

January 2022

Facility safety guide

For our neighbours

Ensuring the safety of the people who work in or live near our operations is our number one priority.

WB00454 21 11



Introduction	1
Distribution and loading facilities	2
The pipeline right-of-way (ROW)	4
For our agricultural neighbours	5
For our landowner and tenant neighbours	6
For excavators and third party contractors	7
For our neighbours near water	9
Safety checklist for all our neighbours	11
Pipeline integrity and prevention	12
In case of emergency	13
Key points to remember	15
Contact us	16

Approaching Others



Introduction

Imperial operates facilities in your community. These facilities include pipelines, distribution terminals, rail loading facilities, and marine facilities. We want you to be aware of the location of these facilities as well as important safety procedures, and emergency response.

Ensuring the safety of our neighbours is our top priority. All of our facilities are provincially regulated and at Imperial, we are dedicated to meeting or exceeding the high government operating standards for safety and the protection of the environment. Keeping our facilities safe depends on cooperation between us and you; our neighbours and partners in safety.

Imperial in your community

Imperial is Canada's largest petroleum refiner, key petrochemical producer, leading supplier and marketer of fuels and lubricants. We are one of Canada's largest corporations and have been a part of the Canadian community for 130 years. With operations that reach from coast to coast, we are proud to be neighbours to millions of Canadians.

We supply reliable and affordable energy to millions of people, providing fuels that generate heat, light and transportation and provide the building blocks for many products Canadians use every day. Our refineries convert crude oil into over 700 different petroleum products to meet consumer demand. Our pipelines provide a safe, environmentally friendly and vital way to transport both crude oil for refining and refined petrochemicals to consumers.

Distribution and loading facilities

Terminals and rail loading facilities

Imperial operates numerous distribution terminals across Canada to store and distribute petroleum products to its customers. With a total throughout of 24 billion litres, Imperial's distribution network handles more product than any other in the country. Terminals receive, store and deliver products like gasoline, distillates, aviation fuel and heavy fuel oil.

In the unlikely event that an incident should occur at a terminal, we have well-defined plans and emergency response systems in place to immediately respond.

To ensure a constant state of readiness and emergency response capability, Imperial conducts hundreds of simulated emergencies each year. This includes mutual training and liaison with your community fire departments, police and other officials.

Should you notice anything unusual or abnormal:

- Call **911** or your local emergency number.
- Call Imperial's 24-hour emergency number: **1-800-279-8047**

Pipelines

Imperial pipelines are regulated provincially and must comply with high standards and legal requirements. Contractors and the public must also be aware of right-of-way (ROW) requirements. Existing regulations prohibit the use of excavation equipment near pipelines without the approval of the pipeline owner first. If you are planning any ground disturbance within 30 metres of the ROW such as crossing with vehicles and equipment,

excavating/digging, construction, drilling, using explosives, paving etc., you must get Imperial approval first.

Records of pipeline rights-of-way can also be obtained from your local land titles office to determine whether a pipeline is located on or near the property.

One of the leading causes of pipeline incidents is damage caused by excavation. Please take a few minutes to review the following information contained within this brochure.

Learning how to work safely around pipelines will help:

- Protect the public and environment from harm.
- Prevent damages to facilities.
- Prevent service disruptions.
- Avoid fines and repair costs.

Reporting suspicious activity

Help us prevent pipeline product theft: Tampering with or tapping into pipelines to steal fuel is a dangerous and illegal act. If you suspect that pipeline fuel theft may be happening in your area, you can report it anonymously to us at 1-800-372-9597.

Signs of theft include:

- Evidence of excavated dirt near a pipeline.
- Tubes or hoses running from a pipeline.
- An odour of leaking fuel.
- Anyone other than Imperial personnel working on an Imperial pipeline.

The pipeline right-of-way (ROW)

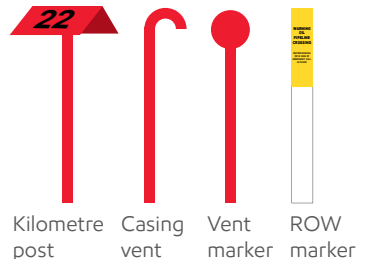


Imperial pipelines are most often located within a tract of land known as the pipeline ROW. This is a zone that allows our workers the “right-of-way” to inspect our pipelines, perform maintenance, and

handle emergencies. It also provides a safety zone for protecting the public and the integrity of our pipelines by restricting certain activities.

Permanent pipeline markers/signs exist at all road, railway, and water crossings and rights-of-way are typically cleared of trees and most vegetation. However, you can never assume the actual depth or location of the buried pipeline. These markers only provide an approximate location. Pipelines seldom run in a straight line and their depth can vary along the ROW.

If you notice any ROW markers that have been damaged or knocked down, please contact us at thirdpartyrequests@esso.ca so we can replace them.



For our agricultural neighbours

Normal farming activities such as operating agricultural vehicles and equipment across the pipeline ROW generally do not pose any concern or require prior permission. However, when certain conditions exist, such as in areas of low depth of cover over the pipeline, there can be risks for certain agricultural activities.



