

# 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 numbers:**  
**1-800-666-0150, 1-800-666-0051**  
**or 1-888-718-6597**

Your feedback is important for the continued improvement of our communications. Please take our survey by scanning the QR code.



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 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/establishing isolation zones to minimize public exposure
- Contacting 911 and notifying appropriate public officials
- Assessing the situation per our response training, plans and tools
- Having employees trained to integrate with 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
- Having personnel, equipment, instruments, tools and material available at the scene

Flint Hills Resources' utilizes the NIMS Incident/Unified Command System (ICS/UCS) 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 discussing our emergency response plan, please contact Flint Hills Resources at **1-855-831-6353** or **pipelinesafety@fhr.com**.

# 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.

## 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.

**In an emergency, Flint Hills Resources' personnel will:**

- *Identify specific product(s)*
- *Initiate shutdown of pipeline facilities*
- *Allow access to FHR facilities*
- *Provide FHR's emergency response plans*

## 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

# ONE CALL REQUIREMENTS



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

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.

STATE	TELEPHONE NUMBER	WEBSITE	ADVANCE NOTICE REQUIRED PRIOR TO DIGGING	TOLERANCE ZONE
National	811	www.call811.com	2-3 business days	Varies by state
Texas	1-800-344-8377	www.texas811.org	2 business days	18 inches AND ½ of the pipeline diameter on both sides

## 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 **1-800-666-0150, 1-800-666-0051 or 1-888-718-6597**
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
- Drinking water contamination
- Asphyxiation hazards
- Explosion
- Toxic inhalation hazards
- Corrosion hazards

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

**Flint Hills Resources' personnel can identify specific product hazard(s) during an emergency.**



PRODUCT	APPEARANCE	ODOR	SPECIAL BEHAVIOR	HAZARDS
Petroleum Liquids (crude, gasoline, diesel, jet fuel) (DOT ERG 128) <b>Note: Crude may contain H2S</b>	Liquid Color ranges from yellow to black	Like gasoline or diesel fuel <b>Note: H2S, if present, may have a rotten egg smell</b>	Flows with topography of land. Flow depends on temperature and viscosity; can be thick and slow-moving or light and able to move quickly. <b>Note: H2S, if present, is heavier than air</b>	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. <b>Note: H2S, if present, is a toxic gas that can be fatal at relatively low levels</b>
Petroleum Gases or Highly Volatile Liquids (HVLs) (Butane, Propylene) (DOT ERG 115)	Transported as liquid but will vaporize into a Natural Gas Condensate at ambient pressure	Typically odorless when transported by pipeline. 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.
Hydrogen Natural Gas (DOT ERG 115)	Gas Colorless	Typically odorless when transported through transmission pipeline.	Vapors are lighter than air at ambient temperature. Can migrate into enclosed spaces.	Highly flammable and easily ignited by spark or flame. 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.	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.
Inert gas (Nitrogen) (DOT ERG 121)	Gas Colorless	Odorless	Vapors are lighter than air at ambient temperature. Can migrate into enclosed spaces.	Vapors may cause dizziness and cause asphyxiation without warning.
Gas (Acetylene, Butadiene*) (DOT ERG 116/116P*)	Gas Colorless	Odorless	Vapors are lighter than air at ambient temperature. Substances designated with a (P) may polymerize explosively when heated or involved in a fire.	Flammable and easily ignited by spark or flame. Vapors may cause dizziness or asphyxiation without warning. Vapors may form explosive mixture with air.
Methanol (DOT ERG 131)	Liquid Colorless	Distinctive odor similar to ethanol (drinking alcohol)	Vapors are heavier than air. Many liquids are lighter than water. Runoff may cause pollution.	Toxic; may be fatal if inhaled, ingested or absorbed through skin. Highly flammable and easily ignited by spark or flame. Fire will produce irritating, corrosive and/or toxic gases. Vapors may cause dizziness and cause asphyxiation without warning.
Benzene, Xylene, Dripolene (DOT ERG 130)	Liquid Colorless	Benzene -sweet smell, responsible for the aroma around gas stations	Most vapors are heavier than air. They will spread along ground and collect in low or confined areas. Runoff may cause pollution.	Highly flammable: Will be easily ignited by heat, sparks or flames. Fire will produce irritating, corrosive and/or toxic gases. Vapors may cause dizziness and cause asphyxiation without warning.
Oxygen (DOT ERG 122)	Gas Colorless	Odorless	-----	Substance does not burn but will support combustion. Inhalation of this product may cause hyperoxia.





