



What you need to know about

OIL PIPELINES AND EMERGENCY RESPONSE

Please review this brochure, keep it in case of emergency and share the information with any others who may be involved in or respond to a pipeline emergency in your area.

Want to request this brochure in another language or need additional copies?
Contact us at public.awareness@southbow.com.

**Versión en español
disponible por solicitud**

**Version française
disponible sur demande**

**Deutsche Fassung auf
Wunsch erhältlich**

WHY ARE YOU RECEIVING THIS BROCHURE?

You may be in a role in which you could potentially respond to a pipeline emergency or incident in your area. It's vital you are aware of:

- How South Bow works to keep people and communities safe
- How to recognize a pipeline in your area
- Information about pipelines and crude oil
- How to contact South Bow in an emergency or for more information
- How to recognize signs of a pipeline leak or report pipeline incidents
- What activities are permitted on a pipeline right-of-way
- How to respond to a pipeline leak or incident

For pipeline emergencies or to report suspicious activity on or near the pipeline:

1. Call 911 and law enforcement
2. Contact our emergency number at 1-866-920-0007

Purpose of pipelines and pipeline facilities

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

Pump stations control the pressure and flow in pipelines to ensure they operate continuously and safely. The system is monitored remotely 24/7, with multiple safety measures and procedures in place to prevent or mitigate any potential incidents.

Tank terminals are interconnected storage tanks where oil is measured and collected until it's ready to be transported through the pipeline.

WHAT DOES SOUTH BOW DO TO ENSURE PIPELINE SAFETY?

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

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

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

In accordance with federal regulations, some segments along South Bow's pipelines have been designated as High Consequence Areas (HCAs) where extra precautions are taken, known as Integrity Management Programs (IMPs).

For information regarding these measures, contact South Bow at public.awareness@southbow.com.





HOW DO I RECOGNIZE A PIPELINE IN THE AREA?

The general location of pipelines can be determined by two things: a **pipeline right-of-way (ROW)** and **pipeline markers**.

What is a right-of-way

- A pipeline ROW is the land for which a company has obtained the right to construct and operate a pipeline, and can usually be identified as a strip of land cleared of structures or trees and marked by pipeline markers at key points and intervals.
- The ROW must be kept clear of fences, buildings, trees or any other type of structure. These or other obstacles could damage the pipeline, cause long-term risks, or impede critical access, maintenance, repairs, patrols or emergency response.
- A ROW is usually 15 meters (50 feet) wide, however ROW widths may vary at different locations depending on several factors such as terrain features or parallel ROW's.
- In Canada there is a 30 meter prescribed area on each side of the pipeline where activities are restricted. The U.S. also has restrictions on certain activities in the vicinity of the pipeline and the pipeline ROW.

Contact crossings@southbow.com to learn more about the restrictions in your area, and how to apply for permission to conduct restricted activities.

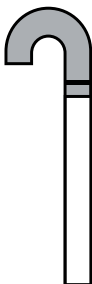
What is a pipeline marker?



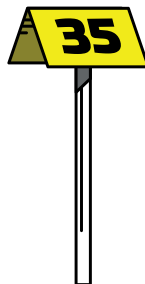
WARNING
SIGN



LINE
MARKER



VENT
MARKER



AERIAL
MARKER

- Visible on a ROW and at highway, waterway and railway crossings.
- Contain the pipeline operator's emergency number and information on pipeline contents.
- Show only approximate location of the pipeline, and does not indicate depth. Pipelines may travel in a curved path.
- Do not determine where it is safe to dig. Only a South Bow representative can provide accurate location information.

IT IS AGAINST THE LAW TO WILLFULLY DEFACE, DAMAGE, REMOVE OR DESTROY A PIPELINE SIGN

If you feel signs are missing, damaged or otherwise unreadable, or that a sign is needed or warranted in a certain location, please contact South Bow to replace them.



ROLE OF EMERGENCY RESPONDERS AND PUBLIC OFFICIALS

We view the communities we operate in as emergency response partners. We will work collaboratively with Emergency Responders, extending invitations to participate in exercises and training.

South Bow uses the Incident Command System structure to manage any emergency response. In the event of an emergency, we hope to work with Emergency Response Officials in a Unified Command approach to ensure everyone is familiar with local operations and related safety issues.

South Bow does not expect volunteer or dedicated emergency services to have the equipment or specific experience needed to respond to a leak or rupture along our pipeline system.

South Bow's operations extend across Canada and the United States with established offices in various communities. Each region is fully staffed with qualified employees trained in pipeline safety and emergency response to ensure the safe and efficient operation of the facilities in the area.

Actions for emergency services

- Do**
 - Protect yourselves and the public.
 - Contain and control secondary fires if safe to do so.
 - Provide traffic and crowd control.
 - Secure the site and establish a safe zone to ensure public safety.
 - Evacuate unnecessary personnel.
 - Monitor for LEL, H₂S and benzene if possible.
 - Eliminate all ignition sources if safe to do so.
 - Provide first aid as needed.
 - Allow South Bow employees clear and quick access to the emergency site.
- Do Not**
 - Attempt to operate any valves.
 - Go near the incident area until a hazard assessment has been conducted by South Bow.
 - Attempt to contain the spill or leaked product.