Farming operations like deep plowing/tilling, installing drainage tile or fencing require our permission. Before this type of activity takes place, a line locate may be required to verify pipeline depth and to ensure there won't be excessive loading from larger/heavier machinery.

Prior to starting your work place a one call and an Imperial representative will contact you to discuss your scope of work.

You can also email questions to thirdpartyrequests@esso.ca anytime. We will do our best to get back to you within three working days (excluding weekends/statutory holidays).

Some conditions that could affect safe crossings:

- Type of activity
- Soil conditions
- Type and size of equipment/vehicles
- Pipeline depth of cover

Please note - for any excavation or construction projects, always call or click before you dig. www.clickbeforeyoudig.com

For our landowner and tenant neighbours

Landscaping projects can pose risk to buried underground pipelines and facilities. In order to keep you safe and our facilities safe, **always call or click before you dig**. Never assume a pipeline depth or location.

Click before you dig

Contact your local one call/damage prevention centre before planning your project. You must submit your utility location request **at least three full working days** before starting your project. An Imperial representative will contact you and arrange to mark and locate any Imperial buried facilities/pipelines on your property if required. There is no charge for this service.

www.clickbeforeyoudig.com

Planning your yard work

If you have any questions regarding landscaping projects over top of the ROW, please contact us. We will do our best to find a landscaping solution that will work for you.

thirdpartyrequests@esso.ca

Some activities that could affect pipeline safety:

- Fencing
- Deck construction
- Planting trees
- Digging/grading
- Building sheds
- Concrete patios

We ask that you please share this important safety information with your family and friends.



For excavators and third party contractors

Any ground disturbance within 30 metres of the ROW requires our permission. Existing regulations prohibit the use of excavating equipment near a pipeline without obtaining approval first. Written permission may be required prior to start of work. Never assume a pipeline depth or location; only a qualified Imperial inspector can determine this.

Although not regulated in all provinces, a ground disturbance training program for those involved in ground disturbance within the pipeline ROW is strongly suggested.

Planning stage

During the planning stage you may contact Imperial for our terms and conditions when working near our facilities.

An Imperial representative will be available to attend any planning meeting.

Please contact:

thirdpartyrequests@esso.ca

Click before you dig

Contact your local one call/damage prevention centre prior to any ground disturbance. You must submit your utility location request at least three full working days prior to starting your project. An Imperial representative will contact you and arrange to mark and locate any Imperial facilities/pipelines on your property.

www.clickbeforeyoudig.com

Some examples of ground disturbance:

- Crossing with vehicles/equipment
- Drilling
- Fencing
- Use of explosives
- Facility/utility crossings
- Above ground installations
- Excavation
- Boring
- Paving



For our neighbours near water

Be aware

- Please recognize that there are times during our marine tanker receipt operations when there may be noise generated by the vessel pumps; this is normal.
- During winter operations our ships or Canadian Coast Guard vessels will be breaking ice in order to allow access to our dock. Please take care if you use the frozen bay/lake/river for recreational purposes.
- At several times throughout the year Imperial operates emergency response equipment for the purpose of testing and exercises. If you see our equipment on the water it does not mean there has been an environmental incident.
- There may be buried pipelines in the area. Always click or call before you dig to ensure there is no impact or penetration to those pipelines.

Please report

- Report to Imperial any observances of water eroding the bank and exposing buried pipelines.
- Report any observances of water eroding the bank and destabilizing pipeline supports.
- Report any signs of oil on water near our facilities.
- Report any observances of individuals accessing our dock facilities.

We rely on your continued cooperation and communication to ensure the safety of all our neighbours and facilities near water. We work with the Canadian Coast Guard and certified marine response organizations on the east and west coasts, the Great Lakes and many others to ensure a comprehensive response to any incident. Please contact us anytime if you notice any suspicious or concerning activity.



Safety checklist for all our neighbours

1. Plan your activity. Identify the precise location where you will be working and check property records for evidence of buried facilities/utilities.
2. Visit the property and check for warning signs/markers identifying pipeline rights-of-way and buried pipelines.
3. Submit a locate request to your local one-call/damage prevention centre.
4. Allow for at least three working days for the lines to be located.
5. Be on site when the pipeline and buried facilities are located and understand what all the signs and markers mean.
6. Provide three working days' notice to Imperial prior to beginning work.
7. Follow the given instructions of Imperial's pipeline inspector and always work with care and caution.
8. **Immediately contact us if you come into contact with a buried pipe or notice anything unusual or suspicious near one of our facilities.** Even the smallest ding or scratch can damage the coating and lead to a serious incident.

Pipeline integrity and prevention

At Imperial, we are committed to ensuring the safety of the communities near our operations. We perform all operations in a safe, responsible manner to protect the public, the environment, and the pipeline.

We help keep our neighbours safe by operating our facilities within rigorous operating protocols and applicable regulations. Our pipelines are monitored 24 hours a day, seven days a week by trained operators. Community awareness programs, which include outreach like this Safety Guide, help us to connect to you, our partner's in pipeline safety and reduce incidents caused by third party damage.

