
PETRONAS TECHNICAL STANDARD

PETRONAS Contingency Planning Standard

PTS 18.40.01

OCTOBER 2015

 PETRONAS	TITLE	PTS 18.40.01
		October 2015

PTS Circular

This revision of **PTS 18.40.01 – PETRONAS Contingency Planning Standard – Revision 5 (October 2015)** has been transformed in the new format and numbering and content has been reviewed accordingly.

The previous version of this **PTS 18.40.01 – Revision 4 (March 2015)** will be removed from PTS Filing Room / PTS Site from herein onwards.

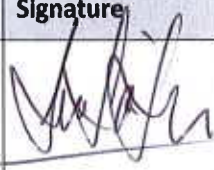


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Revision History

Date	Version	Description of Updates	Author
March 2008	0	Change of title to Group Contingency Planning Standard	Head, GCMD
September 2009	1	Periodic Review	Head, GCMD
September 2011	2	Periodic Review	Head, GCMD
December 2013	3	Periodic Review	Head, HSE Emergency Management
March 2015	4	Periodic Review	Head, Crisis Management
October 2015	5	Update in Notification Process	Head, Crisis Management

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FOREWORD

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ANNOUNCEMENT

Please be informed that the entire PTS inventory is currently undergoing transformation exercise from 2013 - 2015 which includes revision to numbering system, format and content. As part of this change, the PTS numbering system has been revised to 6-digit numbers and drawings, forms and requisition to 7-digit numbers. All newly revised PTS will adopt this new numbering system, and where required make reference to other PTS in its revised numbering to ensure consistency. Users are requested to refer to PTS 00.01.01 (Index to PTS) for mapping between old and revised PTS numbers for clarity. For further inquiries, contact PTS administrator at ptshelpdesk@petronas.com.my



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1.0 INTRODUCTION


PETRONAS Group of Companies is constantly exposed to potential crises due to the nature of its business. Unpreparedness and lack of foresight in emergency response and crisis management can be costly and detrimental to the organisation. PETRONAS shall always be prepared to manage emergency and crisis in order to minimize impact to people, environment, asset and reputation through a broad and systematic approach of identifying risk and its impacts, developing preparedness strategies, training and emergency exercise.



Figure 1: Emergency Preparedness and Crisis Management Process

1.1 SCOPE

This PTS specifies PETRONAS minimum requirements emergency preparedness and mandatory response requirements that includes the development and implementation of emergency / crisis plans, teams and facilities. This document shall provide guidance for compliance to HSE Management System (HSEMS), Mandatory Control Framework (MCF), related regulatory requirements and industry standards.

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1.2 GLOSSARY OF TERMS

1.2.1 General Definition of Terms & Abbreviations

Business

PETRONAS businesses i.e. Upstream and Downstream

Credible Scenarios

Probable emergency event which is derived from major risk or top 10 hazards identified through Hazard and Effect Management Process (HEMP).

Crisis

Significant business disruption which affects the organization's normal operations, impacting people, environment, assets and reputation.

Crisis Management

Comprehensive set of processes that aims to build capability of an organisation to respond and manage crises in the risk areas to protect and save people, environment, asset and reputation.

Drill

Limited in scope and intended to test a limited aspect of the response capability.

Emergency

An adverse situation that has an impact on people, environment, asset and reputation and requires the activation of emergency team

Emergency Control Centre (ECC)

An emergency facility at which the emergency / crisis management team gather to coordinate information and manage resources to support emergency response and management activities.

Emergency / Crisis plan

An emergency plan specifies procedures to facilitate and organise actions during an emergency, e.g. ERP, OSRP, CCP, BCP, BUCMP, BCMP, SRMCP, and PCMP.

Emergency team

Emergency teams is a general term referring to response team e.g. ERT, OSRT, EMT, BCT, CCT, BUCMT, BCMT and PCMT.

Exercise

A process to assess, train, practice and improve performance of emergency / crisis management.

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Incident

An abnormal or unplanned event that affects people, environment, asset and reputation, requires attention and has the potential to precipitate an emergency / crisis.

Incident Command Post

The location at which OSC coordinates emergency response team operation at site.

Major Hazard Installation

An industrial activity which produces, processes, handles, uses, disposes of or stores, whether permanently or temporarily, one or more hazardous substances or a category or categories of hazardous substances in a quantity or quantities which is or are equal to or exceed the threshold quantity, or an industrial activity as defined in Occupational Safety and Health (Control of Industrial Major Accident Hazards) Regulation 1996.

Major Risk

A risk that has the potential to result in a Major Accident with severe or catastrophic consequences to People, Environment, Assets and Reputation as defined in PETRONAS HSE Mandatory Control Framework.

Mutual aid

An agreement among members of industries to share resources in responding to an emergency /crisis.

Resource Matrix

A list of identified resources that includes detailed information of the equipment, contact details of SMEs, emergency response contractors and service providers.

Staging area

Location established where emergency resources can be placed while awaiting a tactical assignment.

1.2.2 Specific Abbreviations

APMM

Agensi Penguatkuasaan Maritim Malaysia (Malaysia Maritime Enforcement Agency)

BCM

Business Continuity Management

BCMP

Business Crisis Management Plan

BCMT

Business Crisis Management Team

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BCP

Business Continuity Plan

BCT

Business Continuity Team

BUCMP

Business Unit Crisis Management Plan

BUCMT

Business Unit Crisis Management Team

BODEVAC

Body Evacuation

CDMC

Central (National) Disaster Management Committee

CEFS Response

Central Emergency and Fire Services

CEO

Chief Executive Officer

CIMAH

Control of Industrial Major Accident Hazards

COMCEN

Communication and Control Centre

CPO

Capital Project Owner

CCP

Country Contingency Plan

CCT

Country Contingency Team

DDMC

District Disaster Management Committee

DM

Duty Manager

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DO

District Officer

DOSC

Deputy On-Scene Commander

ECC

Emergency Control Centre

EMT

Emergency Management Team

ERP

Emergency Response Plan

ERT

Emergency Response Team

GTS

Group Technology Solutions

GHSE

Group Health, Safety and Environment

HAZMAT

Hazardous Material

HCU

Holding Company Unit

HER

Hazards and Effects Register

HSE

Health, Safety and Environment

IAP


Incident Action Plan

IC

Incident Commander

ICP

Incident Command Post

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ICS

Incident Command System

ICT

Information and Communications Technology

INSTEP

Institut Teknologi Petroleum PETRONAS (PETRONAS Technical Training Sendirian Berhad)

JAS

Jabatan Alam Sekitar (Department of Environment)

JKK

Jawatankuasa Kawalan Keganasan (Terrorism Control Committee)

JKKP

Jabatan Keselamatan dan Kesihatan Pekerjaan (Department of Occupational Safety and Health)

JPM

Jabatan Perdana Menteri (Prime Minister Office)

JVs

Joint Ventures

KDNKA

Jabatan Keselamatan Dalam Negeri dan Ketenteraman Awam (Internal Security and Public Order Department)

KSN

Ketua Setiausaha Negara (Chief Secretary to the Government)

MD

Managing Director

MEDEVAC


Medical Evacuation

MKN

Majlis Keselamatan Negara (National Security Council)

NF

Notification Form

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NOSCP

National Oil Spill Contingency Plan

NOK

Next-of-Kin

OCPD

Officer-in-Charge of Police District

OPU

Operating Unit

OSC

On-Scene Commander

OSRP

Oil Spill Response Plan

OSRT

Oil Spill Response Team

PCG

PETRONAS Chemical Group

PCMP

PETRONAS Crisis Management Plan

PCMT

PETRONAS Crisis Management Team

PCPS

PETRONAS Contingency Planning Standard

PDB

PETRONAS Dagangan Berhad

PDRM

Polis Diraja Malaysia (Royal Malaysia Police)