# PIPELINE MARKERS

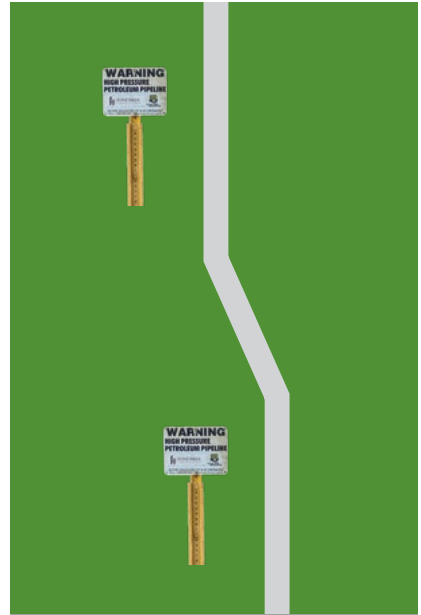
Pipeline markers are used to designate the route of the pipeline. Markers are located where a pipeline crosses a major street or railroad, emerges from the earth or crosses waterways.

**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

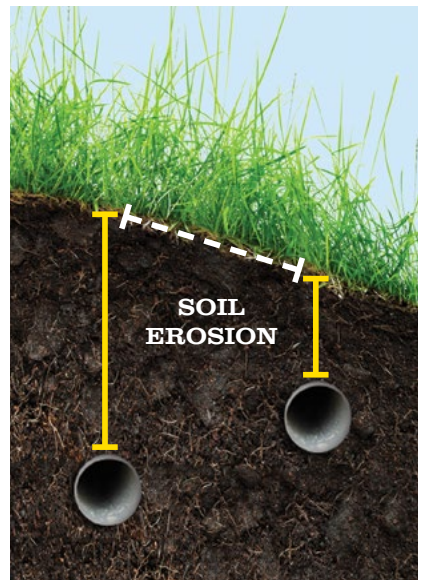
Pipeline markers are no substitute for calling 811.

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.



## PIPELINE DEPTH

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

## RIGHT-OF-WAY ACTIVITY

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 of a suspicious activity, please respond and contact Flint Hills Resources at 1-800-666-0150, 1-800-666-0051 or 1-888-718-6597.*

## WHAT FLINT HILLS RESOURCES FACILITIES ARE NEAR YOU?

**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 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 operators' 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](http://www.firemarshals.org)  
**National Association of State Pipeline Safety Representatives:** [www.napsr.org](http://www.napsr.org)  
**National Emergency Numbers Association:** [www.nena.org](http://www.nena.org)  
**One Call Centers:** [www.call811.com](http://www.call811.com)  
**National Response Center:** <https://nrc.uscg.mil/Default.aspx>  
**PHMSA:** [www.phmsa.dot.gov](http://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/>

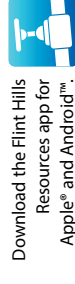
To request a meeting with Flint Hills Resources or for additional information, please contact Flint Hills Resources at **1-855-831-6353** or [pipelinesafety@fhr.com](mailto:pipelinesafety@fhr.com).

## ABOUT FLINT HILLS RESOURCES

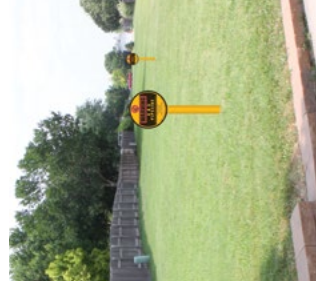
Based in Wichita, Kansas, Flint Hills Resources, a subsidiary of Koch Industries, Inc., owns or operates more than 4,000 miles of pipelines that transport crude oil, refined petroleum products, natural gas liquids and chemicals primarily in the Midwest and Texas. This includes pipelines owned by INVISTA.

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](mailto:pipelinesafety@fhr.com)  
[www.fhr.com](http://www.fhr.com)



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



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