overnight. • Operator conducts a visual inspection of his/her excavator and notices a footprint that does not appear to match his/her own the following day	• Equipment and materials on site have been clearly vandalized and destroyed • Operator conducts a visual inspection of his/her excavator and notices that fuel has been deliberately poured over his/her machine

If any person is in immediate danger or could become in immediate danger as a result of a threat to FortisBC personnel or property, contact the local police or RCMP immediately. When safe to do so, contact FortisBC Corporate Security thereafter. If no immediate danger is present, contact FortisBC Corporate Security.

Appendix F: FortisBC Service Zones


Natural gas service area
Electric service area
Combined natural gas & electric service area
Propane service area
FortisBC pipeline
Spectra Energy pipeline
FortisBC electric transmission lines
British Columbia
Alberta
PACIFIC OCEAN
United States
Fort Nelson
Hudson's Hope
Mackenzie
Prince George
Williams Lake
Revelstoke
Kamloops
Enderby
Lumby
Kelowna
Kaslo
Elkford
Cranbrook
Princeton
Osoyoos
Trail
Hope
Whistler
Powell River
Campbell River
Port Alberni
Nanaimo
Vancouver
Victoria
1
3
4
5
6

Appendix G: EOC Tools

EOC Briefings

The EOC Director with the Section Chiefs will conduct briefings to maintain a high level of situational awareness. Before attending EOC Briefings, each Section Chief should collect up-to-date information from their team to report.

Briefings should:

- be held on a regular, scheduled basis
- be short and concise
- communicate progress, significant decisions made, corporate and situational objectives, and the consolidated IAP
- conclude with the time, location, and method (e.g., teleconference) for the next briefing

The briefing is communicated and documented as follows:

- The EOC Section Chiefs brief their respective sections
- The Scribe documents the briefing and circulates it to contributors for verification
- The EOC Director approves the documented briefing
- The Scribe records the content of the briefing in the Incident Record

Only the situation, actions, and issues are briefed. All coordination and follow-on discussions take place outside of the briefing.

Situation/Status Report (ICS 209)

Following the briefing, a Situation Report should be produced and distributed by the EOC Director. The Situation Report is a concise, singular message to internal stakeholders, including the Executive Leadership Team and others who could not be present at the briefing. It helps ensure that those whose departments are directly or indirectly affected can determine whether to escalate or de-escalate a corporate response. The Situation Report, appropriately edited, may also serve as the basis to periodically update external stakeholders, such as Emergency Management BC and affected Regional Districts.

The EOC Director ensures that this report is provided soon after the incident and periodically thereafter (normally after EOC briefings) or whenever there is a significant change to the situation.

Incident Diary

An Incident Diary will be created for every emergency event. This is a master log that chronicles the event, the decisions made, rationales, and internal and external stakeholders consulted.

Incident Action Plan (ICS 202)

An Incident Action Plan will be created for every emergency event.

IAPs provide a coherent means of communicating the overall incident objectives for both the Incident Command Post and EOC activities.

An IAP must:

- State measurable strategic objectives to be achieved in a specified time frame (the Operational Period)
- Document the tasks required to accomplish each objective
- Assign each task to an appropriate individual, department or to the EOC sections for completion within a specified timeframe
- Define resource needs
- Consider potential risks or challenges that may be encountered in accomplishing each objective

An IAP is developed at the Incident Command Post either by the FortisBC Incident Commander or collaboratively under Unified Command. IAPs enable a coordinated response at the Incident Command Post during Unified Command.

EOC also generates its own IAP in supporting and referencing the Incident Command Post's IAP to ensure duplication of effort is eliminated. The EOC can provide guidance and specific tasks to the Incident Commander and vice versa.

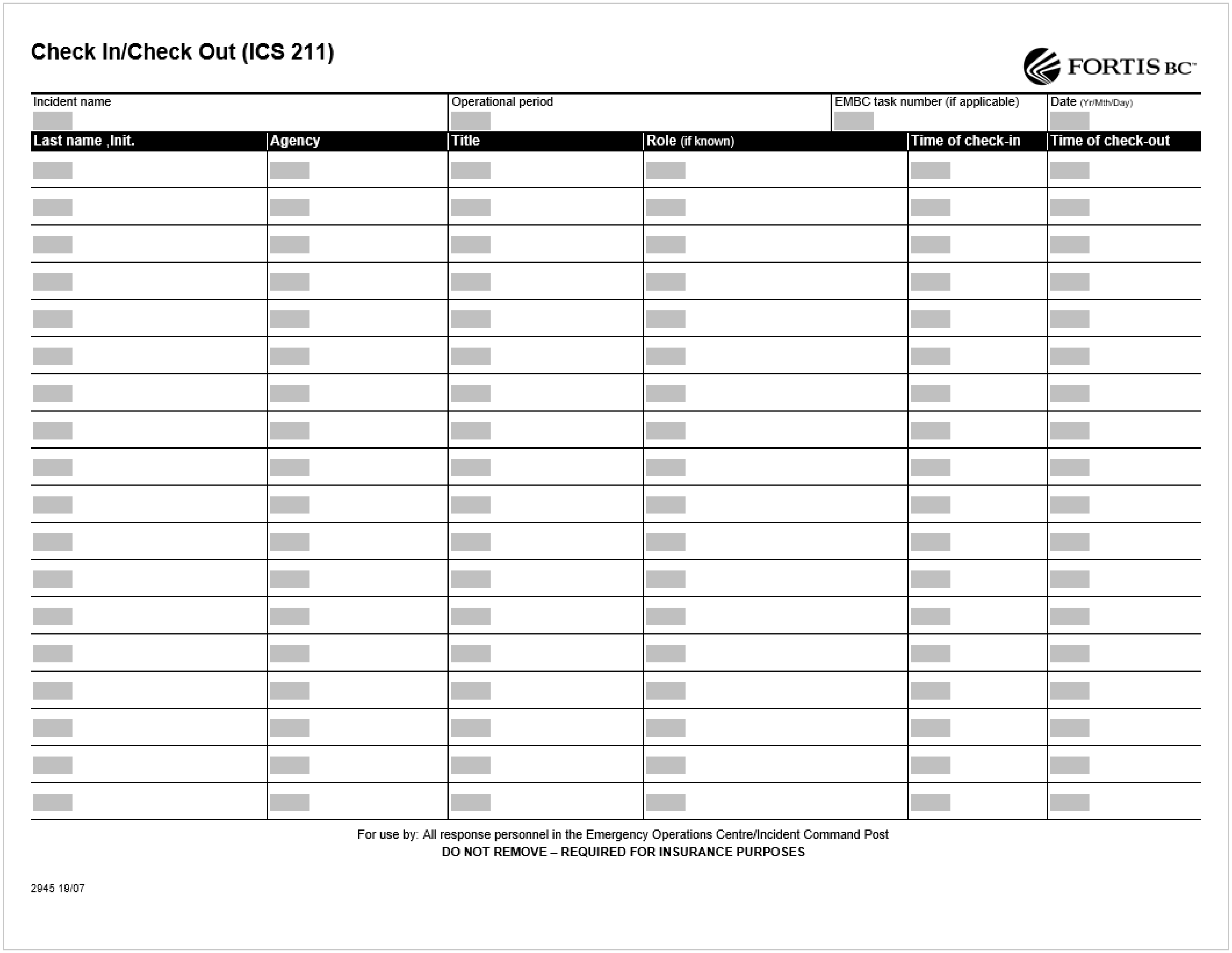
The Incident Commander, EOC Director and Section Chiefs are all responsible to ensure that accurate and up-to-date information is used in the IAP.

Appendix H: Forms

These forms are for reference only. Digital forms can be found on the FortisBC intranet.

These forms are modified based on standard ICS forms for FortisBC's purpose. For clarify, the relevant ICS form number is listed next to the name of the FortisBC forms.

