CRITICAL SAFETY INFORMATION
EMERGENCY RESPONDER REFERENCE GUIDE

Flint Hills Resources asks that you review this pipeline emergency preparedness and response information and share it with personnel in your agency.

FLINT HILLS
r e s o u r c e s ®

After reading this brochure, please complete and return the enclosed survey.
Your feedback is valuable to us.

Flint Hills Resources 24-hour emergency number: 1-800-666-0150 or 1-800-666-0051 | **www.fhr.com**

WHO IS FLINT HILLS RESOURCES?

Flint Hills Resources is a refining, chemical and biofuels company based in Wichita, Kansas, with operations primarily in the Midwest and Texas. Effective January 1, 2018, Flint Hills Resources began operating pipelines previously operated by Koch Pipeline Company.

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.

You have been provided this safety information because your agency has been identified as a potential responder to an emergency involving pipelines, and in some locations, storage facilities operated by or associated with Flint Hills Resources.

WHAT INFORMATION CAN BE FOUND IN THIS BOOK AND WHY IS IT IMPORTANT?

According to the U.S. Department of Transportation, pipelines are considered the safest, most efficient and economical 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 amount of product released and the site where the incident occurs.

In an emergency, the safety and health of people, as well as the protection of the environment and property are Flint Hill Resources' top priorities. We think there is no substitute for open knowledge sharing, planning and precise communications when preparing for the unlikely event of a pipeline emergency.

This guide provides the five most crucial pieces of Flint Hills Resources' response strategy for our pipeline(s) in your community.

1. **Emergency contact phone numbers for Flint Hills Resources and the information to consider providing in the event of an emergency**

2. **A description of Flint Hills Resources facilities, the products transported and the associated product hazards**

3. **Steps your agency should take in an emergency as they relate to Flint Hills Resources' assets**

4. **Situations that may require emergency responder assistance**

5. **Steps Flint Hills Resources employees will take in an emergency to protect the public and assist emergency responders**

www.fhr.com

WHAT TYPES OF FACILITIES DOES FLINT HILLS RESOURCES OPERATE?

Flint Hills Resources operates pipelines, pump stations and tanks. To assist in your response planning efforts, it is critical Flint Hills Resources informs your agency of the hazardous materials and chemicals we transport through your community.

Please refer to Appendix A for county-specific hazardous material information. If you would like additional information regarding the location(s) of Flint Hills Resources' assets, or products transported by Flint Hills Resources, please contact the Flint Hills Resources pipeline safety specialist.

HOW DOES FLINT HILLS RESOURCES COLLABORATE WITH EMERGENCY RESPONDERS?

This guide has been developed to share knowledge with your emergency response agency to help ensure a safe and coordinated response in the event of a hazardous material release. In an emergency, the protection, preservation and health of people, the environment and property are Flint Hills Resources' top priorities.

Flint Hills Resources is committed to building a relationship with emergency responders whose communities could be affected by a hazardous material release so they are familiar with:

1. Circumstances in which emergency responders will be contacted

2. Availability of Flint Hills Resources personnel during an emergency

3. Training Flint Hills Resources personnel have received and their ability to respond in an emergency

    • Flint Hills Resources is also interested in learning about how Flint Hills Resources and your agency will integrate into Unified Command during an emergency response

4. Tools and equipment available in an emergency – either on-hand or through vendors

Flint Hills Resources is required to request the following information from your agency or department:

1. Department or agency capability as well as those of other departments and agencies in the area

2. Tools and equipment available through local response departments and agencies

To request a meeting with Flint Hills Resources or additional information, please contact the Flint Hills Resources pipeline safety specialist.
1-855-831-6353 | **pipelinesafety@fhr.com**

2. PIPELINE MARKERS

Flint Hills Resources also uses pipeline markers to help identify the location of underground assets. However, the absence of a pipeline marker does not indicate the absence of a pipeline.

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

- "Warning," "Danger" or "Caution"
- The material being transported
- Include the name of the pipeline operator
- A 24-hour emergency phone number to reach the pipeline operator

Markers DO NOT indicate:

- The exact location, depth or diameter of the pipeline
- The number of pipelines in an area
- A straight line between adjacent markers

While transmission pipelines are usually buried 36 inches below the surface, pipelines may become closer to the surface due to soil erosion, excavation or other naturally occurring activities. It is important to never assume the depth or exact location of a pipeline. Please be sure to report any missing or damaged Flint Hills Resources pipeline markers, as well as any suspicious activity that occurs along the pipeline ROW. If you or your agency notice or receive a report of suspicious activity from the public, call Flint Hills Resources' 24-hour emergency phone number: 1-800-666-0150 or 1-800-666-0051.

PLEASE BE AWARE

Pipeline markers will not designate the exact location, depth or number of pipelines in the area, and pipelines may not run in a straight line from one marker to the other.

