New marine training simulator will enhance marine safety

This multi-million dollar project was supported by the Government of Canada and marine industry partners, including Kinder Morgan. As a leading North American transportation company with almost 60 years of safe and efficient service, we put safety first and centre. Not only do we work diligently to improve our own facilities, we also support technological advances in the industries that are aligned with our operations, like marine shipping. Although we are not directly involved in marine shipping, marine exports are important to our business. We operate two marine terminals in Port Metro Vancouver and work closely with other agencies and members of the port community to ensure that the products shipped from our terminals are moved safely by sea. That is why it made good sense for us to contribute $200,000 to the BCIT marine training simulation centre.

We are excited to be part of this new made-in-B.C. solution and to see it become a centre of excellence for simulation and training. We expect that it will significantly enhance marine safety both in British Columbia and around North America.

SIMULATOR FACTS
- It can simulate a variety of vessel types from tug boats to large cargo ships and oil tankers with a realistic 360 degree view.
- It allows for enacting worse case scenarios that would not otherwise be possible.
- It can simulate specific harbours around North America from Halifax to San Francisco and Port Metro Vancouver.

In May 2011, the British Columbia Institute of Technology (BCIT) launched a leading-edge marine simulation centre at the BCIT Marine Campus in North Vancouver. The new simulator is great news for both British Columbia’s marine industry and the province. Boasting the highest degree of simulation response in the world, it will help mariners become safer seafarers through enhanced training in realistic settings. The new centre is the only training facility of its kind in Western Canada to provide a complete range of Transport Canada-approved programs and courses on navigation, maritime engineering, seamanship, and maritime safety and security. Before the launch of the new facility, the closest simulator was located in Seattle, Wash. The demand for it was so great that it was booked around the clock. Now mariners can receive world-class training and certification without leaving the province.

Kinder Morgan accepting thank-you. Left to right: John Clarkson, BCIT; Michael Davies, Kinder Morgan; Hugh Harden, Kinder Morgan; and Don Wright, BCIT.
November 2011

Dear neighbour,

As a neighbour of our Trans Mountain pipeline, your thoughts and concerns are important to me and our staff. We are proud of our operations history. We have been safely and efficiently providing refined petroleum products and crude oil from Alberta and northeast B.C. to the west coast for almost 60 years. Trans Mountain provides about 90 per cent of the gasoline and diesel fuel used in B.C. When you fuel your vehicle, you are likely filling it with a product that we transported. The pipeline is an important piece of energy infrastructure. Without it, B.C. would begin to run short of vehicle fuel in about seven days. We take our responsibility in the supply chain very seriously.

Your feedback about our Burnaby operations is always welcome, and it is why we issue this newsletter twice a year, invite you to our bi-annual open house at our terminal, participate in local community events, and contribute to the community through our investment program. In part because of your feedback, we continually revise our operations using new technology and industry best practices to ensure we have a safe and reliable transportation system and are the best neighbour we can be. The Trans Mountain pipeline currently contributes about $6 million to City of Burnaby revenues through property tax collection, and about 40 employees work in and contribute to the community. Our employees are proud of our history and committed to excellence.

Through the years, our pipeline has evolved to meet changing marketplace demands. Since our award winning Anchor Loop expansion project was completed in 2008, we have been talking informally about the need to expand our pipeline system later this decade to meet continued growing demand in North America and abroad.

I understand that you may have questions and concerns about pipeline expansion, but I want to be clear that at this time, we have not yet initiated an expansion project. If we do, we will keep you informed and seek your input about the project.

Before an expansion project is initiated, we must first confirm customer commitment to expansion. We are currently doing this through a commercial tendering process called an Open Season. The response to this process will define the size, scope and timing of an expansion project if commitment is secured. In early 2012, we will know whether we have the support we need to take the next step.

If the Open Season is successful, we will then notify you that we intend to initiate an expansion project and will begin a comprehensive consultation process, before submitting an application to build the project with our regulator, the National Energy Board. Community consultation will be an important part of the process, and all opinions will be considered. In addition to our consultation activities, the regulatory review process will likely include public hearings. You will be able to participate at every step of the process.

The advantages of expanding the existing Trans Mountain pipeline are many. Most importantly, we can meet increased demand incrementally with staff that have the necessary operating expertise through communities and a port where we have existing relationships and excellent emergency response capability.

I hope that you have a better sense of the expansion process and how that process will move forward if our open season is successful. However, our local staff in Burnaby welcome any questions from you. Lexa Hobenshield is part of our external relations team based in Burnaby and can be reached at (604) 268-3013 or lexa_hobenshield@kindermorgan.com.