Check In/Check Out (ICS 211)



Check In/Check Out (ICS 211)

FORTIS BC™

Incident name	Operational period	EMBC task number (if applicable)	Date (Yr/Mth/Day)

Last name ,Init.	Agency	Title	Role (if known)	Time of check-in	Time of check-out

For use by: All response personnel in the Emergency Operations Centre/Incident Command Post

DO NOT REMOVE – REQUIRED FOR INSURANCE PURPOSES

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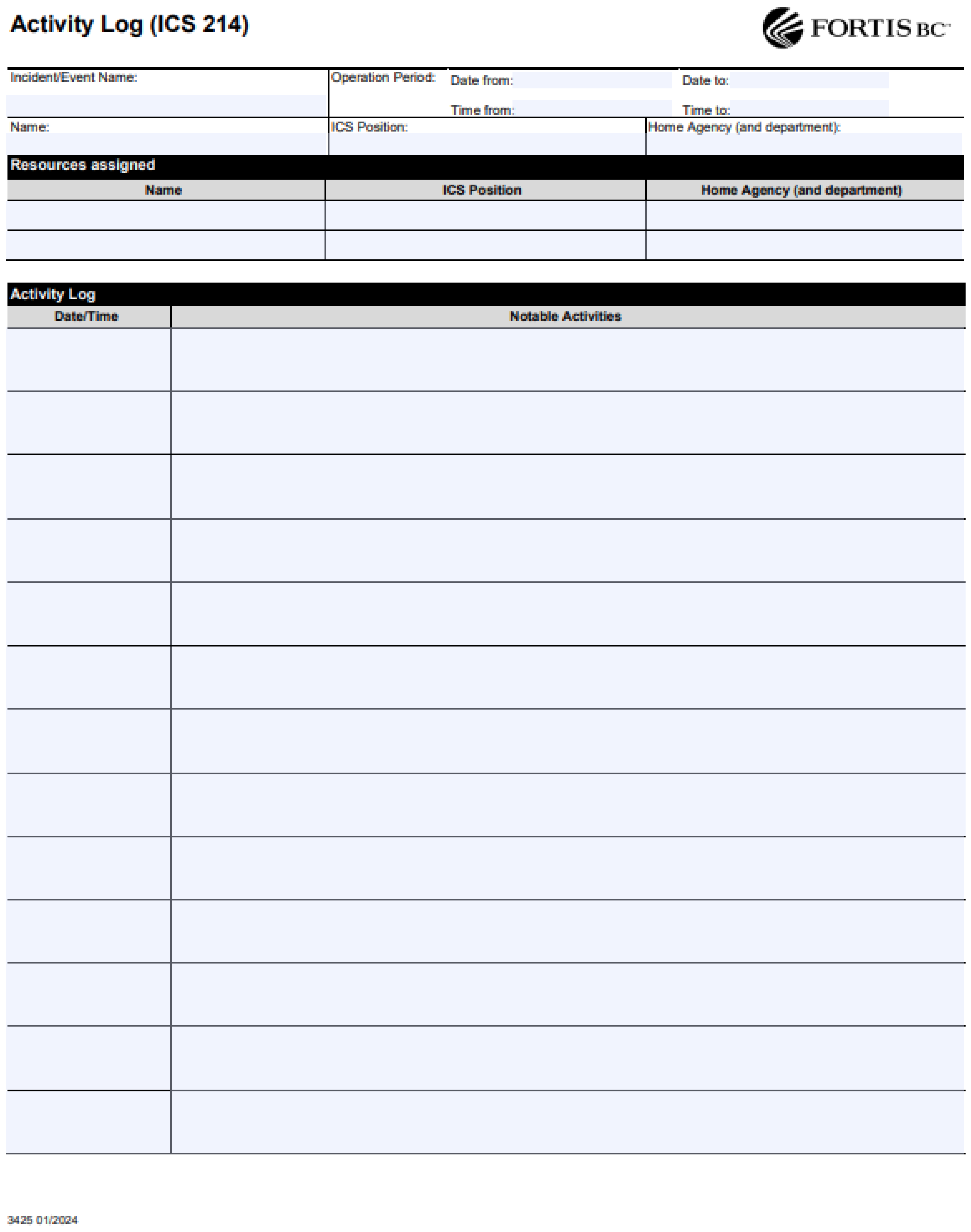
Activity Log (ICS 214)



Activity Log (ICS 214)

Incident/Event Name:	Operation Period: Date from: Time from:	Date to: Time to:
Name:	ICS Position:	Home Agency (and department):

Resources assigned

Name	ICS Position	Home Agency (and department)

Activity Log

Date/Time	Notable Activities

3425 01/2024

Working Notes

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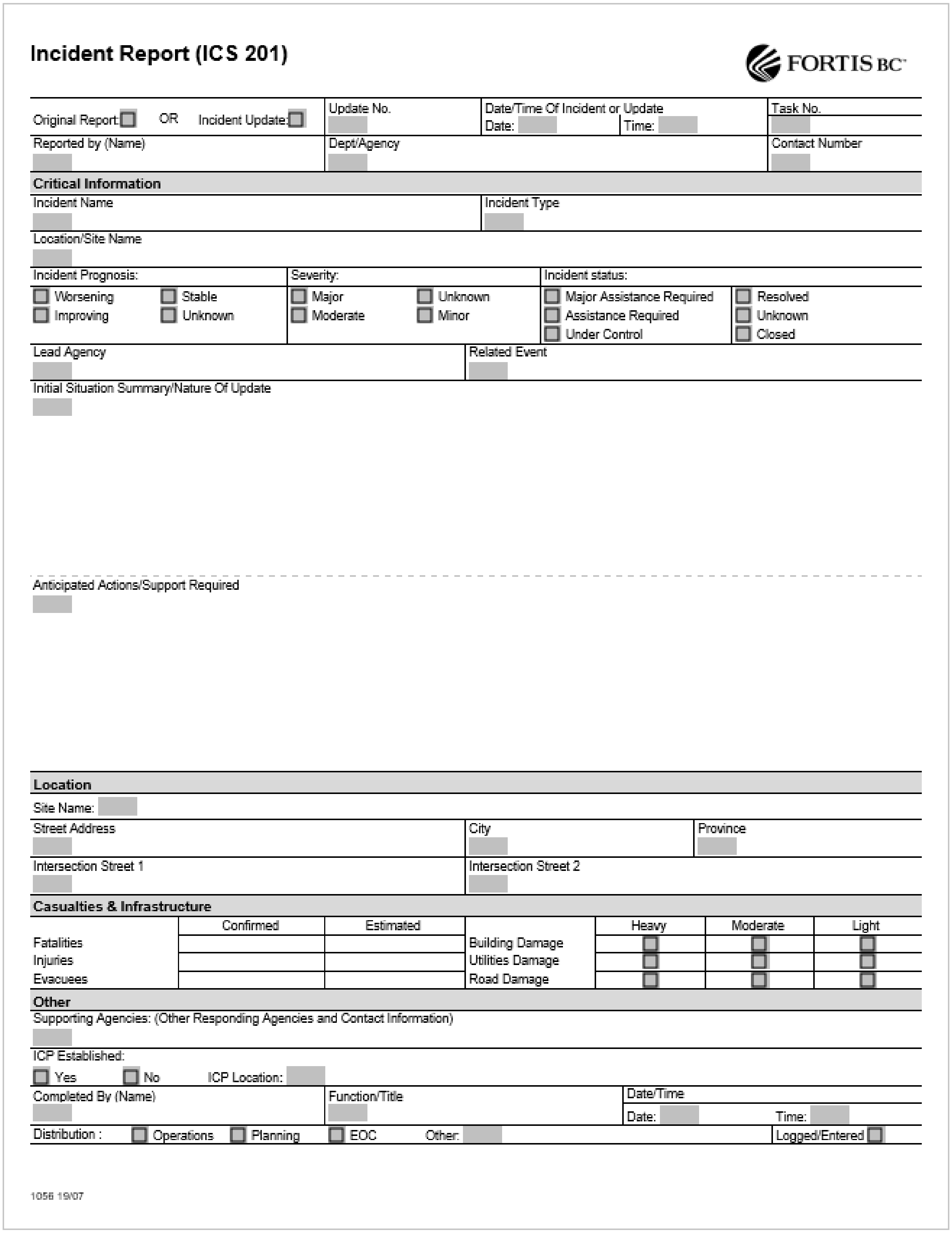
Incident Report (ICS 201)