PETRONAS

Petroliaam Nasional Berhad

PGB

PETRONAS Gas Berhad

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PIMMAG

Petroleum Industry of Malaysia Mutual Aid Group

PKTK

Pos Kawalan Tempat Kejadian (On-Scene Command Post)

PKOB

Pusat Kawalan Operasi Bencana (Disaster Operation Control Centre)

PLC

PETRONAS Leadership Centre

PPE

Personal Protective Equipment

PPIC

PETRONAS Petrochemical Integrated Complex

PTS

PETRONAS Technical Standard

RO

Resident Officer (for Sarawak State only)

GSC

Group Strategic Communications

SDS

Safety Data Sheet

SDMC

State Disaster Management Committee

SHS

Standard Holding Statement

SME

Subject Matter Expert

SOP

Standard Operating Procedure

SRMCP

Security Risk Management Contingency Plan

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UC


Unified Command

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1.3 SUMMARY OF CHANGES

This document replaces PTS 18.40.01 (March 2015). The following are highlights of amendments / changes made to the documents;

- i. Revised emergency notification proces
- ii. Enhancement of Notification Form


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2.0 PCPS FRAMEWORK

2.1 PETRONAS EMERGENCY PREPAREDNESS AND RESPONSE MANDATORY REQUIREMENTS

All PETRONAS facilities / operations shall develop and maintain emergency plans and teams conforming to regulatory requirements in managing physical response to an incident and the associated external issues.

- i. OPU / JV / CPO / Business / HCU shall develop and maintain the emergency / crisis plans, e.g. ERP, OSRP, CCP and BCMP
- ii. OPU / JV / CPO / Business/ HCU shall develop and maintain IAP for all credible scenarios identified based on risk assessment
- iii. OPU / JV / CPO / Business / HCU shall establish emergency / crisis teams, e.g. ERT, OSRT, EMT, CCT and BCMT
- iv. Emergency / Crisis teams shall attend related training and participate in emergency drills and exercises
- v. OPU / JV / CPO / Business / HCU shall established and maintain an internal and external emergency / crisis notification protocols
- vi. OPU / JV / CPO / Business shall establish and maintain emergency facilities and equipment e.g. ICP, Staging Area, ECC, etc.
- vii. OPU / JV / CPO / Business / HCU shall establish emergency resource / mutual aid agreements / programmes to cater for resource support and requirement during crisis
- viii. OPU / JV / CPO / Business / HCU shall design, construct, operate and maintain all emergency systems, equipment and facilities to address and manage emergencies / crises at site e.g. fire safety system, oil spill response equipment, fire station, etc.

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2.2 PETRONAS THREE-TIERED RESPONSE PROTOCOL & ACTIVATION

PETRONAS three-tiered response protocol provides clear demarcation of response control and the required capability of the emergency / crisis response teams. Response priorities during emergency / crisis are to protect and save people, environment, assets and reputation.

The three-tiered response definitions are as follows:

i. Tier 1

A situation where the emergency response is within the control and capability of the OPU / JV / CPO.

ii. Tier 2

A situation where the emergency response is within the control and capability of the OPU / JV / CPO with external assistance from response agencies and authorities.

iii. Tier 3

A situation where the emergency response is beyond the control and capability of the OPU / JV / CPO in which the crisis requires involvement and management of external response agencies or authorities.

When an emergency / crisis situation occurs, identified response teams shall response according to the designated tier based on emergency escalation and severity. Generally, ERT will activate when Tier 1 is declared followed by the activation of EMT at Tier 2. If the emergency escalate to crisis, CMT will be activated to manage the situation.

2.3 LINKAGE AND INTEGRATION WITH HOST GOVERNMENT

Depending on the severity, the authorities will take control of response operations either for reasons of public safety, national interest or if it determines PETRONAS is unable to manage the situation. This is achieved by invoking government emergency protocols where UC shall be established and a handing over certificate as per Appendix A, where required, shall be prepared and duly signed by the IC and authorities.

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2.3.1 Linkage and Integration with Malaysia Government

The figure below illustrate PETRONAS emergency process and linkage to Malaysian authorities as per requirement under the MKN Arahan No. 20 (Policy and Mechanism on National Disaster and Relief Management), SOP for Oil, Gas and Petrochemical Disasters and NOSCP, Malaysia.

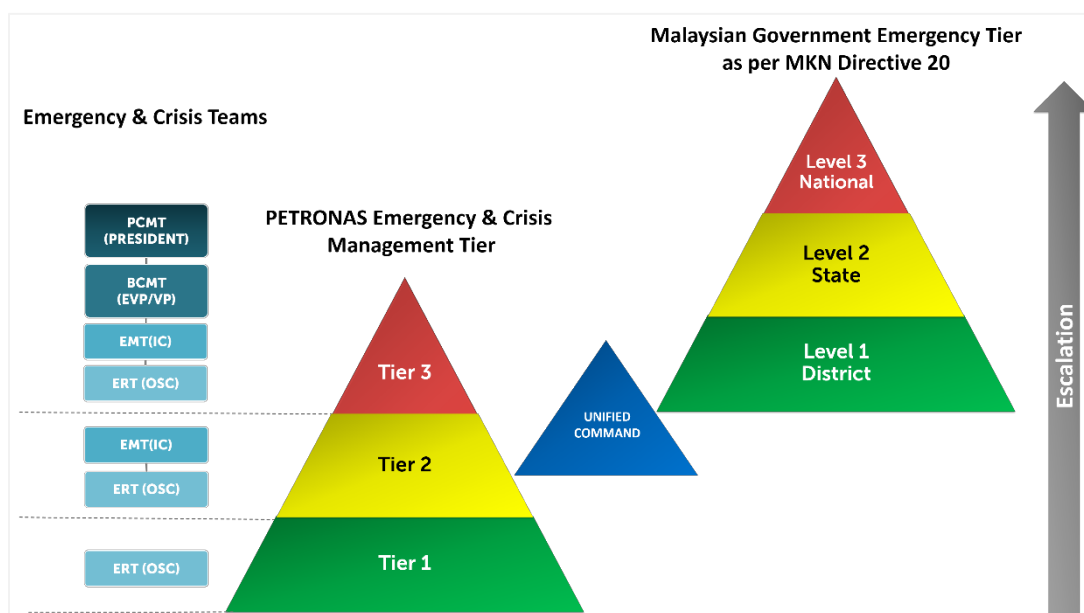


Figure 2: PETRONAS three-tiered emergency management and linkage to Malaysian authorities

2.3.2 Linkage and Integration for International Operations

The figure below illustrates PETRONAS emergency management and linkage for international operations.