Sincerely,

Ian Anderson
President, Kinder Morgan Canada
We are pleased to report that the Stoney Creek conservation site in Burnaby, B.C., was recently granted re-certification by the Wildlife Habitat Council (WHC). As an ongoing initiative providing conservation education for the community, the Stoney Creek project was recognized this year in two categories: **Wildlife at Work** and **Corporate Lands for Learning**. We were also nominated as a finalist for the **Corporate Lands for Learning Rookie of the Year** award. The initial WHC certification was awarded to the project in 2008 in the **Wildlife at Work** category.

Restoration of Stoney Creek has been a longtime commitment for us. The stream was once barren of salmon, but thanks to the efforts of Stoney Creek Environment Committee volunteers and their partners in the community, the stream has transformed into a vibrant fish habitat, and the salmon return to spawn here every year.

In April 2007, our staff and community partners removed woody debris and refuse that had accumulated in the creek during the previous winter’s storms, providing easier passage for fish. We also engaged students from the Stoney Creek Community school to plant native trees and shrubs after community partners had removed invasive Himalayan blackberry plant from an area along the creek. In the fall of 2010, a second area was replanted, and we brought the ‘Stream of Dreams’ eco-education project to students at the school. The project was dedicated to memory of a longtime stream keeper, Jennifer Atchison, and educated students about watersheds, rivers, and streams and how to keep them clean and prevent storm drain runoff into these areas.

In addition to the core benefit of improving wildlife habitat, the Stoney Creek project will continue to provide educational benefits to children, so they can learn about preserving our waterways and the importance of working together on environmental conservation.

**Stoney Creek Restoration Update**

**Project Jennifer creates outdoor classroom setting**

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In addition to the core benefit of improving wildlife habitat, the Stoney Creek project will continue to provide educational benefits to children, so they can learn about preserving our waterways and the importance of working together on environmental conservation.

Since 2007, Vancouver Wharves invested $150 million in facility upgrades and environmental improvements, with an additional $20 million spent on the new copper concentrate storage facilities in 2011. The initial upgrades included installation of a new copper concentrate ship loader, new railcar unloading facilities and fully enclosed conveyor system. The new ship loader is fully enclosed to prevent release of the product into the environment; the spout moves to minimize dust during loading; wash down systems for railcars and trucks enhance environmental controls on site. The 2011 storage expansion included conversion of the warehouses that were previously used to store wood pulp. The conversion provides additional storage capacity for Copper Mountain Mine and New Gold’s New Afton Mine scheduled to start production in July 2012.

These improvements have resulted in increased efficiency and enhanced environmental controls making this a first-class mineral concentrate terminal with further expansion capacity available to meet future demand.

**Important Milestone for Vancouver Wharves**

First shipment of copper concentrate from British Columbia goes to Asia

In early September 2011, our Vancouver Wharves terminal handled the first load of copper concentrate from the Copper Mountain mine near Princeton, B.C., bound for Japan. It is an important milestone for our terminal as a major transportation link for B.C.’s copper exports. Copper Mountain is the first of several new mines in B.C. that will be shipping copper concentrate to Asia, and we anticipate that with new mine production growth, copper concentrate exports through Vancouver Wharves will exceed 1 million tonnes annually in the coming years. As Don Nonis, the general manager for the terminal, noted, “It is important not only for Vancouver Wharves, but also for B.C.’s economy, because it provides a significant benefit to the Province and is an important part of its Pacific Gateway strategy.”

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**Loading copper concentrate at Vancouver Wharves, photo courtesy of Copper Mountain Mining Corporation.**

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**Loading copper concentrate at Vancouver Wharves, photo courtesy of Copper Mountain Mining Corporation.**
Infrastructure plays an important role in our daily lives and our economy by delivering water, power, sanitation, telecommunications, and commercial products like oil and gas. Much of our country’s critical infrastructure is underground, hidden from sight, and, therefore, at risk of damage from digging or construction activities. Easy access to one-call locate services is essential for the safety and security of everyone involved in ground disturbance activities.

An easy-to-remember 811 dialing code promoting Call Before You Dig has already proven beneficial in the U.S. Since it was introduced in 2007, damages to buried facilities have dropped by 70 per cent. Unlike the U.S., Canada deals with a host of 10-digit one-call numbers. Such a profusion of digits can lead to confusion, which then threatens the integrity of buried infrastructure and ultimately public safety.

To tackle the problem, the Canadian Common Ground Alliance (CCGA), a member-driven organization whose goal is to improve the protection and security of underground facilities, applied to the Canadian Radio-television and Telecommunications Commission (CRTC) requesting a shared use of 811 for the Canadian Call Before You Dig program. Currently, four Canadian provinces use 811 for non-emergency health services.