Incident Report (ICS 201)

Original Report ☐ OR Incident Update ☐	Update No.	Date/Time Of Incident or Update Date: Time:	Task No.
Reported by (Name)	Dept/Agency		Contact Number

Critical Information

Incident Name	Incident Type

Location/Site Name

Incident Prognosis:		Severity:		Incident status:	
☐ Worsening	☐ Stable	☐ Major	☐ Unknown	☐ Major Assistance Required	☐ Resolved
☐ Improving	☐ Unknown	☐ Moderate	☐ Minor	☐ Assistance Required	☐ Unknown
				☐ Under Control	☐ Closed

Lead Agency	Related Event

Initial Situation Summary/Nature Of Update

Anticipated Actions/Support Required

Location

Site Name:

Street Address	City	Province
Intersection Street 1	Intersection Street 2	

Casualties & Infrastructure

	Confirmed	Estimated		Heavy	Moderate	Light
Fatalities			Building Damage	☐	☐	☐
Injuries			Utilities Damage	☐	☐	☐
Evacuees			Road Damage	☐	☐	☐

Other

Supporting Agencies: (Other Responding Agencies and Contact Information)

ICP Established:

☐ Yes ☐ No ICP Location:

Completed By (Name)	Function/Title	Date/Time Date: Time:

Distribution : ☐ Operations ☐ Planning ☐ EOC Other: Logged/Entered ☐

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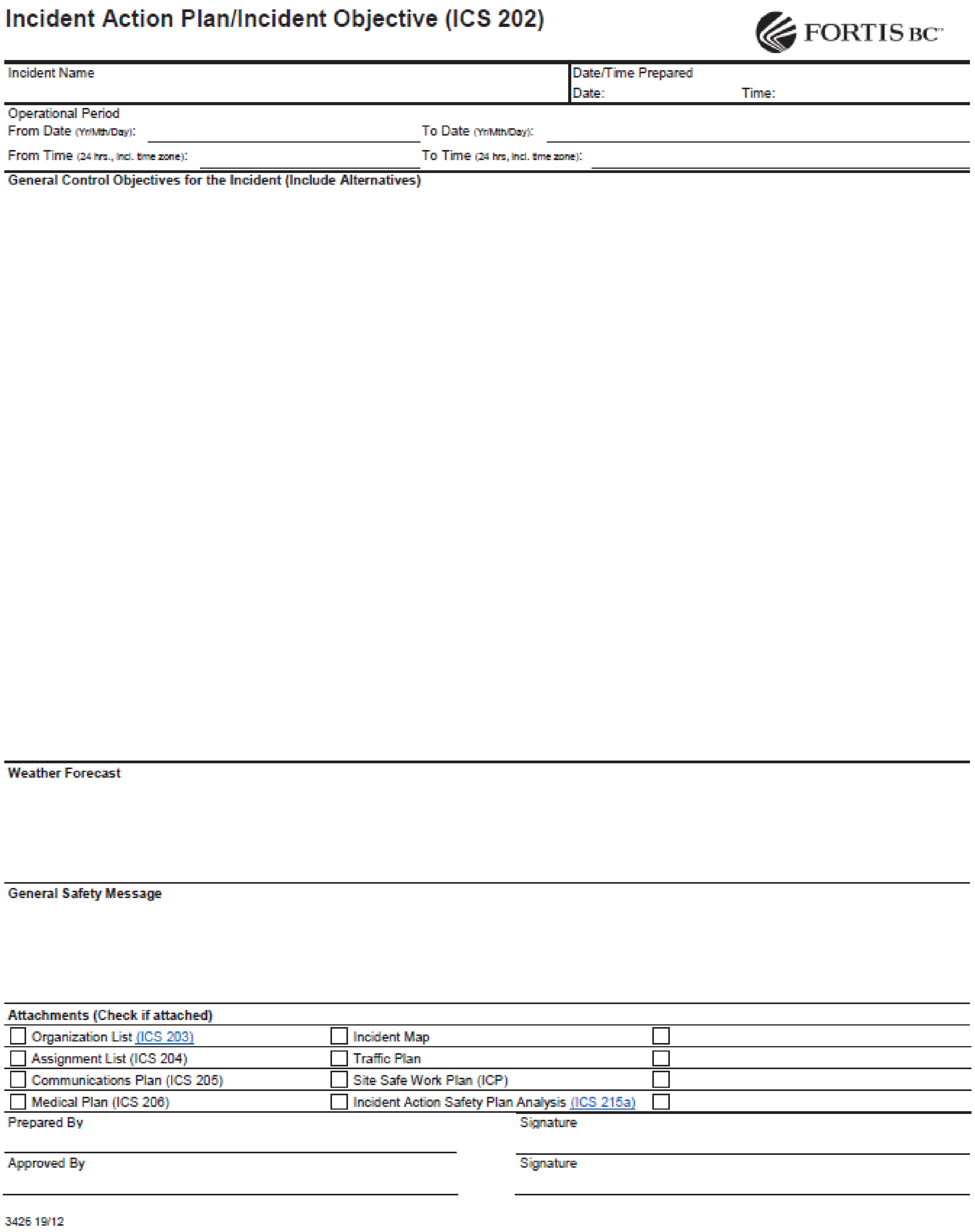
Incident Action Plan/Incident Objectives (ICS 202)



Incident Action Plan/Incident Objective (ICS 202)

FORTIS BC™

Incident Name	Date/Time Prepared Date: Time:

Operational Period

From Date (Yr/Mth/Day): To Date (Yr/Mth/Day):

From Time (24 hrs., incl. time zone): To Time (24 hrs, incl. time zone):

General Control Objectives for the Incident (Include Alternatives)

Weather Forecast

General Safety Message

Attachments (Check if attached)

☐ Organization List (ICS 203)	☐ Incident Map	☐
☐ Assignment List (ICS 204)	☐ Traffic Plan	☐
☐ Communications Plan (ICS 205)	☐ Site Safe Work Plan (ICP)	☐
☐ Medical Plan (ICS 206)	☐ Incident Action Safety Plan Analysis (ICS 215a)	☐

