



MARKETING RETAIL AND WHOLESALE EMERGENCY RESPONSE PLAN

OWNER / OPERATOR INFORMATION

ASSOCIATE, AGENT, MARKETER NAME: _____

SITE NUMBER: _____

SITE ADDRESS: _____

Version 21, September 2018



EMERGENCY RESPONSE PLAN

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This is a generic guidance document for planning purposes only. It is neither warranted as all-inclusive nor specifically appropriate to any site. The site must determine potential suitability and modify or replace with an appropriate procedure.



EMERGENCY RESPONSE PLAN

1. ADMINISTRATION

1.1 REVISION STATUS

All documents have been revised as of September 2018.

Please print a new copy of the entire ERP for each of your sites and modify as necessary to meet the needs of your specific operations.

1.2 HOW TO USE THIS GENERIC EMERGENCY RESPONSE PLAN

The Emergency Response Plan (ERP) is written for the use of Bulk Plants (Wholesale), Petro-Pass, Cardlock's and Retail. The chart below identifies the different types of equipment and service offerings at the sites. Review this chart carefully and remove the pages identified from your Emergency Response Plan which are not required. (Strike out the lines in the Table of Contents that match the pages removed from the ERP). There could be other pages to remove or add depending on your specific operations.

TYPE OF SITE	PAGES TO REMOVE FROM ERP
ALL SITES	All pages in Section 5, except the province or territory in which you are located.
SITES without propane:	Remove Section 4.11
INTEGRATED SITES	Review with Business Manager(s) to determine which pages are to be removed.
Sites without Car Wash	Remove section 4.8
Sites without Food Offering	Remove section 4.12



EMERGENCY RESPONSE PLAN

2. INTRODUCTION

2.1 GENERAL INFORMATION

- This ERP contains generic response information for typical on-site emergencies.
- An emergency, for the purpose of this document, is defined as any potential or real situation that may result in serious injury, loss of life, property damage, such as fire, explosion or damage to the equipment and/or potential impact on the environment, such as a fuel spill.
- Section 4 of the National Fire Code states that any facility involved in the storage, handling or use of flammable and combustible liquids must have an **Emergency Response Plan (ERP)** on site.
- **The National Fire Code also states that fire drill must be conducted and the Plan must be reviewed at intervals no greater than 12 months.**
- Associates can use this generic ERP to develop their own site-specific **Emergency Response Plan**.
- The Associate/Agent/Marketer is responsible to ensure their plan complies with municipal, provincial, and federal regulations.
- **All personnel directly involved with the operation of the site should be familiar with the site's ERP. The Associate should provide training in appropriate emergency response procedures and conduct drills at least once a year to test the adequacy of the ERP and to ensure that his/her workers are familiar with their roles and responsibilities. It is recommended that all Site Staff receive annual fire extinguisher and spill response training.**

2.2 COMMON ELEMENTS OF EMERGENCY RESPONSE

- Regardless of the nature of an emergency at a site, whether it is a fire or vehicle accident, there are requirements and actions which are common to any type of emergency situation at any location.
- To ensure the implementation of safe and effective emergency response actions, personnel at the site should incorporate the following information.

2.3 EMERGENCY RESPONSE PRIORITIES

Priorities in an emergency response situation are (in this order):

- 1) **PEOPLE** - The safeguarding of people and human health;
- 2) **ENVIRONMENT** - The protection of the environment and ecosystems;
- 3) **PROPERTY** - The protection of physical assets;



- 4) **REPORT AND DOCUMENT** – Inform all needed as per communication guidelines in section 3.1 of this document, complete and submit necessary reports to Petro-Canada and governmental agencies, keep necessary documentation relating to the event, take pictures, etc.

2.4 HAZARD RECOGNITION AND ASSESSMENT

- The normal human response to an emergency situation is to “jump right into action.” Far too often this can lead to worse situations than the emergency itself. Immediately upon realizing that an incident is of emergency nature, it is important for you to determine the potential hazards **BEFORE** taking any action.
- Whenever a hazard is recognized, the potential for loss of human life, including your own, must be carefully evaluated as part of the sequence of response actions.

2.5 EVACUATION / MUSTER POINT

- A muster point is a pre-designated meeting place where employees are to gather in the event of an emergency when site evacuation is required. In this manner, all site employees can be accounted for.
- The muster point should be located at a safe distance, and should be known to all employees.
- This muster point must be clearly indicated in the site Plot Plan in Section 7 of this document.
- A secondary muster point should be added on all site Plot Plans in Section 7 in the event of an emergency that makes the first muster point a dangerous place to gather.



EMERGENCY RESPONSE PLAN

3. COMMUNICATION / NOTIFICATION

3.1 COMMUNICATION / NOTIFICATION

- One of the most important steps in responding to an emergency is effective communication:
 - Get the assistance needed.
 - Ensure all appropriate personnel are notified.
 - Convey specific information relative to the nature of the emergency.

- **Observer (site worker)**
 - The first person (Observer) to notice or become aware of an emergency needs to act immediately to limit the impact of the situation.

- **The Observer shall:**
 - Notify Fire/Police/Ambulance, as needed.
 - Contact the Associate/Site Manager.
 - If unable to contact the Site Manager, contact Petro-Canada Maintenance Contact Centre at 1-866-494-5050 24hr. If the incident is a spill, asset and or equipment damage, indicate the impacted category such as, Pumping, Yard and Building or Car Wash, **and** escalate to Petro-Canada Business Manager.
 - If unable to contact Petro-Canada Business Manager **and/or** a Network Maintenance Contractor within one hour, escalate to Petro-Canada's 24-Hour Emergency Number in Calgary, **(403) 296-3000**.
 - Note that spills are to be called under the Pumping category when the Petro-Canada Maintenance Contact Centre is called.

- **Associate/Site Manager:**
 - Needs to ensure all necessary assistance personnel have been contacted;
 - Petro-Canada Business Manager.
 - If unable to contact the Business Manager, the Site Manager must contact Petro-Canada's 24-Hour Emergency Number in Calgary, **(403) 296-3000**.
 - Responsible for timely notification of government agencies as required.
 - Responsible to confirm that Petro-Canada Maintenance Contact Centre has been called (in case of spill, asset and or equipment damage)

4. EMERGENCY RESPONSE GUIDELINES

4.1 INJURY

There are three types of injuries:

A **First Aid Injury** can be handled on site using the on-site first aid kit. Examples of injuries requiring first aid treatment include minor scratches, cuts and burns. Treatment may include band aids, antiseptics, etc. and should only be administered by people with First Aid training. Register the First Aid in the **First Aid Journal** (ENMCFM189). If first aid is not enough for the extent of the injury, then medical aid may need to be administered, at which time **calling 911** would be required.

A **Medical Treatment Injury** requires the management and care of a patient to address an injury or illness that goes above and beyond first aid. A medical treatment case is any injury that involves neither lost workdays nor restricted workdays but which requires treatment by a physician or other medical professional. Some examples would include stitches, treatment for 2nd or 3rd degree burns, removal of foreign bodies from a wound, and injuries resulting in prescribed medications. **Calling 911** is normally required for medical treatment injuries.

A **Critical Injury** refers to a serious injury that places a life in jeopardy, involves a patient that is unconscious, or has experienced a significant loss of blood, an acute fracture or amputation of a leg or arm, burns over a major portion of the body, loss of sight or other significant losses that require immediate medical attention in a hospital or by a qualified medical practitioner.

A critical injury may be fatal if not dealt with urgently. **911 must be called**. The patient should be given immediate medical emergency assistance or first aid and taken to the nearest hospital without any delay. Response time is vital in cases of critical injury.

