



# SECTION 6.0 COMMUNICATIONS

It is essential for good, clear and concise communication during any emergency. This section outlines the communication centres (including who will be at each centre), types of communication equipment, how, who, and what to communicate to the media, and notification of next-of-kin.

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## 6.0 COMMUNICATIONS

### 6.1 Communication Centres

In the event that the CERP is initiated, various company and government communication centres may be established, as follows:

#### 6.1.1 On-Scene Command Post

The Primary On-Scene Command Post will be positioned in a safe area at or near the incident site. This location will serve as the centre for communication and coordination of all activities to control the emergency and to manage the initial public protection measures.

Upon notification of an emergency, required key company personnel will report to the On-Scene Command Post. Depending on the nature of the emergency, the Primary On-Scene Command Post may be established by an operator equipped with a cell phone and vehicle.

The nature of the emergency may also require that an alternate command post be established off-site. The Off-Site Command Centre, if required, will be established in a suitable location in the local area and should be able to accommodate emergency teams, media crews, multiple telephones, etc., for use in an emergency situation.

#### 6.1.2 Mustering Location

If an incident/accident occurs which causes or creates the potential for danger to human life, all non-essential personnel within the immediate area of the incident/accident will be alerted to the situation and evacuated to a safe area. Evacuation assembly areas must be located upwind and a safe distance from the hazard area. The On-Scene Commander or designated individual will maintain a record of all personnel on-site to ensure all personnel can be accounted for.

**NO** If time permits, all work in progress will be secured to a safe status prior to evacuation.

Ignition sources must be extinguished and all highly flammable materials removed from the immediate vicinity of the incident/accident.

#### 6.1.3 Off-Site Command Centre

An Off-Site Command Centre will be established by the Off-Site Emergency Response Manager at the nearest Elmworth Field Office or other appropriate location close to the incident site, where personnel will locate to provide support to personnel at the On-Scene Command Post and coordinate notification, evacuation and roadblock procedures within the EPZ.



If an Emergency Operations Centre is established, Elmworth will provide corporate representation to the Emergency Operations Centre to liaise between company and government officials, and to assist with public and media communications, if required.

**6.2 Communication Equipment and Materials**

Communication equipment, such as telephones, mobile radios, walkie-talkies, etc., will be available to ensure direct communications between the emergency site response personnel.


Communication materials will be available to provide information regarding the operation of emergency control equipment. Maps will be available to provide information showing facilities, roads, and directional access to location. Materials containing technical support information, outlines in operations manual, Material Safety Data Sheet (MSDS), cleanup procedure manuals, disposal guidelines, etc. Further communication materials such as emergency telephone numbers, as well as key company, contractor, and government personnel will be identified under each field description.

**6.3 Communication with the Media**

This section is intended to re-emphasize the importance of good media relations and to serve as a general guide to personnel who are designated to deal with the media during the emergency.

The EUB requires that a media release **must** be generated and released as soon as practical after an incident has occurred. In addition, follow up releases **must** be produced following any significant development in the emergency situation. Section 9.0 contains a *Preliminary Media Statement* that may be used to generate the initial media release.

All media releases will be made in conjunction with the EUB to ensure accurate and consistent information is being given to the media. For minor incidents, the release may be prepared and held on file pending developments. For larger incidents (Level 2 or greater) the release must be sent out.

 The media must be kept informed of the emergency situation and any changes in status.

The following information **must** be released:

- Type and status of incident.
- Location of incident.
- Areas impacted by the incident.
- Actions that the general public should take if impacted by the incident.
- Description of products involved (if any).
- Contacts for additional information.

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**6.1.4 Corporate Regional Emergency Operations Centre**

A control centre established by the Corporate Emergency Response Manager, at the Elmworth Head Office where personnel will locate to provide direction to company personnel at the On-Scene Command Post, Off-Site Command Centre, and the Evacuation Reception Centre.

**6.1.5 Evacuation Reception Centre**

An Evacuation Reception Centre will be established by Elmworth representatives designated by the Off-Site Emergency Response Manager or Corporate Emergency Response Manager, at a convenient location, usually a community hall, school, hotel, or any larger facility capable of holding sufficient numbers of evacuees in an emergency situation should evacuation procedures be implemented. The administrative and registration personnel at this centre handle the concerns and immediate needs of the evacuated residents. The arrangements for alternative accommodations, reimbursements for daily expenses, and the temporary care of evacuated property are managed at this centre.

**6.1.6 Emergency Operations Centre**

In addition to the above communication centres, if the situation warrants, the EUB may establish Emergency Operations Centre(s); a government control centre(s). These centres are set up at a suitable location to manage the larger aspects of the emergency, including public relations, as well as the provision of information and advice to affected citizens, municipalities and the media.

