

As an operator you will be answering a multitude of calls, one of which will be Crestwood Operations LLC. ChemTel is contracted to provide timely notification and details to their regional and leadership personnel when an incident occurs.

FYI: If the caller provides an email address that does not end in *@crestwoodlp.com*, **REMOVE THE EMAIL ADDRESS FROM THE EMAIL RECIPIENT LIST BEFORE SENDING THE REPORT.** They should not be receiving copies of the report in their personal email. Ask the caller to provide their assigned *@crestwoodlp.com* email address instead.

FYI: Rights-of-Way include the land above or below a pipeline.

FYI: For customer service-related calls, such as job opportunities, vendor list requests, etc. provide the caller with **Crestwood's Corporate Office switchboard number 832-519-2200.** It should be rare that we have to provide this number. **Do not give this number out if an incident report or locked gate access report should be generated.**

FYI: For all calls occurring in **California**, **and it's not transportation related**, provide the caller with the following contact info and log the call details in GoldMine as *Non-Emergency:
California Resources Corporation – Leon Sinden (661)303-1221

FYI: For all calls occurring in **Arkansas**, **and it's not transportation related**, provide the caller with the following contact info and log the call details in GoldMine as *Non-Emergency:
Merit Energy (main line) – (844)368-9452

FYI: For all calls for the following facilities, provide the caller with the following contact info and log the call details in GoldMine as *Non-Emergency:
Kinder Morgan (emergency hotline) – (866)762-8442

Facility/Site (Enviance)	City, State	County	Region
M1S Compressor Station Facility	Muncy Valley, Pennsylvania	Sullivan	PSG
NS1 Compressor Station Facility	Owego, New York	Tioga	PSG
NS2 Compressor Station Facility	Wyalusing, Pennsylvania	Bradford	PSG
Seneca East Pipeline System / Stagecoach Twin Tier Pipeline System	Various Cities, New York	Broome, Tompkins	PSG
Seneca Lake Pipeline System	Watkins Glen, New York	Schuyler	PSG
Seneca Lake Storage Facility	Watkins Glen, New York	Schuyler	PSG
Seneca West Pipeline System	Various Cities, New York	Chemung, Schuyler	PSG
Stagecoach Pipeline System	New York & Pennsylvania	Bradford, Lycoming, Sullivan, Tioga	PSG
Stagecoach Gas Storage Facility	Owego, New York	Tioga	PSG
Steuben Gas Storage Facility	Canisteo, New York	Steuben	PSG
Steuben Pipeline System	Canisteo, New York	Steuben	PSG
Thomas Corners Gas Storage Facility	Bath, New York	Steuben	PSG
Thomas Corners Pipeline System	Bath, New York	Steuben	PSG
US Salt Pipeline System	Watkins Glen, New York	Schuyler	PSG

FYI: For all calls for the following facilities, provide the caller with the following contact info and log the call details in GoldMine as *Non-Emergency:

Enlink Midstream (emergency hotline) – (877)593-0822

Facility/Site (Enviance)	City, State	County	Region
Alliance Compressor Station Facility	Justin, Texas	Denton	PSG
Alliance Pipeline System	Justin, Texas	Denton	PSG
Corvette Gas Processing Plant Facility	Granbury, Texas	Hood	PSG
Cowtown Gas Processing Plant Facility	Cleburne, Texas	Hood	PSG
Cowtown Pipeline System	Cleburne, Texas	Bosque, Erath, Hood, Somerville	PSG
Lake Arlington Compressor Station Facility	Fort Worth, Texas	Tarrant	PSG
Lake Arlington Pipeline System	Texas	Tarrant	PSG
West Johnson County Pipeline System	Godley, Texas	Johnson	PSG
West Johnson County Plant Facility	Godley, Texas	Johnson	PSG

We receive several types of calls for this account:

- General Incidents
- Pipeline
- 811 Reports
- Locked Gate Access
- Transportation Panic Alert

Each report taken has a designated line it comes in on:

- General Incident (855) 265-7377 or (817) 339-5555
- Pipeline (866) 234-7473

Crestwood calls are answered using the standard ChemTel greeting:

“ChemTel VelocityEHS, this line is being recorded. Are you having an Emergency?”

Ask what number they dialed to reach you. The number they dialed will help determine the report you will be filling out.

