

CRITICAL SAFETY INFORMATION

FOR THOSE LIVING OR WORKING NEAR PIPELINES AND STORAGE FACILITIES



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**Work safely when excavating or digging near pipelines and storage facilities.
Please share this information with others in your residence or place of business.**

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

Non-Emergency Number: 1-855-831-6353

www.fhr.com

You received this brochure because you have been identified as someone who lives and/or works near a pipeline or a storage facility owned or operated by Flint Hills Resources. Flint Hills Resources top priority is the safety of our neighbors, employees and the environment.

This brochure contains information about living and/or working safely around pipelines, including:

- *Purpose and reliability of pipeline systems*
- *Recognizing a pipeline leak*
- *Responding to a pipeline emergency*
- *One-Call Requirements*
- *Flint Hills Resources tolerance zones*
- *Identifying a pipeline*
- *General information about Flint Hills Resources operations*

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

For additional information, please contact Flint Hills Resources at **1-855-831-6353** or **pipelinesafety@fhr.com**.

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.

RECOGNIZING A PIPELINE EMERGENCY

Flint Hills Resources considers any of the following events potential emergency situations, and requires a call to 911:

- *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. Leave the immediate area on foot! Move in a cross-wind direction away from the leak or vapor cloud and maintain a safe distance; abandon any equipment being used in or near the area
2. Warn others to stay away
3. Go directly to a safe location and then call **911** and Flint Hills Resources' emergency number **1-800-688-7594**
4. **Remember** if you damage a pipeline, you are required by law to contact the pipeline company



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

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

CALL BEFORE YOU DIG

Before you dig, drill, blast or move any ground near a pipeline, call 811. The One-Call Center will notify representatives of underground utilities to mark their facilities at no charge to you. **Calling 811 is required by law** and can save your life. It will also decrease the risk of damage to our underground pipeline transportation system.



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



CALL:

- Contact your state's One-Call Center by calling 811 or the numbers listed below, or visit www.call811.com at least 48 before you want to dig. This does not include weekends or holidays.



WAIT:

- Wait for facility owners to mark their underground facilities using paint, flags and/or stakes.
- Confirm that all facilities have been marked. If you know or believe that facilities have not been properly marked, you must call 811 again before beginning any excavation work.



EXCAVATE:

- When digging within 25 feet of a Flint Hills Resources pipeline, a representative from the company must be present during the excavation.
- Expose the underground pipeline by carefully hand digging or using other non-mechanized equipment until the location and route are confirmed.
- Continue to use caution even after the pipeline is exposed. Obey safe excavating practices and your state laws.

Remember: Every digging project requires a call to 811, even if you have called before for a similar project.

Do not cover up or rebury an exposed pipeline.

STATE	TELEPHONE NUMBER
National	811
Illinois	1-800-892-0123
Iowa	1-800-292-8989
Minnesota	1-800-252-1166
Missouri	1-800-344-7483
Wisconsin	1-800-242-8511

SECOND ONE CALL

Notify a state One-Call Center if:

- Utilities are not marked within the required time frame
- An unmarked underground facility is discovered
- Temporary markings wash away or are no longer identifiable

TOLERANCE ZONES

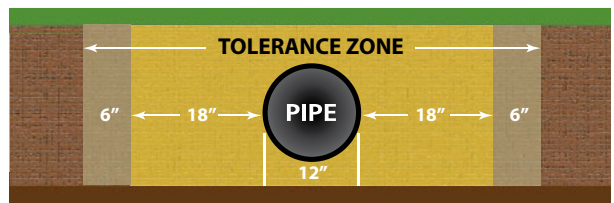
The immediate area surrounding a pipeline is known as the "tolerance zone." This area provides for the width of an underground pipeline, plus an additional buffer on both sides of the pipeline when digging or excavation activity occurs in close proximity.

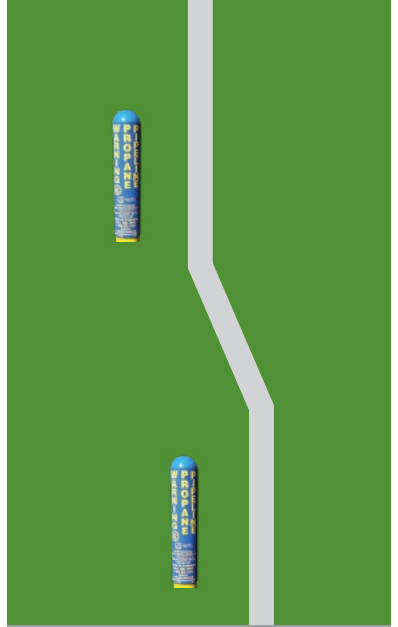
Please be sure to confirm the most up-to-date tolerance zone guidelines in your state.

Utilize hand digging or soft excavation in order to prevent damage to the pipeline or other underground facilities at all times throughout the process.

EXAMPLE OF TOLERANCE ZONE

STATE	TOLERANCE ZONE
IA, IL, WI	18 inches
MN, MO	24 inches





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, depth or number of pipelines in the area, and pipelines may not run in a straight line from one marker to the other.



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



PIPELINE DEPTH

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

RIGHT-OF-WAY ACTIVITY

Pipelines are buried in a corridor called a “right-of-way.” This is typically secured through an easement agreement between the pipeline company and property owner. In order for Flint Hills Resources to safely maintain the right-of-way, it is important landowners not encroach on or disrupt this area. Anyone seeking to engage in any activities on a Flint Hills Resources right-of-way must first secure the consent of Flint Hills Resources.

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.

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

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

Examples of encroachment activities include:

- Home improvement projects
- Landscaping activities
- Constructing a fence
- Building a shed
- Pouring a driveway
- Installing a deck or pool

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 continuously 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>

EMERGENCY NUMBER

Flint Hills Resources, LC

North Operations Group

1-800-688-7594

Flint Hills Resources, LC is regulated by U.S. Department of Transportation Pipeline and Hazardous Materials Safety Administration (PHMSA) in the United States.



PREVENTION AND PREPAREDNESS MEASURES

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

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

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

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

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

ABOUT FLINT HILLS RESOURCES

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.

FOR ADDITIONAL INFORMATION

For more information and additional resources, contact Flint Hills Resources using the following information:

Non Emergency Number: **1-855-831-6353** • Website: **www.fhr.com** • Email: **pipelinesafety@fhr.com**



P.O. Box 3151
Wichita, KS 67201

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ADDITIONAL WEB RESOURCES

- www.commongroundalliance.com
- www.phmsa.dot.gov
- www.pipeline101.com
- www.pipelineawareness.org



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