FLINT HILLS RESOURCES PIPELINE ASSET OVERVIEW

Gathering Pipelines: Transport crude oil and natural gas from wellheads and production facilities to areas where oil, gas and water are separated and processed

Transmission Pipelines: Transport hazardous materials and chemicals (Appendix A) from areas of production or refineries to marketing and distribution areas using large diameter, high-pressure pipelines

Aboveground Storage Facilities: Temporarily store materials transported by pipelines. The location of these facilities can be at strategic places along a pipeline

The most common type of aboveground storage facilities are tanks. Tanks can come in a variety of structures and sizes that are designed to accommodate different products and environmental conditions. Those products with flash points above atmospheric pressure are stored in pressurized tanks. Those with flash points below atmospheric pressure are stored in tanks that have a fixed or floating roof. Each of the tanks is designed with vapor control devices to prevent or significantly limit vapors emanating from the tank.

WHERE ARE FLINT HILLS RESOURCES' PIPELINES AND FACILITIES LOCATED IN MY COMMUNITY?

Knowing how to identify a pipeline's location and which company owns or operates the pipeline or facility can help your agency determine if a pipeline emergency is taking place.

1. PIPELINE RIGHT OF WAY (ROW)

ROWs are areas of land over and around where pipelines are placed in the ground. A right of way agreement between the pipeline company and the property owner is also called an easement. ROWs create a space for the pipeline to be constructed and maintained while also providing pipeline personnel or emergency responders access in the event of an emergency.

3. PIPELINE MAPS

Pipeline maps are invaluable when planning for and responding to a pipeline emergency. Your agency can request access to the National Pipeline Mapping System (NPMS) at www.npms.phmsa.dot.gov. Maps and a copy of Flint Hills Resources' condensed emergency response plan (ERP) can also be requested by contacting the Flint Hills Resources pipeline safety specialist.

To Visit the National Pipeline Mapping System* (NPMS)

Visit: www.npms.phmsa.dot.gov and select "Government Official"

- If this is your first visit, under "PIMMA USER LOGIN" click "Apply for PIMMA Access"
  - Select either a federal, state or local government application to fill out where you will be asked to provide information including your name, job title, agency name, mailing address, phone number, email address and zip code along with any specifics regarding areas/maps you are interested in
- You should receive an automated confirmation once your application has been submitted
- Upon approval, a username will be emailed to you, and, for security reasons, your password sent via postal mail
- If you already have a username and password, under "PIMMA USER LOGIN" click "Login" to enter both for access

NPMS data for emergency responders consists of hazardous liquid and gas transmission pipelines, including the location, diameter and pressure range of the pipeline and the location of Liquefied Natural Gas (LNG) plants and breakout tanks (for pipeline operators who voluntarily submitted it). **Gathering pipelines are not included.**

*NPMS is managed by the Pipeline and Hazardous Materials Safety Administration (PHMSA), a division of the U.S. Department of Transportation.

WHAT DOES FLINT HILLS RESOURCES CONSIDER AN EMERGENCY?

Flint Hills Resources considers any of the following events potential emergency conditions:

- Fire, explosion or a natural disaster at or near a pipeline
- Accidental release of hazardous vapors and/or liquids from a pipeline
- Acts of sabotage
- Operational failure causing a hazardous condition

Such events require immediate response and coordinated communication between local emergency responders and the pipeline system operator.

A pipeline emergency exists when an unexpected hazardous material release presents danger to life, the environment or property. Consequences can be dependent upon location, amount and type of product released.

What does a pipeline emergency look, smell and sound like?

Due to safety measures taken by Flint Hills Resources, pipeline emergencies are unlikely. Understanding how to recognize a pipeline emergency is paramount to responding quickly and decisively when every minute counts. **In some cases, the general public will be the first to see and report a pipeline emergency by contacting 911.** Information provided by the general public regarding a pipeline emergency may be vague or incomplete. This means that your agency may not know it is responding to a pipeline emergency until arriving on the scene. There are several physical indicators that will help determine whether or not a pipeline emergency is occurring.

Physical indicators of a pipeline emergency leak	Gas (hydrogen and other gas)	HVL HVL – highly volatile liquids	Petroleum Liquids (crude oil, gasoline, diesel fuel, aviation gasoline, jet fuel, fuel oil, kerosene and other refined products)
An odor like rotten eggs or a burnt match	X	X	X
A loud roaring sound like a jet engine	X	X	
A white vapor cloud that may look like smoke		X	
A hissing or whistling noise	X	X	
The pooling of liquid on the ground			X
An odor like petroleum liquids or gasoline		X	X
Fire coming out of or on top of the ground	X	X	
Dirt blowing from a hole in the ground	X	X	
Bubbling in pools of water	X	X	
A sheen on the surface of water		X	X
An area of frozen ground in summer	X	X	
An unusual area of melted snow in winter		X	X
An area of dead vegetation	X	X	X

HOW DOES FLINT HILLS RESOURCES WORK TO PREVENT AND MITIGATE A PIPELINE EMERGENCY?

Flint Hills Resources is committed to the safe operation of assets by maintaining high standards in safety. To reduce the risk of a pipeline emergency that could affect your community, Flint Hills Resources engages in a continuous and proactive pipeline maintenance program that encompasses the following:

1. **Inspections:** There are numerous inspections and tests conducted on Flint Hills Resources pipelines every year. These tests confirm pipeline integrity, check equipment and pumps, as well as test emergency shutdown equipment and procedures.

2. **Right of Way patrols:** Aircraft frequently fly along Flint Hills Resources' right of way to look for any physical indicators of a hazardous materials release or any activities that could create such an event.