- The General Incident number is designed for Crestwood employees, affiliates, and private citizen complaints only.
 - A Crestwood contracted company is considered an affiliate.
 - If you receive a call on the General Incident line from neither an employee, affiliate, or private citizen, and it is deemed an emergency, you are to fill out a General Incident.
- The Pipeline number is designed for citizens and should not be dialed by Crestwood employees other than when testing protocols/drills.
 - If a Crestwood employee calls the Pipeline number to report an incident or a drill, you are to verify they weren’t trying to dial the General Incident line. If they were in fact trying to call the General number, file a General Incident report. If they are adamant they called the correct number, you are to verify if it was an actual incident or a drill. Then, you are to file a Pipeline Emergency report accordingly.

****All Crestwood reports will be located in the Chemical Report Manager under Crestwood Incident Reports.****

A Brief Description Of Each Type Of Report:

General Incidents:

- These calls will range from private citizen complaints, potential incidents, Locked gate Access, to injuries and damage, etc.
- Based on the information given, the incident may be upgraded to a Transportation Incident or High Profile Incident.
- It is important to determine which report you will fill out, (*General Incident or Locked Gate Access*) depending on the information provided on the call.

Pipeline:

- The emergency report is to be filled out when the call is deemed an emergency or is a private citizen complaint.
- When calls come in on the Pipeline number, they will fall into 1 of 3 categories*:
 1. Pipeline Emergencies
 2. 811 calls
 3. Locked Gate Access
- * Crestwood employees may call to test any of the 3 categories. Handle as normal protocol but specify during any verbal notification to Call Out Contacts/Field Pipeline Designee and on any email notifications that it is a test/protocol drill.
- It is important to determine which report you will fill out, (*811, Pipeline Emergency or Locked Gate Access*) depending on the information provided on the call

Locked Gate Access:

- The Locked Gate Access report is to be completed for any non-emergency related calls, such as someone needing access to a locked gate, for simple complaints such as grass being too high, someone needing to speak to a Crestwood representative, etc.

811 Report:

- Before a digging project begins, a call to 811 may be made. An 811 operator will call ChemTel if the digging site affects Crestwood.

Note: A great tool that can be used for reference is pages 12-14 of the script, which lists examples on how to enter specific information on reports.

How To Handle Each Type Of Report:

General Incidents:

You will fill out a General Incident or Locked Gate Access report if the caller dials the designated General Incident line. Again, the numbers are as follows: (855) 265-7377 or (817) 339-5555.

- We do not take calls regarding Near Misses or Updates. Advise the caller to contact their immediate Supervisor to make notification. A Hazard Report can be taken if it is deemed a high-risk event. If the caller needs additional information, you can provide Dana Chapman's office number, (304) 848-9448.

FYI: Crestwood employees will have determined the incident to be a high-risk event before notifying ChemTel regarding a Hazard Report.

- Once you open the report, the questions should be asked verbatim. Please be sure to **omit** the following information if provided:
 - Amount of any material(s) released or the area of coverage of a spill
 1. Example: 13 Gallons or an area of 6 feet by 8 feet
 - Any personnel names
 1. Example: Joe Black with the FAA
 2. It is **OK** to include the name of a company or agency as used in the example above
 - Any special characters such as:
 1. (# & () / _ @ * !)
 2. The **only** time it is acceptable to use the @ symbol is in the email address fields of the report.
 3. It is OK to use hyphens, commas and periods.
 - As a courtesy, you may write down the omitted information if provided and verbally relay it to the responder.
- **No report or notification is needed** if the caller does not have a report to make and you only provide them with the number to any of the following: Employee Assistance Program, Whistleblower Hotline, NurseLine, Suicide Prevention Lifeline, Drug Abuse Hotline, and Merit Energy.
- You can summarize the details of the incident provided by the caller, if the information is too long or is unclear, as long as it contains all of the important information. Additional details can be provided verbally to the OCTM during notification. *If the caller is adamant about providing all of the incident information, follow the protocol listed below:*
 - For reports that have more information than what will show up on the PDF, you will put the following note at the beginning of the incident details: *"The full incident details are included in the body of the email."*
- If the incident occurred in North Dakota, you will need to ask the caller if they're associated with "Arrow Pipeline" assets, "Colt Hub" assets, or "Wild Basin" assets. **If the caller mentions a location in ND previously named Oasis....., this will fall under the "Wild Basin" notification. If the caller mentions a location in TX previously named**

Oasis....., this will fall under the “PSG, Local TX Ops” notification. This is important for determining which individuals will receive the report.