Prepared By

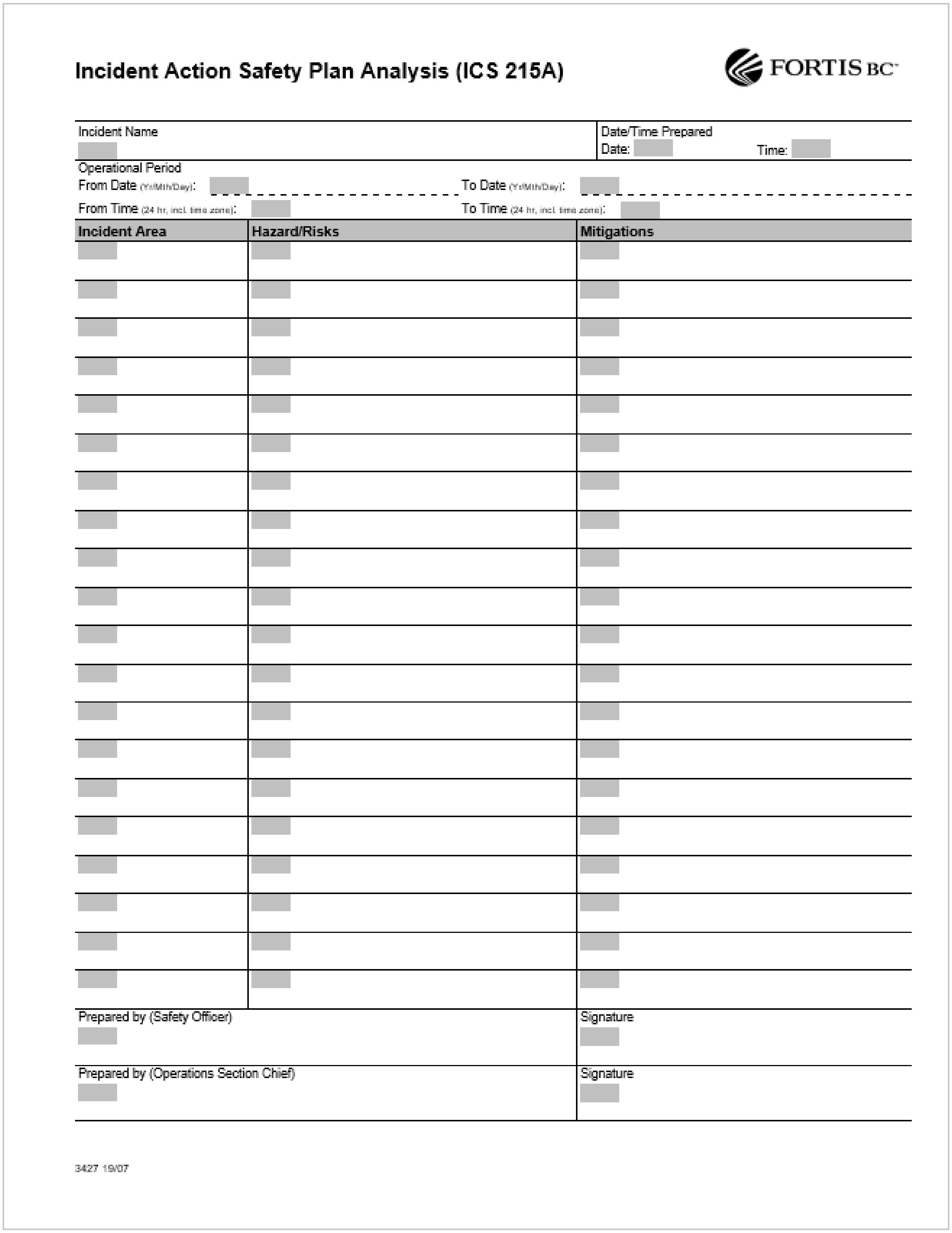
Signature

Approved By

Signature

3426 19/12

Incident Action Safety Plan Analysis (ICS 215A)



Incident Action Safety Plan Analysis (ICS 215A)

Incident Name

Date/Time Prepared
Date: Time:

Operational Period
From Date (Yr/Mth/Day): To Date (Yr/Mth/Day):
From Time (24 hr, incl. time zone): To Time (24 hr, incl. time zone):

Incident Area	Hazard/Risks	Mitigations

Prepared by (Safety Officer)
Signature

Prepared by (Operations Section Chief)
Signature

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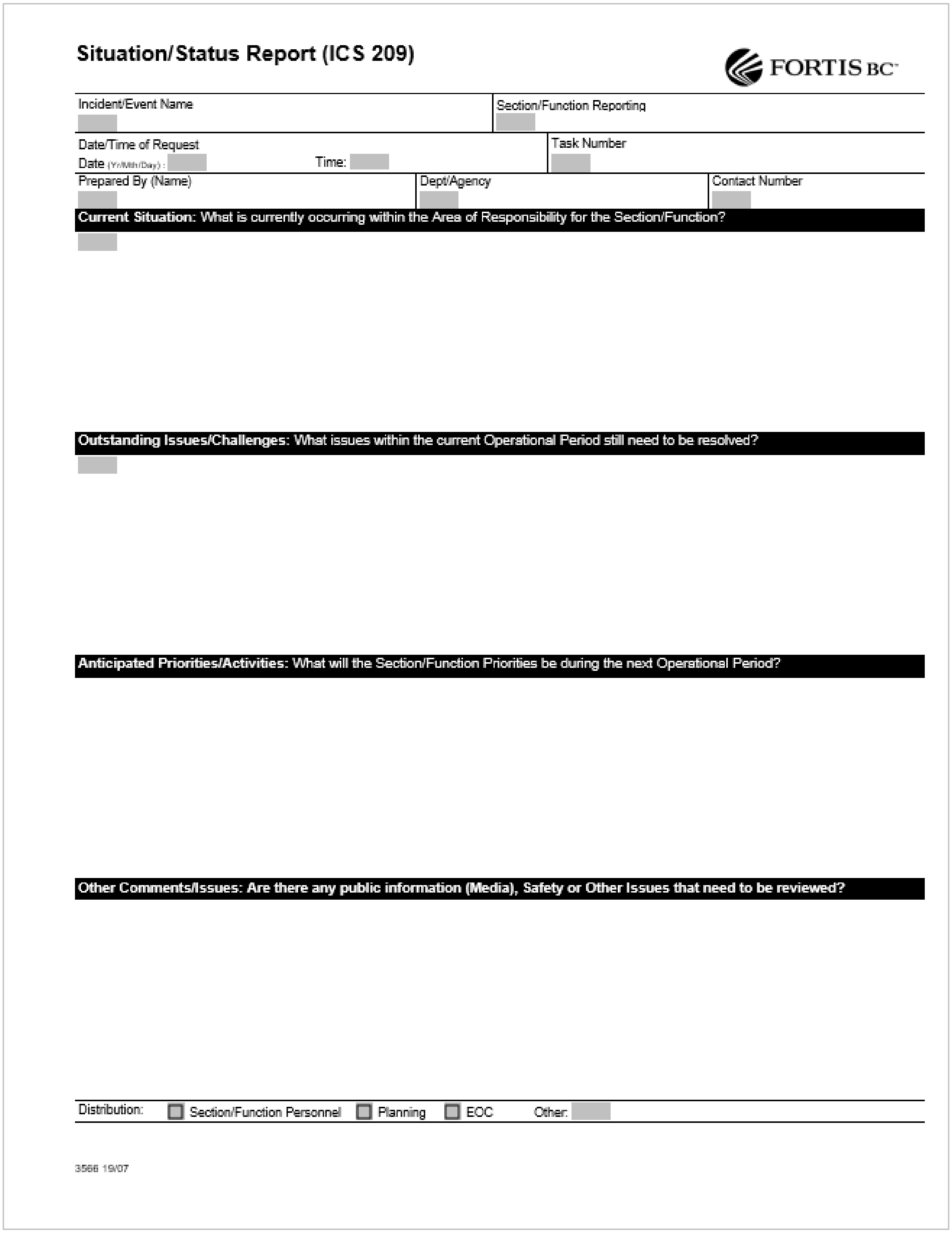
Situation/Status Report (ICS 209)



Situation/Status Report (ICS 209)

Incident/Event Name	Section/Function Reporting	
Date/Time of Request Date (Yr/Mth/Day) : Time:	Task Number	
Prepared By (Name)	Dept/Agency	Contact Number

Current Situation: What is currently occurring within the Area of Responsibility for the Section/Function?

Outstanding Issues/Challenges: What issues within the current Operational Period still need to be resolved?

Anticipated Priorities/Activities: What will the Section/Function Priorities be during the next Operational Period?

Other Comments/Issues: Are there any public information (Media), Safety or Other Issues that need to be reviewed?