The scene of a critical injury, especially when work related, should be secured for:

- Investigation by appropriate authorities such as police or an Inspector of Ministry of Labor (MOL)
- No admittance to the scene of accident except for the purpose of life saving efforts or relieving human suffering, ensuring public utility, service or transport system, preventing damage to equipment and property
- None should disturb, destroy, alter or remove any article from the scene of accident

Reports of critical injuries are to be made to the appropriate authorities immediately. An investigation report of a critical injury is to be forwarded to the concerned offices within a prescribed time limit as per existing laws and regulations.



In the event of a critical injury the following items must be checked to ensure they are considered / completed by appropriate responders:

✓	ACTION	NOTES
	Ensure no danger to you.	
	Call 911.	
	Assist the injured person.	Do not move a seriously injured person unless necessary to protect him / her from any further danger.
	Consider the need to close the site, secure perimeter.	Obtain photos of incident investigation area, asset, injury, or tools if it's safe to do so.
	Do not disturb anything at scene of incident for investigation.	
	Call the Associate/Site Manager.	If unable to contact, call 403-296-3000.
	The Associate/Site Manager will notify the provincial Occupational Health and Safety authority as required (refer to Section 5.0 for specific reporting requirements).	
	If an injury involves a WHMIS hazardous substance, refer to the appropriate Safety Data Sheet (SDS) for specific first aid information.	



EMERGENCY RESPONSE PLAN

4. EMERGENCY RESPONSE GUIDELINES

4.2 SPILL or RELEASE

This section is intended to be used for various types of spills, including but not limited to:

- General product spills
- Product going off-site
- Spills at loading/unloading racks
- Above ground storage tank spills

Staff on-site should take the following actions in the event of a spill:

✓	ACTION	NOTES
	Stop the product flow. Shut down pumps.	If safe to do so, turn off pumps, close valves, block sewers/drains, close dyke drains, close separators/interceptors.
	Eliminate all source of ignition.	Shut off electrical power to the affected area.
	Assess the situation to ensure the safety of those on-site, evacuate people as deemed necessary.	
	Call 911.	Provide details of the situation.
	Establish a safety zone as needed. Secure the affected area.	Restrict and direct traffic in and out.
	Contain and control the spill.	Use Spill Kit, boom, absorbent, drain cover etc... to surround spilled product and prevent it from going off-site.
	Call your emergency/spill response contractor, as needed. For sites with access to the Petro-Canada Maintenance Contact Centre, call 1-866-494-5050, refer to "Pumping Category"	If the spill is too large to handle with the available spill control materials. If the spill has or might migrate off-site. If the spill has entered any storm drains or catch basins.
	Collaborate with Emergency Services as they arrive on-site.	Let them do their jobs.
	Notify the site manager, associate, agent or marketer.	If unable to contact, call 403-296-3000.
	Notify Petro-Canada business manager.	If unable to contact, call 403-296-3000.
	Call government authorities: municipal, environmental as per provincial/federal regulations.	
	Recover spilled product.	
	Dispose of contaminated material and/or product. Follow all provincial regulations.	Do not dispose of in regular garbage. Store outdoors in a closed and marked container. Make arrangements with a hazardous waste contractor to dispose of these materials in an appropriate manner. Follow WHMIS or TDG labeling requirements.
	Ensure all written reports are filed within the prescribed time limit and in accordance with applicable regulations (see Section 5).	Associate's responsibility. Refer to Regulatory Reporting Guidelines starting on page 30.



EMERGENCY RESPONSE PLAN

4. EMERGENCY RESPONSE GUIDELINES

4.3. Diesel Exhaust Fluid (DEF) SPILL or RELEASE

LESS THAN 200 LITRES

This section applies to Diesel Exhaust Fluid (DEF) spills or releases only.

Staff on-site should take the following actions in the event of a DEF spill that is less than 200 litres:

✓	ACTION	NOTES
	Stop the flow of product by shutting off power to all DEF pumps	
	Close the oil/water separator discharge outlet	Close the oil/water separator outlet valve or shut off the lift pump. Only re-open the oil/water separator once the spill has been cleaned up and only if the volume has been confirmed as less than 200 litres .
	Establish a safety zone as needed. Secure the affected area	Restrict and direct traffic in and out
	Put on appropriate personal protective equipment (PPE) as per the SDS	Consult the Safety Data Sheet for DEF for the appropriate PPE
	Contain, control and clean up the spill	Use Spill Kit, boom, absorbent, drain cover etc... to contain the spill and prevent entry into catch basins, drains, oil/water separator, sewers, bodies of water, or rock pits
	Additional Clean-up	For spills under 200 litres , clean the asphalt/concrete surface with water and direct it to nearby catch basins that are connected to the oil/water separator
	Notify the site manager, Associate, Agent or Marketer	If unable to contact, call 403-296-3000
	Notify Petro-Canada business manager	If unable to contact, call 403-296-3000 Advise your Petro-Canada business manager on the size of the spill and if it has come in contact with soil, left the site, entered any catch basins or bodies of water.
	Notify authorities: municipal, provincial or federal as per regulations	The Associate, Agent or Marketer is to report all spills (large and small) to their Petro-Canada business manager and the provincial authority as per the "Diesel Exhaust Fluid (DEF) Spill Reporting Guideline For All Provinces" on page 43
	Place used absorbent materials in an appropriate disposal container.	Do not mix with oily waste. Dispose of used absorbent materials via a licensed waste disposal contractor.



EMERGENCY RESPONSE PLAN

4. EMERGENCY RESPONSE GUIDELINES

GREATER THAN 200 LITRES

This section applies to Diesel Exhaust Fluid (DEF) spills or releases only.

Staff on-site should take the following actions in the event of a DEF spill that is greater than 200 litres:

✓	ACTION	NOTES
	Stop the flow of product by shutting off power to all DEF pumps	
	Close the oil/water separator discharge outlet	Close the oil/water separator outlet valve or shut off the lift pump. Arrange to have the OWS pumped out. Do not re-open the oil/water separator until it has been pumped out.
	Establish a safety zone as needed. Secure the affected area	Restrict and direct traffic in and out
	Put on appropriate personal protective equipment (PPE) as per the SDS	Consult the Safety Data Sheet for DEF for the appropriate PPE
	Contain, control and clean up the spill	Use Spill Kit, boom, absorbent, drain cover etc... to contain the spill and prevent entry into catch basins, drains, oil/water separator, sewers, bodies of water, or rock pits
	Notify the site manager, Associate, Agent or Marketer	If unable to contact, call 403-296-3000
	Notify Petro-Canada business manager	If unable to contact, call 403-296-3000 Advise your Petro-Canada business manager on the size of the spill and if it has come in contact with soil, left the site, entered any catch basins or bodies of water.
	Notify authorities: municipal, provincial or federal as per regulations	The Associate, Agent or Marketer is to report all spills (large and small) to their Petro-Canada business manager and the provincial authority as per the "Diesel Exhaust Fluid (DEF) Spill Reporting Guideline For All Provinces" on page 44
	Place used absorbent materials in an appropriate disposal container.	Do not mix with oily waste. Dispose of used absorbent materials via a licensed waste disposal contractor.



EMERGENCY RESPONSE PLAN

4. EMERGENCY RESPONSE GUIDELINES

4.4 FIRE

The actions to take will depend of the size of the fire or other safety aspects to be assessed. Don't hesitate to call 911 for help as it might rapidly become out of control.

✓	ACTION	NOTES
	Immediately shut off power to affected areas, loading or unloading areas. Shut down pumps.	
	CALL 911	
	Evaluate the situation: can you handle it yourself with no harm to you or others?	If the answer to the question is yes, use the fire extinguisher. If safe to do so and you are properly trained, attempt to extinguish the fire. Use an appropriate fire extinguisher. Aim the fire extinguisher at the base of the fire and spray from side to side.
	If fire is too big to be handled by you, pull the fire alarm.	To advise others of the situation.
	If necessary, shut down the site.	Pumps, electrical, close valves.
	Evacuate the area or the site, if necessary.	Have all employees, Guests, contractors leave the site. Employees and contractors gather at muster point.
	Establish a safety zone as needed. Secure the affected area.	Restrict and direct traffic in and out.
	Collaborate with Emergency Services as they arrive on-site.	Let them handle the situation.
	Notify Petro-Canada Business Manager, Associate, Agent, Marketer.	If unable to contact, call Petro-Canada 24hr Emergency number 403-296-3000.