- If the incident occurred at “Arrow Pipeline”, “Colt Hub”, or “Wild Basin”, include the location name in the *Facility, Project Location, or Address* field
- If the location is **affiliated** with the “Arrow Pipeline”, “Colt Hub”, or “Wild Basin” assets, state **Arrow, Colt, or Wild Basin** in the *Facility / Corporate* field
- If the incident occurs in Bath, NY and is not transportation related, make sure you are notifying the correct OCTM based on the Facility list located on pages 5-10 of the script.
 - For example, these two facilities have the same city/state/county.
 - Bath (Savona) Storage|Finger Lakes LPG Terminal is **S&L (LPG Storage Terminals)**
 - Thomas Corners Gas Storage Facility is **PSG**
- Facility, Project Location, or Address field: Enter the incident location including the name of the facility or project location, if available.
 - If the incident did not occur at a Crestwood facility, Crestwood project location, or the caller does not know the name of the Crestwood facility the incident occurred at, obtain the physical address, GPS coordinates, intersection, driving directions, etc.
 - If a Crestwood facility name is also provided, you can list it before the address.
 - **Ex:** Watford City Shop on Highway 201 and County Road
 - When reporting incidents, be sure it is for the specific terminal or location according to the *Facility, Project Location or Address* field on the report. If a city and terminal have the same name, double check the incident location to make sure you send the report to the correct email(s).
- Did this incident occur on a Crestwood Facility / Crestwood Construction Project? field:
 - If the answer is yes, the *Facility or Construction Project?* field will need to be answered.
 - If the answer is no, the *Facility or Construction Project* field will default to N/A and the *Region / Site associated with incident?* field will need to be completed.

FYI A list of Facilities can be located in the script which may aid in locating the appropriate location if needed. This will also help when completing the Enviance report.

- Facility/Corporate Office field: If the caller stated the incident occurred at a Crestwood location, ask if that location is a regular Crestwood facility or a corporate office.
 - If it's a corporate facility, choose "Corporate". If it's a regular Crestwood facility, choose "Facility".
 - If the incident **did not** occur at a Crestwood facility or Crestwood corporate location, choose “Facility” since this is a required field.

FYI This field is for internal notification purposes only to determine who will receive copy of the report, and will not be seen by Crestwood.

- CW employee, contractor, or private citizen? field:
 - If Contractor is chosen, an additional field will appear with the question “What is the contractor name?”. Include the company name of the contractor.

- If Private Citizen is chosen, an additional field will appear with the question “Did this take place at a Crestwood location or transportation unit?”
 - If the answer is “transportation unit”, the incident would be associated with Transportation - Waterloo, IN (Central Region) ONLY. **Make sure your report goes to the correct email.**
 - For Private Citizen reports, the nature of the incident will always be marked as a *Third Party Compliant*.
 - There are also fewer questions to be asked when Private Citizen is chosen. The fields not needed, will be inactive when tabbing through the report. Some of those questions are *Environmental Impact* and *DOT information*.
- There are 14 categories (Incident Category/Nature of Incident) that a general incident can be classified as.
 - Only 1 category can be selected.
 - If the caller is reporting First Aid, then *Injury* should be chosen
 - If an ***injury, illness, or chemical exposure*** occurs, you will need to ask the caller if they would like to be transferred to the Crestwood Nurse Line. This is mandatory.
 - If the answer is yes, you will transfer the caller to the Crestwood NurseLine (ESIS) at 844-633-3362. The number can also be located in the *Phone Numbers* tab located on the left side of the Crestwood report
 - If the answer is no, ask the caller if they would like you to verbally provide the number for future use.
 - Be sure to notate, in the incident details, whether the number was provided or the caller was transferred.
 - Ask the caller which category should be chosen based on the description provided. This is mandatory. If the caller is unsure, read the categories until they hear one that best fits the nature of the incident. You can use the following phrasing: *For Quality assurance, I need to verify the category and description with you.*
 - When making verbal notification to the OCTM, ask if the category chosen is correct. This is mandatory. If not, you can change it prior to sending the report.
- If the caller is reporting an incident where a spill was involved and the nature of the incident was not chosen as “Spill or Release”, you must change the email body before the email is sent to reflect the release. See the before and after example photos below:

- **Before:**

Email Body

The ESR hotline was notified at 17:32 EST on 04/22/2016. A Crestwood driver was pulling into the location and one of the tires on the trailer caught a support pole of the cattle guard. There was no damage to the trailer and some hydraulic oil spilled onto the ground. This occurred at/on 1/2 mile West of the junction of 70th St NW and 98th Ave NW in/near Tioga, ND in Williams County at approximately 01:15 CST on 04/22/2016. **There was no reported release.** Janet Hoffart will submit an incident report and supporting documentation in the Enviance System or to the Local ESR Advisor by EOB Saturday.

- **After:**

Email Body

The ESR hotline was notified at 17:32 EST on 04/22/2016. A Crestwood driver was pulling into the location and one of the tires on the trailer caught a support pole of the cattle guard. There was no damage to the trailer and some hydraulic oil spilled onto the ground. This occurred at/on 1/2 mile West of the junction of 70th St NW and 98th Ave NW in/near Tioga, ND in Williams County at approximately 01:15 CST on 04/22/2016. **A release was reported.** Janet Hoffart will submit an incident report and supporting documentation in the Enviance System or to the Local ESR Advisor by EOB Saturday.

- Environmental Impact section:
 - If a spill or release occurs, you will need to ask the *Environmental Impact* questions. If the questions do not apply, enter N/A in the fields.
- If you take a call reporting a spill, make sure you find out how the spill occurred.
 - You should also include specific information pertinent to the *Incident Details* for **all** reports such as: who was involved (employees, contractors, and civilians), how a person was injured, what caused a machine to break, why a car accident occurred, etc.
- Under “Describe the impacted area(s)”, explain what the spill affected or where it landed. *This is not only intended for water bodies.* Examples are:
 - “The product went into a storm drain which went into an on-site ditch.” Or “The product was released to the ground inside the facility”
- The caller should know the name and email address of the Crestwood employee responsible for completing the report, unless it is a private citizen. **In the event it is unknown, notify the OCTM that the caller did not know who was supposed to fill out the report. The OCTM may give a different name to put there. If not, then you would default to putting the name of the OCTM in this field.**
 - When you enter the caller’s name and email address and then tab out, the information entered in these fields will also auto populate in the field for the person responsible for completing the report.
 - If the information for the person responsible for completing the report is different, you will have to change it manually.
 - **Please be aware:** If for any reason you have to go back and change the caller’s information in the two fields, you will lose the information you manually entered in the field for the person responsible for completing the report and it will again match that of the caller.
- If the caller answers ‘no’ to the first transport question, then you don’t need to ask the remaining transport questions.
- If the first question in the blue transportation section is marked ‘yes’, then the incident is considered to be a transportation incident.
 - FYI - *Transportation incidents have different email recipient lists than other incidents.*
 - If the incident occurred at a Crestwood Facility and the first question in the blue transportation section is marked “yes”, make sure you ask for the transportation region the driver is affiliated with.
 - This detail needs to be included either at the end of the *Facility, Project Location, or Address* field or in the *Incident Details* field.

Facility or Project Location onbtgomery Terminal Facility-Transportation Bridgeton, N

or

Incident Details

The driver is associated with Transportation Bridgeton, NJ. A tank overflowed with Crude oil. In-house

- If any question in the **yellow** high profile section is marked 'yes', then the incident is considered to be a high profile incident.
 - If the nature of the incident is **Workplace Violence**, an additional 3 questions will appear.
 - If the report involves an injury and the injured person is being driven to the hospital by another employee, the question "*Is an ambulance needed*" will be marked as '**no**'
 - If an ambulance was needed and has transported the injured person to the hospital, the question will be marked as '**yes**'
 - Ask **all** questions!

Locked Gate Access:

When a call comes in on the General Incident number, but there isn't an emergency incident or spill to report, the Locked Gate Access report can be used.

