

## Make pipelines a part of your emergency response plans

In an emergency, the safety and health of people, as well as the protection of the environment and property, are Flint Hills Resources' top priorities.

Due to measures taken by Flint Hills Resources and other pipeline companies to prevent pipeline leaks, unplanned releases are rare. The effects of a pipeline related emergency will depend on factors involved with the specific situation, such as the amount of product released and the site where the incident occurs.

It is important to incorporate the location of any pipelines around your school into your emergency response plans and drills. **For example, in the event of a pipeline related school evacuation, students and staff should not gather on or near a pipeline.**

To confirm the location of Flint Hills Resources owned or operated pipelines near your school or for help with this aspect of your emergency planning, please contact us at 1-855-831-6353 or [pipelinesafety@fhr.com](mailto:pipelinesafety@fhr.com)

Flint Hills Resources 24-Hour Emergency Phone Numbers: 1-888-718-6597, 1-800-666-0150 or 1-800-666-0051



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## What you need to know about Flint Hills Resources pipeline(s) near you

There are more than 2.5 million miles of pipelines in the U.S., almost all of which are underground. According to the U.S. Department of Transportation, pipelines are considered the safest and most efficient means of transporting energy resources. Due to measures taken by Flint Hills Resources and other pipeline companies to prevent pipeline leaks, unplanned releases are rare. Even so, the effects of a pipeline related emergency will depend on factors involved with the specific situation, such as the product type, amount released and the location where the incident occurred. We think there is no substitute for open knowledge sharing, planning, and precise communications when preparing for the unlikely event of a pipeline emergency.

Flint Hills Resources operates about 4,000 miles of pipelines that transport crude oil, refined petroleum products and chemicals. Among these is a pipeline near your school or school district.

This folder provides information on Flint Hills Resources pipelines and pipeline safety. For information on a specific Flint Hills Resources pipeline, please contact Flint Hills Resources at 1-855-831-6353 or [pipelinesafety@fhr.com](mailto:pipelinesafety@fhr.com).

### CHECKLIST

- Understand the general location of Flint Hills Resources pipelines on or around school property. Be sure to consider athletic fields and other locations used for events/sports/activities.
  - **IMPORTANT:** There may be additional pipelines not owned or operated by Flint Hills Resources that are located near you. See the additional resources page for information regarding the National Pipeline Mapping System to learn more about these other pipelines.
- Know the types of product(s) transported in the pipeline.
- Incorporate pipelines into your school's emergency response plans.
- Know how to recognize, react to and report a pipeline leak or other related emergency, including what steps to take.
  - **For example, even in the event of a non-pipeline emergency, do not evacuate to an area designated as a pipeline right of way.**
- Understand how to dig safely near pipelines and the importance of always contacting 811 before you dig.
- Know the emergency and non-emergency contact information for Flint Hills Resources.



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# KNOW THE THREE R's

Recognize. React. Report.

**RECOGNIZE** – Use your sense of sight, smell and sound to help recognize the signs of a pipeline leak:

Do You See?	Natural Gas and Natural Gas Related Products	Petroleum Liquids (crude oil, gasoline, diesel fuel, jet fuel, aviation gasoline, natural gas liquids, kerosene and other refined products)	LPG & HVL LPG – liquefied (or liquid) petroleum gas HVL – highly volatile liquids	Anhydrous Ammonia Liquefied form of pure ammonia gas
Dead or discolored vegetation	X	X	X	
A sheen on the surface of water		X	X	
Pooling of liquids on the ground		X		
Bubbling in pools of water	X		X	
A white vapor cloud that may look like smoke			X	X
Dirt blowing from a hole in the ground	X		X	X
Fire coming out of or on top of the ground	X		X	
An area of frozen ground in summer	X		X	
An unusual area of melted snow in winter		X	X	
<b>Do You Smell?</b>				
An odor like petroleum liquids or gasoline		X	X	
An odor like rotten eggs or a burnt match	X	X	X	
An irritating or pungent odor				X
<b>Do You Hear?</b>				
A hissing or whistling noise	X		X	X
A loud roaring sound like a jet engine	X		X	

PRODUCT	APPEARANCE	ODOR	SPECIAL BEHAVIOR	HAZARDS
Petroleum Liquids (crude, gasoline, diesel, jet fuel, gas oil)	Liquid Color ranges from yellow to black	Like gasoline or diesel fuel	Flows with topography of land. Flow depends on temperature and viscosity; can be thick and slow-moving or light and able to move quickly.	May release vapors which are highly flammable, unstable and can be dangerous. Exposure may cause moderate irritation. Vapors may cause dizziness and cause asphyxiation without warning. May contain a Benzene.
Petroleum Gases or Highly Volatile Liquids (HVLs), (Propane, Butane)	Transported as liquid but will vaporize into a gas at ambient pressure	Typically odorless when transported by pipeline. Ethylene and propylene may have faint hydrocarbon odor.	Vaporizes into a gas at ambient pressure. Vapors are heavier than air and will collect in low areas.	Highly flammable and easily ignited by spark or flame. Contact with skin may cause burns, injury, or frostbite. Vapors may cause dizziness and cause asphyxiation without warning. Fires may produce irritating or toxic gases. Vapors may form an explosive mixture with air.
Anhydrous Ammonia	Gas or liquid Colorless	Pungent Odor	Vapors are heavier than air and will collect in low areas. Runoff may cause pollution.	Toxic and/or corrosive, may be fatal if inhaled, ingested or absorbed through skin. Vapors are extremely irritating and corrosive. Contact with gas or liquid gas may cause burns, severe injury and/or frostbite. Gasses are flammable.