3. **Pipeline Control Center:** Pipeline operating conditions, such as pressure, flow rate and pipeline temperature, are closely monitored 24-hours a day, seven days a week from a Flint Hills Resources control center. In the unlikely event of a pipeline emergency, operators in the control center can remotely operate pumps, valves and emergency shutdown equipment.

4. **Integrity Management Program (IMP):** Transmission pipeline operators are required to develop and maintain an IMP. Each program is unique to the operator and pipeline and seeks to identify the potential risks exposed to the pipe in different operating conditions.

   Flint Hills Resources uses several integrity testing and remediation actions to continually monitor and evaluate the physical condition of its pipelines and assets. The process begins with testing to assess pipeline segments and identify and remediate indications of physical anomalies. Flint Hills Resources' integrity testing uses in-line inspection (ILI), pressure testing or direct assessment.

   - An ILI is instrumented equipment propelled through a pipeline that is capable of detecting, locating and characterizing anomalous conditions in the line pipe. Examples of conditions assessed by ILI tools include: metal loss, dents, cracking, corrosion, gouges, metal burrs and weld damage. The ILI data is then used to establish remediation plans to correct deficiencies.

   - Pressure testing is an integrity test method that can assess deformation, metal loss and cracking conditions on pipeline. Repairs are made to defects identified during testing.

   - Direct assessment is an integrity test method that can identify locations with time-dependent threats, such as external and internal corrosion, and stress corrosion cracking and time-independent threats, such as mechanical damage.

5. **Public Awareness:** Flint Hills Resources has a public awareness program that provides damage prevention and emergency preparedness information to the public, emergency responders, excavators and local public officials.

HOW DOES FLINT HILLS RESOURCES PREPARE FOR AN EMERGENCY?

1. **ERP:** Flint Hills Resources maintains emergency response plans and takes steps to provide key information and resources to emergency responders, such as the information found in this book. To request a meeting with Flint Hills Resources, please contact the pipeline safety specialist:

   1-855-831-6353 | pipelinesafety@fhr.com

2. **Exercises and training:** Each year, Flint Hills Resources provides training and conducts exercises with emergency responders, spill response contractors and members of its Incident Management Team (IMT). This training is focused on emergency response procedures and effectively using Incident Command System (ICS) objectives and planning cycles.

   - Exercises: Flint Hills Resources follows guidelines set forth by the National Preparedness for Response Exercise Program (N-PREP). The program follows a triennial cycle that allows Flint Hills Resources to test all ERP components by conducting tabletop exercises, skill-specific drills, emergency response procedures and full-scale exercises with emergency responders as well as internally within the company.

   - Training: Flint Hills Resources instructs employees to manage emergency response situations through the following training:
     - Hazardous Waste Operations and Emergency Response (HAZWOPER)
     - Benzene and hydrogen sulfide awareness
     - Emergency response plans, procedures and spill control
     - Atmospheric monitoring
     - Incident Command System

HOW FLINT HILLS RESOURCES WILL RESPOND TO AN EMERGENCY

Flint Hills Resources will shut down the pipeline, contact 911 and take steps to begin mitigating the hazards of a pipeline emergency in your community. The actions Flint Hills Resources will take include:

- **Shut down the pipeline:** Any Flint Hills Resources employee has the authority to request a shutdown of a Flint Hills Resources pipeline due to a suspected or confirmed emergency or abnormal condition that could result in a pipeline emergency. Flint Hills Resources will not return a pipeline to operation until we can do so safely.

- **Work to identify the impacted location:** If a pipeline emergency is suspected or confirmed, Flint Hills Resources will work to identify the exact location of the emergency through:
  - Performing aerial patrols
  - Contacting remote area personnel
  - Conducting visual ROW inspections

- **Contact 911:** Once Flint Hills Resources has confirmed that a pipeline emergency is occurring, we will report the incident to 911 so appropriate emergency response resources can be dispatched to assist. Information that Flint Hills Resources will relay to the 911 dispatcher includes:
  - The type of hazards (fire, explosion, toxic vapors)
  - The emergency's location and the affected areas
  - Estimated volume of the release
  - Requested resources
  - Injury information
  - Evacuation points, mustering and gathering locations
  - Recommended approach direction
  - Contact information for Flint Hills Resources

- **Notifications and mobilization:** Flint Hills Resources will make notifications and begin mobilizing internal resources the moment a pipeline emergency is confirmed. Examples of notified resources include:
  - Pipeline Control Center
  - Qualified Individual – A representative from Flint Hills Resources who coordinates with spill response agencies, contractors, management teams, etc.

  - National Response Center
  - Incident Commander and Incident Management Team
  - Internal notifications (company leadership, legal, public affairs, etc.)
  - Regulatory agencies
  - Spill response/Cleanup contractors

- **Assess the situation:** Flint Hills Resources will approach each scene with caution, and will not place the lives of our employees at risk. Flint Hills Resources will take the following actions to assess the scene:
  - Cautiously approach the spill scene using proper personal protective equipment (PPE) and exposure meters
  - Identify and eliminate possible ignition sources
  - Identify danger to the public, property and the environment
  - Identify impacted transportation infrastructure, business and residential areas
  - Identify topographic features that could affect hazardous material migration

- **Secure the scene/establish isolation zones:** If Flint Hills Resources is first on the scene of a pipeline emergency, we will establish isolation zones and deny entry to those who are not responding to the emergency. Protecting life, the environment and property are our top priorities. To do this, Flint Hills Resources will establish hot, warm and cold zones, as identified by the Incident Commander, using conspicuous objects or easily recognizable landmarks.

