

**PUBLIC AWARENESS PROGRAM FIELD AUDIT**

<b>Audit Date: May 16, 2011</b>	<b>Name of Operator: BP Pipelines ( North America), Inc</b>
<b>H.Q. OPL</b>	<b>Company Official: BP Compliance Group</b>

Instructions: Answers & supporting documents for the answers to the question are located on the table at the end of this document. Answers to Section 8 questions are noted in Comments.

#	Sections	Yes	No	N/A	Comments
1.	<b>1162 Section 2: Management Commitment</b> (Must be verified in field if no PHYSICAL copy included in plan)				
	a. Does the statement include the name and title of the appropriate authority (the person(s) with authority to authorize funding)?	x			
	b. Does the statement include the signature of the appropriate authority (the person(s) with authority to authorize funding)?	x			
	c. Are copies of approved city ordinances, etc., included where applicable			x	
2.	<b>1162 Section 4: Message Content</b> (These are required in written plan. They will need verification in field)				
<b>Affected Public: LDC Customers &amp; residents along The LDC system,</b>	a. pipeline purpose and reliability	x			
	b. hazards & prevention measures undertaken [192.616(d)(2)]	x			
	c. leak recognition and response [192.616(d)(3 &4)]	x			
	d. damage prevention awareness	x			
	e. how and where to get more information	x			
	f. One-call requirements [192.616(d)(1)]	x			
	g. Emergency communications [192.616(d)(5)]	x			
<b>Emergency Officials</b>	a. pipeline purpose and reliability	x			
	b. hazards & prevention measures undertaken [192.616(d)(2)]	x			
	c. leak recognition and response [192.616(d)(3 &4)]	x			
	d. emergency preparedness and response	x			
	e. how and where to get more information	x			
	f. emergency communications [192.616(d)(5)]	x			
	g. One-call requirements [192.616(d)(1)]	x			
<b>Comments:</b>					

#	Sections	Yes	No	N/A	Comments
2. (Continued)	<b>1162 Section 4: Message Content</b> (These are required in written plan. They will need verification in field)				
Local Public Officials	a. pipeline purpose and reliability	x			
	b. hazards & prevention measures undertaken [192.616(d)(2)]	x			
	c. leak recognition and response [192.616(d)(3 &4)]	x			
	d. emergency preparedness and response	x			
	e. right-of-way encroachments	x			
	f. how and where to get more information	x			
	g. emergency communications [192.616(d)(5)]	x			
	h. construction/maintenance activities	x			
	i. One-call requirements [192.616(d)(1)]	x			
Excavators/ Contractors	a. pipeline purpose and reliability	x			
	b. hazards & prevention measures undertaken [192.616(d)(2)]	x			
	c. leak recognition and response [192.616(d)(3 &4)]	x			
	d. damage prevention awareness	x			
	e. pipeline location information	x			
	f. how and where to get more information	x			
	g. One-call requirements [192.616(d)(1)]	x			
	h. emergency communications [192.616(d)(5)]	x			
3.	<b>1162 Section 4 (4.4.1): PRIORITY MESSAGE</b> (Message should be written in plan and verified in Field) Does the program identify the message for Emergency and Public Officials as protecting people first and then property as the TOP priority message?	x			See comments section
<p><b>Comments: Section 4 (4.4.1 Priority Message – OMER Book 1 P 195.440 (Overview_statement)</b></p> <p>Public awareness and understanding of pipeline operations is vital to protect the public first and the continued safe operation of pipelines. BP's public awareness programs are important factors in establishing communications and providing information necessary to protect the public and help the public understand that pipelines are the major transportation system for petroleum products/natural gas in the United States, and the public's responsibilities to help prevent damage to pipelines. The Public Awareness Program continually strives to improve communications with our stakeholder audiences along BP rights-of-way. The following public awareness programs cover assets owned and operated by BP US Pipelines &amp; Logistics and BP Affiliates.</p>					