EMERGENCY RESPONSE PLAN

4. EMERGENCY RESPONSE GUIDELINES

4.5 VEHICLE ACCIDENT ON SITE

✓	ACTION	NOTES
	If the accident involves fuel dispensers, or any loading or unloading equipment, activate the emergency shutdown button.	
	Ask all Guests to leave their vehicle and move away from dispensers.	
	CALL 911.	
	Establish a safety zone as needed. Secure the affected area.	Restrict and direct traffic in and out.
	Notify Petro-Canada Business Manager, Associate, Agent, Marketer.	If unable to contact, call 403-296-3000.
	Record driver information.	Refer to SOP Incident Investigation Report Form – Retail Sites (ENMCFM087) or SOP Incident Investigation Report Form – Wholesale Sites (ENWHFM014) depending on your business offering.

If a spill or fire ensues, refer to the appropriate section of the guidelines for more detailed information.



EMERGENCY RESPONSE PLAN

4. EMERGENCY RESPONSE GUIDELINES

4.6 BOMB THREAT

Handle bomb threats seriously and safely! Bomb threats at retail or wholesale establishments are unusual but can happen. Most bomb threats are just threats aimed at trying to cause fear or a reaction like an evacuation.

✓	ACTION	NOTES
	Write down as much information from caller as possible.	STAY CALM.
	Call 911 for police immediately after the threat call.	
	Call appropriate contact (Associate, Agent, Petro-Canada Business Manager, Marketer).	If he/she is not on site and / or if unable to contact, call 403-296-3000.
	Let police handle any suspicious objects or packages.	
	Initiate emergency shutdown procedures if required.	Shut down the site if needed or requested by Police.
	Precautions: <ul style="list-style-type: none">• STAY AWAY.• DON'T TOUCH.• LET THE EXPERTS HANDLE ANY SUSPECT PARCEL.	



EMERGENCY RESPONSE PLAN

4. EMERGENCY RESPONSE GUIDELINES

4.7 FLOODING

To Shut Down a Facility Which May be Flooded:

✓	ACTION	NOTES
	Take a product inventory reading of all underground and aboveground tanks including water level readings.	
	Underground tanks should be kept as full of product as possible. Above ground tanks should be filled to a level at least 25% above the estimated/predicted floodwater elevation.	If time permits, request an emergency delivery of products if necessary.
	Seal fill pipe caps to prevent water from entering underground tanks. Close all valves to above ground tanks.	DO NOT PLUG OR SEAL TANK VENT LINES.
	Ensure that above ground tanks which could float away are secured or tethered in a manner that would prevent floating from the property.	Have a qualified contractor assess your tanks and install additional tethers or anchors if necessary.
	Secure containers of chemicals, cleaning agents, pesticides, etc. Every effort must be made to remove these products from the expected flood zone. If they cannot be moved to a safe location, store these containers at high elevations in a manner that prevents them from floating off the property or leaking into floodwaters.	
	Oil/water separators and product sumps should be skimmed of product using sorbent pads or vacuum trucks as appropriate. Close the oil/water separator drain valve.	Spent sorbent pads should be drummed and every effort must be made to remove any waste from the expected flood zone. If time does not allow for removal, the drums must be secured to prevent them from floating away.
	Drums and lubricant cubes should be tied down or otherwise secured to prevent floating.	



Site Operating Procedure



✓	ACTION	NOTES
	Propane facilities – contact your propane supplier for appropriate flood emergency procedures.	
	Secure used oil collection cabinets. Every effort must be made to remove all waste oil from the expected flood zone. If waste oil from the cabinet drains to a waste oil underground tank, ensure the connection is tight.	
	If the facility is to be closed / evacuated, shut down electrical power to the site at the main breaker. Contact the power service utility company to determine if the power service to the facility is going to be cut off.	
	Shut down other utilities to the site including natural gas and potable water. If water is obtained from a water well, secure the well using a well seal.	
	Shut down all appliances including hot water tanks, furnaces, etc.	
	Lock all doors and gates to the facility.	
	Post a sign in a prominent location identifying the names and telephone numbers where key company personnel can be contacted during the emergency.	



To Start Up a Facility which has been Flooded:

✓	ACTION	NOTES
	Re-activate utilities to the site (natural gas, water, electricity) and appliances using qualified utility service personnel where required.	
	Take product inventory readings and water dips of all tanks to determine if product has leaked out from the tanks or water has entered the tanks.	Continue to monitor inventory in case of damages causing further leaks.
	Take appropriate measures to test product quality.	
	Propane facilities – contact your propane supplier for recommissioning your propane facilities.	
	Pump out water from sumps and containment pans using a qualified petroleum contractor	If the water is contaminated with product, follow proper procedures for disposal.
	Follow all re-entry procedures and requirements for health and safety as provided by your local government authority (disinfection, potable water testing, etc.).	
	Test all systems, including leak detection systems, cathodic protection, tank level monitors, etc.	

Reference to the SOP **Flooding - Checklist** (ENMCCL131) and mobilize your Yard and Building Contractor immediately. The Flooding Checklist contains additional advice on securing your site and protecting your convenience store.



EMERGENCY RESPONSE PLAN

4. EMERGENCY RESPONSE GUIDELINES

4.8 CAR WASH EMERGENCY

Retail sites with an operating car wash: all employees, with the exception of the dedicated food service employee, must wear CSA green patch safety boots (above the ankle) at all times.

Key Steps relating to Emergency Response:

✓	ACTION	NOTES
	Employee alerted to accident in car wash via monitoring device (e.g. audible "beep," from the AFM tablet or via the Car Wash tunnel cameras.	<ul style="list-style-type: none"> When an audible alert is heard or incident observed, the Site Employee should review it to validate. If no accident has occurred, press "operator acknowledge." If accident has occurred, proceed to next steps.
	Shut down wash by selecting the "STOP WASH" button.	<p>When the STOP WASH BUTTON is pressed, the following actions will happen:</p> <ol style="list-style-type: none"> 1. Wash Will Stop – conveyor no longer runs. 2. All Equipment will retract.
	<p>If the Site Employee pressed the STOP WASH, the following safety actions need to be taken:</p> <ol style="list-style-type: none"> 1. If necessary - Remove ALL car(s) from Tunnel. 2. Press Close WASH Button on tablet PC – this will close the POE and Display "closed for maintenance". 	<p>PLEASE NOTE: do not enter the car wash tunnel unless you are in FULL PPE SAFETY equipment.</p> <p>Always block the wash entrance and CLOSE THE CAR WASH from the TABLET PC.</p> <p>As an extra precautionary measure, please activate the Emergency STOP button before entering the car wash tunnel.</p>
	Notify emergency services.	Dial 911 if required.



Site Operating Procedure



✓	ACTION	NOTES
	<p>Notify designated Associate and Car Wash Designate.</p> <p>Call Petro-Canada Maintenance Contact Centre at 1-866-494-5050; refer to Car Wash category.</p>	
	<p>Arrange for qualified personnel to assist Guest in tunnel if the Guest is not able to leave the car wash tunnel in the vehicle.</p>	<ul style="list-style-type: none">• Additional trained staff member or manager on site.<ul style="list-style-type: none">○ If alone, call manager immediately – determine estimated time of arrival.