- **Employ NIMS and the Incident /Unified Command System (UC):** Pipeline emergencies may require that several agencies be actively involved to successfully protect life, the environment and property. Flint Hills Resources employees are trained to implement the ICS and to become part of a UC during a pipeline emergency when multiple agencies are involved. Flint Hills Resources will always have an on-scene Incident Commander to liaise with your agency so that our response objectives are mutual and provide the highest likelihood for success.

HOW SHOULD YOUR AGENCY PREPARE FOR AN EMERGENCY?

While a pipeline emergency is unlikely, there are actions your agency can take to prepare:

1. **FLINT HILLS RESOURCES:** An emergency phone number for Flint Hills Resources is listed at the bottom of each page. Keep important Flint Hills Resources phone numbers readily available for use during a pipeline emergency. At the same time, recognize that Flint Hills Resources pipelines may share a ROW with other pipelines not belonging to or operated by Flint Hills Resources.

2. **NATIONAL INCIDENT MANAGEMENT SYSTEM (NIMS):** Become familiar with NIMS and how to integrate your response roles with other agencies as well as Flint Hills Resources. Using NIMS provides a common framework for managing an emergency response. Sharing knowledge with Flint Hills Resources can help delineate responsibilities including:
   - Who will be the Incident Commander?
   - How will our organizations create a Unified Command?
   - Who will fill different roles within the Incident Command System?

3. **THE EMERGENCY RESPONSE GUIDEBOOK OR THE "ORANGE BOOK:"** Be familiar with the U.S. Department of Transportation's Emergency Response Guidebook. It is essential all first responders know how to use this guide before an incident occurs. The guide will help your agency:
   - Identify the material causing an emergency
   - Identify the potential hazards of the material(s) carried in the pipeline
   - Establish initial isolation distances
   - Recognize immediate protective actions
   - Determine the response tactics (per the "orange-colored section" of the book)

4. **HAZARDOUS MATERIALS:** When an emergency responder is the first person on scene, your safety and that of the community depends on your ability to quickly determine what hazardous materials may be present. Rushing to respond before materials are properly identified can escalate the situation. To better address potential pipeline-related emergencies before they occur, your agency should consider:

- Requesting additional information from Flint Hills Resources and other pipeline operators in the area:
  - The names of pipeline operators and their contact information (emergency phone number + phone number for general questions)
  - The type(s) of product(s) transported, and the physical indicators of those products
  - Product Safety Data Sheets (SDS) relevant to your county
  - The signs of a potential pipeline release
  - Steps to take in the event a pipeline release or emergency is suspected or confirmed
- Training on air monitoring equipment
- Recognizing resources, such as state one call centers, which assist in pipeline identification

> Visit www.call811.com. Otherwise, for a more extensive list of resources, see page 14.

5. **QUESTIONS TO ASK AND INFORMATION TO RELAY:** The first few hours of a pipeline emergency are crucial for communicating accurate and timely information. If your agency arrives on the scene before Flint Hills Resources representatives, it is important you know which questions to ask in order to respond safely and reduce confusion.

   Key information your agency should know and communicate can be found in Appendix C.

6. **ONLINE TRAINING AND INFORMATION:** The Association of Oil Pipe Lines (AOPL) website has an Emergency Response section at http://www.aopl.org/emergencyresponse. Developed by the American Petroleum Institute (API)-AOPL Emergency Response Team, it includes a First Responder ER Toolkit, a link to free online pipeline First Responder Training, an Operator ER Toolkit, information on Industry Improvement Efforts, a 2-pager describing the Top 5 Incident Priorities, information on the new emergency planning and response recommended practice API RP 1174, and a hub for the "Shoulder 2 Shoulder" videos. FEMA ICS online training can be found at https://training.fema.gov/is/

HOW SHOULD YOUR AGENCY RESPOND TO AN EMERGENCY?

In an emergency, including the release of product from a Flint Hills Resources pipeline, from a safe location call the Flint Hills Resources 24-hour emergency phone number: 1-800-666-0150 or 1-800-666-0051.

To effectively respond to a pipeline emergency, responders need to understand the hazards and risks associated with the incident. You should seek additional information about the pipeline in question as soon as possible. It is recommended you call the Flint Hills Resources 24-hour emergency phone number or the phone number listed on the nearby pipeline marker and consult information in the DOT Emergency Response Guidebook, which will provide more detailed, situation specific information.