Emergency Responders and Public Officials should contact the pipeline operator:

- In the event of a pipeline emergency.
- If an emergency situation requires you to access/cross a pipeline right-of-way through means other than a road, driveway or similar approved crossing.
- If you witness unauthorized activity on a pipeline right-of-way.

What do the utility marking colours mean?

When you request a locate, coloured flags and/or paint are used to mark the location and type of underground utility.

WHITE | PROPOSED EXCAVATION

PINK | TEMPORARY SURVEY MARKINGS

RED | ELECTRIC POWER LINES, CABLES, CONDUIT AND LIGHTING CABLES

YELLOW | GAS, OIL, STEAM, PETROLEUM OR GASEOUS MATERIALS

ORANGE | COMMUNICATION, ALARM OR SIGNAL LINES, CABLES OR CONDUIT

BLUE | POTABLE WATER

PURPLE | RECLAIMED WATER, IRRIGATION AND SLURRY LINES

GREEN | SEWERS AND DRAIN LINES

TO MAKE A LOCATE REQUEST:

Canada

Visit ClickBeforeYouDig.com or contact:

Alberta

☎1-800-242-3447

🌐utilitysafety.ca

Saskatchewan

☎1-800-828-4888

🌐sask1stcall.com

Manitoba

☎1-800-940-3447

🌐clickbeforeyoudigmb.com

United States

Call 811

Visit Call811.com

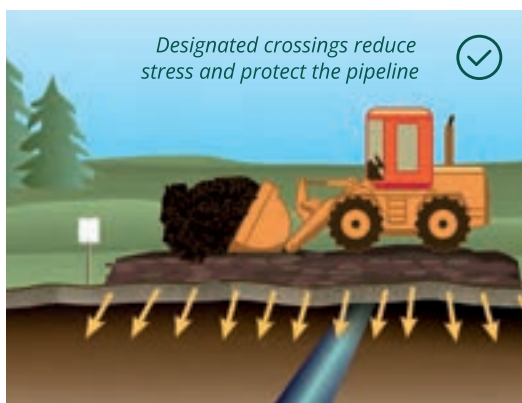
**ClickBefore
YouDig.com**



What if I need to use the right-of-way?

Activities that qualify as standard farming practices may be allowed, as defined on the next page. Any work or activity identified as a "crossing" or "encroachment" may need approval from the pipeline operator first.

A crossing or encroachment is a temporary or permanent structure across, on, along or under a facility or pipeline right-of-way. A crossing can also mean equipment or machinery crossing over the pipeline right-of-way or facility site. These activities need prior notice so that the pipeline operator can understand what work will be done, the risks and what measures need to be taken to ensure the job is completed safely.



If your work does not fall under farming practices listed on the next page, and will be conducted on the ROW, please contact us by phone at 1-888-229-6788, by email at crossings@southbow.com, or visit the crossings portal on our website at southbow.com/crossings or scan the QR code below.

INFORMATION REQUIRED

- Proposed activity
- Location (GPS coordinates)
- Equipment make and model being used
- Proposed date(s) of work
- Axle load (weight)
- Your name, email and phone number



SCAN TO ACCESS THE
CROSSING PORTAL

Emergency response plans and emergency management manual

Emergency Response Plans include procedures to ensure required to ensure required notifications and response actions are carried out as efficiently and safely as possible.

Visit southbow.com/safety-and-stewardship/emergency-preparedness under "Request a Plan" to request the Emergency Response Plan for your area, or scan the QR code.

Education and Training

When possible, South Bow offers in-person sessions to share information about our collaborative emergency response plans to Emergency Responders and Public Officials. To request one of these sessions, contact public.awareness@southbow.com.

Access free resources for online training for pipeline emergency response by scanning the QR code and visiting the links under "Emergency Preparedness External Resources."



SCAN TO VISIT THE
EMERGENCY RESPONSE SITE

Community Investment

South Bow supports local first responder organizations by helping to provide or fund the tools and resources communities need to go home safely, every day. To learn more about our Community Investment program, or to apply for funding, scan the QR code.



SCAN TO LEARN ABOUT THE
COMMUNITY INVESTMENT PROGRAM

WHAT DO I DO IF I SUSPECT A PIPELINE LEAK OR DAMAGE TO A PIPELINE?

A strike is any contact with a pipeline via mechanical equipment (e.g. backhoe) or hand tools (e.g. shovel).

If you strike a pipeline, witness any leak signs or any other unusual sights/sounds/smells near a pipeline, follow these steps:

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



If you cause or witness even minor damage to a pipeline or its coating, notify South Bow immediately. A gouge, scrape, dent or crease requires an inspection and possible repairs to keep people and the surrounding area safe.