EMERGENCY RESPONSE PLAN

4. EMERGENCY RESPONSE GUIDELINES

4.9 NATURAL GAS EMERGENCIES

What to do if you smell natural gas

A pungent, rotten egg odour is added to natural gas so it is detected for safety reasons.

If you smell gas inside a building

✓	ACTION	NOTES
	Evacuate to muster point. Complete head count. Barricade area to prevent unauthorized personnel, minimum of 100 m from source. Close site.	
	Leave lights and appliances alone	Do not take any actions that could cause a spark.
	Call 911 once you are outside	
	Advise the Associate, PC Business Manager, Agent, Marketer of the leak/spill. Also inform them of any emergency measures taken (e.g. 911 was contacted).	

If you smell gas outside a building

✓	ACTION	NOTES
	Call 911 immediately.	
	Keep people away from the area.	
	Do not smoke or light any flames.	
	Advise the Associate, PC Business Manager, Agent, Marketer of the leak/spill. Also inform them of any emergency measures taken (e.g. 911 was contacted).	

BE SAFE! DO NOT PERFORM ANY ACTION THAT WOULD PUT YOUR LIFE IN JEOPARDY!



EMERGENCY RESPONSE PLAN

4. EMERGENCY RESPONSE GUIDELINES

4.10 TORNADO OR HURRICANE

✓	ACTION	NOTES
	Close the site.	Shut down pumps, electricity, all systems, lock doors, etc. If your site has a generator please ensure that it is also turned off.
	Call the Associate, Agent, Business Manager, Marketer, if possible.	If he/she is not on site and /or unable to contact, call 403-296-3000.
	If you are in the open, seek shelter in a sturdy building but stay away from windows if possible.	
	If none is available, be prepared to lie flat in a depression or ditch, and hang onto something on the ground (culvert, large pipe, etc.).	
	If you are in a truck or automobile, get away from the vehicle, and seek shelter as described above. You are safer in a ditch than in your vehicle.	



EMERGENCY RESPONSE PLAN

4. EMERGENCY RESPONSE GUIDELINES

4.11 PROPANE

POTENTIAL HAZARDS

FIRE OR EXPLOSION

EXTREMELY FLAMMABLE

- Will be easily ignited by heat, sparks or flames.
- Will form explosive mixtures with air.
- Vapours are heavier than air and spread along ground.
- Vapours may travel to source of ignition and flash back.
- Cylinders exposed to fire may vent and release flammable gas through pressure relief device.
- Containers may explode when heated.
- Ruptured cylinders may rocket.
- Refer to SDS for detailed guidance and information.

FIRE

✓	ACTION	NOTES
	CALL 911.	
	Evacuate to muster point. Complete head count. Barricade area to prevent unauthorized personnel, minimum of 100 m from source. Close site.	Have all employees, Guests, contractors leave the site. Employees and contractors gather at muster point.
	Secure the affected area.	If possible and safe to do so.
	Shut off power to affected area of the facility (through breakers).	If possible and safe to do so.
	Use fire extinguishers at initial stage only.	ONLY if you are trained on fire extinguishers and not alone. Otherwise wait for emergency services.
	Collaborate with Emergency Services as they arrive on site.	Let them handle the situation.



Site Operating Procedure



✓	ACTION	NOTES
	Notify Petro-Canada Business Manager, Associate, Agent, Marketer.	If unable to contact, call 403-296-3000.

PROPANE LEAK

✓	ACTION	NOTES
	CALL 911	
	Evacuate to muster point. Complete head count. Barricade area to prevent unauthorized personnel, minimum of 100 m from source. Close site.	
	Secure the affected area	
	Eliminate all ignition sources (no smoking, sparks or flames in immediate area).	
	Stop leak if you can do it without risk.	Do not walk through area of leak.
	Place drain covers over sewers.	Prevent spreading of vapours through sewers.
	Collaborate with Emergency Services as they arrive on site.	Let them handle the situation.
	Notify Petro-Canada Business Manager, Associate, Agent, Marketer.	If unable to contact, call 403-296-3000.
	Call your propane emergency response contractor, as needed.	
	Call government authorities municipal, environmental as per provincial / federal regulations.	
	Ensure all written reports are filed within the prescribed time limit in accordance with applicable regulations (see Section 5).	Associate's responsibility. Refer to Regulatory Reporting Guidelines starting on page 30.



EMERGENCY RESPONSE PLAN

4. EMERGENCY RESPONSE GUIDELINES

4.12 FOOD ILLNESS RESPONSE – VENDOR RECALL

Vendor Recall

✓	ACTION	NOTES
	Site receives telephone recall notification from the Everbridge System or Vendor.	
	If Associate or Manager is not on site, Site staff to immediately notify Associate and/or Manager of the recall notification.	
	Associate or Manager to check the Associate Portal for further instructions.	
	Associate, Manager or Food Lead to remove all recall products on hand.	
	Associate or Manager acknowledge removal of products on the Associate Portal.	

All Risk Levels

DON'T:

- Admit guilt or fault.
- Confirm other cases or complaints with guests.
- Speak with media or any other outside people about details or complaint.
- Wait to inform Manager or Associate.
- Continue to sell products or ingredients that are in question



EMERGENCY RESPONSE PLAN

4. EMERGENCY RESPONSE GUIDELINES

4.13 WATER MANAGEMENT PROCESS REQUIREMENTS AND CHECKLIST

To safeguard the health of our Customers, Suncor Energy has implemented a National Water Management program. Petro-Canada retail/wholesale properties that are not serviced by municipal drinking water systems should refer to the SOP [Water Management Process Requirements and Checklist](#) (ENMCCL179).



Site Operating Procedure



EMERGENCY RESPONSE PLAN

4. EMERGENCY RESPONSE GUIDELINES

4.14 ROBBERY and Theft DO's and DON'Ts

NOTE: The Law explicitly prohibits employers from deducting the cost of thefts from wages. Purpose: Each employee must acknowledge that the Do's and Don'ts have been read and understood. Please retain a signed acknowledgement in each employee's file

THEFT DO's and DON'Ts	
Never chase after or confront in any way someone planning or doing a 'fuel theft' or 'robbery'. Attempting to do so, can cost you your life.	
Safety Starts With You!	
DON'T BE A HERO, BE SAFE	
ROBBERIES	
DO's	DON'Ts
DO KEEP IT SHORT AND SMOOTH. <ul style="list-style-type: none"> The longer the robbery takes, the more nervous the robber becomes. HANDLE the entire procedure as if you were making a sale to a customer. The average robbery takes less than 2 minutes. 	DON'T ARGUE WITH THE ROBBER. <ul style="list-style-type: none"> Give him/her all the cash and merchandise he/she wants. Once the robbery has started, it is too late for the robber to change his/her mind.
DO OBEY THE ROBBER'S ORDERS. <ul style="list-style-type: none"> LET the robber know that you intend to obey. If you are not sure of what the robber is telling you to do, ASK. KEEP calm and observe what the robber looks like and what he/she is wearing. Remember exactly what he/she says. TRY to note the robber's exact height as he/she exits. 	DON'T FIGHT THE ROBBER <ul style="list-style-type: none"> The money isn't worth risking harm to yourself. Trying to attack an armed robber is foolhardy, not heroic.
DO TELL THE ROBBER ABOUT ANY POSSIBLE SURPRISES. <ul style="list-style-type: none"> If you must reach for something or money in any way, TELL the robber what to expect. If someone is in the back of the room or is expected, TELL the robber. 	DON'T USE WEAPONS. <ul style="list-style-type: none"> Company policy prohibits any weapons. Weapons breed violence. The robber's weapon is already one too many.
FUEL THEFT	
DO's	DON'Ts
DO NOTE THE VEHICLE MAKE, MODEL NUMBER AND LICENCE PLATE NUMBER. <ul style="list-style-type: none"> NOTE the driver's characteristics: height, hair colour, clothes colour and style, shoes. MAKE eye contact with the customer when activating pump. USE intercom to acknowledge customer at the pump. 	DON'T ACTIVATE THE PUMP IF YOU ARE SUSPICIOUS THAT THIS COULD BE A POTENTIAL FUEL THEFT. <ul style="list-style-type: none"> If licence plate is visible from the store but the numbers are covered, use the intercom to ask the customer to uncover the licence plate numbers. Inform the customer that this is a store policy.
CALLING THE POLICE	
DO's	DON'Ts
DO CALL THE POLICE. Only call AFTER the thief has left the site. Call your supervisor as soon as possible. <ul style="list-style-type: none"> KEEP their number near the phone. STAY on the telephone until they tell you they understand and have all the information they need. STAY by the phone. FILL in your robber description form when you are waiting for the police. Write down exactly what the robber said and list all distinguishing features. PROTECT the crime scene. Discontinue business until the police are finished. 	DON'T TOUCH ANY EVIDENCE. <ul style="list-style-type: none"> Don't estimate the amount of the loss. If you are certain of the exact amount, tell the police. Don't make any guesses. DON'T CHASE OR FOLLOW THE THIEF. <ul style="list-style-type: none"> To chase a thief is to invite violence. This is the Police's job.
WORK DEFENSIVELY	
<small>Petro-Canada is a Suncor Energy business *Trademark of Suncor Energy Inc. Used under licence.</small>	