- Minimal information is needed for this report.
- Non-emergencies are considered as, but not limited to, the following:
 - Locked gates, high grass, non-emergencies, etc.
 - **If you're ever confused, fill out General Incident report or ask a Supervisor.**
- After completing a Locked Gate Access report, verbal notification should be made to an OCTM located on page 11 of the script. Utilize the Facilities/Site List located on pages 5-10 of the script to identify the correct OCTM.
 - If you are unable to identify which Region the location is affiliated with because the caller does not know the facility name, you can utilize the *Private Citizen Calls – Facilities/Sites list* located on pages 8-12 of the *Enviance Guide*.

Pipeline:

You will fill out a Pipeline Incident, 811 or Locked Gate Access report if the caller dials in on the designated Pipeline number. Again, the number is as follows: (866) 234-7473.

Pipeline Emergency:

- An emergency is considered as, but not limited to, the following:
 - Leaks, fires, explosions or other incidents related to the pipeline
 - Private citizen complaints/concerns
- If you receive a call for any State and/or county not listed in the State and County fields on the Pipeline report, refer to pages 1-2 above and provide the caller with the correct number to make notification. This is a sign that the location is no longer affiliated with Crestwood. Log your call as non-emergency in GoldMine. Notification to Crestwood personnel is not required for these types of calls. **Send an email to Dana Chapman at dana.chapman@crestwoodlp.com with a brief summary of the call details**
- In emergency situations, you are required to read the *Pipeline Information* if the caller and/or multiple people are on scene.
 - These instructions can be located in the tab in the upper right-hand corner of the report form.

- For the categories, you can select as many of the conditions as necessary; you're **not** restricted to 1.
- If you receive a call and someone describes a strong gas odor, this should be marked as a *Rotten Egg Odor*.
- If the caller doesn't know the answer to a question, you can mark these as "Unknown or N/A"
- Temperature can be listed in Fahrenheit or Celsius. Be sure to notate which was given.

Locked Gate Access:

When a call comes in on the pipeline number, but there isn't an emergency incident or spill to report, the Locked Gate Access report can be used.

- Minimal information is needed for this report.
- Non-emergencies are considered as, but not limited to, the following:
 - Locked gates, high grass, non-emergencies, etc.
 - **If you're ever confused, fill out a Pipeline report or ask a Supervisor**
- After completing a Locked Gate Access report, verbal notification should be made to an OCTM located on page 11 of the script. Utilize the Facilities/Site List located on pages 5-10 of the script to identify the correct OCTM.

811:

You will generate an 811 report if you receive a call from an 811 operator with a pipeline locate request.

If the call is not from an 811 operator, it should not be on the 811 report.

- If you receive a call for any State and/or county not listed in the State and County fields on the **811 report**, refer to pages 1-2 above and provide the caller with the correct number to make notification. This is a sign that the location is no longer affiliated with Crestwood. Log your call as non-emergency in GoldMine. Notification to Crestwood personnel is not required for these types of calls. **Send an email to Dana Chapman at dana.chapman@crestwoodlp.com with a brief summary of the call details.**
- The questions will be asked verbatim, and the answers will be recorded as stated.
- The most important piece of information to get is the locate request ticket number.
- If a caller is not from 811, but has a pipeline locate request, advise them to call 811 directly. 811 will in turn contact us with the information, in which we will take a report.
- Again, if the caller doesn't know the answer to a question, you can mark these as "Unknown or N/A"

How To Make Verbal Notification And Email Each Report:

Every completed report needs to be reported to a Crestwood employee. Verbal and email notifications will be made based on the type of incident and where it occurred. Make sure you are verifying **EVERY** email address before sending your report. It is very important your reports get to all the required email recipients. In some cases, this is the only way they are made aware of the incident.

