

CRITICAL SAFETY INFORMATION FOR EMERGENCY RESPONDERS



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

**Flint Hills Resources 24-hour emergency number:
1-800-688-7594**

You received this brochure because your agency has been identified as an emergency responder and there are pipelines owned or operated by Flint Hills Resources in your jurisdiction.

This brochure contains information about emergency response around pipelines, including:

- *Purpose and reliability of pipeline systems*
- *Recognizing a pipeline leak*
- *Responding to a pipeline emergency*
- *Potential hazards of a pipeline emergency*
- *Prevention and preparedness measures*
- *Recognizing location of pipelines*
- *General information about Flint Hills Resources operations*

Using the information contained in this brochure as a part of your emergency response preparation will help ensure the safety of you and your community.

Flint Hills Resources Emergency Response Plan

Flint Hills Resources electronically maintains emergency response plans. If you would like a copy and an opportunity to meet with a Flint Hills Resources representative and/or receive either a pipeline safety or emergency preparedness presentation, please contact Flint Hills Resources at **1-855-831-6353 or pipelinesafety@fhr.com**.



EMERGENCY RESPONSE PLANNING, PREPAREDNESS AND PROCEDURES

Protecting life, the environment and property are Flint Hills Resources top priorities. We are committed to building and maintaining a relationship with emergency responders whose communities could be affected by a pipeline emergency. To do this, Flint Hills Resources employees will perform or coordinate the basic emergency procedures communicated in this document.

Flint Hills Resources response procedures include:

- Securing the scene/establish isolation zones
- Contacting 911
- Assessing the situation per our response training, plans and tools
- Having employees trained to integrate with local emergency responders in order to coordinate a unified response
- Working to identify the exact location of the emergency
- Making external notifications and mobilizing internal resources
- Stopping, controlling and minimizing the amount and overall impact of released product from the pipeline
- Utilizing NIMS ICS to coordinate with the local emergency responders

Flint Hills Resources utilizes the Incident/Unified Command System (ICS/UCS), the NIMS Model for managing an incident. Pipeline emergencies may require that several agencies be actively involved for a safe and effective response. Flint Hills Resources has employees trained to implement the ICS and work with the Unified Command (UC) during an emergency. Flint Hills Resources is dedicated to having an on-scene Incident Commander to liaise with your agency to align response objectives and provide the highest likelihood for success.

Each year, we provide training and conduct exercises with our Incident Management Team, emergency responders and spill response contractors. We follow guidelines established by the National Preparedness for Response Exercise Program (N-PREP).

If you are interested in learning more about our Emergency Response Program or obtaining an emergency response plan, please contact Flint Hills Resources at **1-855-831-6353 or pipelinesafety@fhr.com**.

RECOGNIZING A PIPELINE EMERGENCY

In an emergency, protecting yourself and the public is your top priority and it is our top priority as well. Flint Hills Resources values your expertise as response professionals. We are committed to providing you with information and helping with training assistance to respond in the unlikely event of an emergency involving our pipelines or related facilities.

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

- *Fire, explosion or a natural disaster at or near a pipeline or related facility*
- *Accidental release of hazardous vapors and/or liquids from a pipeline or related facility*
- *Acts of sabotage*
- *Operations failures causing a hazardous condition*

Such events require immediate response and coordinated communication between emergency officials and Flint Hills Resources.

USE YOUR SENSES TO RECOGNIZE A PIPELINE EMERGENCY



DO YOU SEE?

- Persistent bubbling in standing water
- Dead or discolored vegetation
- A sheen on the surface of standing water
- Pooling liquid on the ground
- Slight mist of ice or unexplained frozen ground near a pipeline during warm weather
- A white cloud or fog
- Flames or vapors
- An unusual amount of melted snow
- Dirt blowing from a hole in the ground



DO YOU SMELL?

- Strange or unusual odors similar to petrochemicals
- “Rotten eggs”



DO YOU HEAR?

Unusual noises such as:

- Hissing
- Roaring
- Bubbling
- Explosions

DO'S AND DON'TS IN A PIPELINE EMERGENCY



1. Secure the area and protect the public
2. Go directly to a safe location and call Flint Hills Resources at **1-800-688-7594**
3. Follow National Incident Management System (NIMS)
4. Establish a command center
5. Coordinate a community emergency response plan
6. Handle traffic control and evacuation
7. Control ignition sources
8. Fight secondary fires
9. Utilize U.S. Department of Transportation's Emergency Response Guidebook
<https://www.phmsa.dot.gov/hazmat/erg/erg-2020>