EMERGENCY RESPONSE PLAN

4. EMERGENCY RESPONSE GUIDELINES

4.15 EARTHQUAKES

Key Steps During an Earthquake:

✓	ACTION	NOTES
	If you are inside, do not leave the building when you feel shaking. This is the time to DROP, COVER AND HOLD ON unless you are clearly in danger such as inside a warehouse with product stacked on high shelves.	<p>DROP, COVER AND HOLD ON: Crouch down and cover your head and neck with your hands.</p> <p>Get under a nearby desk or heavy table and hang onto it; if it moves, move with it. Stay there until the shaking has stopped completely.</p> <p>Keep away from windows, file cabinets and other heavy objects that may fall.</p>
	Always anticipate aftershocks.	Drop, Cover and Hold On during aftershocks as well.
	If you're outdoors, stay in the open, away from walls, trees, buildings and power lines.	Move to an open area of the lot away from the building, canopy, ID signs and above ground tanks.

Key Steps After an Earthquake:

✓	ACTION	NOTES
	After the shaking has completely stopped; assess the situation and check for hazards.	Check for injuries and render first aid as needed. (Seriously injured persons should not be moved unless doing so is the only way to avoid imminent danger of further injury.)
	Safely exit the building and go to the muster point.	Continue to assess the situation for hazards during exit, on the way to the muster point and at the muster point.
	Take roll call at the muster point	Account for all employees, contractors, customers and visitors
	Do not re-enter any buildings.	Arrangements must be made with a professional structural engineer to inspect offices and buildings following the disaster in order to determine whether or not it is safe to re-enter or continue to operate within.



Site Operating Procedure



✓	ACTION	NOTES
	Leave switches and valves as they are unless a hazard exists such as a gas leak or fuel leak.	Secure the area and keep everyone away from the hazard. Only attempt to shut off a switch or close a valve if there is an obvious hazard and only if it can be done safely.



EMERGENCY RESPONSE PLAN

5. EMERGENCY CONTACTS

5.1 REGULATORY REPORTING GUIDELINES

The tables in the following pages provide guidance as to who shall report (verbal and/or written) certain events to which regulators.

Tables are included for the 10 provinces, NWT and Yukon. Remove and discard all pages except your own province or territory.

Best efforts were made to be all inclusive and current. The Associate is responsible to verify numbers and reporting requirements regularly, and update this ERP and wall chart as appropriate.

Petro-Canada must be notified of all events. The following table is a guideline only and may not be complete or current. It is the Associate's responsibility to be aware of all applicable legislation and to ensure that appropriate emergency contact numbers are maintained.



REGULATORY REPORTING GUIDELINE – ALBERTA

Outcome (Event Type)	Detail	Who Reports	Report To	Report Type	Report Timing
Fire	Fire that can't be safely and quickly extinguished by site staff	Associate	- Fire Department	Verbal	Immediate
Product Spill or Leak <ul style="list-style-type: none"> On site and off site Bulk transportation	Uncontained release \geq 50 L (fire code report to authority having jurisdiction)	Associate	- Fire Department	Verbal	Immediate
	Uncontained release \geq 200 L or any amount that may cause, is causing or has caused an adverse effect to the environment (MOE reporting threshold)	Associate	- Alberta Environment 1-800-222-6514	Verbal/Written	Immediate/7days
	Please refer to the TDG regulations on the Transport Canada website.	Transporter	- Local Police - Alberta Environment / Alberta Transportation 1-800-272-9600 - Director General, TDG Ottawa	Verbal Verbal/Written Written	Immediate Immediate/7 days 30 days
Propane Release <ul style="list-style-type: none"> Provincial 	Any amount	Associate	- Alberta Environment 1-800-272-9600	Verbal/Written	Immediate/7 days
Injury	Minor/first aid	Associate	N/A	N/A	N/A
	Major/critical injury or fatality	Associate	- Alberta Workplace Health and Safety 1-866-415-8690	Verbal/Written	Immediate
		Associate	- WCB 1-866-922-9221	Verbal/Written	Immediate/72 hrs.



REGULATORY REPORTING GUIDELINE - BRITISH COLUMBIA

Outcome (Event Type)	Detail	Who Reports	Report To	Report Type	Report Timing
Fire	Fire that can't be safely and quickly extinguished by site staff	Associate	- Fire Department	Verbal	Immediate
Product Spill or Leak <ul style="list-style-type: none"> On site and off site Bulk transportation 	Release \geq 100 L or any amount on water Please refer to the TDG regulations on the Transport Canada website.	Associate Transporter	- Provincial Emergency Plan (PEP) 1-800-663-3456 - Local Police, PEP - Director General, TDG Ottawa	Verbal Verbal Written	Immediate Immediate 30 days
Propane Release <ul style="list-style-type: none"> Provincial 	10 kg	Associate	- Provincial Emergency Plan (PEP) 1-800-663-3456	Verbal	Immediate
Injury	Minor/first aid	Associate	N/A	N/A	N/A
	Major/critical injury or fatality	Associate	- WCB 1-888-621-7233 1-866-922-4357	Verbal/Written	Immediate/3 days



Site Operating Procedure



REGULATORY REPORTING GUIDELINE – MANITOBA

Outcome (Event Type)	Detail	Who Reports	Report To	Report Type	Report Timing
Fire	Fire that can't be safely and quickly extinguished by site staff	Associate	- Fire Department	Verbal	Immediate
Product Spill or Leak <ul style="list-style-type: none"> • On site and off site • Bulk transportation 	On site: Uncontained release \geq 100 L Off site: Same as above or any amount on water Please refer to the TDG regulations on the Transport Canada website.	Associate Transporter	- Manitoba Conservation 1-204-944-4888 - Local Police - Manitoba Conservation - Director General, TDG Ottawa	Verbal/Written Verbal Verbal/Written Written	Immediate/As req'd Immediate Immediate/As req'd 30 days
Propane Release <ul style="list-style-type: none"> • Provincial 	100 L or a sustained leak lasting \geq 10 min.	Associate	- Manitoba Conservation 1-204-944-4888	Verbal/Written	Immediate/As req'd
Injury	Minor/first aid	Associate	N/A	N/A	N/A
	Major/critical injury or fatality	Associate	- Manitoba Workplace Safety and Health 1-866-888-8186 (Day) 204-945-0581 (24 hr.)	Verbal/Written	Immediate
		Associate	- WCB 1-800-362-3340 204-954-4100	Verbal/Written	Immediate/5 days