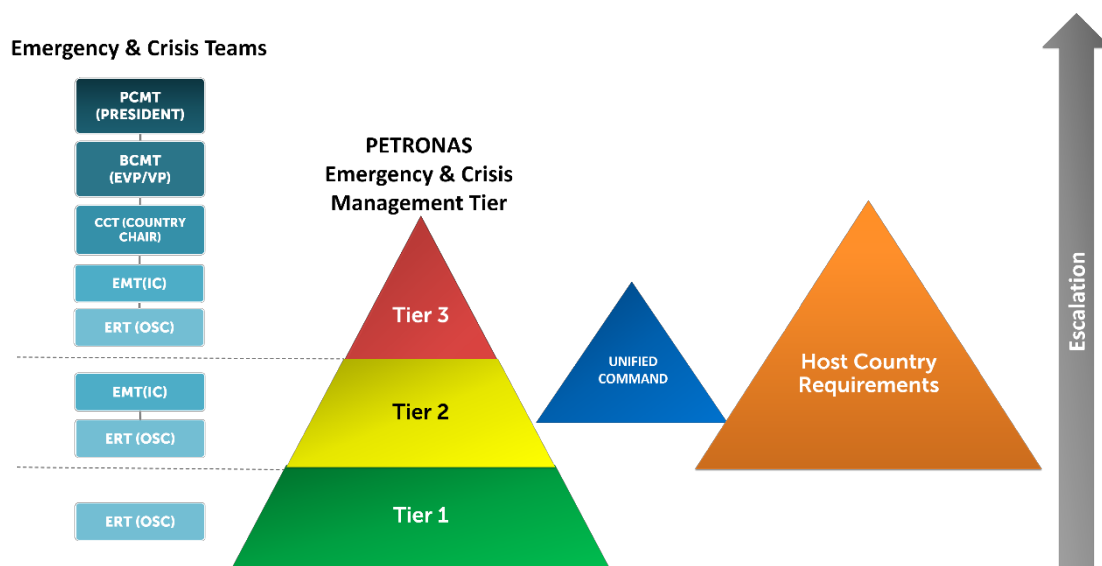


Figure 3: PETRONAS three-tiered emergency management for international operations

NOTE:

- International operations shall comply to host government response regulations.
- For oil spill response tiered system, refer to PTS 18.41.01 Oil Spill Contingency Planning Standard

3.0 PETRONAS EMERGENCY PLANS

OPU / JV / CPO / Business / HCU shall develop and maintain emergency / crisis plans conforming to regulatory requirements to manage the response operation and associated external issues. Each plan shall be reviewed once in 3 years or as and when necessary. The following figure describe the linkage between all emergency / crisis related plans with their respective teams.

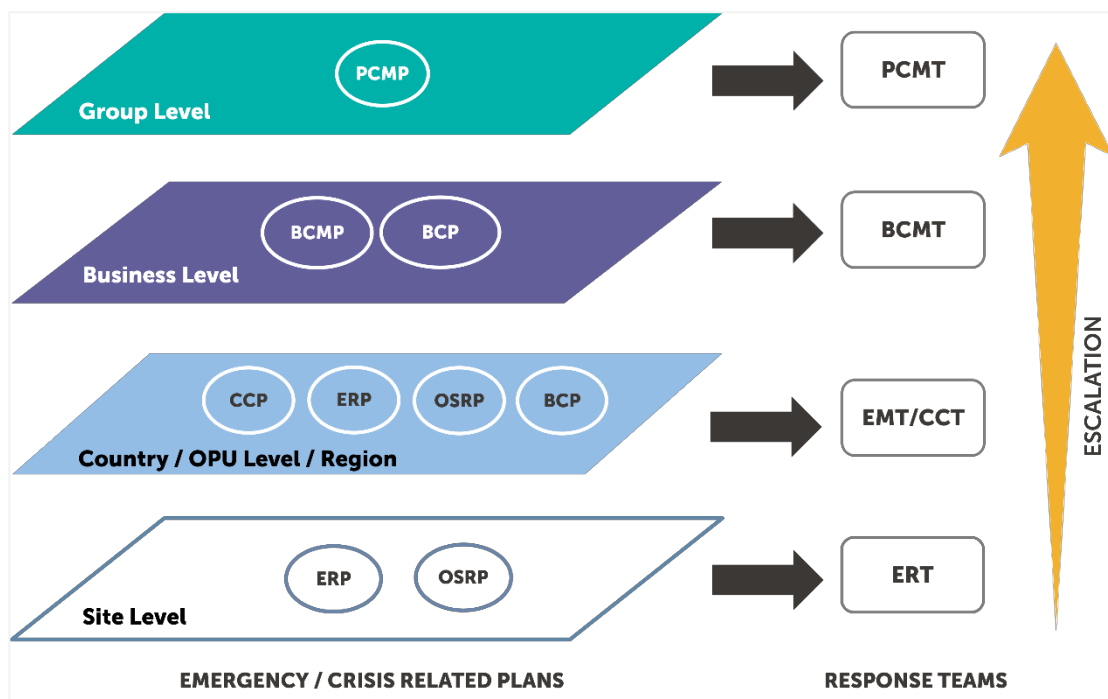


Figure 4: Linkage between all emergency and crisis related plans with their respective teams

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3.1 EMERGENCY RESPONSE PLAN (ERP)

OPU / JV / CPO / HCU shall develop and maintain an ERP.

The plan shall describe:

- i. Activities, risk assessment / potential risk impacting the facilities and communities
- ii. Response strategies
- iii. Emergency response organisation and its roles and responsibilities of key personnel, e.g. ERT, OSRT, EMT
- iv. Internal and external notification, communication and activation procedures
- v. List of resources and personnel including SMEs
- vi. Clear linkages to other related plans, e.g. OSRP, CCP, BCMP, mutual aid plans and government related emergency plans
- vii. The communication link, command and control with government authorities and community
- viii. Post Emergency Procedure as per section 5.4 of this document
- ix. For Malaysia operations, ERP prepared for submission to JKKP shall be accompanied by the declaration letter signed by Facility Head and CIMAHA Competent Person. International operations shall conform to host country requirements.

NOTE:

- i. Proposed content of ERP is as per Appendix B.

3.2 COUNTRY CONTINGENCY PLAN (CCP)

HSE Head at dominant OPU in international operations identified as high risk shall develop and maintain CCP to support impacted OPU's EMT and coordinate with respective BCMT and PCMT as required.


The plan shall describe:

- i. Response strategies
- ii. Emergency response organisation structure and the roles and responsibilities of CCT members
- iii. Internal and external notification, communication and activation procedures
- iv. List of resources and personnel including SMEs and third party service providers (contractors) in host country
- v. Establish linkages with host government agencies including emergency response organisation
- vi. Manage and monitor media and other related issues that could impact PETRONAS' reputation
- vii. Clear linkages to other related plans, e.g. SRMCP, Country BCP, etc.

The plan developed shall be reviewed by Business HSE and GHSE prior to approval and finalization.

NOTE:

- I. Proposed content of CCP is as per Appendix C
- II. High risk country is based on risk assessment by Group Risk Management or Business recommendation

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3.3 BUSINESS CRISIS MANAGEMENT PLAN (BCMP)

Business shall develop and maintain BCMP to support OPU's EMT and CCP in host country and coordinate with PCMT. Respective business units may develop Crisis Management Plan based on business requirements.

The plan shall describe:

- i. Response strategies
- ii. Crisis management organisation structure and the roles and responsibilities of BCMT key personnel
- iii. Internal and external notification, communication and activation procedures
- iv. List of resources and personnel including SMEs and third parties contractors
- v. Establish linkages with host government agencies including emergency response organisation
- vi. Manage and monitor media and other related issues that could impact PETRONAS' reputation
- vii. Manage technical and commercial implications of an emergency and identify where support could be obtained within PETRONAS
- viii. Clear linkages to other related plans, e.g. CCP, SRMCP, Country BCP, etc.

NOTE:


- i. Proposed content of BCMP is as per Appendix D

3.4 PETRONAS CRISIS MANAGEMENT PLAN (PCMP)

GHSE shall develop and maintain PCMP to support BCMT.