Distribution: ☐ Section/Function Personnel ☐ Planning ☐ EOC Other:

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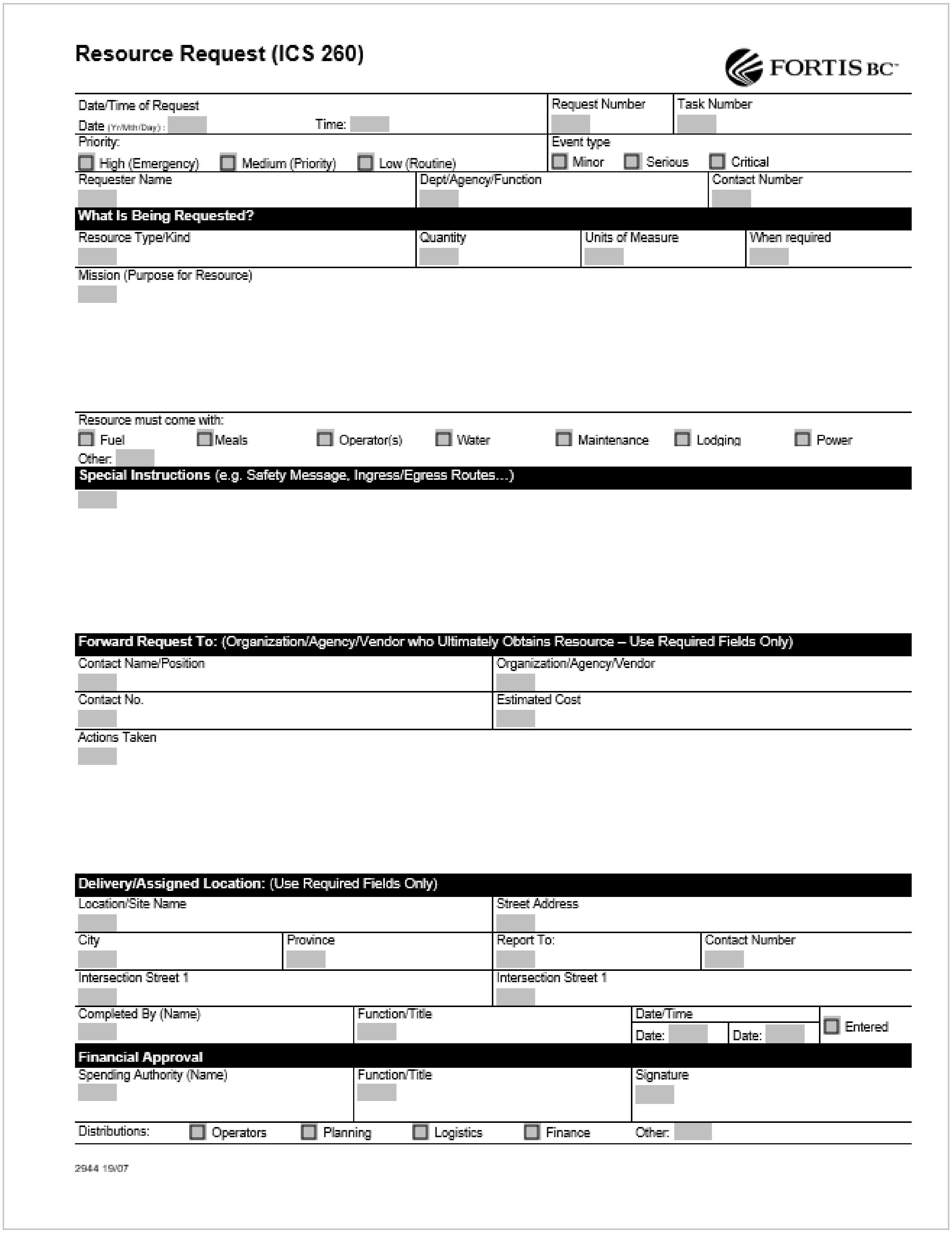
Resource Request (ICS 260)



Resource Request (ICS 260)

Date/Time of Request Date (Yr/Mth/Day) : Time:	Request Number	Task Number
Priority: ☐ High (Emergency) ☐ Medium (Priority) ☐ Low (Routine)	Event type ☐ Minor ☐ Serious ☐ Critical	
Requester Name	Dept/Agency/Function	Contact Number

What Is Being Requested?

Resource Type/Kind	Quantity	Units of Measure	When required

Mission (Purpose for Resource)

Resource must come with:

☐ Fuel ☐ Meals ☐ Operator(s) ☐ Water ☐ Maintenance ☐ Lodging ☐ Power

Other:

Special Instructions (e.g. Safety Message, Ingress/Egress Routes…)

Forward Request To: (Organization/Agency/Vendor who Ultimately Obtains Resource – Use Required Fields Only)

Contact Name/Position	Organization/Agency/Vendor
Contact No.	Estimated Cost

Actions Taken

Delivery/Assigned Location: (Use Required Fields Only)

Location/Site Name		Street Address	
City	Province	Report To:	Contact Number
Intersection Street 1		Intersection Street 1	
Completed By (Name)	Function/Title	Date/Time Date: Date:	☐ Entered

Financial Approval

Spending Authority (Name)	Function/Title	Signature

Distributions: ☐ Operators ☐ Planning ☐ Logistics ☐ Finance Other:

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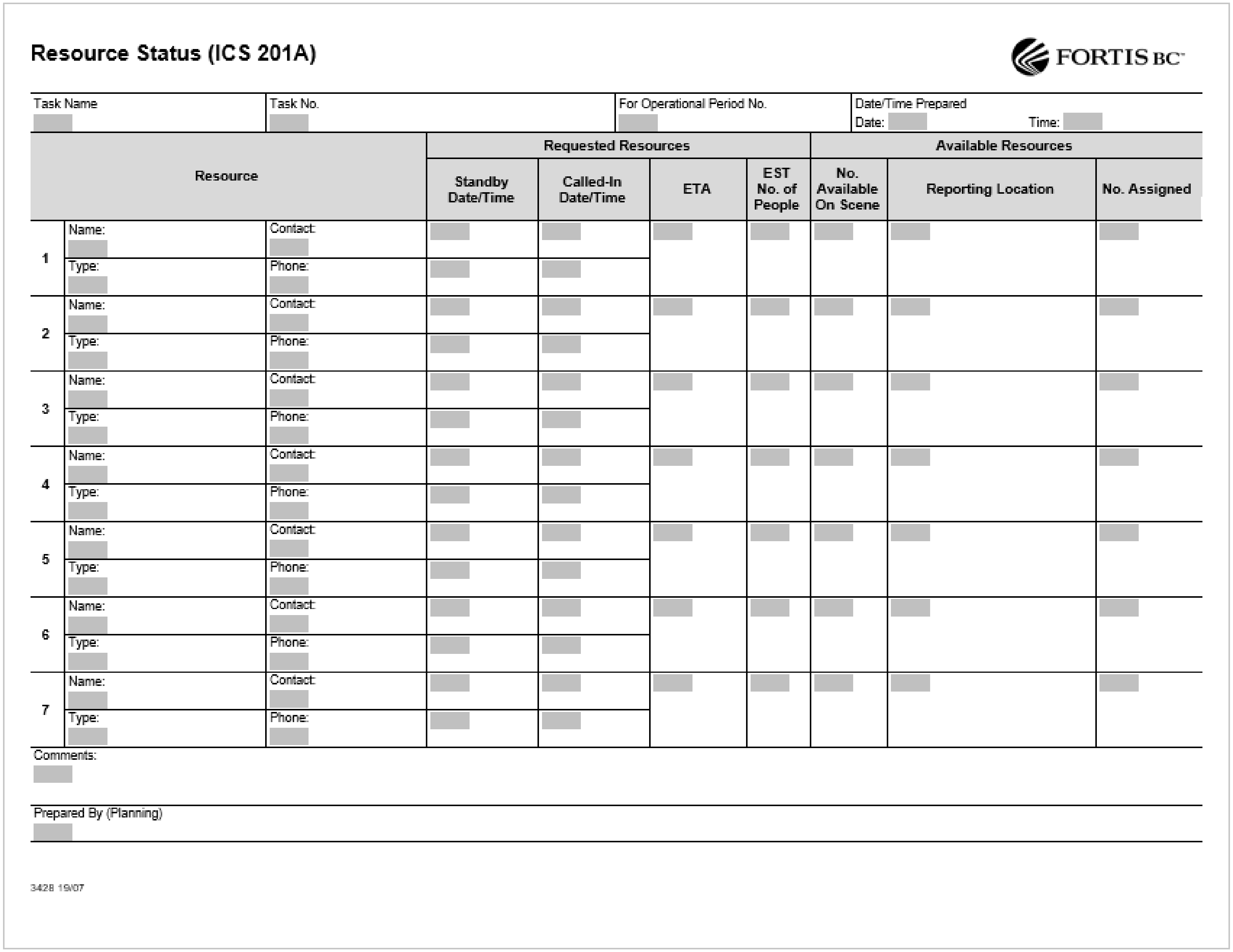
Resource Status (ICS 201A)