Site Operating Procedure



REGULATORY REPORTING GUIDELINE – NEW BRUNSWICK

Outcome (Event Type)	Detail	Who Reports	Report To	Report Type	Report Timing
Fire	Fire that can't be safely and quickly extinguished by site staff	Associate	- Fire Department	Verbal	Immediate
Product Spill or Leak	<ul style="list-style-type: none"> On site and off site 	Associate	<ul style="list-style-type: none"> - New Brunswick Environment Business hours: 506-453-2690 - After hours: 1-800-565-1633 - Local Police 	Verbal/Written	Immediate/ As req'd
	<ul style="list-style-type: none"> Bulk transportation 	Transporter	<ul style="list-style-type: none"> - New Brunswick Environment (same as above) - Director General, TDG Ottawa 	Verbal Verbal/Written	Immediate Immediate/ As req'd
	<ul style="list-style-type: none"> Canadian Environmental Protection Act (CEPA) 	Gasoline release \geq 100 L	PC/Associate	- Environment Canada, Dartmouth, NS 1-800-563-9089	Written
Propane Release	<ul style="list-style-type: none"> Provincial 	Associate	<ul style="list-style-type: none"> - 911 - New Brunswick Environment 506-453-2690 	Verbal/Written	Immediate/As req'd
	<ul style="list-style-type: none"> CEPA and Transport Canada (for incident during transportation) 	Any quantity that could pose a danger to public safety or any sustained release of 10 minutes or more	PC/Associate	<ul style="list-style-type: none"> - 911 - Director General is Transport Dangerous Goods (TDG) 	Verbal Written
Injury	Minor/first aid	Associate	N/A	N/A	N/A
	Major/critical injury or fatality	Associate	- WHSCC 1-800-442-9776	Verbal/Written	Immediate/1 day

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Non-Controlled Document When Printed



Site Operating Procedure



REGULATORY REPORTING GUIDELINE – NEWFOUNDLAND and LABRADOR

Outcome (Event Type)	Detail	Who Reports	Report To	Report Type	Report Timing
Fire	Fire that can't be safely and quickly extinguished by site staff	Associate	- Fire Department	Verbal	Immediate
Product Spill or Leak <ul style="list-style-type: none"> • On site and off site • Bulk transportation • Canadian Environmental Protection Act (CEPA) 	Uncontained release <u>any</u> amount or any amount on water Please refer to the TDG regulations on the Transport Canada website. Gasoline release \geq 100 L	Associate Transporter PC/Associate	- NF Env. 1-800-563-6181 - Local Police - NF Env. 1-800-563-6181 - Director General, TDG Ottawa - Environment Canada, Dartmouth, NS 1-800-563-9089	Verbal/Written Verbal Verbal/Written Written Written	Immediate/As req'd Immediate Immediate/30 days 30 days
Propane Release <ul style="list-style-type: none"> • Provincial • CEPA and Transport Canada (for incident during transportation) 	Not specified Any quantity that could pose a danger to public safety or any sustained release of 10 minutes or more	Associate PC/Associate	- NF Env. 1-800-563-6181 - 911 - Environment Canada - Director General - Transport Dangerous Goods (TDG)	Verbal/Written Written	Immediate/As req'd 30 days
Injury	Minor/first aid Major/critical injury or fatality	Associate Associate	N/A - WHSCC 1-800-563-9000	N/A Verbal/Written	N/A Immediate/2 days.



REGULATORY REPORTING GUIDELINE – NORTH WEST TERRITORIES

Outcome (Event Type)	Detail	Who Reports	Report To	Report Type	Report Timing
Fire	Fires that can't be safely and quickly extinguished by site staff	Associate	- Fire Department	Verbal	Immediate
Product Spill or Leak <ul style="list-style-type: none"> On site and off site Bulk transportation 	Any release	Associate	- NWT Environmental Protection Service - Spill Line 1-867-920-8130	Verbal/Written	Immediate
	Please refer to the TDG regulations on the Transport Canada website.	Transporter	- Local Police - NWT Spill Line - Director General, TDG Ottawa	Verbal Verbal/Written Written	Immediate Immediate 30 days
Propane Release <ul style="list-style-type: none"> Provincial 	Any amount	Associate	- NWT Environmental Protection Service - Spill Line 1-867-920-8130	Verbal/Written	Immediate
Injury	Minor/first aid	Associate	N/A	N/A	N/A
	Major/critical injury or fatality	Associate	- WCB 1-800-661-0792	Verbal/Written	Immediate/3 days



Site Operating Procedure



REGULATORY REPORTING GUIDELINE – NOVA SCOTIA

Revised 12/9/04

Outcome (Event Type)	Detail	Who Reports	Report To	Report Type	Report Timing
Fire	Fire that can't be safely and quickly extinguished by site staff	Associate	- Fire Department	Verbal	Immediate
Product Spill or Leak <ul style="list-style-type: none"> On site and off site Bulk transportation Canadian Environmental Protection Act (CEPA) 	Uncontained release \geq 100 L or any amount on water Please refer to the TDG regulations on the Transport Canada website. Gasoline release \geq 100 L	Associate Transporter PC/Associate	- NS Environment 1-877-936-8476 - Local Police - NS Environment 1-800-936-8476 - Director General, TDG Ottawa - Environment Canada, Dartmouth 1-800-563-9089	Verbal/Written Verbal Verbal/Written Written Verbal/Written	Immediate/As req'd Immediate Immediate/As req'd 30 days Immediate/30 days
Propane Release <ul style="list-style-type: none"> Provincial CEPA and Transport Canada (for incident during transportation) 	Not specified Any quantity that could pose a danger to public safety or any sustained release of 10 minutes or more	Associate PC/Associate	- NS Environment 1-877-936-8476 - 911 - Environment Canada - Director General - Transport Dangerous Goods (TDG)	Verbal/Written Verbal/Written	Immediate/As req'd Immediate/30 days
Injury	Minor/first aid	Associate	N/A	N/A	N/A
	Major/critical injury or fatality	Associate	- WCB 1-800-952-2687	Verbal/Written	Immediate/7 days



REGULATORY REPORTING GUIDELINE – ONTARIO

Outcome (Event Type)	Detail	Who Reports	Report To	Report Type	Report Timing
Fire	- All fires - If fire cannot be safely and quickly extinguished by site staff, also call	Associate Associate	TSSA Fire Department	Verbal Verbal	Immediate Immediate
Product Spill or Leak <ul style="list-style-type: none"> On site and off site 	Retail, Petro-Pass, Cardlock = ≥ 25 L If it is an uncontained release Bulk Plant = 100 L	Associate	- Ontario Environment - Spills Action Centre (SAC) 1-800-268-6060	Verbal	Immediate
<ul style="list-style-type: none"> Bulk road transportation (TDG) 	Please refer to the TDG regulations on the Transport Canada website.	Transporter	- Local Police - Spills Action Centre - Transport Canada	Verbal Verbal Written	Immediate Immediate 30 days
Propane Release <ul style="list-style-type: none"> Provincial 	Any amount from a container	Associate	- Spills Action Centre 1-800-268-6060	Verbal	Immediate
Injury	Minor/first aid	Associate	N/A	N/A	N/A
	Major/critical injury or fatality	Associate	- Dept. of Labour Mon-Fri 8:30-5:00: 1-877-202-0008 All other times 1-800-268-6060 (Spills Action Centre)	Verbal/Written	Immediate/2days