#	Sections	Yes	No	N/A	Comments
		Yes	No	N/A	Comments
<b>4.</b>	<b>1162 Section 5: Delivery Method</b>				
<b>Affected Public:</b>	<b>(From written plan – Does operator provide applicable documentation?)</b>				
LDC Customers	1. Bill Stuffer – required minimum			X	
LDC Residents along	1. Public service announcements			X	
The system –	2. Paid Advertising			X	
Baseline	3. Other:			X	
Supplemental	1. Public service announcements			X	
	2. Paid advertising			X	
	3. Targeted distribution of print material			X	
	4. Newspaper and magazine advertisements			X	
	5. Community events			X	
	6. Community newsletters			X	
	7. Other:			X	
<b>Emergency Officials:</b>	<b>(From written plan – Does operator provide applicable documentation?)</b>				
Baseline:	1. Print Materials	X			
	2. Group Meetings	X			
	3. Other	X			
Supplemental:	1. Telephone calls	X			
	2. Personal contact	X			
	3. Videos and/or CDs		X		
	4. Other:		X		
<b>Local Public Officials:</b>	<b>(From written plan – Does operator provide applicable documentation?)</b>				
Baseline:	1. Targeted distribution of printed materials	X			
	2. Other	X			
Supplemental:	1. Group meetings	X			
	2. Telephone calls	X			
	3. Personal contact	X			
	4. Other		X		
<b>Excavators/ Contractors</b>	<b>(From written plan – Does operator provide applicable documentation?)</b>				
Baseline:	1. Once-Call center outreach	X			
	2. Group meetings	X			
	3. Other	X			
Supplemental	1. Personal contact	X			
	2. Videos and/or CDs		X		
	3. Open houses	X			
	4. Targeted distribution of print materials		X		
	5. Other		X		
<b>Comments:</b> Local Supplemental Programs are the responsibility of the Local Districts.					

#	Sections	Yes	No	N / A	Comments		
5.	<b>1162 Section 5: Delivery Frequencies</b> (These are required in the written plan)						
<b>Affected Public:</b>							
Transmission PL	Does documentation show at least twice per year?	x					
LDC Customers	Does documentation show at least twice per year?			x			
Residents along the LDC system	Does documentation show at least once per year?			x			
<b>Emergency Officials</b>	Does documentation show at least once per year?	x					
<b>Local Public Officials</b>	Does documentation show at least once every three years?	x			Annual		
<b>Excavators/ Contractors</b>	Does documentation show at least once per year?	x					
6.	<b>1162 Section 6: Supplemental messages:</b> Does the plan consider whether supplemental messages are necessary for special circumstances and explain why or why not? (These will need to be verified in field where applicable)						
<b>Circle the examples (in blue) below that apply:</b>							
	1. Large excavator projects						
	2. Non-resident business owners (i.e., just workers occupy buildings(s) - owner that receives bill is in another location and/or state and tenant farmers)						
	3. Farming activities						
	4. Railroads						
	5. Other						
7.	<b>1162 Section 7: Program Implementation</b>						
	Has your company implemented a Public Awareness Program as defined by Recommend Practice 1162?	x					
8.	<b>1162 Section 7: Recordkeeping</b>	LDC Public	Emer. Ofcs	Pub. Ofcs	Excavator/ Contractor	N / A	Comment
<b>Can the Operator Document the following:</b> (Write "Y" for Yes" and "N" for No under each applicable stakeholder audience)							
a.	Lists, Records and other documentation of stakeholder audiences?	y	y	y	y		
b.	Copies of all materials used?	y	y	y	y		
c.	Records of payments for mailings, advertisements, printing and other expenditures indicating the program was implemented?	y	y	y	y		
d.	Records of effectiveness assessments?	y	y	y	y		
e.	Records of annual assessments and/or audits?	y	y	y	y		
f.	Any record of feedback received and collected from audiences in response to the program?	y	y	y	y		
g.	Records of follow-up actions and expected results	y	y	y	y		
h.	Have records been maintained for five (5) years?	y	y	y	y		
<b>Comments:</b>							

#	Sections	Yes	No	N / A	Comments
9.	<b>1162 Section 8: ANNUAL REVIEW</b> (This is required in the written plan – needs field documentation.)				
	a. Does the annual audit ensure the Plan meets the minimum requirements of the regulation?	X			Conducted February 1 & 2, 2011, and January 19 & 20, 2010
	b. Does the annual audit ensure all actions called for in the Plan have been carried out as specified in the Plan?	X			US PL Share Point Site_Public Awareness
	c. Are records of the annual audit maintained by the Program Administrator?	X			US PL Share Point Site_Public Awareness
10.	<b>1162 Section 8: Evaluation Results</b>				
	Has the operator issued the results of the evaluation (review), shared it with upper management and sought internal feedback?	X			Annual IMP Report
11.	<b>1162 Section 8: Continuous Improvement Conducted:</b>				
	a. Has the operator modified its program based on its evaluation?	X			Only Baseline Program -Brochure design -Audience identification process -Added Stakeholder Data Base – See Program Service Provider timeline.
	b. Are these changes documented?	X			Program Service Provider documentation
	c. Have these changes been implemented?	X			
	COMMENTS:				
12.	<b>1162 Section 8: Effectiveness Assessment</b> (This is required upon design or re-design of materials and/or messages)				July 2010 Effectiveness Measurement Report (Paradigm) P. 4 & 5 Two
	a. Pre-tested Materials:				
	b. Date Pre-test conducted:	X			November 11 & 12, 2009 (Denver, Co) & January 21-24, 2008 (Wichita, KS)
13.	<b>1162 Section 8: Effectiveness Assessment</b> (Required to be done no more than FOUR years apart)				July 2010 Effectiveness Measurement Report (Paradigm) P. 11- 46