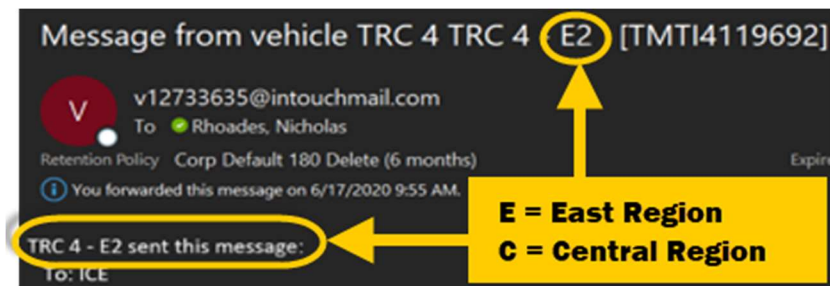
- For General Incident reports, please follow the flowchart on page 15, utilizing Appendix A on page 16 and Appendix B on page 22 of the script.
- Crestwood has divided the facilities by regions for General Incident reports (see pages 5-10 of the script for the Facility list):
 - **Transportation**, **S&L (LPG Storage Terminals)**, **PSG**, **Arrow/Colt**, and **Wild Basin**
- There are 5 types of reporting scenarios for General Incidents:
 - Private Citizen Complaints/Concerns, General, High Profile General, Transportation and High Profile Transportation
- Verbal notification for General Incidents is required to the OCTM by date, located on page 11 of the script.
 - These individuals rotate weekly on Monday at 0900 CST.
 - Include the name of the OCTM you spoke to in the notification section located at the bottom of your report.
 - Also enter the date and time you made notification.
 - You are to attempt notification to the OCTM twice, 3 minutes apart. If the OCTM doesn't answer after 2 attempts, continue to the next person on the list until someone is notified.
 - A voicemail is required to be left with your name and callback number.
 - The callback number to leave on the voicemail should be the number the caller dialed to make the report.
 - If the nature of the incident is **Workplace Violence** you must make verbal notification to the Director of Security listed on page 11 of the script, in addition to the OCTM for that region.
 - If the report is High Profile, an additional call is required to a Safety Director. **A voicemail can be left for these individuals.**
 - These individuals are highlighted in **yellow** on top of page 11 in the script, directly above each region.
- **Every General Incident report** is to be sent to:
 - The individual who called in the report
 - Reports **are not** to be sent to Private Citizens
 - *Incident Categories* and/or *Asset Types* (located on page 22 of the script) associated with the incident.
 - When "*Drill or Safety System Test*" is chosen on a General Incident report, the phrase "A DRILL OR SAFETY SYSTEM TEST OCCURRED. Scenario:" will auto populate in the email body.
- There are also additional State/Facility emails the report should be sent to, based on where the incident took place. They are located on pages 17-21 of the script.
 - Example: If an incident takes place at Montgomery LPG Terminal in New York, you would email the report to *Local Ops Leadership* listed under *New York – Montgomery LPG Terminal Only* (located on page 17 of the script), and *Incident Categories* and/or *Asset Types* (located on page 22 of the script) associated with the incident.

- If the incident involves transportation, you will email the report to the designated transportation list located on page 19 of the script.
 - You are **not** to send the reports involving transportation to the specific email group under the state/region in which it occurred.
 - Example: If the incident occurred in New York, and it's associated with the Waterloo, IN Transportation Department, you will **not** send it to the email group listed under New York. The report will be sent to the *Transportation Indiana (Central Region) group* (located on page 19 of the script), and the *Incident Categories and/or Asset Types* (located on page 22 of the script) associated with the incident.
- Whenever an incident involving an injury occurs, the specific injury/illness contact(s) will be copied.
 - If an illness occurs at a Crestwood facility, although it isn't an injury, the specific injury personnel will also need to be copied on the report.
- **FYI**: If the person calling in the report is not the person who is responsible for completing the report on Crestwood's end, then the email of the person who is responsible needs to be included in the email notification distribution list. ***This email does not automatically populate!***
- If the incident occurred at either the 'Arrow Pipeline' or 'Colt Hub' facility in North Dakota, you will need to send the report to the email listed under that specific location.
 - If the caller does not know, ask the OCTM. If still unsure, send notification to **both** emails.
- If the incident occurred at a regular facility, the report should be sent to the email listed under *All Pipeline, Stations, and Rights-Of-Way* or the specific terminal for where the incident occurred.
 - **Reminder**: These two facilities have the same city/state/county.
 - Bath (Savona) Storage|Finger Lakes LPG Terminal is **S&L (LPG Storage Terminals)**
 - Thomas Corners Gas Storage Facility is **PSG**
 - If the incident occurred at a corporate facility, the report should instead be sent to the email listed under the specific corporate location where the incident occurred, if available
- Verbal notification for Pipeline Emergency reports and 811 reports, will follow the *Pipeline Emergency Number Notification Call Tree* located on pages 26-29 of the script, depending on the state and county of where the incident occurred.
 - For Pipeline reports, include the name of the OCTM you spoke to in the notification section located at the bottom of your report.
 - Also enter the date and time you made notification.
 - **When calling in a report**, start with the person on the left and work right until someone answers.
 - Some locations have an on-call rotation schedule (see Texas as an example)