Site Operating Procedure



REGULATORY REPORTING GUIDELINE – PRINCE EDWARD ISLAND

Outcome (Event Type)	Detail	Who Reports	Report To	Report Type	Report Timing
Fire	Fire that can't be safely and quickly extinguished by site staff	Associate	- Fire Department	Verbal	Immediate
Product Spill or Leak <ul style="list-style-type: none"> • On site and off site • Bulk transportation • Canadian Environmental Protection Act (CEPA) 	Any amount. Release: Any amount Please refer to the TDG regulations on the Transport Canada website. Gasoline release \geq 100 L	Associate Transporter PC/Associate	- PEI Env. 1-800-565-1633 - Local Police - PEI Env. 1-800-565-1633 - Director General, TDG Ottawa - Environment Canada, Dartmouth, NS 1-800-563-9089	Verbal/Written Verbal Verbal/Written Written	Immediate/As req'd Immediate Immediate 30 days 30 days
Propane Release <ul style="list-style-type: none"> • Provincial • CEPA and Transport Canada (for incident during transportation) 	Not specified Any quantity that could pose a danger to public safety or any sustained release of 10 minutes or more	Associate PC/Associate	- PEI Env. 1-800-565-1633 - 911 - Environment Canada - Director General - Transport Dangerous Goods (TDG)	Verbal/Written Written	Immediate/As req'd 30 days
Injury	Minor/first aid	Associate	N/A	N/A	N/A
	Major/critical injury or fatality	Associate	- WCB 1-800-237-5049	Verbal/Written	Immediate/3 days



Site Operating Procedure



REGULATORY REPORTING GUIDELINE - QUEBEC

Outcome (Event Type)	Detail	Who Reports	Report To	Report Type	Report Timing
Fire	Fire that can't be safely and quickly extinguished by site staff	Associate	- Fire Department	Verbal	Immediate
Product Spill or Leak <ul style="list-style-type: none"> • On site and off site • Bulk transportation • Canadian Environmental Protection Act (CEPA) 	any amount or any amount on water Please refer to the TDG regulations on the Transport Canada website. Gasoline release \geq 100 L	Associate Transporter PC/Associate	- Quebec Environment 1-866-694-5454 - Local Police - Quebec Environment 1-866-694-5454 - Director General, TDG Ottawa - Environment Canada, Montreal 1-866-283-2333 - RBC (if incident involves registered petroleum equipment)	Verbal/Written Verbal Verbal/Written Written Email	Immediate/As req'd Immediate Immediate/As req'd 30 days As soon as possible
Propane Release <ul style="list-style-type: none"> • Provincial • CEPA and Transport Canada (for incident during transportation) 	Not specified Any quantity that could pose a danger to public safety or any sustained release of 10 minutes or more	Associate PC/Associate	- Quebec Environment 1-866-694-5454 - 911 - Environment Canada - Director General - Transport Dangerous Goods (TDG)	Verbal/Written Verbal/Written	Immediate/As req'd Immediate/30 days
Injury	Minor/first aid Major/critical injury or fatality	Associate Associate	N/A - WCB (CSST) 514-906-2911	N/A Verbal/Written	N/A Immediate/14 days



Site Operating Procedure



REGULATORY REPORTING GUIDELINE – SASKATCHEWAN

Outcome (Event Type)	Detail	Who Reports	Report To	Report Type	Report Timing
Fire	Fire that can't be safely and quickly extinguished by site staff	Associate	- Fire Department	Verbal	Immediate
Product Spill or Leak <ul style="list-style-type: none"> • On site and off site • Bulk transportation 	Into approved contained area (e.g. impervious dyke) \geq 500 L On site: Uncontained release \geq 200 L Off site: Uncontained release \geq 100 L or any amount on water	Associate	- Saskatchewan Environment 1-800-667-7525	Verbal/Written	Immediate/7 days
	Please refer to the TDG regulations on the Transport Canada website.	Transporter	- Local Police - Saskatchewan Environment - Director General, TDG Ottawa	Verbal Verbal/Written	Immediate Immediate/7 days
Propane Release <ul style="list-style-type: none"> • Provincial 	Release \geq 50 L	Associate	- Saskatchewan Environment 1-800-667-7525	Verbal/Written	Immediate/7 days
Injury	Minor/first aid	Associate	N/A	N/A	N/A
	Major/critical injury or fatality	Associate	- WCB 1-800-787-9288	Verbal/Written	Immediate/5 days



REGULATORY REPORTING GUIDELINE – YUKON

Outcome (Event Type)	Detail	Who Reports	Report To	Report Type	Report Timing
Fire	Fires that can't be safely and quickly extinguished by site staff	Associate	- Fire Department	Verbal	Immediate
Product Spill or Leak <ul style="list-style-type: none"> On site and off site Bulk Transportation 	Release \geq 200 L	Associate	- Yukon Spill Report Centre 1-867-667-7244	Verbal	Immediate
	Please refer to the TDG regulations on the Transport Canada website.	Transporter	- Local RCMP or - Yukon Spill Report Centre - Director General, TDG Ottawa	Verbal Verbal Written	Immediate Immediate 30 days
Propane Release <ul style="list-style-type: none"> Provincial 	Any amount from a container	Associate	- Yukon Spill Report Centre 1-867-667-7244	Verbal	Immediate
Injury	Minor/first aid	Associate	N/A	N/A	N/A
	Serious injuries	Associate	- WCB 1-867-996-5450	Verbal/Written	Immediate/3 days



DIESEL EXHAUST FLUID (DEF) SPILL REPORTING GUIDELINE FOR ALL PROVINCES:

All DEF spills must be reported to you Petro-Canada business manager

Any DEF spills that meet the following criteria must be reported to your provincial regulatory authority:

- Any amount that causes or may cause an adverse effect; OR
- Any amount released near or in a water body; OR
- Any amount released near or in a sensitive environment or habitat; OR
- Any amount released that is an imminent threat to human health or safety or to species at risk
- Any amount that exceeds the threshold listed in the table below

Province	DEF Spill Reporting Threshold	Who Reports	Report To	Report Type	Report Timing
Alberta	Only reportable if the spill meets any of the criteria above; a, b, c or d	Associate	Alberta Environment 1-800-222-6514	Verbal	Immediate
British Columbia	200 litres	Associate	BC Ministry of Environment 1-800-663-3456	Verbal / Written	Immediate / 30 days
Manitoba	Only reportable if the spill meets any of the criteria above; a, b, c or d	Associate	Manitoba Conservation 1-204-944-4888	Verbal	Immediate
New Brunswick	Any amount that directly or indirectly, results in water pollution or increased water pollution	Associate	New Brunswick Environment 1-800-565-1633	Verbal	Immediate
Newfoundland and Labrador	70 L	Associate	NL Department of Fisheries and Oceans 1-800-563-9089	Verbal	Immediate
North West Territories	100 L	Associate	NWT Environment and Natural Resources 1-867-920-8130	Verbal	Immediate
Nova Scotia	Only reportable if the spill meets any of the criteria above; a, b, c or d	Associate	Nova Scotia Environment 1-800-565-1633	Verbal	Immediate
Prince Edward Island	5 L	Associate	PEI Communities, Land and Environment 1-800-565-1633	Verbal	Immediate
Ontario	100 L	Associate	ON Ministry of Environment 1-800-268-6060	Verbal	Immediate
Quebec	200 L	Associate	QC Urgency-Environment 1-866-694-5454	Verbal / Written	Immediate / 7 days
Saskatchewan	1,000 L	Associate	SK Ministry of Environment 1-800-667-7525	Verbal	Immediate
Yukon	200 L	Associate	YT Department of Environment 1-867-667-7244	Verbal	Immediate



EMERGENCY RESPONSE PLAN

6. EMERGENCY WALL CHART

6.1 EMERGENCY WALL CHART: USE

- A key component of this Emergency Response Plan is the **Emergency Action Wall Chart**.
- The **Wall Chart** is a summary of the telephone contacts and some emergency guidelines.
- Every telephone at the site should have a **Wall Chart** posted by it.
- The telephone numbers on the **Wall Chart** should be verified a minimum of once every six months by the Associate/Manager.
- Verification should be done by actually calling the contact person.
- Document each verification on the **Wall Chart**.