1. **ASSESS THE SITUATION:**
   - DO NOT rush onto the scene of a potential pipeline emergency without carefully considering prevailing winds, weather conditions, topography, what is at risk and the observed hazards
   - Always approach the scene from upwind or crosswind direction
   - DO NOT turn pipeline valves or attempt to operate any pipeline equipment
   - DO NOT expose yourself to any vapors or liquids
   - Eliminate all ignition sources including vehicles, communication devices that are not vapor tight and open flames (see listing below for examples)
   - As the pipeline emergency evolves, you should continuously reassess site conditions and hazards – maintaining situational awareness will allow your agency and the community to react to changing conditions

POSSIBLE IGNITION SOURCES:

- Vehicle Engines
- Cigarettes, Matches, Smoking
- Static Electricity
- Use of Land-based/Wired or Cellphones
- Heat, Sparks, Open Flames
- Metal-to-Metal Contact
- Overhead Wires
- Electric Switches and Motors
- Garage Door Openers, Car Alarms, Door Bells, Door Locks
- Firearms
- Photo Equipment

2. **SECURE THE SCENE/ESTABLISH ISOLATION ZONES:** Emergencies are inherently chaotic. Assigning isolation areas ensures that unprotected or unauthorized emergency responders and the general public do not accidentally wander into a pipeline emergency.

   When arriving at the scene of an emergency and after assessing the situation:
   - Clear people from the area
   - Secure the perimeter using cones, tape, vehicles or other landmarks
   - Get assistance to help with crowd control
   - Request additional support from skilled and trained personnel, if needed

   Once an area is secure, identify isolation zone distances according to DOT Emergency Response Guide recommendations.

3. **EMPLOY THE NATIONAL INCIDENT MANAGEMENT SYSTEM AND THE INCIDENT/UNIFIED COMMAND SYSTEM (ICS/UC):** Flint Hills Resources trains its Incident Management Team to use NIMS and ICS/UC. The previously identified command staff and response team must quickly identify each other and work to delineate responsibilities and define objectives for a coordinated and effective response.

4. **CONTROL FIRES AND VAPORS:** Flint Hills Resources transports some products that can react violently, or even explosively, with water*. Your agency should work closely with Flint Hills Resources to understand the hazards of applying water to any vapor or burning hazardous material.
   - *See Appendices A and B of products and facility listing by county at the back of this book. The Safety Data Sheets (SDS) are available upon request by contacting the Flint Hills Resources pipeline safety specialist.

   In most cases, extinguishing a primary fire can cause liquids to pool and vapors to spread resulting in explosive re-ignition. A primary fire should only be extinguished after the fire's fuel source has been eliminated (i.e., the upstream pipeline valves have been closed by the pipeline operator).

   While a primary fire is burning:
   - Cool surrounding structures and equipment as long as it is safe to do so
   - Pull back resources and people who are in danger due to the escalating pipeline emergency
     - Storage tank fires, for instance, can cause the contents to "boil over" and send scalding product outward at distances several times the tank's diameter
     - As an emergency response agency whose jurisdictions may be impacted by a Flint Hills Resources asset, you should become familiar with the included product Safety Data Sheets (SDS) relevant to your county

5. **CALL FOR ASSISTANCE OF TRAINED PERSONNEL:** Your agency may arrive at a pipeline emergency where you are unable to conduct an effective response due to limited resources or untrained personnel. Flint Hills Resources contracts with pre-identified Oil Spill Response Organizations (OSROs) and/or general contractors that have HAZWOPER certifications that can assist or provide resources when an emergency condition occurs. Communicate your needs to mutual aid partners, 911 call centers or Flint Hills Resources' Pipeline Control Center.

   Flint Hills Resources is always available to answer any questions you might have about the products we transport and the associated hazards. However, if you are confronted with a pipeline emergency you cannot safely respond to, always remember to stop, think and ask.

PIPELINE EMERGENCY
QUICK CHECK

Fire, Vapor and Leak Control Considerations

- ☐ Do not inhale fumes, smoke or vapors
- ☐ Do not ignite the vapor cloud
- ☐ Eliminate potential ignition sources (see earlier list of possible ignition sources on page 10)
- ☐ **DO NOT OPERATE PIPELINE EQUIPMENT** – this includes turning valves
- ☐ Let the primary fire burn
- ☐ Refer to the DOT Emergency Response Guide for products not compatible with water
- ☐ Product compatible foam can be used to suppress vapors, but can be dangerous if hazardous material has not stopped leaking
- ☐ Cool surrounding structures
- ☐ Use a fog pattern, NOT a straight stream of water
- ☐ Take care to not overflow containment berms when applying water
- ☐ Avoid forced ventilating structures
- ☐ Once the primary fire is out, beware of hot spot re-ignition

Critical Communications – Information to provide the pipeline control center

- ☐ Your name, contact information, call back number, contact name (Incident Commander)
- ☐ Detailed location: including state, county, town, street or road

- ☐ Emergency type: fire, leak, vapor – size, characteristics and behavior of the leak
- ☐ Any known injuries
- ☐ Other emergency response agencies on site: police, fire, medical, LEPCs, etc.
- ☐ Surrounding exposures/sensitive areas
- ☐ Any special conditions: nearby schools, hospitals, prisons, railroads, etc.
- ☐ Local conditions: weather, terrain

Products/hazards

The hazards associated with a pipeline emergency will be related to the location and environmental conditions associated with the release, as well as the specific characteristics of the material(s) being carried in the pipeline. Possible hazards associated with a pipeline emergency may include:

- • Fire
- • Explosion
- • Drinking water contamination
- • Toxic inhalation hazards
- • Asphyxiation hazards
- • Corrosion hazards

For specific information on the products transported through your community, please reference Appendix A and B. You may also contact the Flint Hills Resources pipeline safety specialist to obtain a copy of the appropriate Safety Data Sheet.