NEVER COVER A STRUCK OR DAMAGED PIPELINE

Pipeline Incident Response

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

In the rare case of an incident, South Bow will work with emergency response officials and:

- **Shutting down the affected pipeline if necessary**
- **Isolate the impacted section**
- **Dispatch emergency personnel to the incident**

With operations across Canada and U.S., all required employees are trained in pipeline safety and emergency response. South Bow will not restart the pipeline until the issue has been addressed, it is safe to do so and approved by regulators.

Important information about crude oil

Crude oil is a liquid mixture of naturally occurring petroleum hydrocarbons. Crude oil is amber to black in color depending on the source. It can possess a rotten egg, gasoline, tar or skunk-like odor.

Crude oil vapors are volatile, and can be flammable and explosive. Vapors are heavier than air and can travel along the ground in low-lying areas. Oil vapors can be ignited by many sources including cellular phones, radios and vehicles. Crude oil can contain varying levels of hydrogen sulfide (H_2S), an extremely poisonous gas. H_2S vapors can cause eye, skin and respiratory tract irritation, and can be lethal.

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



South Bow's emergency response planning goes above and beyond the standard regulatory requirements for emergency response.



CONSEQUENCES OF UNSAFE DIGGING AND OTHER UNAUTHORIZED ACTIVITIES

Unauthorized excavations or other unsafe activities can have consequences for those conducting the work, and can negatively impact the greater community. Even crossing a pipeline right-of-way can require written consent from South Bow.

South Bow is required to inform regulatory bodies of any unauthorized activities, so it's important to always contact us before conducting any work on the right-of-way.



Risk of serious injuries and death.



Interrupted services such as electricity, gas and water.



Fines and repair costs to fix the underground utility line(s).

Aside from planning to dig or conduct work near a pipeline, these other situations could also require contacting the pipeline operator:

- In the event of a pipeline emergency.
- If an emergency situation requires you to access or cross a pipeline right-of-way through means other than a road, driveway or similar approved crossing.
- If you witness unauthorized activity on a pipeline right-of-way. Examples include any of the following on a right-of-way:
 - digging or excavating
 - operating heavy equipment
 - driving vehicles or equipment
 - an accident or overturned vehicle in the ditch near a pipeline marker dirt piles or construction overtop
 - fires or flooding

If you see any of the above situations on a right-of-way, please contact the pipeline operator. You can find contact information and written consent application information at the back of this brochure.

You can also use the One-Call contact information on page 7 of this brochure if you need to make an emergency utility location request on short notice.

HOW CAN I RECOGNIZE A CRUDE OIL PIPELINE LEAK

Although it's rare, it is important to know the signs:



YOU MIGHT SEE:

- Amber/black liquid which can display as a black patch or pool on the ground.
- A rainbow sheen or black liquid on top of water.
- Dead or dying vegetation on/near the right-of-way in an area that is usually green.
- Stained or melted snow/ice over the pipeline area.



YOU MIGHT SMELL:

- A slight smell similar to "rotten egg", gasoline, tar or "skunk-like" odor.



YOU MIGHT HEAR:

- A roaring, hissing or whistling noise.

Hazards of an oil pipeline rupture

- Crude oil may be flammable and explosive under certain conditions
- Dizziness or suffocation can occur if the vapors, which are heavier than air, displace oxygen in an enclosed area or occur in high concentrations
- Vapors may contain hydrogen sulfide (H₂S), which is a toxic gas that can irritate your eyes, skin and lungs, and can be deadly

Since the product in the pipeline can vary in makeup, the specific Safety Data Sheet for the product in question will be provided in the event of an emergency.

Map of South Bow Assets



Who regulates South Bow pipelines?

Depending on location, South Bow pipelines may be regulated by the U.S. Department of Transportation Pipeline and Hazardous Materials Safety Administration (PHMSA), the Canada Energy Regulator (CER) or provincial regulatory bodies. The organization regulating the activity may issue fines or penalties for non-compliance. A South Bow representative **MUST** be present for any work conducted on the pipeline right-of-way.



PHMSA (U.S.)

SCAN THE QR CODE TO
SEE **PHMSA** OR **CER**
REGULATED PIPELINES
IN YOUR COUNTRY



CER (CANADA)

South Bow respects your privacy. To find out more about South Bow's commitment to privacy and protecting your personal information, please see southbow.com/privacy.



CONTACT INFORMATION

General Inquiries:

Public Awareness

☎ 1-866-650-1110

✉ public.awareness@southbow.com

Landowners

☎ 1-877-999-0944

✉ land@southbow.com

Crossing Requests

☎ 1-888-229-6788 or

✉ crossings@southbow.com

🌐 southbow.com/crossings

Emergency number

☎ 1-866-920-0007



SCAN HERE TO VISIT OUR
EMERGENCY RESPONSE WEBSITE



HAVE FEEDBACK FOR US?
SCAN THE QR CODE TO FILL
OUT A SURVEY AND SHARE
YOUR THOUGHTS.

**IMPORTANT SAFETY INFORMATION
RELATED TO NEARBY PIPELINE
INFRASTRUCTURE**

PLEASE REVIEW FOR YOUR SAFETY.

Presort Std
U.S. Postage
PAID
Wichita, Ks
Permit No. 504