The plan shall describe:

- i. Strategies and issues such as reputation, license to operate, liabilities and loss of business that could impact PETRONAS
- ii. Crisis management organisation and its roles and responsibilities of PCMT members
- iii. Communications protocols guiding the interaction among BCMT, CCT, BCTs, Group Security and PCMT

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3.5 INCIDENT ACTION PLAN (IAP)

IAP is a document prepared in advance to respond to a specific emergency scenario. It is developed based on identified credible scenarios as per HER. An IAP contains detailed information to guide the emergency teams in responding to emergency / crisis. It shall also be used during training, exercise and assessment. An IAP shall:

- i. Be simple and focus on response strategies
- ii. Outline immediate and on-going actions
- iii. Identify resources required
- iv. State other concerns and potential escalation hazards
- v. Be included in emergency plans

NOTE: Proposed content of IAP is as per Appendix E.

3.6 INTEGRATION WITH OTHER CONTINGENCY AND CRISIS PLANS

Emergency / Crisis Teams may identify and consider the activation of other related contingency plans and teams e.g. BCP, SRMCP etc. Constant communication is essential in preparation for other respective contingency teams' activation.

3.7 RESOURCE MATRIX

OPU / JV / CPO / Business / HCU shall identify necessary emergency resources to be included in the emergency plans that may be required and deployed during an emergency in order to mitigate and control the situation effectively. The resources identified shall include detailed information of available emergency equipment, contact details of SMEs, emergency response contractors and service providers.

Business shall develop and maintain an emergency contact list for all its OPU / JV / CPO HSE Heads as well as their emergency control centres (ECC). The updated list shall be forwarded to GHSE every six (6) month or when there is change in the list.

NOTE: Proposed resource matrix details is as per Appendix F

3.8 MUTUAL AID

OPU / JV / CPO / Business / HCU shall maintain a mutual aid plan where required. Factors to consider in the development of mutual aid agreements are:

- i. Commitment of excess resources without jeopardising the safety of the facility
- ii. Mutual aid responders should be trained to manage emergency and crisis
- iii. Development of resource matrix
- iv. Annual mutual aid training programme to test out accuracy, state of readiness and effectiveness

NOTE: Proposed sample of Mutual Aid plan is as per Appendix G

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4.0 ORGANISATION, ROLES AND RESPONSIBILITIES

The following section explains the emergency response teams' roles and responsibilities during any emergency / crisis. Official appointment from the management of OPU / JV / CPO / Business / HCU is required for any personnel appointed as members.

Note: Sample appointment letter is as per Appendix H

4.1 EMERGENCY RESPONSE TEAM (ERT)

ERT is the tactical response team to carry out tasks under the direction of OSC. OSC is responsible to ensure that the response is carried out in a safe and efficient manner. The team should be trained and fit to conduct emergency response operations.

ERT shall be led by Shift Supervisor / Superintendent or other competent person as the OSC. The OSC criteria shall be:

- i. Preferably an executive staff
- ii. Person in-charge of facilities and installation
- iii. Trained and competent in emergency response

The primary roles of the ERT:

- i. Sizing up (assess) the situation
- ii. Ensure response operations are carried out in a safe, well-organise and effective manner
- iii. Strategise and implement site control and safety, source control, protect and save people, environment and asset
- iv. Interacting with EMT, government agencies, contractors and other parties
- v. Declaration of Tier 2 by OSC based on severity of the emergency
- vi. Stand down declaration for emergency at Tier 1 after thorough risk assessment

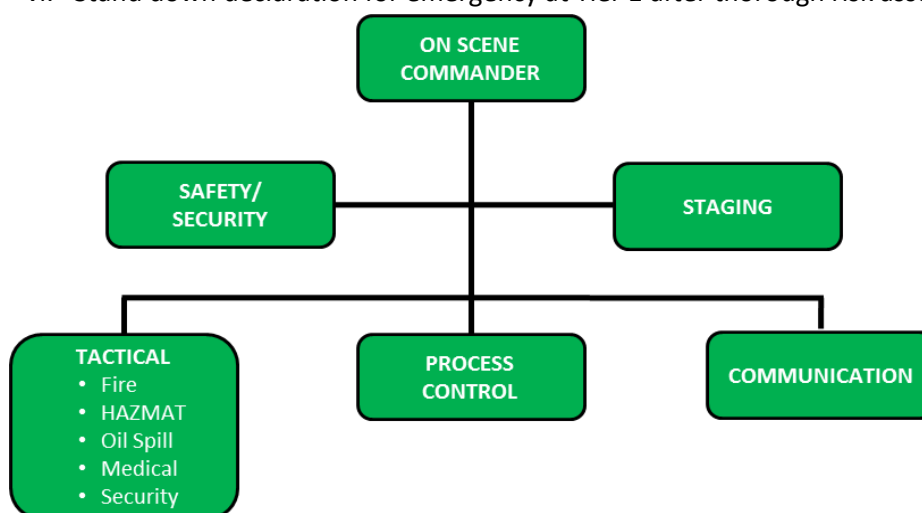


Figure 5: Emergency Response Team (ERT) functional structure

NOTE:

- I. Based on business requirement and not limited to the above example.
- II. For fitness guidelines, refer to PTS 18.13.01 Guideline on Health Assessment for Fitness to Work

4.2 EMERGENCY MANAGEMENT TEAM (EMT)

The EMT shall be led by Facility Head as the IC and convene in the ECC. IC is accountable and responsible for organising and managing the emergency response operation and to ensure that it is carried out in a safe, effective and efficient manner.

The primary roles of EMT:

- i. Provide strategic direction to response operations
- ii. Coordinate and support ERT
- iii. Assess incident potential to escalate into a crisis situation
- iv. Interface with and provide information to CCT and BCMT
- v. Integrate with government agencies
- vi. Manage human resources and legal issues
- vii. Manage business continuity activities
- viii. Manage stakeholders (including local community)
- ix. Manage media as per PETRONAS Crisis Communication Manual
- x. Declaration of Tier 3 by IC based on severity of the emergency
- xi. Stand down declaration of emergency at Tier 2 and in consultation with CMT and Authorities for stand down beyond Tier 3
- xii. Arranging humanitarian assistance to NOKs of individuals injured or deceased

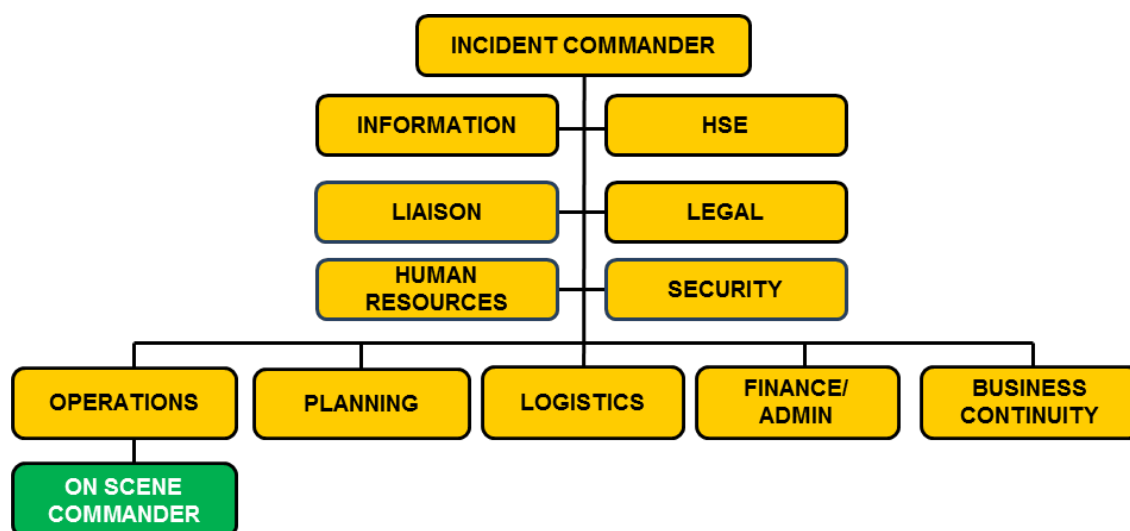



Figure 6: Emergency Management Team (EMT) functional structure

NOTE:

- i. Based on business requirement and not limited to the above example.
- ii. Functional structure based on ICS and general roles and responsibilities as per Appendix I

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4.3 DUTY MANAGER / MANAGER-IN-CHARGE


OPU / Business / HCU shall have a stand-by DM / Manager-in-Charge on rotation basis with on-duty team members (first responders). DM / Manager-in-Charge can be from HSE, Operations, Maintenance, Technical Services or other departments.

The primary roles of DM / Manager-in-Charge:

- i. Support the OSC / IC / CCT Leader (Country Chair) / BCMT Leader
- ii. Ensure appropriate notifications are made on a timely manner
- iii. Be in charge of EMT / CCT / BCMT prior to arrival of IC / CCT Leader/ BCMT Leader

The DM / Manager-in-Charge shall be:

- i. On-call and contactable at all times
- ii. Available at Site / ECC within 45 minutes of incident

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4.4 COUNTRY CONTINGENCY TEAM (CCT)

For international operations, the CCT shall be led by the Country Chair to support the Business / OPU in managing the crisis.

The primary roles of the CCT:

- i. Declaration of emergency affecting PETRONAS operations
- ii. Manage country evacuation, if required
- iii. Support OPU's NOK through humanitarian assistance, BODEVAC, and MEDEVAC
- iv. Maintain communications across PETRONAS, embassies and relevant host government authorities
- v. Coordinate all strategic activities and support OPU EMT / BCMT / Country BCT / PCMT
- vi. Manage impact of business reputation and monitor external perceptions
- vii. Stand down declaration for emergency at international operation

The CCT functional structure is shown in Figure 7.

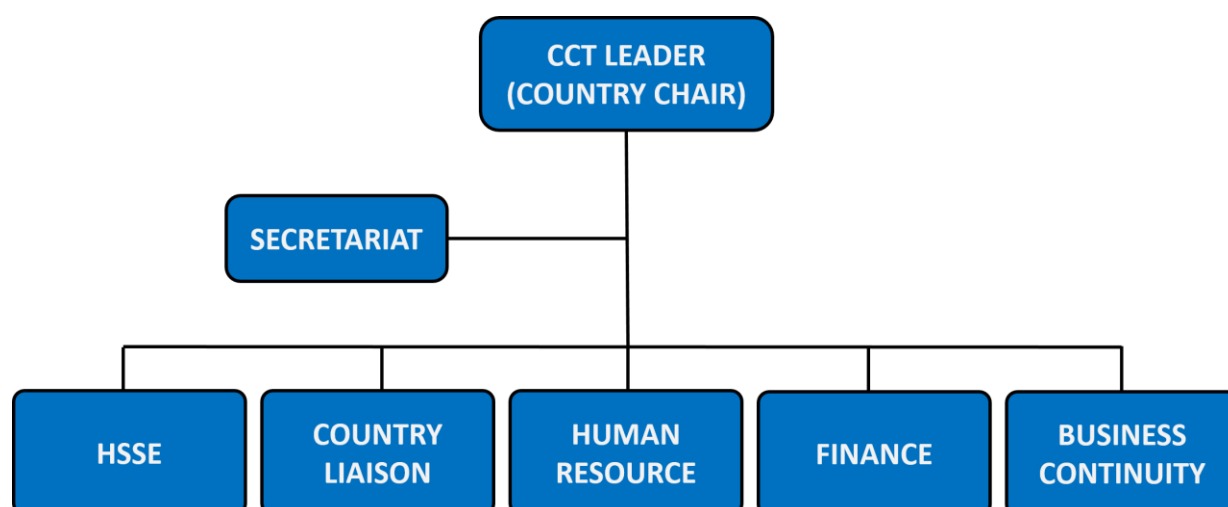


Figure 7: Country Contingency Team (CCT) functional structure

NOTES:

- i. CCT Leader shall consult Business Head and President for country evacuation as decision to evacuate is made by President & Group CEO / EVP
- ii. CCT Leader may request for personnel from other unaffected OPU/Business for assistance
- iii. CCT Leader for specific country may include additional functional boxes as and when necessary

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4.5 BUSINESS CRISIS MANAGEMENT TEAM (BCMT)

The BCMT shall be headed by the EVP / VP to provide strategic direction, managing issues and crisis for business unit as well as supporting and advising CCT.

The primary roles of the BCMT:

- i. Identify, evaluate and proactively address the crisis situation and provide expertise in issues of concern
- ii. Collate, evaluate and disseminate damage information and manage issues
- iii. Ensure effective execution of EMT and CCT action plans
- iv. Monitor domestic and global perceptions
- v. Activate internal and external resources, if required
- vi. Review and approve press releases
- vii. Coordinate all strategic activities with PCMT if activated

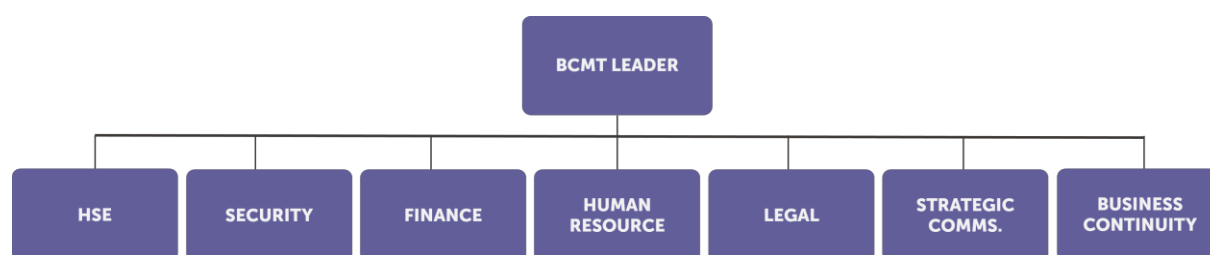



Figure 8: Business Crisis Management Team (BCMT) functional structure

NOTE: BCMT Leader may call other members as and when required.

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4.6 PETRONAS CRISIS MANAGEMENT TEAM (PCMT)

The PCMT shall be headed by the President & Group CEO PETRONAS and focus on strategic issues that could impact the Group.