As Mike Sullivan, Chair of the CCGA and President of Alberta One-Call, noted “The CCGA recognizes and respects the existing use of 811 in Canada. Broadening the services accessible through this number will lead to greater usage and increased public benefits.”

Filed in July 2011, the CCGA application to CRTC has garnered the support of 200 stakeholders including important public institutions, elected officials, regulatory agencies, and private companies. The CRTC will review the application in the coming months, with the final decision expected by mid 2012.

At Kinder Morgan, we fully support the initiative. A single dialing code to Call Before You Dig, once adopted nationwide, will enhance public awareness, increase public safety, and reduce the risks associated with unintentional damage to our assets during construction activities. We will keep you up-to-date on the application status in our future issues.

Training Alongside Fire Fighting Pros for Emergency Preparedness

Our operations supervisors from Burnaby terminal put themselves in a fire fighter’s shoes

... Craig squints at the blaze raging at the top of a tank, sweat trickling down his forehead, stinging his eyes. He tries to wipe it off — his gloved hand strikes the fire helmet — it’s no use. He must get up there, and fast, before the fire gets completely out of control. Clutching a fire hose, he storms across the compound and up the staircase to the tank roof engulfed in flames and heavy smoke. It takes a few intense minutes for Craig’s team to put the fire out. Craig and his teammates walk back to the classroom where they can take off their 30-pound turnout gear and rest before the next assignment. Only now, Craig realizes he is drenched in sweat and thirsty like the Sahara desert. Fire training with real props in 40C degree heat is starting to feel like a real thing.

Craig Telford is not a professional fire fighter. He is the supervisor of operations at our Burnaby terminal. Fire fighting is not part of his job description, but being prepared for the unexpected is. Last July, Craig and his colleague Steve Hansen, supervisor of operations for the Sumas district, participated in the fire fighter training at Texas Engineering Extension Service, or TEEX, in College Station, Texas.

The one-week training is a combination of classroom and field drills designed to help fire fighters develop and enhance skills in responding to fires associated with flammable liquid storage tanks. It includes six live-fire scenarios (e.g., tank farm fire, manifold area fire) using real props, such as 1000m3 tanks and different types of fire suppression systems. It also presents the first responders with the challenges they will likely face in real life situations: the fires are bigger than those used in other types of training, and there are several fires burning at the same time.

Steve and Craig trained alongside the fire fighting pros, who are well versed in fighting chemical and refinery fires. “Putting yourself in a fire fighter’s shoes is an eye opener,” says Craig. “It gives you a pretty good idea what being a fire fighter means and what can happen if things go wrong. It also provides an opportunity to use different types of equipment, so you learn firsthand what is more effective on certain types of fires. This was the most helpful, yet the toughest training I’ve ever experienced. It was REAL.”

Steve agrees that this was by far the toughest training program he had ever attended. “The heat is great when you are on vacation, but here it was a little over the top considering our heavy gear and the heat from the fires burning around. I certainly gained a greater appreciation for fire fighters and the important and dangerous job they do.”

Troy Edwards, our fire fighting consultant who coordinated our staff’s training at TEEX and who also participated as a drill instructor, explains, “An emergency incident be it a spill, medical incident, or a fire, requires a first responder to act with a cool head. The only way to accomplish this is to train for the unexpected in a scenario that is as close to a real life situation as possible. The local responders who respond to KMC sites are well trained and experienced with emergencies, but they may not have enough exposure to industrial incidents. KMC employees, on the other hand, have a lot of knowledge and experience associated with their industry that the first responders can draw from. Together they make a capable and knowledgeable response team.”
Meet our Partners

Western Canada Marine Response Corporation: a critical link in marine safety on the west coast

With all the safety precautions used by marine industry these days, the likelihood of a marine spill is low. In fact, while the volume of marine traffic has increased over the past 20 years, the number of spills from tankers has decreased significantly. Yet, if a spill occurs, its consequences can be serious; therefore, it is critical for marine industry to have a response organization that can respond immediately and effectively to any type of incident. Such a go-to organization on the west coast is Burrard Clean, a division of Western Canada Marine Response Corporation (WCMRC).

WCMRC has more than 2,000 members, 22 full-time staff, 500 available trained responders, and a large response fleet that consists of oil spill response vessels, response trailers and support vehicles. Vessels, equipment and personnel are strategically located along the B.C. coast to ensure the fastest possible response time within WCMRC’s geographic area of response, which includes 27,000 km of shoreline and covers the coastal portions of B.C. and all inland navigable waters in the province.