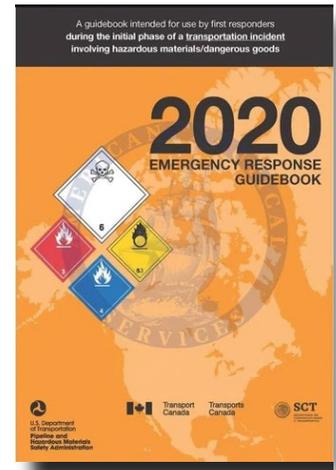
1. Do not attempt to operate any pipeline valves; you may inadvertently route more product to the leak or cause a secondary incident
2. Do not cause any open flame or other potential source of ignition such as a telephone, electrical switch, vehicle ignition, lighting a match, ringing a doorbell, etc.
3. Do not use e-mail, text or the internet to contact the company about a leak
4. Do not come into direct contact with any escaping liquids or gas
5. Do not drive into a leak or vapor cloud
6. Do not attempt to extinguish a pipeline fire before the fire's fuel source is eliminated
7. Do not assume someone else has reported the leak

POTENTIAL HAZARDS OF A PIPELINE EMERGENCY

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*

The chart below provides some general information about the products transported through Flint Hills Resources operated pipelines. For more detailed information specific to our jurisdiction, please contact Flint Hills Resources at **1-855-831-6353** or **pipelinesafety@fhr.com**.



PRODUCT	APPEARANCE	ODOR	SPECIAL BEHAVIOR	HAZARDS
Petroleum Liquids (crude, gasoline, diesel, jet fuel, gas oil) (DOT ERG 128) Note: Crude may contain H2S.	Liquid Color ranges from yellow to black	Like gasoline or diesel fuel Note: H2S, if present, may have a rotten egg smell.	Flows with topography of land. Flow depends on temperature and viscosity; can be thick and slow-moving or light and able to move quickly. Note: H2S, if present, is heavier than air.	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. Note: H2S, if present, is a toxic gas that can be fatal at relatively low levels.
Petroleum Gases or Highly Volatile Liquids (HVLs) (Propane, Butane) (DOT ERG 115).	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 (DOT ERG 125)	Gas or liquid Colorless	Pungent Odor	Vapors are heavier than air and will collect in low areas. Runoff may cause pollution.	Vapors may cause dizziness and cause asphyxiation without warning.



PREVENTION AND PREPAREDNESS MEASURES

Flint Hills Resources is committed to the safe operation of pipelines by maintaining high standards of safety. Flint Hills Resources maintains a Damage Prevention Program in accordance with state and federal guidelines. Its purpose is to prevent damage to our pipeline facilities from excavation activities, such as digging, trenching, blasting, boring, tunneling, or backfilling. 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:

- *Pipeline Control Center remote monitoring 24-hours a day, seven days a week*
- *Integrity Management Program with inspection and preventative maintenance programs*
- *Identification of pipeline segments in High Consequence Areas*
- *Right of Way patrols*
- *Public Awareness Program with regular stakeholder communication*

ONE CALL REQUIREMENTS

811, the national “Call Before You Dig” number, and ClickBeforeYouDig.com are free services designed to keep you safe when digging. Those planning to dig (excavate) are required by law to contact 811 at least 48 hours beforehand to allow time for underground 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 pipelines marked prior to excavation.

The 811 system can also be used to locate pipelines during events that require actions by emergency responders when the operator is unknown, when a wildfire firebreak is necessary, or when a natural disaster requires infrastructure shut-down or start-up.

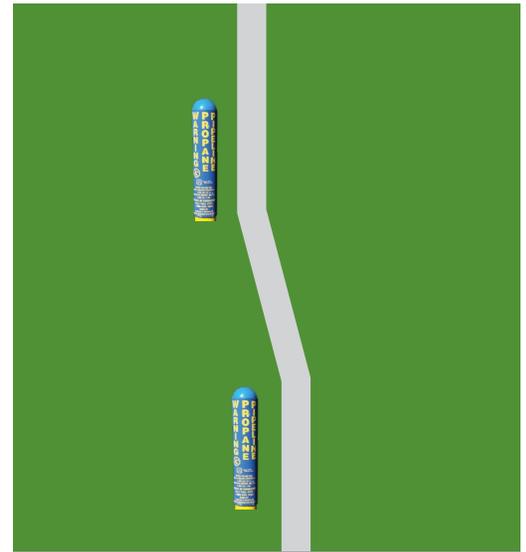


**Know what's below.
Call before you dig.**

STATE	TELEPHONE NUMBER	WEBSITE	ADVANCE NOTICE REQUIRED PRIOR TO DIGGING	TOLERANCE ZONES
National	811	www.call811.com	2-3 business days	Varies by state
Illinois	1-800-892-0123	www.illinois1call.com	2 business days (excluding weekends and holidays)	18 inches
Iowa	1-800-292-8989	www.iowaonecall.com	48 hours (excluding weekends and holidays)	18 inches
Minnesota	1-800-252-1166	www.gopherstateonecall.org	48 hours (excluding weekends and holidays)	24 inches
Missouri	1-800-344-7483	www.mo1call.com	2 working days	24 inches
Wisconsin	1-800-242-8511	www.diggershotline.com	3 business days	24 inches



Know what's below.
Call before you dig.



