

April 2010

Burnaby & North Vancouver Edition



energy pathways

KINDER MORGAN

Introducing Energy Pathways to Our North Vancouver Neighbours

Based on your feedback, we are trying something new. We already share this newsletter with more than 7,500 neighbours of our facilities in the Burnaby area, and this edition marks the first time we will also include close to 5,000 neighbours in North Vancouver.

We are happy to welcome our North Vancouver neighbours to

Energy Pathways, one of the ways in which we keep our neighbours and those interested in our business informed about our organization, our people and our involvement in your community.

We invite your feedback about our newsletter. See page 6 to have your say.



Westridge Storage Tanks



Vancouver Wharves

Kinder Morgan Fast Facts

Kinder Morgan (KM) is a pipeline transportation and energy storage company with approximately 59,546 kilometres of pipelines and 180 terminals in North America.

In the Greater Vancouver area, KM's most recognizable assets are:

- Vancouver Wharves, the blue roofed bulk marine terminal just east of the Lions Gate bridge on the North Vancouver waterfront, handles dry bulk and liquid petroleum products for distribution by truck, rail and barge or ship.
- Located on the south shore of Burrard Inlet, Burnaby Terminal and Westridge Marine Terminal together mark the western terminus of the Trans Mountain Pipeline. These facilities temporarily store petroleum products for local distribution and for onward transportation to other locations from the dock at Westridge Terminal.

For more information, visit www.kindermorgan.com/business/canada

This document contains important information. Please have someone translate it for you.

這份文件包含重要資料，請找人為您翻譯。

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Our People: Meet two of KM's environmental management team

Although their roles differ somewhat, both Andrew Mullen and Dan Chow share a responsibility for ensuring KM's compliance with environmental regulations.

In addition to ensuring environmental compliance, Andrew Mullen is responsible for Engineering and Information Technology services at Vancouver Wharves; and Dan Chow is responsible for health and safety compliance for the Trans Mountain pipeline.

They both spend time in the office where planning is a big part of their jobs, but time in the field is equally as important. Dan's field work is more significant in the summer when construction activities typically peak. At Vancouver Wharves, Andrew spends his field time observing conditions and operating practices, and receiving employee feedback.

Both Andrew and Dan describe a process for their work in four phases.

1. Planning: Determine objectives, scope of work, required resources, budget and schedule.

2. Implementation: Implement using the plan as a guideline.

3. Monitoring: Ensure that the work occurred according to the plan.

4. Follow-up: Upon work completion, ensure that implementation was successful and identify any opportunities for improvements next time.

Work varies widely within our organization, however, these four phases represent a universal model for ensuring excellence.

How do community expectations shape your work?

Andrew: The public is increasingly better informed about environmental matters and their expectations are increasing. For this reason, ensuring that KM consistently complies with all environmental regulations is critical to its success across North America.

Vancouver Wharves does many things to maintain a positive relationship with the community.

As a result of our dialogue with the community, we recently implemented new shuttlewagons to move rail-cars. Not only do these new mobile rail-car movers employ more eco-friendly diesel engine technology, they also make use of the air brakes on board



Andrew Mullen, Director Engineering and Environment, Terminals

each individual rail-car to slow or stop its movement. The overall result is improved air quality and noise reduction. Previously, in order to slow or stop a string of rail-cars a brake was applied on a single locomotive and a cascading series of loud bangs resulted creating a noise issue for neighbours.

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WHC Certification – Burnaby & Raft River



Burnaby schoolchildren participate in Stoney Creek replanting

KM is pleased that since 2008 our employees have received international recognition for their contribution to wildlife habitat conservation for two locations in British Columbia.

Most recently, in December 2009, the Wildlife Habitat Council (WHC) recognized a habitat enhancement project on the Raft River near Clearwater, BC in the North Thompson region. The project involved stabilizing over 700m of river bank to prevent erosion and enhance habitat for fish, as well as native tree and shrub planting.

In November 2008, WHC also recognized the Stoney Creek restoration efforts where an urban park includes an adjacent creek and various utility rights-of-way. Before restoration, the park was overgrown with invasive non-native species. After removing and disposing of the invasive species, more than 100 native trees and shrubs were replanted. Local schoolchildren, who were invited to help with replanting, now see the positive effect of their efforts on the park.

We look forward to future opportunities to interact with our neighbours to maintain a positive relationship with the community.

What is your biggest challenge?

Dan: Regulatory regimes are the biggest challenge. For example, the Trans Mountain pipeline is regulated federally by the National Energy Board, provincially for instream work, and regionally by Metro Vancouver for air quality. Ensuring that we are abiding by appropriate and often changing regulations remains a constant challenge.

To address this, we developed a regulatory verification process. It includes a committee that constantly reviews regulations and a monthly department conference call to discuss changes in regulation and how they may affect our operations.

