

“SECURITY AND SAFETY IN OIL SANDS”

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MCALLISTER (CICT-TV): Well the recent terrorism arrests in Toronto definitely sparked discussion about how prepared the energy sector is when it comes to security and safety in the oil sands.

TELUS has been working with various levels of government, the oil industry and first responders to prepare for potential emergency situations.

Tom Haber joins us this morning to tell us what, I guess what you can tell us.

Good morning, Tom.

TOM HABER (Director, Energy Sector, **TELUS**): Good morning.

MCALLISTER: When it comes to security systems though I can imagine most companies are pretty tight-lipped about what they would do in the event of let's say a terrorist act?

HABER: Well let me start by saying that the energy industry has always had a high priority about safety and have very good emergency response plans. And **TELUS** has been working together with the energy industry to provide the technologies that support those plans.

MCALLISTER: And when you talk about that, I imagine that when it comes to whether it be a disaster or a terrorist act communications must be the key?

HABER: Communication and the coordination of communication is the key. Certainly you want to have your communications infrastructure up and running. You need to be able to coordinate between those agencies, the government agencies, federal, provincial, municipal, first responders, the fire, the ambulance.

MCALLISTER: Right.

HABER: And the emergency response teams from industry that are on site according to the activity. So that needs to be done effectively.

MCALLISTER: Now you say the energy sector has always had safety utmost in their mind. Is it the result of nine eleven or was it even before that that they always said we have to have some kind of a system in place in the event of a terrorist act?

HABER: Even before nine eleven it was a priority. I mean nine eleven has accentuated the fact that we need to be more diligent when it comes to responding on a crisis level for other than non-man made disasters like hurricanes and fires, terrorist attacks and so forth. It certainly brought attention to that fact.

MCALLISTER: So when it comes to communication, how do you ensure that those communication lines stay open? I mean again any kind of terrorist act, we can't even imagine what would happen. But how do you ensure that those lines of communication would remain open?

HABER: Right. From a **TELUS** perspective we have rigorous plans around business continuity and a very diverse network in place. The lines of communication need to be coordinated in a better way so that these agencies can respond and talk to each other, that they have the information on hand when they need it and as much information as they can.

And we've developed a system together with industry and the government called Emergency Management Operating System. And what this system does is it allows those users to show themselves on a geographic map all the infrastructure, the pipelines, the wells, the batteries, the communities so that all those emergency response agencies and stakeholders can see what exactly is going on at a time of a crisis.

And that's what I mean by coordinated approach.

MCALLISTER: We focus so much on the energy sector though but you must be working with all types of companies that make sure that they have some kind of a security plan in place?

HABER: Well that's right. I mean the energy industry is the one that's the most (Inaudible) because of our presence in Alberta and the volatility of that product.

But tourism, for example, is another industry would need to be impacted, such as the Pine Lake tornadoes that we had. Any of these natural disasters also require the same sort of coordination amongst different industries. Agriculture and of course the communities themselves.

MCALLISTER: Well a huge effort for sure.

Tom Haber, from **TELUS**, thanks for joining us.

HABER: Thank you.