



## **Operational Services**

*A New Division Of HMA Land Services Ltd.*



*Through its commitment to client satisfaction and consistent delivery of reliable service, HMA has become the most successful and recognized land management company in western Canada. Using the same formula that carved its place in the pipeline industry, HMA announces a new division "Operational Services" - expanding its business to include Damage Prevention, Emergency Management, and Security Management functions for the North American pipeline industry.*

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## DAMAGE PREVENTION



Protecting pipelines from unauthorized ground disturbance is essential to pipeline operations and demonstrating your company's ability to do so is vital to pipeline owners, operators, insurance brokers, regulators and neighbours. HMA's Operational Services Division will work with you to ensure your company's Damage Prevention Program and procedures are compliant with regulatory requirements and meet industry best practice.

### HMA'S DAMAGE PREVENTION SERVICES INCLUDE:

#### DAMAGE PREVENTION PROGRAM DEVELOPMENT

- Examining, developing and implementing Damage Prevention Programs, ground disturbance guidelines and procedures (excavations, geophysical exploration, third party crossings)
- Registering facilities with One-Call services
- Surveillance and monitoring / patrol programs (aerial ground patrol)

#### PUBLIC AWARENESS

- Developing public awareness programs, information for public / contractor consumption
- Stakeholder identification, ground-truthing and face-to-face liaison
- Assessments of program effectiveness

#### LAND USE MONITORING AND OWNERSHIP

- Establishing and maintaining line lists
- Maintaining updated information on land ownership



## REPRESENTATION

#### DAMAGE PREVENTION ASSOCIATION MEMBERSHIP

HMA Operational Services is a member of the BC, Saskatchewan and Alberta Common Ground Alliance. We can represent your company through our association and membership with various provincial and federal damage prevention groups and organizations with similar interests. We benefit your company by providing leading edge information relative to industry damage prevention efforts and regulatory influence.

#### REGULATORY COUNSELING

HMA's Operational Services' leaders possess a solid reputation throughout the pipeline industry for their knowledge, understanding and interpretation of damage prevention legislation, governance and compliance. They are also uniquely tuned-in to the provincial and federal regulators through their association and leadership with the Canadian Common Ground Alliance and the Canadian Energy Pipeline Association. If your company is seeking damage prevention regulatory guidance, please contact us.

## EMERGENCY MANAGEMENT

While pipelines are the safest way to transport hydrocarbons, an effective Emergency Management Program enables pipeline company representatives and stakeholders to effectively respond to any emergency on the system. HMA's Operational Services Division will work with you to ensure your Emergency Management Program and procedures are compliant with regulatory requirements and incorporated into your company's day-to-day operating practices.

### HMA'S EMERGENCY MANAGEMENT SERVICES INCLUDE:

#### EMERGENCY MANAGEMENT PROGRAM

- Thorough review and assessment of your company's Emergency Management Program, Emergency Preparedness and Response Program, Emergency Response Plans and related procedures, materials, forms and continuing education / liaison program for compliance with regulatory requirements and industry best practice
- Developing and implementing Emergency Management Programs and related training, procedures and manuals

#### EMERGENCY RESPONSE TRAINING AND EXERCISES

- Developing corporate emergency exercise training guidelines and exercise scenarios
- Developing and facilitating emergency response tabletop and full-scale exercises
- Training exercise follow-up: writing reports, implementation and tracking of corrective actions

#### CONTINUING EDUCATION / PUBLIC CONSULTATION PROGRAM

- Program development
- Face-to-face public consultation with landowners, public officials, and emergency responders
- ERP information gathering and ground-truthing



## SECURITY MANAGEMENT

Managing the security of your company's above-ground facilities is challenging and with increased regulatory focus and public attention on security, the requirements to do so are evolving quickly and challenging pipeline company owners and operators to meet compliance. HMA's Operational Services Division will work with you to develop and maintain your company's Security Management Program and related procedures ensuring compliance with developing regulations.

### HMA'S SECURITY MANAGEMENT SERVICES INCLUDE:

- System criticality determination
- Baseline security procedures by facility
- Establishing and internally promoting alert levels
- Liaison with outside agencies
- Threat notification and response
- Employee training and stakeholder awareness
- Above-ground facility inspection programs



## PROGRAM DEVELOPMENT AND MANAGEMENT

HMA's Operational Services Division will develop any component of your company's Loss Prevention Programs. With our team of Land Agents, Land Administrators and industry-recognized business partners, we can also manage many aspects of those Programs for you. An example of the programs we can develop and manage for you are:

- Damage Prevention Program
- Public Awareness Program
- Emergency Management Program
- Emergency Response Plans
- Security Management Program

To support your company reaching maximum program effectiveness and compliance, HMA offers:

- Program gap analyses
- Preparation for regulatory audits and field inspections; ensuring audit readiness
- Corrective Action Plans and implementation
- Ongoing regulatory counseling, guidance and monitoring

### REPRESENTATION, AUDIT PREPARATION AND AUDIT READINESS

HMA's Operational Services' leaders possess a solid reputation throughout the pipeline industry for their knowledge, understanding and interpretation of damage prevention, emergency management and security management legislation, governance and compliance. If your company's Loss Prevention Programs and Management Systems require review, need to be updated or, if you have been notified of a regulatory audit, HMA Operational Services will work with you to help your company prepare. HMA can also act as a representative for your company.



*In June 2009, Mike Sullivan and Mark Bradley joined HMA to develop and lead the Operational Services Division. HMA's ongoing commitment to client satisfaction and consistent delivery of reliable service was a natural fit for Mike and Mark. With over 30 years of combined experience in both the regulatory and operations aspect of the Canadian pipeline industry, Mike Sullivan and Mark Bradley have developed a reputation for working with people toward collaborative solutions and are highly recognized across Canada by their industry and regulatory peers for their proven knowledge, reliability, professionalism and expertise in all aspects of Loss Prevention. Blending their operations' experience with HMA's Land and Project Management expertise positions HMA as the most well-equipped service provider to help your company meet its regulatory requirements prior to construction and beyond.*

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