Effective communication at many levels is the key to being successful in managing regulatory requirements — communication between our operations and project personnel, the environment department and the rest of the organization, as well as with regulators.

What accomplishment are you most proud of?

Andrew: My contribution to the design and implementation of recent environmental improvements at the Vancouver Wharves site. Successfully influencing the design of equipment and

facilities to meet both compliance and operational objectives is an especially rewarding experience. As an example, a new ship loader for export copper concentrates has been designed and built with fully enclosed conveyor galleries and dust collection systems to prevent fugitive dust emissions and to provide integral secondary spill containment so that, in the unlikely event of a spill, the material does not enter Burrard Inlet.

It is great that KM understands the value of these types of environmental initiatives and invests significantly in infrastructure that helps to minimize its footprint today and for the future.

How do you spend your time outside of work?

Dan: My father is a cancer survivor, so I have joined the Ride to Conquer Cancer.

My team, Serious Adverse Events, of 26 members will join others to cycle 200km in June from Vancouver to Seattle.

My aim has been to raise at least \$2,500 in donations to the BC Cancer Foundation, a leader in cancer research and care. Thanks to the generosity of friends, family and co-workers, I have surpassed this goal.

My training schedule will include riding my bike to and from work. It is a good way to incorporate my appreciation for the environment with training.

In last year's ride, 282 teams raised over \$10 million. These funds go toward research, treatment and family assistance for cancer patients through the BC Cancer Foundation.

More information about the Ride to Conquer Cancer can be found at www.conquercancer.ca

Go Dan Go!



Dan Chow, EHS Coordinator, Burnaby

Vancouver Wharves: An update on facility and environmental improvements

Since becoming part of KM in 2007, Vancouver Wharves has been undergoing some major environmental and operating efficiency improvements.

About \$120 million worth of improvements are now completed or being completed, including removing assets from the Pacific Environmental Centre sublease lands, constructing a mineral concentrate rail-car handling system and reconfiguring site drainage and water/ electrical distribution networks.

KM has recently remodelled Berth One's concentrate handling equipment, including installation of a leading-edge ship loader system. In addition to efficiency improvements, important environmental benefits of these changes are minimizing dust by using enclosed systems, and reducing diesel emissions and noise by using new technology for moving rail-cars.

New ship loader at Vancouver Wharves



Professional Development: KEEPing field staff current

KM and its predecessors have always had training programs for their pipeline operations and maintenance staff. These programs are now being enhanced and integrated into the Knowledge and Experience Enhancement Program (KEEP). KEEP's purpose is to provide employees with the knowledge and skills they need to do their jobs safely, efficiently and effectively, while protecting themselves, the public and the environment.

KEEP is a multidiscipline modular-based training program consisting of individual competencies. Competencies generally progress from orientation and foundational skills to higher proficiencies for staff involved with performing complex tasks and troubleshooting technical problems. Typically, an employee completes modules within his or her primary technical discipline, but can also complete modules within other technical disciplines, for example, operations, mechanical, equipment and

instrumentation, pipeline maintenance and pipeline protection.



With guidance from his or her supervisor, the employee develops an individual training plan, which identifies the competencies to be completed in a given year. The supervisor assigns a

coach and an evaluator to ensure that the employee meets training objectives for each competency.

Some competencies may be courses, such as First Aid or Confined Space training, and others are self-study, where employees work through a learning packet guided by their coach. Requirements for recertification vary with each competency.

Comprehensive training based on industry standards benefits both the organization and employees, who become multi-discipline experts. It provides the company with flexibility and employees with a broad range of marketable skills.

By keeping field personnel current in their areas of responsibility, we can continue to safely and efficiently transport petroleum products through the Trans Mountain pipeline as we have done for more than 50 years.

Using ICS in emergency preparedness planning

In 2009, KM Canada safely transported 281,000 barrels of crude oil and petroleum products per day through its 1,150 km Trans Mountain pipeline, the only direct link from Alberta to the west coast of North America.

Pipeline safety and protection of the environment and communities where we operate are our top priorities. We have a comprehensive approach to emergency response planning that includes regular training and exercises to prepare our staff to respond in the unlikely event of an incident.

One of the key components of our emergency response program is the Incident Command System (ICS). ICS is a tool that ensures a consistent response to emergencies and improves communication on incidents of all types and complexity.

ICS was developed by fire services in the 1970s. The system soon became a widely adopted standard

in emergency response management worldwide.

ICS allows an organization responding to an emergency to form a temporary organization to manage funds, personnel, facilities, equipment and communications for an efficient response. It is a systematic and comprehensive approach. ICS is flexible and it can expand or contract depending on

the scale of the response. It ensures that people from a wide variety of agencies can work together effectively.