Resource Status (ICS 201A)

FORTIS BC™

Task Name	Task No.	For Operational Period No.	Date/Time Prepared
			Date: Time:

Resource			Requested Resources				Available Resources		
			Standby Date/Time	Called-In Date/Time	ETA	EST No. of People	No. Available On Scene	Reporting Location	No. Assigned
1	Name:	Contact:							
	Type:	Phone:							
2	Name:	Contact:							
	Type:	Phone:							
3	Name:	Contact:							
	Type:	Phone:							
4	Name:	Contact:							
	Type:	Phone:							
5	Name:	Contact:							
	Type:	Phone:							
6	Name:	Contact:							
	Type:	Phone:							
7	Name:	Contact:							
	Type:	Phone:							

Comments:

Prepared By (Planning)

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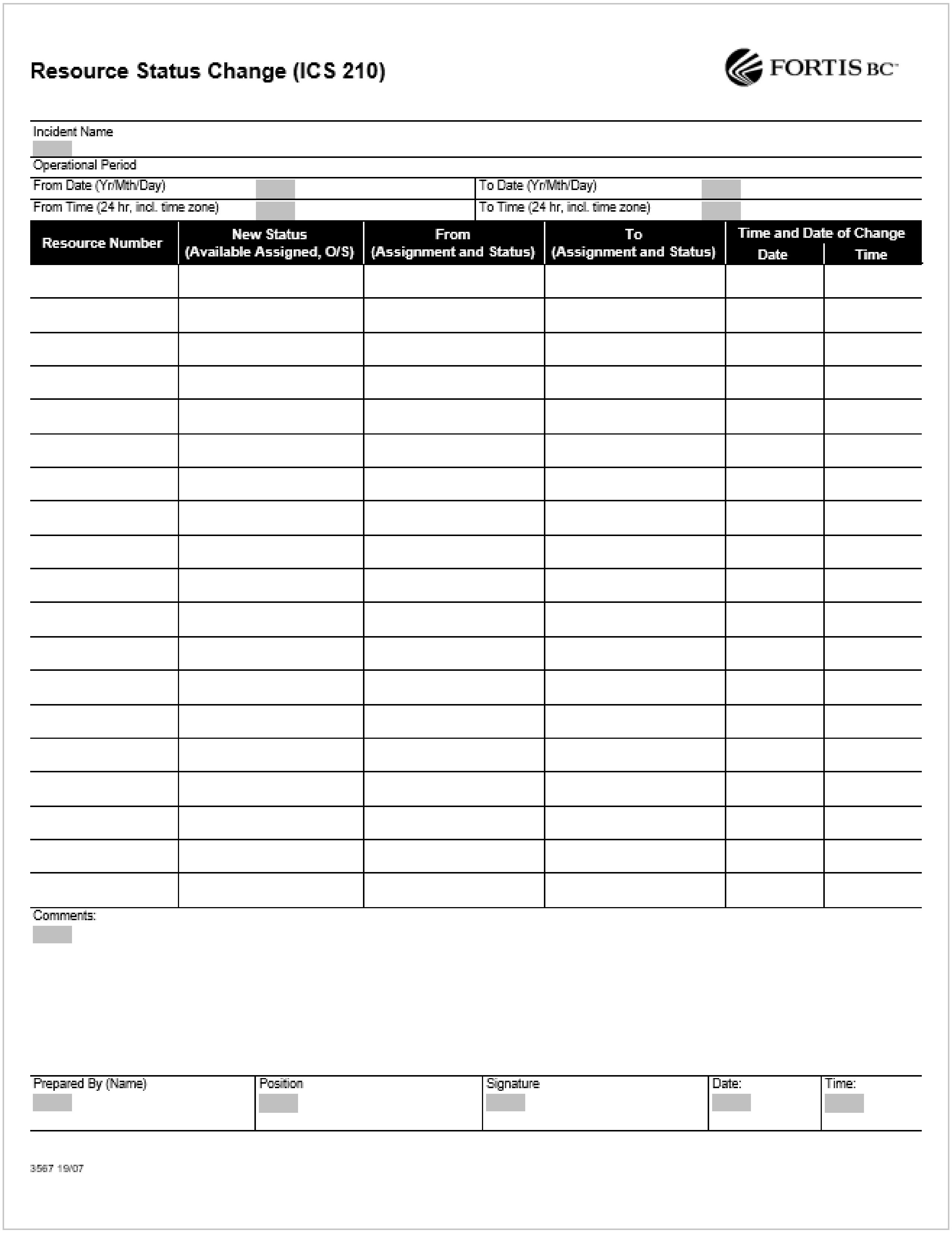
Resource Status Change (ICS 210)



Resource Status Change (ICS 210)

Incident Name

Operational Period

From Date (Yr/Mth/Day)	To Date (Yr/Mth/Day)
From Time (24 hr, incl. time zone)	To Time (24 hr, incl. time zone)

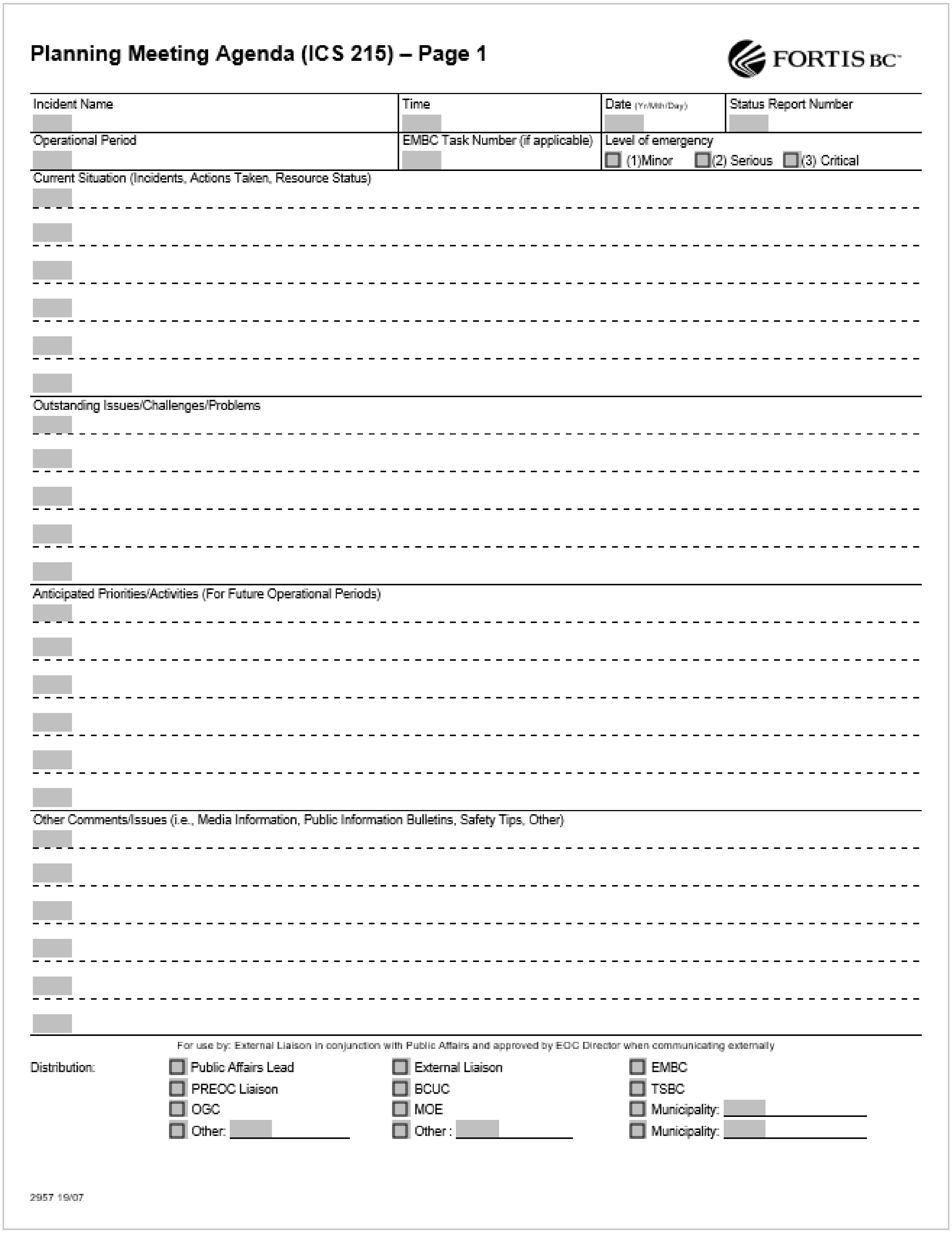
Resource Number	New Status (Available Assigned, O/S)	From (Assignment and Status)	To (Assignment and Status)	Time and Date of Change	
				Date	Time