HIGH CONSEQUENCE AREA (HCA) AND UNUSUALLY SENSITIVE AREA (USA)

Transmission operators seek to identify HCAs and USAs. These areas are considered more sensitive to a pipeline release. Through IMP, operators must work to determine where HCAs and USAs exist along their pipeline system and evaluate how to lower the risk and impact of a pipeline incident in that area. Flint Hills Resources has identified pipeline segments that could affect an HCA, and has made special considerations in these areas when developing and implementing the company's IMP.

Examples of HCAs include:

- • Waterways
- • Highly populated areas
- • Schools
- • Hospitals
- • Prisons
- • Office or shopping districts

Examples of USAs include:

- • Sole source drinking water resources
- • Endangered species
- • Other ecological resources

811

Know what's **below.**
Call before you dig.

CALL, CLICK OR CONNECT WITH 811 BEFORE EXCAVATING (DIGGING)

811 is designated as the national one call number. People seeking to excavate are required by law to contact 811 (make a one call) at least 48 hours (not including weekends and holidays) beforehand to allow time for underground pipelines and utilities to be marked by the operator of the facility. Each state has a one call center that coordinates with underground facility operators to have lines marked prior to excavations. This service is free for excavators.

The 811 system can also be used to locate pipelines during events that require actions by emergency responders. These events include:

- • A pipeline emergency where the operator is unknown
- • A wildfire that requires a firebreak to be cut or reestablished
- • A natural disaster that requires infrastructure to be cut off or reestablished

For more information on 811, as well as state-specific information regarding excavation wait times, please visit www.call811.com

Association of Oil Pipe Lines
1-202-408-7970
www.aopl.org/pipelines-in-your-community/
emergencyresponse/

DOT Emergency Response Guide
https://www.phmsa.dot.gov/hazmat/erg/emergency-
response-guidebook-erg

Environmental Protection Agency
https://www.epa.gov/oil-spills-prevention-and-
preparedness-regulations/overview-spill-prevention-
control-and

National Association of State Fire Marshals
1-202-737-1226
www.firemarshals.org

**National Association of State Pipeline Safety
Representatives**
www.napsr.org

National Emergency Numbers Association
1-202-466-4911
www.nena.org

National Pipeline Mapping System
1-703-317-6294
www.npms.phmsa.dot.gov

National Response Center
1-800-424-8802
www.nrc.uscg.mil

NASFM Pipeline Emergencies Curriculum
1-307-433-8078
www.pipelineemergencies.com

One Call Centers
811
www.call811.com

PHMSA
1-202-366-4433
www.phmsa.dot.gov

Pipeline 101
www.pipeline101.com

Pipeline Emergency Training Portal
https://nasfm-training.org

United States Coast Guard National Strike Force
http://www.dco.uscg.mil/Our-Organization/National-
Strike-Force/

Flint Hills Resources Emergency Response Plan
Flint Hills Resources electronically maintains
Emergency Response Plans. If you would like an
opportunity to meet with a Flint Hills Resources
representative and/or receive either a pipeline safety
or emergency preparedness presentation, please
contact the Flint Hills Resources pipeline safety
specialist at: 1-855-831-6353.

FLINT HILLS RESOURCES CONTACT INFORMATION

**Flint Hills Resources Corporate Headquarters
Information**

P.O. Box 2917
Wichita, KS 67201-2917
1-316-828-3477

For more information:
Flint Hills Resources
ATTN: Public Awareness
P.O. Box 2625
Corpus Christi, TX 78403