- **When making notification to the SGS Control Room, Colt Hub Control Room or the TPGS Control Room**, make sure to obtain the person's name you made verbal notification to. You do not need to include it in the report, just on the call recording.
 - **If verbal notification cannot be made to any of the OCTM**: Place a call to an individual listed in **yellow** on page 26 of the script, under *All States All Pipeline Assets*
 - **If a state or county provided by the caller is not listed in the dropdown on the report**: Make notification to an individual listed in **yellow** on page 26 of the script, under *All States All Pipeline Assets*
- Pipeline Emergency reports follow the **same** email notification procedures as a General Incident.
- The email notification should go to the *Local Ops Leadership* listed under the specific region/state in which the incident occurred (located on pages 17-21 of the script), and *the Incident Categories* and/or *Asset Types* (located on page 22 of the script) associated with the incident.
- Locked Gate Access and 811 reports **do not** get sent to Crestwood.
- There are logs in the Chemical Report Manager you can access to pull information for a specific report if needed.
 - These logs are titled "811 Log" and "Locked Gate Access".

Transportation Panic Alert procedures

- Once the unit's Panic Alert is activated, the device will automatically generate an email to ers@ehs.com, monitored by ChemTel personnel.
- When ChemTel receives the email, an operator will follow the Incident Notification process for Transportation and call the OCTM for Transportation/S&L LPG Terminals Group located on page 11 of the script.
- ChemTel forwards the original email received to the Transportation Distribution List (East or Central Region) located on page 19 of the script and adds the additional language and subject line (standard format) listed in the email example below.
- E stands for East Region and C stands for Central Region.
 - Subject line for example below would be:
Hotline Notification 20200617: NJ Transportation Panic Alert
 - YYYYMMDD represents the date the email was received.
 - State would be incident location.
 - Additional language for example below would be:
The Crestwood Emergency hotline was notified of the Transportation Driver's Panic Alert Activated. The OCTM was verbally notified at approximately 1258 pm EST. See driver location information below.

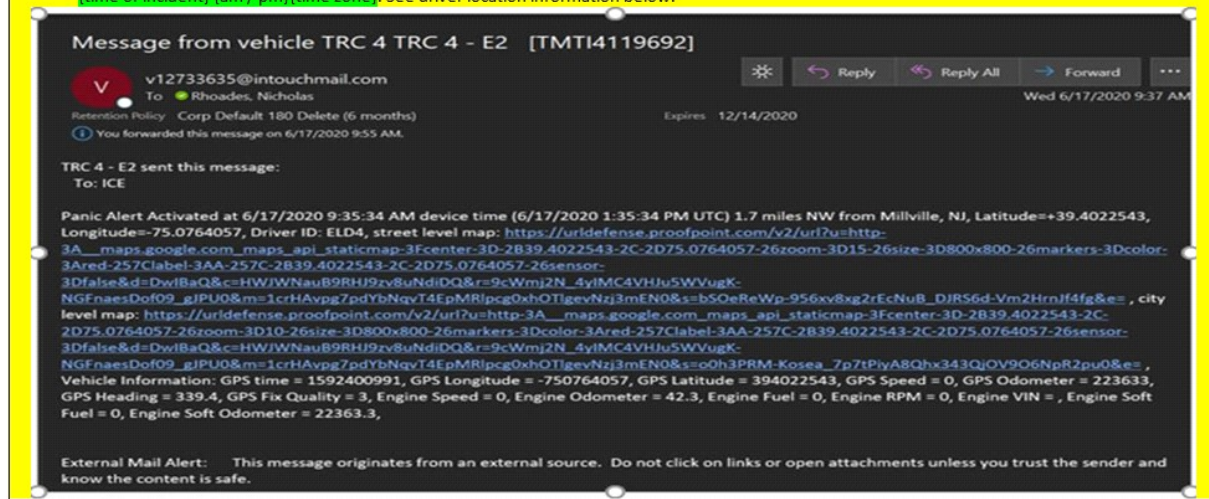


Email Example

Subject Line: Hotline Notification YYYYMMDD: State, Transportation Panic Alert

[Insert additional language....]