#	Sections	Yes	No	N / A	Comments
					& PAPERS Survey 2007
	a. Last Survey of Targeted Audiences::				
	b. Date of last effectiveness assessment:				
	c. Has the operator documented the results of evaluating the program for effectiveness?	x			BPUS Pipelines SP Site
	Explain:				
<b>Comments:</b>					

**Responses for PA Program Field Audit**

Questions	BP US Pipelines Public Awareness Program	OMER Book I PA P195.440 (LIQ) P192.616 (Gas)	OMER Book I DP P194.442 (LIQ) P195.614 (Gas)	PDQWeb Database	District Scorecard
<b>1) Management Support</b>	Section 2 p. 7				
a) Name and Title of Management Support?	Section 2 p. 7				
b) Name and Title of person to authorize funding?	Section 2 p. 7				
<b>2) Message Content</b>					
<b>Affected Public</b>					
a) pipeline purpose and reliability	Section 6 p. 11 & Figures 7, 8, 9 & 10				
b) hazards & prevention measures undertaken	Section 6 p. 11 & Figures 7, 8, 9 & 10				
c) leak recognition and response	Section 6 p. 11 & Figures 7, 8, 9 & 10				
d) Damage prevention awareness – “Call Before You Dig”	Section 6 p. 11 & Figures 7, 8, 9 & 10		x		
e) how to get additional information	Section 6 p. 11 & Figures 7, 8, 9 & 10				
f) One Call Requirements	Section 6 p. 11 & Figures 7, 8, 9 & 10		x		

Questions	BP US Pipelines Public Awareness Program	OMER Book I PA P195.440 (LIQ) P192.616 (Gas)	OMER Book I DP P194.442 (LIQ) P195.614 (Gas)	PDQWeb Database	District Scorecard
g) Emergency communication Printed Material – BP Emergency Phone Numbers	Section 6 p. 11 & Figures 7, 8, 9 & 10				
<b>Emergency Officials</b>					
a) pipeline purpose and reliability	Section 6 p. 11 & Figures 7, 8, 9 & 10				
b) hazards & prevention measures undertaken	Section 6 p. 11 & Figures 7, 8, 9 & 10				
c) leak recognition and response	Section 6 p. 11 & Figures 7, 8, 9 & 10				
d) emergency preparedness and response	Section 6 p. 11 & Figures 7, 8, 9 & 10	x			
e) how to get additional information	Section 6 p. 11 & Figures 7, 8, 9 & 10				
f) One Call Requirements	Section 6 p. 11 & Figures 7, 8, 9 & 10		x		
g) Emergency communication	Section 6 p. 11 & Figures 7, 8, 9 & 10				



Questions	BP US Pipelines Public Awareness Program	OMER Book I PA P195.440 (LIQ) P192.616 (Gas)	OMER Book I DP P194.442 (LIQ) P195.614 (Gas)	PDQWeb Database	District Scorecard
<b>Local Public Officials</b>					
a) pipeline purpose and reliability	Section 6 p. 11 & Figures 7, 8, 9 & 10				
b) hazards & prevention measures undertaken	Section 6 p. 11 & Figures 7, 8, 9 & 10				
c) leak recognition and response	Section 4				
d) emergency preparedness and response	Section 6 p. 11 & Figures 7, 8, 9 & 10	x			
e) right-of-way encroachments	Section 6 p. 11 & Figures 7, 8, 9 & 10	x			
f) how to get additional information	Section 6 p. 11 & Figures 7, 8, 9 & 10				
g) Emergency communication	Section 6 p. 11 & Figures 7, 8, 9 & 10	x			
h) construction/maintenance activities	N/A		x		
i) One Call Requirements	Section 6 p. 11 & Figures 7, 8, 9 & 10		x		

Questions	BP US Pipelines Public Awareness Program	OMER Book I PA P195.440 (LIQ) P192.616 (Gas)	OMER Book I DP P194.442 (LIQ) P195.614 (Gas)	PDQWeb Database	District Scorecard
<b>Excavators</b>					
a) pipeline purpose and reliability	Section 6 p. 11 & Figures 7, 8, 9 & 10				
b) hazards & prevention measures undertaken	Section 6 p. 11 & Figures 7, 8, 9 & 10				
c) leak recognition and response	Section 6 p. 11 & Figures 7, 8, 9 & 10				
d) damage prevention awareness	Section 6 p. 11 & Figures 7, 8, 9 & 10		x		
e) pipeline location information	Section 6 p. 11 & Figures 7, 8, 9 & 10				
f) how to get additional information	Section 6 p. 11 & Figures 7, 8, 9 & 10				
g) One Call Requirements	Section 6 p. 11 & Figures 7, 8, 9 & 10		x		
h) Emergency communication	Section 6 p. 11 & Figures 7, 8, 9 & 10	x			