Suncor does not take the lead for the spill response because by the time our Contractor show up on site it may be too late. Our SPs are assisting with investigating the cause only.

**POST A COPY OF THE FILLED-IN EMERGENCY WALL CHART TO THE FRONT OF
YOUR EMERGENCY RESPONSE PLAN BINDER**



EMERGENCY RESPONSE PLAN 6.2 EMERGENCY WALL CHART

EMERGENCY WALL CHART

SITE ADDRESS _____
TELEPHONE # _____
OUTLET # _____

POLICE _____
FIRE _____
AMBULANCE _____
PROVINCIAL ENVIRONMENT _____
MUNICIPALITY _____
MINISTRY OF LABOUR/WORKERS COMPENSATION BOARD _____
FEDERAL LAND SITES (AIRPORT AUTHORITY, PORT AUTHORITY) _____
SPILL RESPONSE CONTRACTOR _____

SITE MANAGER/
ASSOCIATE _____
PETRO-CANADA FIELD REPRESENTATIVE _____
SALES COORDINATOR _____
MARKET MANAGER _____
CONST. AND MAINT. COORD _____
ADVISOR, FOOD SERVICE/ _____
ENVIRONMENT, HEALTH and SAFETY ADVISOR _____
COMMUNICATIONS **403-296-4000**
PETRO-CANADA EMERGENCY 403-296-3000

EMERGENCY PROCEDURES

FIRE

1. Immediately shut off power to affected areas, loading or unloading areas. Shut down pumps.
2. **CALL 911**
3. If possible, and safe to do so, attempt to extinguish fire.
4. Secure area.
5. Evacuate the site, if needed.
6. Call P-C Maintenance Contact Center **1-866-494-5050**

SPILL/RELEASE (PETROLEUM/PROPANE)

1. Immediately shut off power to affected area.
2. Remove all sources of ignition.
3. Assess the situation to ensure the safety of those on site, evacuate people as deemed necessary.
4. CALL 911.
5. Contain spill by blocking off drains and surrounding the product with sorbent.
6. Call your emergency/spill response contractors as needed or P-C Maintenance Contact Center **1-866-494-5050 (pumping category)**

INJURY

1. Ensure no danger to yourself.
2. Secure the scene
3. Attend to injured person.
4. Notify Ambulance/Police **911**.

VEHICLE INCIDENT

1. Shut off power to affected area, as applicable.
2. CALL 911
3. Record party's name, address, telephone number, driver's license and the vehicle license number, make, color and year.
4. Record name, address and telephone number of any witnesses.

NOTE: Refer to Material Safety Data Sheet (SDS) for product handling information.

Complete an event report for all incidents and near misses

Date of last information review/update: _____ **(SHOULD BE EVERY 6 MONTHS)**

Personal phone numbers of Petro-Canada employees should not be posted.

Post by all telephones

14094BE (07 01)

EMERGENCY RESPONSE PLAN



6.3 ADDITIONAL RESOURCES (For wholesale establishments only)

EXTERNAL CONTACTS	EMERGENCY TELEPHONE NUMBERS (24 HOURS)
Spill Response Contractor	
Spill Equipment Supplier	
Environmental Consultant	
Vacuum Truck	
Electrician	
Pump Service Contractor	
Safety Supplies	
Propane Contractor or Supplier (For sites with propane only)	
Spill Supplies	
Add other phone numbers as referenced in the provincial "REGULATORY REPORTING GUIDELINES"	



EMERGENCY RESPONSE PLAN

7. SITE INFORMATION

7.1 SITE PLOT PLAN CONTENTS

To complete the **Emergency Response Plan**, the Associate/Plant Manager shall obtain a copy of the outlet's Site Plot Plan from the Petro-Canada Representative. For Ontario sites, it needs to be drawn to scale. The plan should include as a minimum:

- Buildings and other structures, etc.;
- Location and content of product storage tanks with each tanks capacity;
- Product loading/unloading areas;
- Dispenser islands;
- Product pumps;
- Catch basins and manholes;
- Location of sewers and storm drains;
- Oil/water separators, stormceptors;
- Any receiving body of water that could be significantly impacted by a spill;
- Site entrances and exits;
- Location of all fire extinguishers;
- Location of emergency shutdown button(s), all ESDs should be named or numbered (ex: Emergency shut down #1 or Emergency Shut Down on rack);
- Location of spill response equipment and supplies;
- Location of evacuation musters point. There should also be a secondary muster point in case the first one is in harm's way.
- First Aid kits and Eye Wash



EMERGENCY RESPONSE PLAN

7. SITE INFORMATION

7.2 SPILL RESPONSE EQUIPMENT

	Bulk Plant	Retail	Petro-Pass	Cardlock
Oil pads (white)	200	25	25	25
Universal pads (grey)	32	32	32	32
Boom (for sites near waterways) Only – to be used by trained responders	40'	0	0	0
	A risk assessment will help determine if a boom is necessary for any type of operation.			
Pillows/socks	4@4', 2@8' (3")	2@4', 2@8' (3")	2@4', 2@8' (3")	2@4', 2@8' (3")
Aluminum shovel (spark proof)	2	1	1	1
Neoprene Drain cover	2	1	1	1
Disposal bags	4	2	2	2
Traffic cones – height 28 inches	6	4	4	4
Nitrile Gloves	2	1	1	1
Goggles	2	1	1	1
*Granular sorbent	44lbs	22lbs	22lbs	22lbs
Barricade tape	1 roll	1 roll	1 roll	1 roll
Plug n Dyke	2	1	1	1
Instruction sheet and re- order form	1	1	1	1

Integrated sites should default to the largest requirement of the facility on site.

* The granular sorbent stocked at our preferred vendor Rocky Mountain Environmental comes in 22lbs bags

Refer to SOP [Petro-Canada Standard Spill Kit and Order Form](#) (ENMCDS376).



EMERGENCY RESPONSE PLAN

8. SAFETY DATA SHEETS

Safety Data Sheet (SDS) for each hazardous material transported or stored on the site.

List of applicable SDSs:

Product Name
1.
2.
3.
4.
5.
6.
7.
8.
9.
10.
11.
12.
13.
14.
15.



EMERGENCY RESPONSE PLAN

9. ACKNOWLEDGEMENT FORMS

9.1 ERP COPY

- I, _____ (Associate) have received, from my Petro-Canada Representative, this copy of the generic **Emergency Response Plan (ERP)**.
- I have reviewed the entire Plan and have added the appropriate telephone numbers and other site specific information.
- I have posted the **Emergency Action Wall Chart** at the appropriate locations immediately adjacent to telephones.
- I am authorized, or any of my employees are authorized by me, to activate the ERP as required.
- All previous plans have been replaced by this plan.

Outlet Number _____

Address

Associate

Date: Y / M / D

Signature

Petro-Canada Representative

Date: Y / M / D

Signature

This copy to remain with site ERP.



EMERGENCY RESPONSE PLAN

9 ACKNOWLEDGEMENT FORMS

9.2 BUSINESS MANAGER COPY

- I, _____ (Associate) have received, from my Petro-Canada Representative, this copy of the generic **Emergency Response Plan (ERP)**.
- I have reviewed the entire Plan and have added the appropriate telephone numbers and other site specific information.
- I have posted the **Emergency Action Wall Chart** at the appropriate locations immediately adjacent to telephones.
- I am authorized, or any of my employees are authorized by me, to activate this ERP as required.
- All previous plans have been replaced by this plan.
- I have completed at least one emergency response drill in the last 12 months.

Outlet Number _____

Address

Associate

Date: Y / M / D

Signature

Petro-Canada Representative

Date: Y / M / D

Signature

This copy to be retained by Petro-Canada Business Manager.