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

www.fhr.com

STATE AGENCY INFORMATION

RAILROAD COMMISSION OF TEXAS

1-877-228-5740

www.rrc.state.tx.us

GENERAL LAND OFFICE

1-800-998-4456

www.glo.texas.gov

TEXAS STATE FIRE MARSHALL

1-800-578-4677

www.tdi.texas.gov/fire/

TEXAS PARKS AND WILDLIFE DEPARTMENT

1-800-792-1112

www.tpwd.texas.gov

UNITED STATES COAST GUARD – NEW ORLEANS DISTRICT 8

1-504-671-2020

http://www.atlanticarea.uscg.mil/Our-Organization/District-8/

LONE STAR 811

1-713-432-0365

www.lonestar811.com

TEXAS811

1-800-344-8377

www.texas811.org

APPENDIX A: PRODUCT AND FACILITY LISTING BY COUNTY

County	State	Product	Pipeline Type	Facilities
Aransas	TX	Crude (Inactive purged in Nitrogen)	Transmission	-NA
Bastrop	TX	Gasoline, Diesel, Jet Fuel, Crude (Inactive purged in Nitrogen)	Transmission	-Bastrop Terminal (Refined Products), 115 Mount Olive Road Bastop TX 78146; -Rosanky Pump Station and Truck Unloading Station (Crude), 197 Jeddo Road, Rosanky, TX 78953
Bee	TX	Gasoline, Diesel, Jet Fuel, Crude, Nitrogen	Transmission	-Beeville Station, 3183 FM 623 West, Beeville, TX 78146 (Refined Products) (inactive) -Pettus Pump Station with Truck Unloading (Crude), 10076 HWY 181 North, Pettus, TX 78102
Bell	TX	Gasoline, Diesel, Jet Fuel	Transmission	-NA
Bexar	TX	Gasoline, Diesel	Transmission	-San Antonio Terminal with Pump Station, Delivery and Storage (Refined Products), 498 Pop Gunn Drive San Antonio, TX 78219; -San Antonio North Terminal (Refined Products), 4800 Corner Parkway San Antonio, Texas Bexar 78219
Brooks	TX	Crude	Transmission	-NA
Burleson	TX	Crude (Inactive purged in Nitrogen)	Transmission	-Caldwell Pump Station and Truck Unloading/Storage Facility (Crude); 635 FM Road 976 Caldwell, TX 77836 (inactive); -Shaft Pump Station with Truck Unloading/Storage (Crude), 4712 Hwy 21 East, Caldwell, TX 77836 (inactive)
Caldwell	TX	Gasoline, Diesel, Jet Fuel, Crude	Transmission	-Mustang Ridge Terminal With Delivery and Storage (Refined Products), 1165 E. Lone Star Drive Buda, TX 78610
Calhoun	TX	Crude (Inactive purged in Nitrogen)	Transmission	-NA
DeWitt	TX	Gasoline, Diesel, Jet Fuel	Transmission	-NA
Falls	TX	Gasoline, Diesel, Jet Fuel	Transmission	-NA
Fayette	TX	Crude (Inactive purged in Nitrogen)	Transmission	-West Point Pump Station (Crude), 1549 FM 154 Westpoint, TX 78963 (inactive)
Goliad	TX	Gasoline, Diesel, Jet Fuel	Transmission	-NA
Gonzales	TX	Crude, Gasoline, Diesel, Jet Fuel	Transmission	-Gonzales Pump Station (Refined Products), 6862 CR 240 Waelder, TX 78959
Guadalupe	TX	Gasoline, Diesel	Transmission	-NA
Hill	TX	Gasoline, Diesel, Jet Fuel	Transmission	-NA
Jim Wells	TX	Crude	Transmission	-Seeligson Pump Station with Truck Unloading/Storage (Crude); 390 CR 434, Premont TX 78375
Johnson	TX	Gasoline, Diesel, Jet Fuel	Transmission	-Hillsboro Pump Station (Refined Products), 10800 CR 103, Grandview, TX 76050
Karnes	TX	Crude, Gasoline, Diesel	Transmission	-Helena Pump Station with Truck Unloading/Storage Facility (Crude), 6360 North FM 81, Karnes City, TX 78118
Kleberg	TX	Crude (Inactive purged in Nitrogen)	Transmission	-NA
Lee	TX	Crude, Gasoline, Diesel, Jet Fuel	Transmission	-Gerdes Pump Station with Truck Unloading (Crude), 1053 CR 123 Ledbetter, TX 78946(inactive)

County	State	Product	Pipeline Type	Facilities
McLennan	TX	Gasoline, Diesel, Jet Fuel	Transmission	-Waco Remote Trap Facility (Refined Products), 435 Half Pint Road Elm Mott, TX 76640; -Waco Terminal with Pump Station, Delivery and Storage (Refined Products); 2017 Kendall Lane Waco, TX 76705
Milam	TX	Gasoline, Diesel, Jet Fuel	Transmission	-NA
Nueces	TX	Hydrogen, Butane, Light Cycle Oil, Butane Butylene Refined Products, Propane/Propylene, Toluene, Naphtha, Xylene, Gas, Crude (Inactive purged in Nitrogen), Propane, Kerosene, Gasoline, Jet Fuel, Diesel, Fuel Gas, Pentane, Paraxylene	Transmission	-Corpus Christi Pump Station and Booster Pump Station (1 & 2) (Refined Products), 2825 Suntide Road Corpus Christi, TX 78409; -Viola Pump Station with Truck Unloading/Storage (Crude), 2500 Suntide Road, Corpus Christi, TX 78409
Refugio	TX	Crude (Inactive purged in Nitrogen)	Transmission	-Refugio Pump Station with Truck Unloading/Storage(Crude), 108 Humble Rd Refugio, TX 78377;
Robertson	TX	Crude (Inactive purged in Nitrogen)	Transmission	-NA
San Patricio	TX	Gasoline, Diesel, Jet Fuel, Crude	Transmission	-Ingleside Terminal, Delivery and Storage Facility (Crude), 103 FM 1069 Ingleside, TX 78632; -Mayo Junction Station (Crude), CR 2004 & FM 893 Portland, TX 78374; -Midway Pump Station Crude), 4043 FM 893 Taft, TX San Patricio 78390; -San Patricio County Pump Station (Crude), 2363 Avenue B Ingleside, TX 78362
Starr	TX	Crude	Transmission	-Sunfield Pump Station (Crude), 1189 FM 2294 Delmita, TX 78536
Tarrant	TX	Gasoline, Diesel, Jet Fuel	Transmission	-DFW Delivery (Refined Products), 2001 West Airfield Drive DFW Airport, TX 75261; -DFW Pump Station with booster pumps (Refined Products), 12550 Trinity Blvd Euless, TX 76040; -Ft Worth Terminal, Storage and Delivery Facility (Refined Products), 12550 Trinity Blvd Euless, TX 76040; -Southlake Station Delivery Facility (Refined Products), 2350 Hwy 26 Southlake, TX 76092
Travis	TX	Gasoline, Diesel	Transmission	-Austin Terminal (Refined Products), 9011 Johnny Morris Road Austin, TX 78724
Victoria	TX	Crude (Inactive purged in Nitrogen)	Transmission	-NA
Williamson	TX	Gasoline, Diesel, Jet Fuel	Transmission	-NA
Wilson	TX	Gasoline, Diesel, Crude	Transmission	-NA