A key player in B.C.’s marine safety and emergency response, WCMRC takes centre stage during an incident, which can be a product spill from a tanker or a terminal, or a fuel spill from any type of marine vessel. “Every spill is different,” says Kevin Gardner, president and general manager of WCMRC. “It’s our job to ensure, number one, the safety of the public and response personnel, then control the source of the spill and maximize the protection of environmentally sensitive areas. This takes a very high level of coordination among many partners and to achieve that takes a great deal of training and preparation.”

On average, WCMRC responds to approximately 20 incidents per year. Since 1994, the organization has responded to over 650 spills that ranged from one litre to 100 tonnes from a variety of vessels. According to Gardner, the size and frequency of spills has decreased and more companies are using preventative booming before any product transfers. “Industry’s track record has been very good. There is a greater awareness of the risks. Companies have become more cognizant of their responsibility to protect the environment,” said Gardner.

If a spill occurs, WCMRC is notified through its 24/7 emergency line. The next step is to connect with the spiller and undertake a safety assessment to identify spill volumes, the operating environment, marine conditions and other relevant facts. Following the initial safety assessment, WCMRC mobilizes personnel and equipment and initiates a spill management team callout to establish communication with key stakeholders and government agencies. Response operations are managed through the Incident Command System (ICS), which provides flexible response capabilities adaptable to any specific incident.

As an emergency response go-to organization, WCMRC undertakes regular oil spill training that involves its own staff and members, marine contractors, and members of Fisherman’s Oil Spill Emergency Team. Because every spill is different, WCMRC trains rigorously using different training formats, such as notification exercises, table tops, and deployments, and different scenarios under various conditions and spill volumes.

Working constantly on improving its response capabilities, WCMRC plans to add a second $1.5 million fast response skimming vessel and 60,000 feet of boom to its coastal inventory. “As the industry changes, so too must our spill response capability,” said business support manager Bruce Turnbull. “It’s our vision to be regarded as the industry model in the marine oil spill response community and we are well on our way to achieving this goal.”

This article is reproduced in part from B.C. Spills: Western Canada Marine Response Corporation is ready, published in BC Shipping News, September 2011. For the full article, please visit http://www.bcshipping-news.com/magazine/focus/oil-spill-response or request a copy by emailing to externalrelations@kindermorgan.com.

(Photograph: Boom at WCMRC warehouse)
Great Salmon Send-off
On May 7, we participated in the Great Salmon Send-off, a yearly event organized by the Stoney Creek Environment Committee. We have a long-standing relationship with the Stoney Creek streamkeepers and have completed many projects to benefit the creek. This year’s event featured a Healthy Forests, Healthy Fish theme and a coho fry release. About 500 people visited our booth. We were pleased to be part of the event once again.

Our volunteer team is known at the race as ‘Team Kinder Morgan’. In recognition of their community relations skills, Team Kinder Morgan was given a role on the front lines managing the pedestrian cross walks across the course and facing commuters who might be annoyed by the road closures. Rainy Kent, race organizer commented, “They were truly fabulous and worked a few of our key barricades. Their people skills and ability to work with the public was exactly what we needed to keep everyone calm. Being able to handle people well in these positions is key to everyone having a quality experience.”

(Great Salmon Send-off.
KM staff at Great Salmon Send-Off)

Giro di Burnaby
On July 14, seven Kinder Morgan Canada employees, family and friends joined an army of more than 200 volunteers known as the Giro Heroes to set up and dismantle the Giro di Burnaby bike race through the streets of Burnaby.

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(Gio di Burnaby race.
KM staff at Giro di Burnaby)

Catching the Spirit
Once again this year, the Kinder Morgan Foundation has provided funding to Pacific Parklands Catching the Spirit program. The program is run out of Metro Vancouver regional parks throughout the Lower Mainland and focuses on youth environmental education and stewardship.

North Shore Waterfront Open House
On September 24, we participated in the North Shore Waterfront open house held at Seaspan Vancouver Shipyards. Our booth featured our Vancouver Wharves marine terminal located on the North Shore waterfront. The weather was great and more than 700 people attended the event.

(Geo di Burnaby race.
KM staff at Great Salmon Send-Off)

BC Elders Gathering
In July 2011, First Nations elders gathered in the Fraser Valley to share memories and knowledge with each other and their youth, renew and create new friendships, and strengthen their community ties. In First Nations culture, elders are respected leaders and play an important role in guiding their youth and ensuring important cultural knowledge is passed down through generations.

We were pleased to support the 35th annual Elders Gathering in July 2011. We were invited to participate in a traditional meal and welcoming ceremony. The gathering was held over a week in mid July 2011, and was well attended by dignitaries, elected officials and corporations who recognize the importance of First Nations culture in B.C. (Photo above right: BC Elders Gathering ceremony.)