The primary roles of the PCMT:

- Prioritise issues and formulating strategies to manage reputation, operability, licence to operate, liabilities or potential financial loss
- Determine information is adequate, complete and factual
- Monitor and manage domestic and global perceptions and issues
- Liaise and interface with high level government agencies, e.g. MKN, JPM and host country government authorities
- Review and approve press statement
- Lead press conference when required

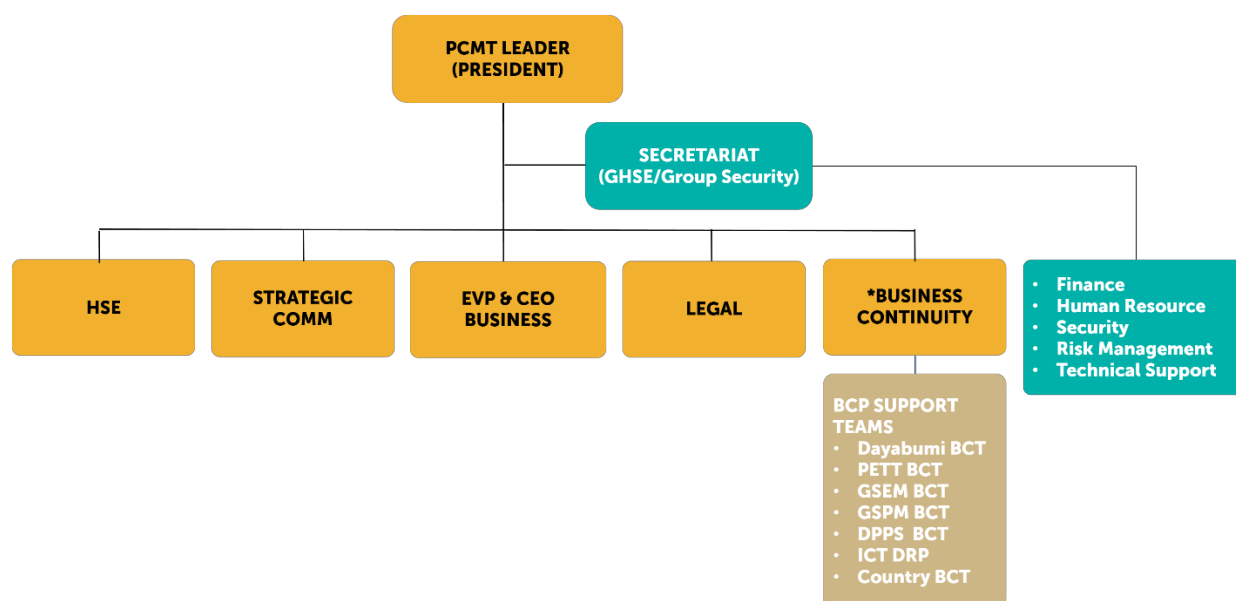


Figure 9: PETRONAS Crisis Management Team (PCMT) functional structure

NOTE: President may call other members as and when required.

4.7 OVERALL CRISIS MANAGEMENT FRAMEWORK

The overall crisis management framework for domestic and international operation is shown in Figure 10.

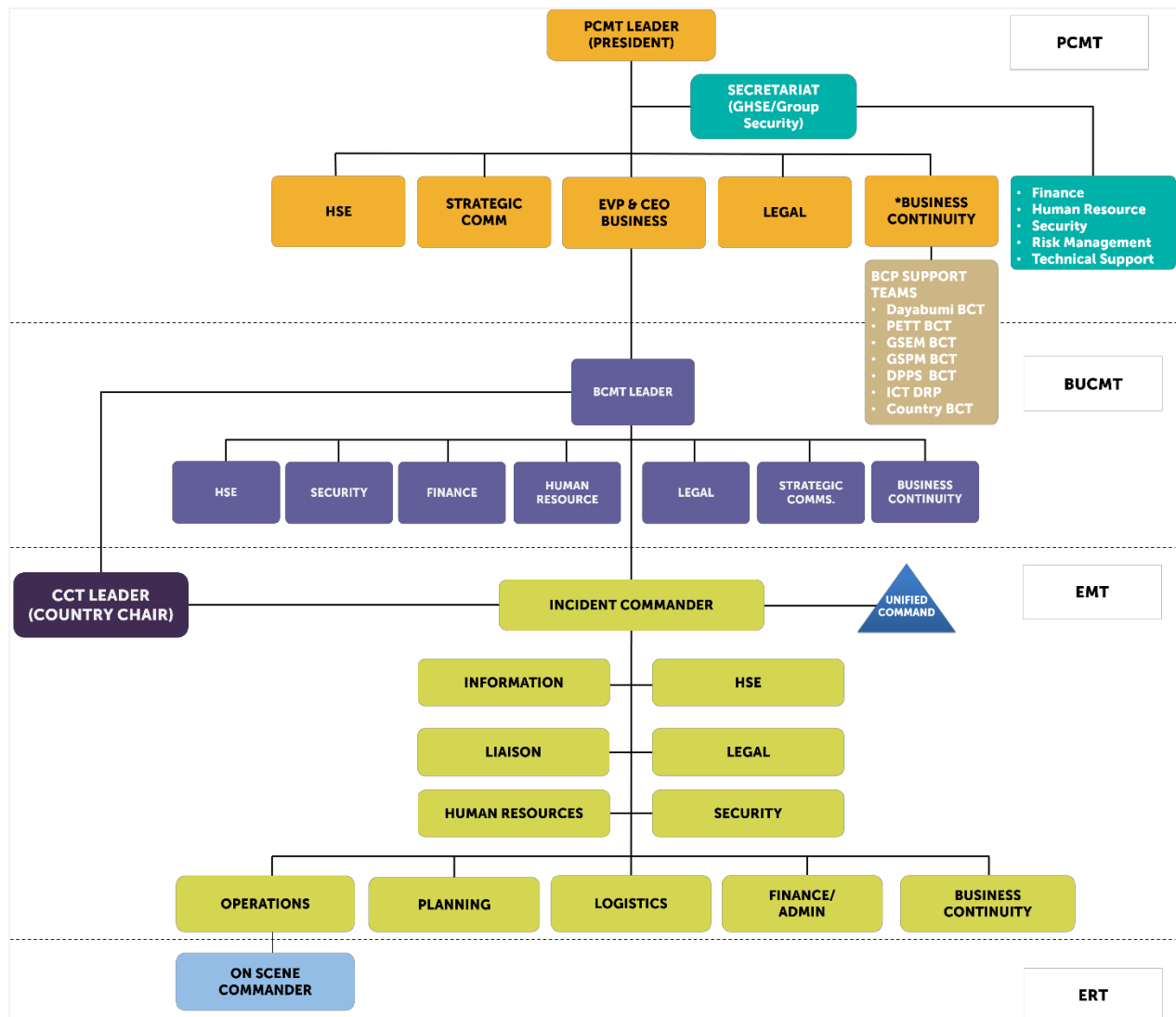



Figure 10: Emergency / Crisis management framework for PETRONAS

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4.8 UNIFIED COMMAND (UC)

A UC is a structure created at the time of an emergency to bring together the incident command of each organisation involved in response operations. It is a joint decision making structure as depicted in Figure 11 below.

The primary roles of the UC Team:

- i. Establish objectives and priorities
- ii. Review and approve tactical plans
- iii. Ensure full integration of response resources
- iv. Resolve conflicts

For cases where an emergency impacts more than one OPU / Business, a leader with appropriate Limits of Authority (LOA) shall be selected by impacted members. This will ensure one focal point for communication before and after the arrival of the authorities for UC.

Primary roles of PETRONAS representative in UC are as follows:

- i. Provide technical expertise
- ii. Support the continued joint response operations.
- iii. Maintain communication with ECC on situational updates

NOTES:

For international operations, UC shall be in conformance with host-country requirements.