APPENDIX

APPENDIX B: U.S. D.O.T. ERG RECOMMENDED RESPONSE ACTIONS BY PRODUCT

Product	ID No.	Guide No.	Yellow Section	Blue Section	Orange Section	Green Section
Butane	1011, 1075	115	Pages 27, 29	Page 102	Pages 168-169	N/A
Butane Butylene	1011, 1075	115	Pages 27, 29	Page 102	Pages 168-169	NA
Crude	1267	128	Page 32	Page 140	Pages 194-195	NA
Diesel	1202, 1993	128	Pages 39, 49	Page 113	Pages 194-195	NA
Diesel HS NO 2D	1202, 1993	128	Pages 39, 49	Page 113	Pages 194-195	NA
Diesel No 2 Products	1202, 1993	128	Pages 39, 49	Page 113	Pages 194-195	NA
Fuel Gas Treated	2034	115	Page 50	Pages 122, 131	Pages 168-169	NA
Gasoline	1203	128	Page 31	Page 120	Pages 194-195	NA
Hydrogen	1049	115	Page 28	Page 122	Pages 168-169	N/A
Jet A US Can	1863	128	Page 45	Page 119	Pages 194-195	NA
Jet Untreated	1863	128	Page 45	Page 119	Pages 194-195	NA
Jet Fuel	1863	128	Page 45	Page 119	Pages 194-195	NA
Kerosene	1223	128	Page 31	Page 125	Pages 194-195	NA
Light Cycle Crude Oil	1270	128	Page 32	Page 135	Page 194-195	NA
LPG	1075	115	Page 29	Page 128	Pages 168-169	NA
Naphtha	1203	128	Page 31	Page 140	Pages 194-195	N/A
Naphtha Desulfurized	1203	128	Page 31	Page 140	Pages 194-195	NA
Pentane	1265	128	Page 32	Page 139	Pages 194-195	NA
Propane/Propylene	1075, 1077, 1978	115	Pages 29, 48	Page 144	Pages 168-169	NA
Paraxylene	1307	130	Page 33	Page 156	Pages 198-199	NA
Toluene	1294	130	Page 32	Page 153	Pages 198-199	NA
Xylene	1307	130	Page 27	Page 156	Pages 198-199	NA

APPENDIX C: IMPORTANT COMMUNICATION COMPONENTS

These charts are based on information taken from the Hazardous Materials Cooperative Research Program's "Guide for Communicating Emergency Response Information for Natural Gas and Hazardous Liquids pipelines."

Table 1: Most important information needed by fire and emergency services, law enforcement and EMS.

What Emergency Responders Need to Determine	Sources Available for Answers	Determinations Made Based on Answers
Identification of product(s) being carried and associated hazards	Physical observation Public safety communications Pipeline operator	What are my initial actions? Is this a pipeline incident?
Any physical damage? (Is excavation in progress?)	Physical observation	Is this a pipeline incident?
Responder resource available (PPE/Training)	Public safety communications	Is this a pipeline incident? Do I need additional public safety resources?
Consequences of non-entry to life, the environment and property	Physical observation	What are my initial actions?

Table 2: Most important information public safety emergency responders need to provide
(Fire And Emergency Services, Law Enforcement, Emergency Medical Services)

Information	Recipient	Function Where Information is Needed	Decision Where Information is Needed
Scene conditions (investigation by local responders); impact of hazard on environment, life safety and infrastructure	Investigation by local public safety responders via public safety dispatch	Initial receipt of notification	• Do we need to respond? • Do we shut down the pipeline? • Where and how do we shut down the pipeline?
Release volume	Investigation by local public safety responders via public safety dispatch	Control pipeline release	Where and how do we shut down the pipeline?
	Pipeline employees		
Scope, quantity, type, location of release	Pipeline operator, on-scene responders via public safety communications	Environmental protection	

Table 3: Most important information public safety emergency responders need to provide
(Public Safety Answering Points/911 Dispatch)

Information	Recipient	Function Where Information is Needed	Decision Where Information is Needed
Location	On-scene public emergency responders Public or pipeline operator	Initial incident command	If pipeline incident confirmed, what type of resources and how many should I request?
	Pipeline operator	Public safety dispatch/call taking	What questions do I ask caller?
Material released	On-scene emergency responders	Dispatch/incident command resource request	What types of resources and how many should I request?

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