Company representatives should be designated and present at any operations centres established.

There are three (3) various centres, defined as follows, which may be established.

- ⇒ In the initial stages of an emergency an off-site Regional Emergency Operations Centre will be utilized as the main government Emergency Operations Centre. Participants at this Regional Emergency Operations Centre are company operations staff and communications representative; EUB operations and communications staff; Alberta Environment Pollution Emergency Response Team; Regional Health Authority (for toxic release); as well as a WH&S representative and local authority representative(s).
- ⇒ Should the incident take considerable length of time to bring under control and pose risk to the public a Municipal Emergency Operations Centre may be warranted and established near the incident site to provide support to the On-Scene Commander. The Director of Disaster Services; Disaster Services Agency (as required); Alberta Municipal Affairs District Officer and company representative will be present, when requested.
- ⇒ Consequence Management Operations Centre (when activated), as another Emergency Operations Centre, may be created by Alberta Municipal Affairs Emergency Management Alberta (EMA) staff. An EUB operations and communications representative will be present along with appropriate Emergency Planning Officers (EPO'S) from provincial government departments and the Regional Director, Office of Critical Infrastructure and Emergency Preparedness, when requested.



To maintain an effective and well-managed channel of communication with the media:

- ⇒ The **COO and Vice President, Engineering**, or designated Company Representative, will act as the official Corporate Spokesperson and will reply to all media inquiries via prepared media statements. It is important that all questions and requests for interviews should be referred to the designated spokesperson.
- ⇒ It should be recognized that reporters assigned to get a story will usually do so from one source or another. Company personnel dealing with the Media should do all they can to provide only verified information to reporters so that newspaper, radio, and television accounts of the emergency will be accurate and not speculative. Under no circumstances are the names of any accident victims to be released without the permission or assistance of the RCMP.
- ⇒ When communicating with the media, it is important to convey that cooperation is our objective in order that facts concerning the respective emergency can be accurately reported.

Before the media is allowed entry to the scene, the area must be made absolutely safe and investigations by both company and government officials completed. If access is granted to the site, for their safety, media personnel must be escorted while on Elmworth property.

Public and media relations are important at all times and every effort should be made to maintain a good relationship.

### 6.3.1 Situation Media Statement

When time permits, a situation statement will be prepared by a designated company spokesperson, for dissemination to the media. See *Example Situation Media Statement* in Section 9.0.

### 6.3.2 Information That May Be Released To Media

- What happened (fire, explosion, air or water pollution, etc.), where, and when.
- Number of company personnel involved.
- Number of injured and where the injured were taken. The names of the injured personnel must be withheld from the Media until their immediate families have been notified.
- What equipment has been damaged. The reporter may be furnished with a non-technical description of the major equipment units damaged and the service they performed.
- Action being taken to control or eliminate damage to life and the environment.
- Speed and efficiency with which the emergency was brought under control.

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**NO** Television cameramen and photographers may want to take pictures of damaged equipment. Although this should not be encouraged, they should be permitted to do so provided there is no safety hazard involved and be under escort at all times.

**6.3.3 Information That May NOT Be Released To Media**

Names of affected personnel/public may NOT be released.

Any information of a *speculative* nature should not be released. This may include:

- Estimates concerning the amount of damage in dollars.
- Estimates concerning the length of time it may take to put the damaged facilities back in operation.
- Speculation concerning the basic cause of the fire, explosion, or other accident, or any statement that blames any individual of the accident. Although the cause of the accident may appear obvious to some individuals, it cannot be accurately determined without an intense investigation, nor can the blame be placed on any individual without a thorough investigation.
- Estimates concerning the original costs of the equipment. It is next to impossible to estimate costs under emergency conditions. Under such conditions, it is best to advise that information is not available immediately, and that it is doubtful whether we will have any statement on that subject until a study is completed.

All new employees and contract personnel are apprised of media procedures in their Employee Orientation Training.

**6.4 Next of Kin Notification**

The next of kin of a seriously injured or deceased person must be notified as soon as possible. For injury or death of An Elmworth employee, next of kin notification must be the responsibility of the Corporate Commander or designated individual, in consultation with the local police (RCMP).

**6.4.1 Notification of Injured Person's Family**

⇒ **IN THE CASE OF A SERIOUS ACCIDENT**, notification of the worker's designated contact will be made at the first available moment. Where possible, notification should be made in person in the presence of one other fellow employee known to the family, preferably by the local police (RCMP) or by Elmworth's Corporate Commander or designated individual, if the police are not available.

This notification may be made along the lines: "A serious accident has occurred at the (location) and your (relationship); (full name) has been injured and taken to the (name) hospital in (location) for treatment. We will keep you informed of further details as we receive them."