For Malaysia operations, UC shall be led by:

- i. PDRM for land based disaster
- ii. APMM for marine disaster
- iii. JAS for marine oil spill

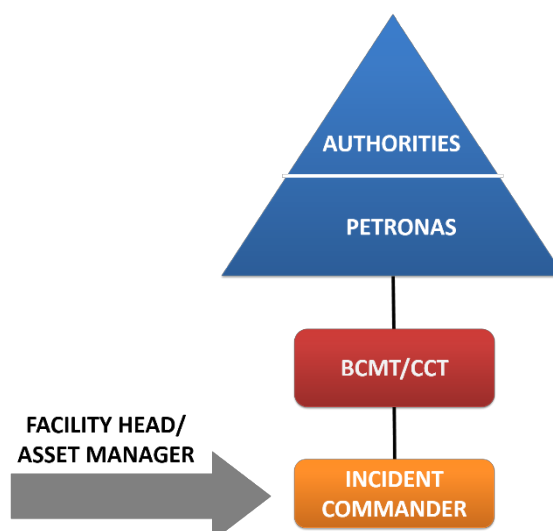



Figure 11: UC Structure

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5.0 EMERGENCY AND INCIDENT NOTIFICATION AND COMMUNICATION

All OPU / JV / CPO / Business / HCU shall establish and maintain an emergency and incident notification processes to ensure immediate notification is disseminated to higher management and authorities based on notification list. The process shall include the following notification.

NOTE: For detailed explanation on incident notification requirements, refer to PTS 18.06.01 Incident Notification, Investigation and Reporting.

5.1 EMERGENCY NOTIFICATION – INTERNAL

- i. Initial emergency notification within respective OPU / Business management shall be made by the OPU concerned immediately. Communication to COMCEN shall be made within 1 hour of the incident by fax / email / phone / SMS. Subsequent updates shall be made by fax or email every 3 hours or when there is significant change in the situation using the NF form as per Appendix J. Sample of SMS format is attached in Appendix K.
- ii. COMCEN shall be responsible to notify all concerned as indicated in the NF. It will still be the responsibility of the OPU / JV / CPO / Business / HCU concerned to notify their top management.

5.2 EMERGENCY NOTIFICATION – EXTERNAL

- i. The OPU / Business is responsible to notify relevant national / competent authorities of the incident / emergency, in accordance with the statutory / non-statutory requirements of the host government
- ii. Notify relevant internal and external stakeholders
- iii. Notification to public through relevant government agencies on potential and actual impacts of emergency shall be made as soon as possible. This will increase public awareness of the hazards by providing information on appropriate actions to be taken before, during and after emergencies.

5.3 MEDIA / PRESS RELEASE

- i. A SHS based on pre-approved format as per Appendix L shall be prepared within 1 hour by IC in consultation with MD / CEO. A copy shall also to be extended to Group Strategic Communications (GSC)
- ii. Subsequent press releases to the media shall be reviewed and endorsed by GSC before issuance. In the event that a crisis occurs, or an incident or emergency situation escalates to crisis, detailed crisis communications guidelines can be referred to under the **PETRONAS Crisis Communications Manual** developed by GSC
- iii. Affected OPUs' strategic communications / corporate affairs / brand department shall ensure constant monitoring of online news portal and social media for any immediate reputation implication arise from the crisis. If there is imminent reputation threat to PETRONAS, GSC shall be notified promptly for further action.

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5.4 POST EMERGENCY PROCEDURES

5.4.1 Ending the Emergency (Stand Down)

It is essential to ensure all potential hazards must be identified and that the emergency is under control before a decision is made to terminate the emergency. The stand down declaration is made:

- i. By OSC and IC at Tier 1 and Tier 2 emergencies respectively
- ii. In consultation with authorities / IC / BCMT beyond Tier 3 emergencies
- iii. By CCT Leader for international operations
- iv. To COMCEN as per NF in Appendix J

5.4.2 Post Mortem

After the stand down on any emergency, all emergency and crisis teams shall conduct a post mortem session with responding Government Agencies to identify gaps, area of improvement and good practices that were demonstrated during the response. All post mortem report shall be submitted to Business HSE using standard form as per Appendix M. Business HSE shall track and ensure closure of Tier 2 and above action items in the post mortem report. All key improvements shall be highlighted in the Management Review and incorporated in the existing emergency / crisis plans.

5.4.3 Management of Evidence

The affected area should be secured and evidence preserved for further examination and investigation by PETRONAS / authorities. Investigation by PETRONAS shall be in accordance with PTS 18.06.01 Incident Notification, Investigation and Reporting.

PPE and safety equipment shall be made available for re-entry, if required. Permission for site clearance, damage assessment, recovery or reconstruction must be obtained from competent authorities to ensure safety of personnel entering the area.

6.0 TRAINING, DRILLS AND EXERCISES

OPU / JV / CPO / Business / HCU shall establish, develop and conduct training, drills and exercises programmes as follows.

6.1 TRAINING PROGRAMME FOR EMERGENCY / CRISIS TEAM

OPU / JV / CPO / Business / HCU shall provide training to establish and maintain the competency of individuals and emergency teams. The minimum training programme includes the following:

PERSONNEL	TRAINING PROGRAMMES	FREQUENCY
ERT / OSRT	<ul style="list-style-type: none"> Industrial Fire Fighting Structural / Building Fire Fighting Basic First Aid Hazmat Operation (where applicable) Oil Spill Response Training Level 1 (where applicable) 	Once off
	<ul style="list-style-type: none"> ERT / OSRT Refresher 	Once in two years
OSC	<ul style="list-style-type: none"> As per relevant ERT Training OSC Training Oil Spill Response Training Level 2 (where applicable) 	Once off
	<ul style="list-style-type: none"> OSC Refresher 	Once in two years
DM / Manager-in-Charge, IC, EMT, CCT and BCMT	<ul style="list-style-type: none"> Emergency and Crisis Management 	Once off
	<ul style="list-style-type: none"> Emergency and Crisis Management Refresher 	Once in two years
New Staff / Transfer-in	<ul style="list-style-type: none"> Fire Safety and Emergency Orientation 	As and when necessary

Table 1: Training Programme

NOTES:

- All training shall be coordinated by PLC, INSTEP, CEFS, GHSE or other recognised centres
- Oil spill response training shall be coordinated by PIMMAG or other recognised training providers
- Other non-plant business shall identify relevant training based on the nature of its business and shall be conducted by recognised training providers
- OPU / Business / HCU shall develop HSE training matrix relating to emergency response and maintain training records
- Details of Oil Spill Response training course content can be found in PTS 18.41.01 Oil Spill Contingency Planning Standards

6.2 INTERNAL EMERGENCY & CRISIS MANAGEMENT TRAINING REQUIREMENTS

OPU / JV / CPO / Business / HCU may conduct internal Emergency Response and Crisis Management training / refresher training for their respective EMT(s) based on the following criteria:

- Appointed trainer by OPU / Business / HCU shall obtain approval from GHSE
- Trainer shall be using the base training pack and assessment module by GHSE
- All emergency and crisis management training conducted at OPU / Business / HCU level shall be notified to GHSE through submission of attendance list and assessment result for tracking purpose

6.3 DRILL AND EXERCISE REQUIREMENTS


OPU / JV / CPO / Business / HCU shall conduct emergency drill and exercise to allow responders to be familiar with the procedures, facilities and systems during an actual emergency. The interactions within multiple and external response teams allow the responders to enhance decision-making capabilities and demonstrate individual and group skill abilities to response operations. The drill and exercise requirements is as follows:

TEAM	TYPE OF DRILL / EXERCISE	FREQUENCY	DESCRIPTION
♦ All teams	Notification	Once in 6 months	To validate emergency contact numbers of emergency or crisis teams and authorities
♦ ERT ♦ OSRT	Drill based on IAP	Once in 2 months for each shift	Participation or mobilisation of emergency teams based on IAP
♦ EMT	Table top / Functional	1 per year	Participation or mobilisation of emergency teams based on Emergency Response ERP
♦ EMT	Full Scale	Once in 3 years	Participation or mobilisation of EMT and involvement of relevant authorities based on Emergency Response Plan Note: Full scale exercise conducted by OPU with multiple facilities / locations (regional / clusters / platforms), involving any one of the ERTs / OSRTs, is considered to have complied with this requirement.
♦ CCT ♦ BUCMT ♦ BCMT	Table top / Functional	Once in 2 years	Participation or mobilisation of crisis team members based on related crisis management plans

Table 2: Drill and exercise requirements

NOTE:

- The procedure to conduct drills and exercises is available in PTS 18.40.02 PETRONAS Emergency Drill and Exercise Procedure.