Our staff are trained in the procedures and language of ICS and we regularly perform table top exercises and deployments to practice response. The training and practices often include local fire fighters, police, governments and other emergency response services to build relationships and ensure efficient joint response. Training and exercises occur in different geographic locations and practice different emergency scenarios.

Our stringent emergency response plans combined with regular training ensure that we have the highest level of preparedness to address any emergency situation.



Deployment exercise



Safety on Board

Burrard Inlet is home to Port Metro Vancouver, the largest and busiest port in Canada. An estimated \$75 billion of goods from around the world make their way annually through the port.

KM has two terminals that call Burrard Inlet home: Vancouver Wharves on the North Vancouver waterfront and Westridge Terminal on the south shore in Burnaby.

Both marine terminals have been safely receiving marine vessels since the late 1950s.

The port has many rules designed to ensure vessels pass safely through its waters. As a leader in the North American transportation industry, KM is committed to safety and adopts some of the most stringent safety measures in the world to ensure safe vessel travel, including:

- Pilots on board the ships familiar with local waters guide the vessels through Burrard Inlet to our facilities.
- KM captains board liquids marine vessels entering Burrard Inlet and complete a thorough inspection of their operating systems. Among other things,

they look at the vessel's maintenance records and ensure adequate safety equipment is on board. Any vessel that does not meet our safety standards is refused access to our facility.

- Coast Guard and Marine Surveyors inspect vessels carrying dry bulk products for hold cleanliness and structural integrity, inspect and approve each vessel's load plans, and ensure cargoes have been loaded to Canadian Coast Guard safety standards.

- When handling liquid products at our marine terminals, a marine vessel is boomed so that in the unlikely event of a spill, it would be contained to ensure minimal impact on surrounding waters.

- KM staff on site monitors the marine vessel product transfer from start to finish. Usually it takes 24 hours and, in some cases, up to five days to transfer product.

Through these stringent measures, KM does its part to keep Port Metro Vancouver efficient and safe.

Marine Vessel Interesting Facts

What is as long as a football field, has its own bus stop and can face stormy seas daily?

A typical marine vessel that visits Burrard Inlet.

A bus stop provides shelter for crew making their way across the deck of the marine vessel in high seas.

A Christmas tree is a communications tower at the stern of the marine vessel.

On the *RMS Queen Mary*, the champagne was rumored to be stored in the bulbous nose of the prow of the ship to keep the beverage at the perfect temperature.



Save the Date: June 26, 2010

Our Burnaby Open House is planned for June 26, 2010.

Watch for more information to come at

www.kindermorgan.com/community/CanadianCommunityRelations.cfm



Community Corner

The Kinder Morgan Foundation

The Kinder Morgan Foundation proudly supports non profit youth programs that focus on education, the arts and the environment. More information about the Foundation and its application process is available at www.kindermorgan.com/community.

Catching the Spirit — The KM Foundation is pleased to support the *2010 Catching the Spirit Youth Environmental Stewardship* program, delivered in four regional parks in the metro Vancouver area. This run-by-youth-for-youth program focuses on environmental education and stewardship.

Artists for Kids in North Vancouver — The Foundation is pleased to support the *Artists for Kids Trust*, a partnership among some of Canada's finest artists and the North Vancouver School District. For almost 21 years, *Artists for Kids* has been providing a variety of art enrichment program opportunities

for thousands of students of all ages in North Vancouver.

The United Way

For many years, KM employees have played a role in the United Way's success. KM has always had a high level of employee participation in the annual United Way fundraiser. Through fundraising activities and personal contributions in 2009, KM's Burnaby employees received the Employee Gold Award for a high rate of employee participation. It has been their second Gold Award in two years.

The United Way of the Lower Mainland plays a leadership role in mobilizing resources to change lives and strengthen the community by supporting the delivery of preventive programs and services that help people find their way. In 2009, the United Way campaign in the Lower Mainland raised \$30.5 million to fund more than 160 social service organizations.

World Rivers Day

KM participated in the Rivers Day celebration at Still Creek in Burnaby on Sept. 27, 2009. At KM's booth, participants made pinecone bird feeders, had the chance to win a prize draw and talk to our staff about our operations and facilities in Burnaby.

Great Salmon Send Off

Watch for our booth at Stoney Creek's annual salmon celebration on May 8, 2010, at Stoney Creek School.



We would like to hear from you

Submit your feedback by June 1, 2010 for a chance to win a \$100 gift certificate for The Keg restaurant. Be sure to let us know how we can contact you if you are the lucky winner. Please take a moment to drop us a note to let us know:

1. What did you find most interesting in this issue?
2. What information would you like to see included in the newsletter in the future?

Please send your comments to: externalrelations@kindermorgan.com or via mail to External Relations, 7815 Shellmont St, Burnaby, BC V5A 4S9. We appreciate your feedback. Thank you.