Comments:

Prepared By (Name)	Position	Signature	Date:	Time:

3567 19/07

Planning Meeting Agenda (ICS 215)



Planning Meeting Agenda (ICS 215) – Page 1

Incident Name	Time	Date (Yr/Mth/Day)	Status Report Number
Operational Period	EMBC Task Number (if applicable)	Level of emergency ☐ (1)Minor ☐(2) Serious ☐(3) Critical	

Current Situation (Incidents, Actions Taken, Resource Status)

Outstanding Issues/Challenges/Problems

Anticipated Priorities/Activities (For Future Operational Periods)

Other Comments/Issues (i.e., Media Information, Public Information Bulletins, Safety Tips, Other)

For use by: External Liaison in conjunction with Public Affairs and approved by EOC Director when communicating externally

Distribution:

☐ Public Affairs Lead
☐ PREOC Liaison
☐ OGC
☐ Other: ____________

☐ External Liaison
☐ BCUC
☐ MOE
☐ Other : ____________

☐ EMBC
☐ TSBC
☐ Municipality: ____________
☐ Municipality: ____________

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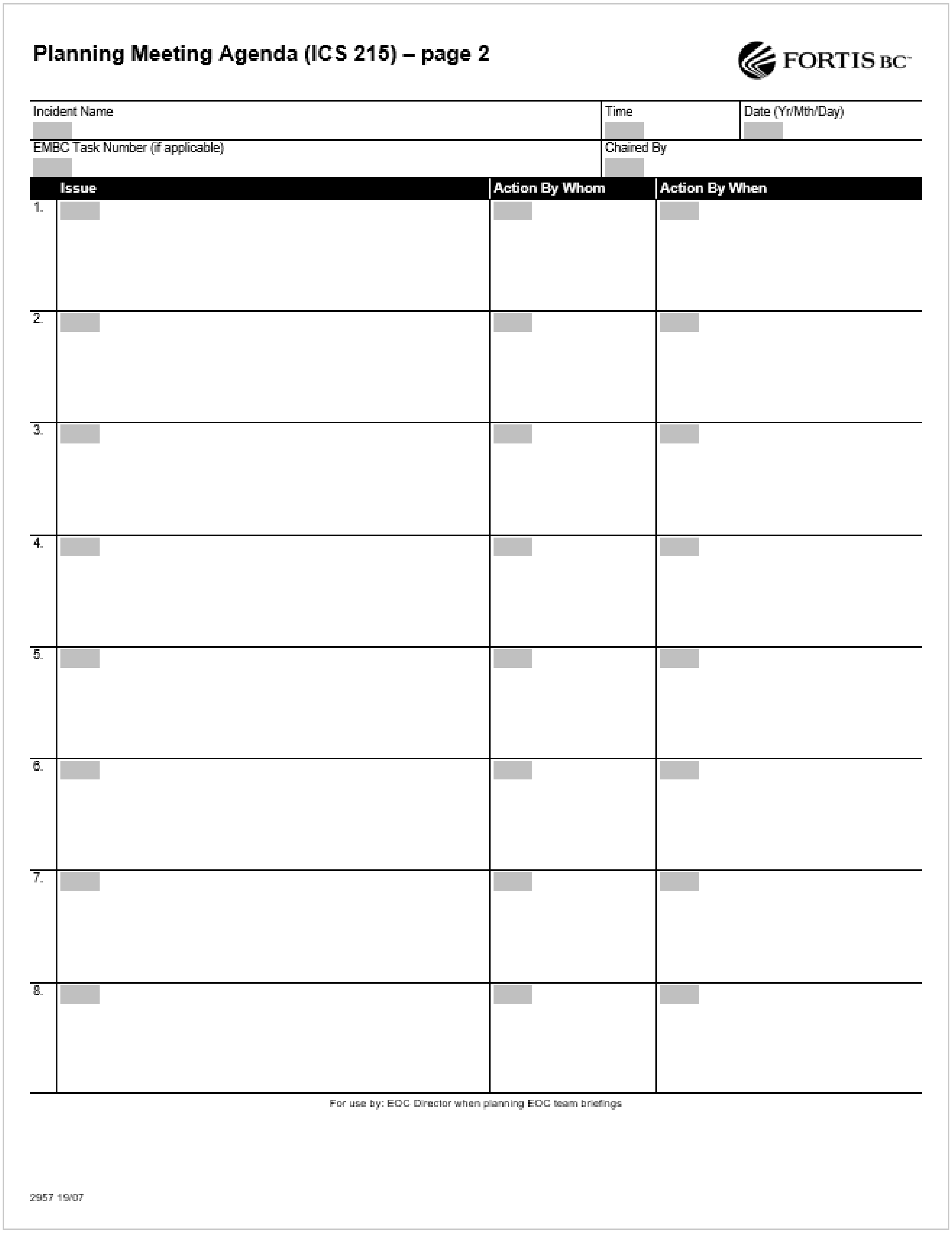

Planning Meeting Agenda (ICS 215) – page 2

FORTIS BC™

Incident Name

Time

Date (Yr/Mth/Day)

EMBC Task Number (if applicable)

Chaired By

	Issue	Action By Whom	Action By When
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			