Questions	BP US Pipelines Public Awareness Program	OMER Book I PA P195.440 (LIQ) P192.616 (Gas)	OMER Book I DP P194.442 (LIQ) P195.614 (Gas)	PDQWeb Database	District Scorecard
<b>3) Priority Message</b>			X		
<b>4) Delivery Method</b>	Figure 4 p. 19				
Affected Public	Section 5 p. 9 & Figure 4				
Emergency Officials	Section 5 p. 9 & Figure 4				
Public Officials	Section 5 p. 9 & Figure 4				
Excavators	Section 5 p. 9 & Figure 4				
<b>5) Delivery Frequencies</b>					
<b>Affected Public</b>					
Does documentation show at least twice per year?	Section 5 p. 9 & Figure 4				
<b>Emergency Officials</b>					
Does documentation show at least once per year?	Section 5 p. 9 & Figure 4				
<b>Local Public Officials</b>					
Does documentation show at least once every three years?	Section 5 p. 9 & Figure 4				
<b>Excavators</b>					
Does documentation show at least once per year?	Section 5 & Figure 4				
<b>6) Supplemental messages:</b>	Figure 12 p. 34				X
<b>7) Program Implementation</b>	p.1 Issued date: June 20, 2006				
<b>7) Recordkeeping</b>					
a. Lists, Records and other documentation of	Section 10 p. 13			X	X

Questions	BP US Pipelines Public Awareness Program	OMER Book I PA P195.440 (LIQ) P192.616 (Gas)	OMER Book I DP P194.442 (LIQ) P195.614 (Gas)	PDQWeb Database	District Scorecard
stakeholder audiences?					
b. Copies of all materials used?	Brochures			x	
c. Records of payments for mailings, advertisements, printing and other expenditures indicating the program was implemented?	Payment records for the annual PA program are the responsibility of the TCC Damage Prevention Group. Local PA programs are the responsibility of the District DP Team Leader				
d. Records of effectiveness assessments?	Section 11 p. 14				x
e. Records of annual assessments and/or audits?	Section 11 p. 14				
f. Any record of feedback received and collected from audiences in response to the program?				x	x
g. Records of follow-up actions and expected results.					x
h. Have records been maintained for five (5) years?	Section 10 p.13	x		x	

Questions	BP US Pipelines Public Awareness Program	OMER Book I PA P195.440 (LIQ) P192.616 (Gas)	OMER Book I DP P194.442 (LIQ) P195.614 (Gas)	PDQWeb Database	District Scorecard
<b>8) ANNUAL REVIEW</b> (This is required in the written plan – needs field documentation.)					
a. Does the annual audit ensure the Plan meets the minimum requirements of the regulation?	Conducted February 1 & 2, 2011 and January 19 & 20, 2010				
b. Does the annual audit ensure all actions called for in the Plan have been carried out as specified in the Plan?	US PL Share Point Site_Public Awareness				
c. Are records of the annual audit maintained by the Program Administrator?	US PL Share Point Site_Public Awareness				
<b>Section 8: Evaluation Results</b>					
Has the operator issued the results of the evaluation (review), shared it with upper management and sought internal feedback?	Annual IMP Report				
<b>Section 8: Continuous Improvement Conducted:</b>					
a. Has the operator modified its program based on its evaluation?	Only Baseline Program -Brochure design -Audience identification process -Added Stakeholder Data Base – See Program Service Provider timeline.				
b. Are these changes documented?	Program Service Provider documentation				
c. Have these changes been implemented?					
COMMENTS:					
<b>1162 Section 8: Effectiveness Assessment</b>					
(This is required upon design or re-design of materials and/or messages)			July 2010 Effectiveness Measurement Report (Paradigm) P. 4 & 5		
a. Pre-tested Materials:	Two Focus Group meeting conducted by ROW Mailing vendor				
b. Date Pre-test conducted:	November 11 & 12, 2009 (Denver, Co) & January 21-24, 2008 (Wichita, KS)				
<b>1162 Section 8: Effectiveness Assessment</b>					
(Required to be done no more than FOUR years apart)			July 2010 Effectiveness Measurement Report (Paradigm) P. 11- 46 & PAPERS Survey 2007		
a. Last Survey of Targeted Audiences:					
b. Date of last effectiveness assessment:					
c. Has the operator documented the results of evaluating the program for effectiveness?	BPUS Pipelines SP Site				
Explain:					

Questions	BP US Pipelines Public Awareness Program	OMER Book I PA P195.440 (LIQ) P192.616 (Gas)	OMER Book I DP P194.442 (LIQ) P195.614 (Gas)	PDQWeb Database	District Scorecard
<p><b>Comments:</b> Will discuss this at the conference call.</p>					