Imperial is 100 percent committed to spill prevention. Our goal is to ultimately have zero spills on land or in water. We employ a rigorous management program to maintain pipeline protection and integrity throughout our owned and operated pipelines in Canada.

- Cathodic protection to prevent corrosion.
- Advanced analysis methods are used to predict pipeline corrosion rates.
- State-of-the-art in-line inspection technologies and diagnostic testing.
- Ground and aerial surveillance are used to monitor pipeline integrity and the pipeline ROW.
- We also have an ongoing program to excavate sections of pipe for inspection and repair. The data obtained from our in-line inspections is used to proactively repair sections of pipe before a failure occurs.

In case of emergency

Pipelines are the safest and most environmentally friendly way to transport petroleum products. Approximately 1.2 billion barrels of crude oil and refined products are shipped each year, with 99.999 percent reaching its destination. However, statistics show that third party damage is one of the most common reasons for pipeline damage; leaks and accidents can happen.

If you detect a leak, your first concern should be for your personal safety and the safety of those around you.

Signs of a pipeline leak

Smell	See	Hear
<ul style="list-style-type: none">▪ an odour similar to gasoline, diesel fuel, or sulphur (rotten egg smell)	<ul style="list-style-type: none">▪ dead or discolored vegetation▪ moist patches or pools of liquid▪ oily sheen on water▪ steam/vapour cloud▪ frost appearance on the ground	<ul style="list-style-type: none">▪ a small hissing sound or a loud roar

If you accidentally come into contact with our pipeline while working, **immediately** notify an Imperial representative. Do not attempt to cover it back up with fill. Even a small ding or scratch can compromise the integrity of the pipeline and lead to a leak. All leaks can be potentially dangerous to you and the public.

What to do:

1. Turn off any vehicles, machinery, and put out any lit material such as cigarettes.
2. Leave the area quickly and on foot and in an upwind direction.
3. Once you are a safe distance from the spill, call Imperial's 24 hour emergency line **1-800-372-9597**.

If you don't have our number with you, call 911 or your local emergency number.

What not to do:

1. Do **not** light flames, smoke or start vehicles.
2. Do **not** turn on or off the lights, electricity powered appliances, cell phones, radios, batteries or natural gas.
3. Do **not** go near the leak or touch any liquid that looks like a leak, steam/vapour cloud, or frosted ground along the pipeline.
4. Do **not** attempt to operate any of the valves on the pipeline. This could make the situation worse.

We are prepared

In the unlikely event of an emergency, Imperial's operating facilities have the people and equipment in place to respond immediately to any accident, major or minor. We can isolate sections and shut down the pipeline. We also conduct hundreds of simulated emergencies each year to ensure a constant state of readiness and emergency response capability. These range from fire drills, equipment and personnel tests at local operating sites, to computer-simulation exercises, to full-scale, "catastrophic" simulations lasting two to three days.

Immediately following the identification of an emergency, we dispatch personnel to handle the situation and liaison with emergency responders. We take all necessary steps to minimize the impact and reclaim the land.

Key points to remember

- Regulations prohibit the use of excavation and heavy vehicles/ equipment near and/or on/over a pipeline and pipeline right-of-way without prior consent of the pipeline operator.
- Warning signs and pipeline markers are located alongside road crossings to identify the pipeline right-of-way.
- Before starting your project, ALWAYS click/call before you dig.
- Before starting your project, allow for three full working days for all lines to be located and marked.
- Never assume a pipeline depth or location.
- If you detect a leak, get a safe distance away on foot and call Imperial's 24 hour emergency line **1-800-372-9597** or 911.
- Immediately notify Imperial if you come into contact with our pipeline while working.
- If you suspect that pipeline fuel theft may be happening in your area or notice any unusual activity taking place near our facilities, you can report it anonymously to us at **1-800-372-9597**.
- Contact the right-of-way coordinator for all crossing and ground disturbance related requests near our ROWs: thirdpartyrequests@esso.ca.

Contact us

24 Hour emergency line - pipelines

1-800-372-9597

Terminal emergency

1-800-279-8047

Call before you cross

For information about crossings, ground disturbance and related agreements, planning construction, excavating, and all other facility safety inquiries:

Community awareness, pipeline crossings and safety
thirdpartyrequests@esso.ca

For more information

www.imperialoil.ca

Click before you dig

Know what's below! Before commencing any ground disturbance activities on or near any pipeline ROW, contact your local one call/damage prevention centre. They will provide cost-free assistance in locating pipelines and all other utilities on the property.

www.clickbeforeyoudig.com

Alberta

1-800-242-3447

www.albertaonecall.com

BC

1-800-474-6886

www.bconecall.bc.ca

Saskatchewan

1-866-828-4888

www.sask1stcall.com

Manitoba

1-800-940-3447

www.clickbeforeyoudigmb.com

Ontario

1-800-400-2255

www.on1call.com

Quebec and Nova Scotia

1-800-663-9228

www.info-ex.com



CFO distribution network – January 2021