The Crestwood Emergency hotline was notified of a Transportation Driver's Panic Alert Activated. The OCTM was verbally notified at approximately [time of incident] {am / pm}{time zone}. See driver location information below.



How To Complete Enviance System Reporting (For General Incident Reports, Pipeline Reports and Private Citizen calls received on the General Incident and Pipeline phone numbers ONLY):

NOTE: If you have any questions regarding any of this process please contact Dana Chapman at 304-476-1113 ; this is her cell phone and she will be able to answer your questions.

NOTE: If there is an issue with the Enviance report not opening, a field not populating, etc. send an email to Dana.Chapman@crestwoodlp.com and copy jharvey@ehs.com and cbotelho@ehs.com . Dana will investigate the issue and get back to us when possible.

NOTE: If there is an issue and you don't think Enviance took the report, please check the Enviance report log. You will have to turn the **Hotline Call Type** filter to **None** and then check by **incident date**. If the log shows duplicate reports, send an email to Dana.Chapman@crestwoodlp.com and she will remove it.

- Log into the Crestwood online Enviance System to complete a report for each General Incident call received
 - Go to <https://go.enviance.com/>
 - Username: your personal work email address (ex: jdoe@ehs.com)
 - Password: **chemtel123**
 - FYI: If unable to log into your Enviance profile, use the following credentials: Username: ers@ehs.com Password: **chemtel123**
 - If needed, the password for all security questions is **chemtel123**
 - Operators will fill out several fields based on the original information taken during the call and submit the information. This information will be a duplication of the emailed report.
 - Fields on the Crestwood online Enviance System will match the script and flow to ensure the operators are entering the appropriate information.
 - For all Private Citizen Complaints/Concerns, log all as *Third Party Complaint/Concern*.
 - If the incident occurred at a Crestwood facility, and the first question in the **blue** Transportation section is marked as "yes", make sure to enter the Transportation region the driver is associated with/based out of in the *Facility* field and in the *Assign to* field.
 - For Hazard Reports, Near Miss will be Incident Category chosen in Enviance. When this option is chosen, an additional question will appear, *Potential Incident Type*. You will choose *Safety Awareness* from the drop down.
 - For Private Citizen calls coming into the General Incident number only:
 - For Enviance purposes - If the caller does not know the name of the Facility, go to the Private Citizen Facilities/Sites list located on pages 9-12 of the Enviance Guide and use the City, State, and County provided by the caller to get the Facility name for entry into Enviance. You will verify with the Crestwood OCTM if the

name you found is the correct one to use. There may be multiple Facilities with the same State, City, and County.

- For Private Citizen calls coming into the Pipeline number only,
 - For Enviance purposes - If the caller does not know the name of the Pipeline System, go to the Private Citizen Facilities/Sites list located on page 8 of the Enviance Guide and use the City, State, and County provided by the caller to get the Facility name for entry into Enviance. You will verify with the Crestwood OCTM if the name you found is the correct one to use. There may be multiple Facilities with the same State, City, and County.
 - For Enviance purposes - If we get facility calls into the Pipeline number and the caller does not know the name of the Facility, go to the Private Citizen Facilities/Sites list located on pages 9-12 of the Enviance Guide (same list as a General Incident report) and use the City, State, and County provided by the caller to get the Facility name for entry into Enviance. You will verify with the Crestwood OCTM if the name you found is the correct one to use. **There may be multiple Facilities with the same State, City, and County.**
 - A step-by-step guide is located in Scripts and Protocols under Crestwood Operations LLC titled *Enviance Guide*
- The online Crestwood system report will be populated (created) in real-time upon completion of each call report and transitioned to the next step by clicking "Assign Incident Report".
 - Make sure you assign the report to:
 - ESR Group
 - The Caller (Only if a Crestwood Employee. If not, only assign to the ESR Group)

The following website is for training purposes only:

<https://go-sandbox.enviance.com>

Username: ers@chemtelinc.com.sb

Password: chemtel123

Remember:

The standard process for Crestwood calls is:

- Determine which report needs to be filled out.
- Collect relevant information.
- Make verbal notification to appropriate personnel.
- Send email to correct recipients.
- Log into Enviance System and complete report.

Disclaimer:

The information on this document is tentative and does not go into detail for all the requirements to fulfill a Crestwood call.

For more in-depth information, please refer to the script.

Always check current emails for temporary changes!