PIPELINE MARKERS

Pipeline markers are used to designate the route of the pipeline. Markers are located where a pipeline crosses a major street or railroad, emerges from the earth or crosses waterways.

Flint Hills Resources markers come in different shapes and sizes, but all have the following information:

- Contain the word “warning,” “danger” or “caution”
- Identify the material being transported

Example: *Petroleum Pipeline, Propane Pipeline*

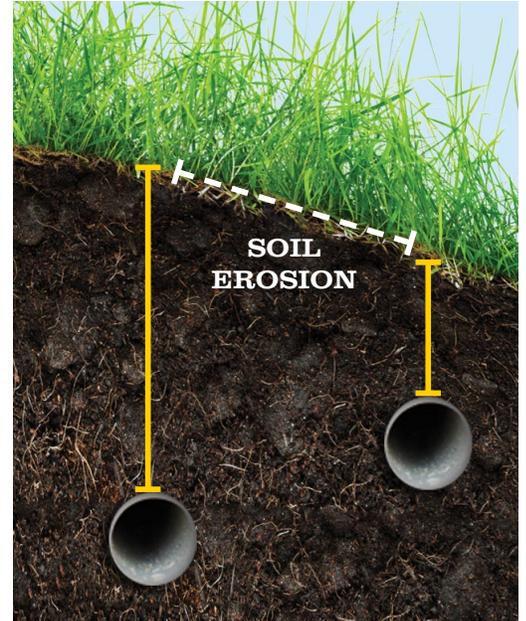
- Provide a phone number to reach Flint Hills Resources in the event of an emergency
- Include the name of the pipeline operator

Pipeline markers are no substitute for calling 811.

It is possible someone may have moved or damaged Flint Hills Resources’ markers without Flint Hills Resources’ knowledge. If you suspect a marker has been moved or if you see a damaged marker, please contact Flint Hills Resources at **1-855-831-6353** or **pipelinesafety@fhr.com**.



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



PIPELINE DEPTH
Typically buried 36 inches below the surface, but may be closer to the surface due to various factors.

RIGHT OF WAY

For the safety of those around the pipeline and the environment, Flint Hills Resources seeks to keep the pipeline right of way clear of anything that may prohibit the monitoring of or access to the pipeline. These maintenance activities may include the removal of trees or brush and mowing and clearing obstructions that would impede pipeline access during emergencies or for operations or maintenance activities.

SUSPICIOUS ACTIVITY

If you or your agency observe or receive a report, please respond and contact Flint Hills Resources at 1-800-688-7594.

WHAT FLINT HILLS RESOURCES FACILITIES ARE NEAR YOU?

Transmission Pipelines: Transport hazardous materials and chemicals from areas of production or refineries to marketing and distribution areas using large diameter, high-pressure pipelines. Transmission pipeline operators are required to develop and maintain an Integrity Management Program. This includes: inspection, testing and remedial actions to continually monitor and evaluate the physical condition of its pipelines and assets.

Aboveground Storage Facilities: Temporarily store materials transported by pipelines. The location of these facilities can be found at strategic places along a pipeline. Flint Hills Resources maintains a robust tank integrity program following the required standards. Additionally, the above ground storage facilities are monitored remotely and by routine operator rounds.

NATIONAL PIPELINE MAPPING SYSTEM (NPMS)

The location of Flint Hills Resources and other operator's pipelines can be found at the National Pipeline Mapping System (NPMS) website at <https://www.npms.phmsa.dot.gov>

PIPELINE PURPOSE AND RELIABILITY

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.



ADDITIONAL INFORMATION

Association of Oil Pipe Lines: <https://aopl.org/page/emergency-response>

DOT Emergency Response Guide: <https://www.phmsa.dot.gov/hazmat/erg/erg-2020>

Environmental Protection Agency:

<https://www.epa.gov/oil-spills-prevention-and-preparedness-regulations>

National Association of State Fire Marshals: www.firemarshals.org

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

National Emergency Numbers Association: www.nena.org

One Call Centers: www.call811.com

National Response Center: nrc.uscg.mil

PHMSA: www.phmsa.dot.gov

Pipeline 101: <https://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/>

To request a meeting with Flint Hills Resources or for additional information, please please contact Flint Hills Resources at **1-855-831-6353** or **pipelinesafety@fhr.com**.

ABOUT FLINT HILLS RESOURCES

Based in Wichita, Kansas, Flint Hills Resources, a subsidiary of Koch Industries, Inc., owns or operates more than 4,000 miles of pipelines that transport crude oil, refined petroleum products, natural gas liquids and chemicals primarily in the Midwest and Texas. This includes pipelines owned by Minnesota Pipe Line Company, LLC.

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.

Public Awareness Information

Phone Number: 1-855-831-6353

Email: pipelinesafety@fhr.com

www.fhr.com



Download the Flint Hills Resources app for Apple® and Android™.