For use by: EOC Director when planning EOC team briefings

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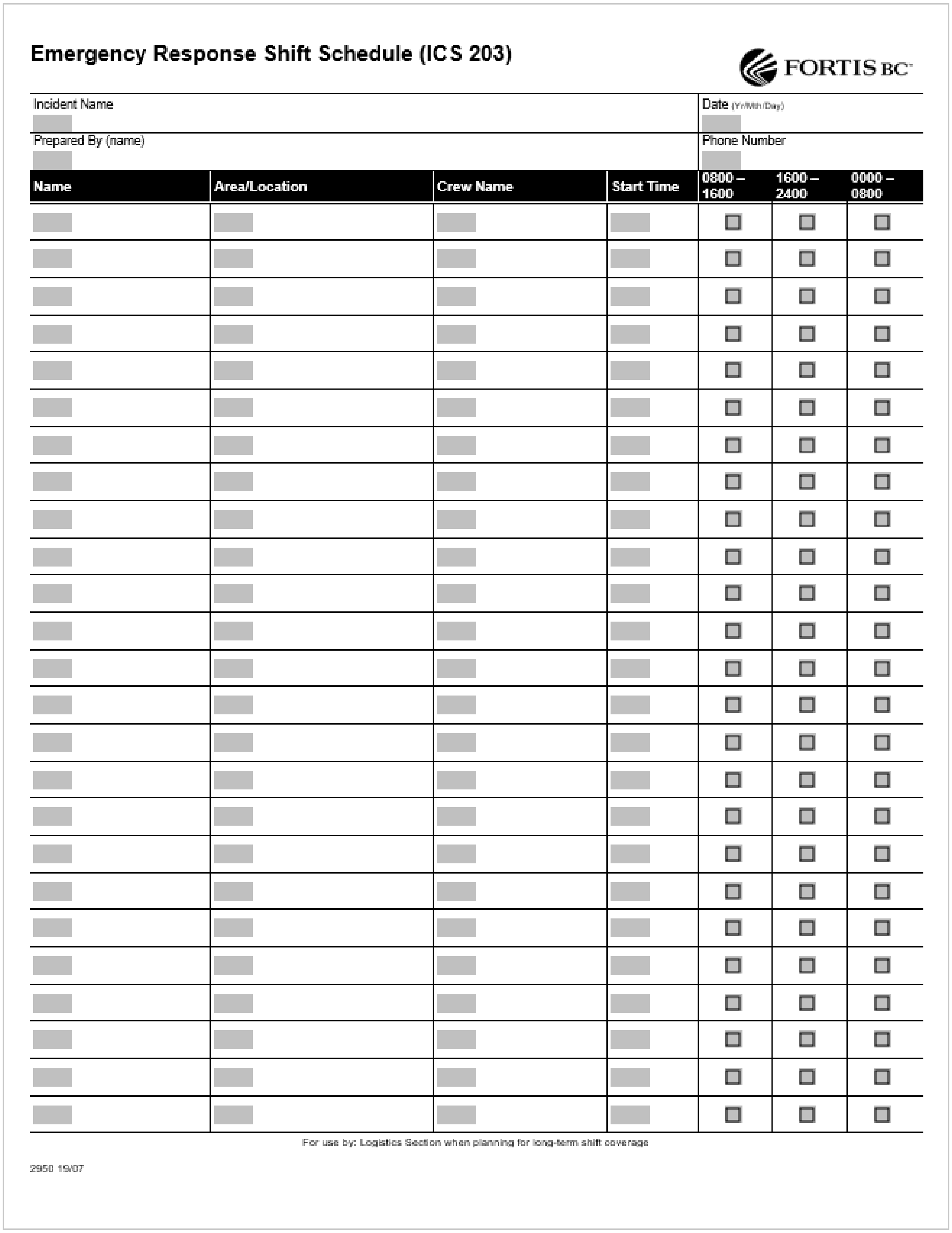
Emergency Response Shift Schedule (ICS 203)



Emergency Response Shift Schedule (ICS 203)

Incident Name

Date (Yr/Mth/Day)

Prepared By (name)

Phone Number

Name	Area/Location	Crew Name	Start Time	0800 – 1600	1600 – 2400	0000 – 0800
				☐	☐	☐
				☐	☐	☐
				☐	☐	☐
				☐	☐	☐
				☐	☐	☐
				☐	☐	☐
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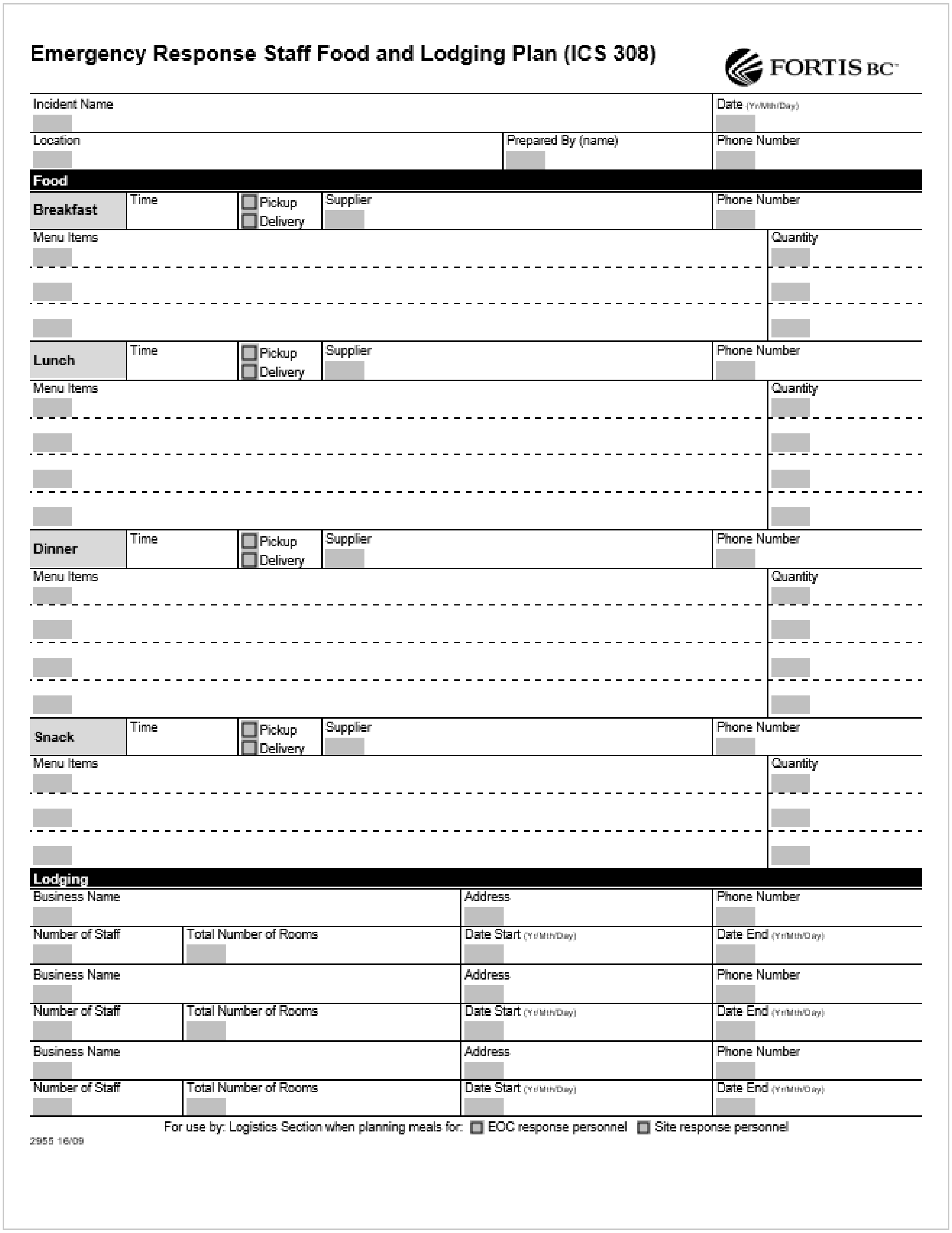
				☐	☐	☐
				☐	☐	☐
				☐	☐	☐
				☐	☐	☐
				☐	☐	☐
				☐	☐	☐

For use by: Logistics Section when planning for long-term shift coverage

2950 19/07

Emergency Response Staff Food and Lodging Plan (ICS 308)



Emergency Response Staff Food and Lodging Plan (ICS 308)

FORTIS BC™

Incident Name		Date (Yr/Mth/Day)
Location	Prepared By (name)	Phone Number

Food

Breakfast	Time	☐ Pickup ☐ Delivery	Supplier	Phone Number
Menu Items				Quantity
Lunch	Time	☐ Pickup ☐ Delivery	Supplier	Phone Number
Menu Items				Quantity
Dinner	Time	☐ Pickup ☐ Delivery	Supplier	Phone Number
Menu Items				Quantity
Snack	Time	☐ Pickup ☐ Delivery	Supplier	Phone Number
Menu Items				Quantity

Lodging

Business Name		Address	Phone Number
Number of Staff	Total Number of Rooms	Date Start (Yr/Mth/Day)	Date End (Yr/Mth/Day)
Business Name		Address	Phone Number
Number of Staff	Total Number of Rooms	Date Start (Yr/Mth/Day)	Date End (Yr/Mth/Day)
Business Name		Address	Phone Number
Number of Staff	Total Number of Rooms	Date Start (Yr/Mth/Day)	Date End (Yr/Mth/Day)

For use by: Logistics Section when planning meals for: ☐ EOC response personnel ☐ Site response personnel

2955 16/09