

# Chevron Canada Limited



Community Advisory Panel  
Public Meeting

November 17, 2015

Burnaby Refinery Emergency  
Notification Systems



"For the purposes of the British Columbia Freedom of Information and Protection of Privacy Act and federal access to information legislation, the information contained in this presentation is private and confidential and is the property of Chevron. It contains technical information with commercial value and is provided to you on the express understanding that it will be kept private and confidential. Any release, disclosure or discussion of this information which has not been expressly authorized by Chevron could reasonably be expected to cause significant and material harm to Chevron and/or its affiliated companies, including, without limitation, one or more of the harms set forth in the above noted provincial and federal legislation."

- Each year, the Burnaby Refinery reviews and updates the Incident Response Guide.
- Chevron manages incidents by utilizing this guide. In addition, extensive safety training programs are provided for employees and annual emergency/ safety drills executed with our regulators.
- The Guide covers a number of emergency types, including fire, earthquakes, releases, security threats, medical incidents, and emergency rescues.
- Chevron utilizes the Incident Command System (ICS) to ensure a safe, comprehensive and effective response.
- The response guide also outlines communications and notification requirements.

# Incident Command System (ICS)



- ICS is a standardized on-scene emergency management system specifically designed to allow users to adopt and integrate an organization structure equal to the complexity and demands of a single or multiple incidents, without being hindered by jurisdictional boundaries.
- ICS: <http://www.icscanada.ca/>

# Chevron Emergency Response Philosophy



- On all emergency incidents, Chevron will do the following:
  1. Basic Approach
    - Evacuation of non-essential personnel & the safety of responding personnel
    - Once initial assessment is complete, where safe, Emergency Response Team (ERT) personnel will engage
  2. Initial Objectives
    - Ensure safety of responding personnel
    - Notify Chevron ERT, conduct assessment of risks
    - Initiate control procedures and minimize impacts
  3. Incident Management
    - Establish Incident Command Post
    - If other stakeholders are involved (ie. RCMP), establish a Unified Command



- Incidents are divided into 3 levels, based on potential risks, and level of assistance required.

## Level 1

Anticipated/  
planned activities  
or events with no  
external impact or  
potential to  
escalate. Will be  
handled by the  
Incident Response  
Team (IRT).

## Level 2

An incident that  
requires external  
reporting to a  
government/  
regulatory Agency.  
Will be handled by  
the Emergency  
Response Team  
(ERT).

## Level 3

An incident that  
requires the  
activation of the  
Chevron  
Emergency  
Response Team &  
will involve some  
external response  
resources.

- **Level 1 examples include:**

- Alarm testing, major incident response training exercises or unusual increases in traffic volumes due to on-site activity.
- Notification of planned/ controlled shut-downs or repair and maintenance work of an extraordinary nature.
- Notification of un-planned shut-downs due to power failures or other factors that result in temporary upsets of operating units.
- Elevated level of flaring activity that may be visible beyond refinery with no visible smoke and that is expected to persist for 30 minutes.

## **Communications:**

- On Level 1 incidents, communications with Burnaby Fire Dept, RCMP, City of Burnaby, Metro Vancouver, Fraser Health Authority, BC Ministry of Environment and Environment Canada is of an advisory and pro-active nature to assist in addressing potential concerns and questions from nearby residents.

## Level 2: External reporting required



- **Level 2 examples include:**

- A Reportable Release that does not involve external emergency response organizations
  - A Reportable *Work Safe BC* Event
  - A Reportable Metro Vancouver Event
  - A Reportable Port Event
- In addition, a Level 2 includes any **moderate** level event with a minor level of off-site impact which may require some degree of structured, on-site response. (ie. Odurs, visible fire/ or smoke plume).

### **Communications:**

- On Level 2 incidents, communication is by direct contact to inform, advise and provide further details as they become available.

- **Level 3 examples include:**

- Releases into the air resulting in the potential for, or actual, wide spread physical effects to the off-site public (ie. Dizziness, headaches, nose, mouth or eye irritation, burning, or nausea).
- Reportable Release that requires additional assistance from emergency response (ie. A substance spill)
- Major fire and smoke plume (not steam and not including fire or safety training exercises).

**Communications:**

- Level 3 incidents are Reportable Releases that require additional assistance from emergency response organizations (ie. Burnaby Fire Department, RCMP, Emergency Management BC).

- The Burnaby Refinery utilizes an internal notification system that will alert employees of an emergency situation. The program used is called **Send Word Now**.
- We test this system every week by activating the alert system to send notifications to the Refinery Emergency Response Team.
- **Send Word Now:** sends alerts through virtually any communications device, including:
  - Mobile and traditional phones
  - Email
  - Short Message Service (SMS)
  - Desktop alerts
  - SWN Direct mobile app for recipients
  - RSS feeds, and more



- Our Incident Response Guide has divided the community surrounding the Burnaby Refinery into 3 zones:
  1. Zone 1 – Burnaby Heights
  2. Zone 2 – Capitol Hill
  3. Zone 3 – Hastings Kensington



- Initial notification and information will be shared with the public by the jurisdiction who has legal authority. In this case, it is the City of Burnaby.
- Following this, for all 3 zones, the Chevron Burnaby Refinery Information Officer will coordinate the subsequent contacts:
  - An advisory/ information flyer delivered to individual homes in the impacted neighbourhood and activation of info call centre by Chevron Incident Response Team.
  - Information update, ie., initiation of incident (group fax, email to Reportable Release organizations and activation of telephone information system via designated call centre number).
  - Direct personal contact to inform the current status and to advise of current details as they become available.

Thank you



Questions?