### REACT AND REPORT – If you suspect a leak:

#### DO:

- Assess the situation – safely determine the location of the suspected leak, whether it's a liquid or vapor, color, size, etc. **Do not touch or get near the material.**
- Move as far away from the leak as possible.
  - This may mean the evacuation of students, staff and faculty; warn others to stay away.
  - Leave the area on foot immediately in an upwind or crosswind direction, away from vapors or fumes.
- Once in a safe place, **first call 911** to report the emergency, then call a Flint Hills Resources emergency number: **1-888-718-6597, 1-800-666-0150 or 1-800-666-0051.**
- Let emergency response personnel and pipeline company employees determine when it is safe to return to the building or property.

#### DO NOT:

- Do not use a cell phone (or any phone) near a suspected leak.
- Do not turn any pipeline valves.
- Do not attempt to stop the flow of any material being released.
- Do not try to extinguish or control a fire.
- Do not start or continue operating motor vehicles or electrical equipment near the leak.
- Do not create any source of potential ignition such as an electrical switch, lighting a match or starting a vehicle.
- Do not drive on or near the area.

If you observe suspicious behavior near the pipeline right of way or pipeline facilities, **please call 911** or your local law enforcement agency and then Flint Hills Resources at **1-800-688-7594.**

**If you see something, say something – report suspicious behavior near a pipeline right of way.**

Recognize. React. Report.



Pipeline markers are used to designate the general route of a pipeline. Markers are found where a pipeline crosses a street, railroad or waterway, as well as areas where a pipeline emerges from the ground.

**Be Aware:** These markers do not designate the exact location, depth or number of pipelines in an area, nor do they designate a straight line between adjacent markers.

Flint Hills Resources markers come in different shapes and sizes, but will include:

- “Warning” “Danger” or “Caution”
- The type of material being transported
- The name of the pipeline operator
- A phone number to call in the event of an emergency



### Pipeline right of way and construction planning – notify pipelines & utilities

A pipeline is buried in an area called a “right of way.” A right of way is an agreement between a pipeline company and landowners that grants the company the right to install and operate a pipeline in an easement on the landowners’ property. Before planning construction or development in areas on or near a Flint Hills Resources right of way, please call **1-855-831-6353** to discuss your plans.

Remember, this applies to any construction or excavation projects including building additions/ expansions, portable buildings, playgrounds and landscaping.

### Call, click or visit 811 before you dig!

Damage caused by excavation (or digging) may be a threat to pipelines and other underground utilities if notice is not given to your state’s One Call Center. Before anyone digs, drills, blasts or moves any dirt on school property - please make sure to contact 811 – either by calling 811 or visiting [www.call811.com](http://www.call811.com).

After you have contacted 811, representatives from pipeline and other utility companies will be sent to mark the approximate location of underground utilities, pipelines and cables using color-coded paint, flags or stakes. If you believe that any facilities in the area have not been marked, a follow-up call to 811 is recommended.

State laws vary regarding the amount of advance notice required prior to digging. Texas law requires 48-hour advance notice (not including weekends or state and federal holidays). Flint Hills Resources personnel can provide specific information or you can learn more at [www.call811.com](http://www.call811.com).



**SAFETY IS IN YOUR HANDS.  
EVERY DIG. EVERY TIME.**



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## Flint Hills Resources 24-hour emergency numbers:

1-888-718-6597, 1-800-666-0150 or 1-800-666-0051

## Non-emergency contact information:

Flint Hills Resources - Corporate Headquarters  
P.O. Box 2917  
Wichita, KS 67201-2917  
www.fhr.com

## Pipeline Safety Information:

Phone Number: 1-855-831-6353  
Email: pipelinesafety@fhr.com  
www.fhr.com

## General Resources:

www.call811.com  
www.commongroundalliance.com  
www.phmsa.dot.gov  
www.pipeline101.com  
www.rrc.state.tx.us

## Prevention and preparedness measures

Flint Hills Resources is committed to safe operations of its pipelines through proactive prevention and preparedness programs staffed by personnel dedicated to the following activities.

**Damage Prevention Program:** Aims to prevent pipeline damage from excavation activities such as digging, trenching, blasting, boring, tunneling or backfilling. This program includes a regular schedule to inspect the pipeline right-of-way.

**Pipeline Monitoring Program:** Remote monitoring of pipelines and storage facilities 24-hours a day, seven days a week by the company pipeline control center in Wichita, Kansas.

## National Pipeline Mapping System (NPMS):

Step 1. Visit: [www.npms.phmsa.dot.gov](http://www.npms.phmsa.dot.gov)  
Step 2: Click on: "Use Public Map Viewer"  
Step 3: Scroll to the "State" box and select your state; next select your county.

The site will provide a map of the county you have selected and options for identifying the pipeline operator(s) near your zip code.

NPMS only displays transmission pipelines. As the Pipeline and Hazardous Materials Safety Administration notes, this site is for reference purposes only and should not be used as a substitute for compliance with state One Call laws for safe excavation practices. You still need to call 811 before starting any digging project.

**Integrity Management Program:** Regular inspection (external and internal) of pipelines and scheduled preventative maintenance. Identification of pipelines in High Consequence Areas.

**Public Awareness Program:** Regular, on-going damage prevention and emergency response information provided to persons living or working near company pipelines and emergency responders near those pipelines.

## About Flint Hills Resources

Flint Hills Resources is a leading refining company with operations primarily in the Midwest and Texas. Flint Hills Resources owns or operates more than 4,000 miles of pipelines that transport crude oil, refined petroleum products, natural gas liquids and chemicals that are delivered through a distribution system of more than 40 terminals throughout the Midwest and Texas.

Our state-of-the-art pipeline control center, located in Wichita, is staffed 24 hours a day, seven days a week, and provides continuous monitoring and control of our pipeline systems. Our professional field staff also provides direct services wherever we have operations.





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