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6.4 DRILL AND EXERCISE EVALUATION

OPU / JV / CPO / Business / HCU shall evaluate drills and exercises conducted to identify areas for improvement. Evaluation for Tier 2 drills or exercises, shall consist of a member from Business HSE while for Tier 3 exercise and above, a member from GHSE shall be included.

Drills / Exercises post mortem report shall be developed and maintained by the OPU / JV / CPO / Business / HCU for continual improvement and assurance purposes. Business shall ensure gaps identified in the drills and exercises are closed accordingly. Copy of exercise report shall be submitted to GHSE as per **PTS 18.40.02 Emergency Drill and Exercise Guideline**.

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7.0 EMERGENCY FACILITIES

7.1 INCIDENT COMMAND POST (ICP)

ICP is location at which OSC coordinates emergency response team operation at site. ICP is to be located outside the area of present and potential hazards.

7.2 STAGING AREA

Staging area is the location where resources are placed while awaiting tactical assignment. Staging area is managed by the Staging Area Manager under the Operation Section Chief. OPU / JV / CPO / Business / HCU shall identify the location of staging area as well as the alternate location should the primary staging area becomes inaccessible or unsafe.

7.3 EMERGENCY CONTROL CENTRE (ECC)

OPU / JV / CPO / Business / HCU shall establish, equip and maintain the ECC that meets the requirement of emergency / crisis team. The proposed ECC facilities are attached in Appendix N.

7.4 CRISIS MANAGEMENT CENTRE (CMC)

CMC is a facility setup to respond to crisis situations in which BCMT (and above) is activated. When a crisis is declared, Level 37 of Tower 1 of the PETRONAS Twin Towers meeting rooms may be converted to a centralised management centre.

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8.0 COMPLIANCE ASSESSMENT

The compliance assessment of emergency and crisis preparedness programme in OPU / JV / CPO / Business / HCU shall be conducted periodically based on the tier 2 and 3 HSEMS assurance requirements. The objective of this assessment is to identify gaps and incorporate feedbacks for continuous improvement. It shall be led by respective Business HSE with members / SMEs from other Business Units. A copy of the assessment report shall be submitted to GHSE.

The compliance assessment shall be based on:

- i. Examination of availability, validity and completeness of plan and procedures. Documents to be examined during the assessment:
 - a. HER
 - b. Emergency response and crisis management plans
 - c. Mutual aid plan
 - d. Drill and exercise close-out reports and gap closure tracking mechanism
 - e. Investigation report of previous incidents and emergencies
 - f. HSEMS Tier 2 / Tier 3 assurance findings
 - g. Other documents as required by government regulations
- ii. Evaluation of manpower availability and capability. Documents to be examined during the assessment:
 - a. Emergency /crisis organisation chart
 - b. Emergency contact list, both internal and external
 - c. Drill and Exercise attendance record
 - d. Training matrix and records
- iii. Verification of emergency equipment and facilities. Documents to be examined during the assessment:
 - a. IAP
 - b. Resource matrix
 - c. Emergency equipment and facilities inspection, testing and maintenance procedures and records

All emergency response and crisis management documentation must be readily available at all times.

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9.0 BIBLIOGRAPHY

In this PTS, reference was made to the following standards / publications:

PTS STANDARDS

HSE Management System	PTS 18.00.01
Hazard and Effects Management Process	PTS 18.04.02
Emergency Drill and Exercise Procedure	PTS 18.40.02
Incident Notification, Investigation and Reporting	PTS 18.06.01
HSE Performance Monitoring and Reporting	PTS 18.06.04
Tier 3 HSE Assurance	PTS 18.07.01
Medical Emergency Management	PTS 18.15.01
Oil Spill Contingency Planning	PTS 18.41.01

OTHER DOCUMENTS

PETRONAS BCM Governance Framework	
PETRONAS Twin Towers (PETT) Business Continuity Plan	
Gas Supply to East Malaysia (GSEM) Business Continuity Plan	
Gas Supply to Peninsular Malaysia (GSPM) Business Continuity Plan	
Domestic Petroleum Product Supply (DPPS) Business Continuity Plan	
ICT Disaster Recovery Plan (DRP)	
Country Business Continuity Plan	
Security Risk Management Contingency Plan	
PETRONAS Crisis Management Centre Procedure	
PETRONAS Crisis Communication Manual	
Societal Business Contingency Management Systems, Requirements	ISO 22301
Standard on Disaster / Emergency Management and Business Continuity Programs	NFPA 1600
Petroleum and Natural Gas Industries, Offshore, Production Installations, Requirements and Guidelines for Emergency Response	ISO 15544

GOVERNMENT EMERGENCY REGULATIONS, PROCEDURES AND GUIDELINES

Occupational Safety and Health (Control of Industrial Major Accident Hazards) Regulations 1996

MKN Arahan No. 18: Pengurusan dan Pengendalian Krisis Keganasan, Julai 2002
(NSC Directive No.18: Policy and Mechanism on Terrorism Control)

MKN Arahan No.20: Pengurusan dan Pengendalian Bantuan Bencana, March 2012
(NSC Directive No.20: The Policy and Mechanism on National Disaster and Relief Management)

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MKN Arahan No 21: Pengurusan dan Pengendalian Situasi Ancaman Ketenteraman Awam, September 2003


(NSC Directive No.21: Policy and Mechanism on Public Order)

SOP for Oil, Gas and Petrochemical Disasters, September 2004

Malaysian National Oil Spill Contingency Plan, Edition 2000

Panduan Penyediaan dan Pengujian Pelan Kecemasan Radiologikal dan Nuklear, Lembaga Perlesenan Tenaga Atom, Januari 2012

(Guideline on Radiological and Nuclear Emergency Preparedness and Response Plan, Atomic Energy Licensing Board)

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APPENDIX A – SUMMARY OF NATIONAL SECURITY COUNCIL DIRECTIVES

THE MKN ARAHAN 20 RESPONSE CLASSIFICATIONS

Level 1 Disaster

A local incident which is under control and does not have potential to spread. It is not complex in nature and poses low risk in loss of life or damage to properties. This incident causes disruption to the daily activities of the surrounding community. District level authorities have the capabilities to control and mitigate incident through the mobilisation of district level agencies without or with limited external assistance.

Level 2 Disaster

An incident which is more serious and impacts a wider area or more than two districts has the potential to spread. It poses a high risk in loss of lives and damage to properties. This incident also damages infrastructure and disrupts the daily activities of the surrounding community. It is also more complex in nature and may involve search and rescue operations. Need to be managed by state level authorities who have the response capabilities with or without limited external assistances.

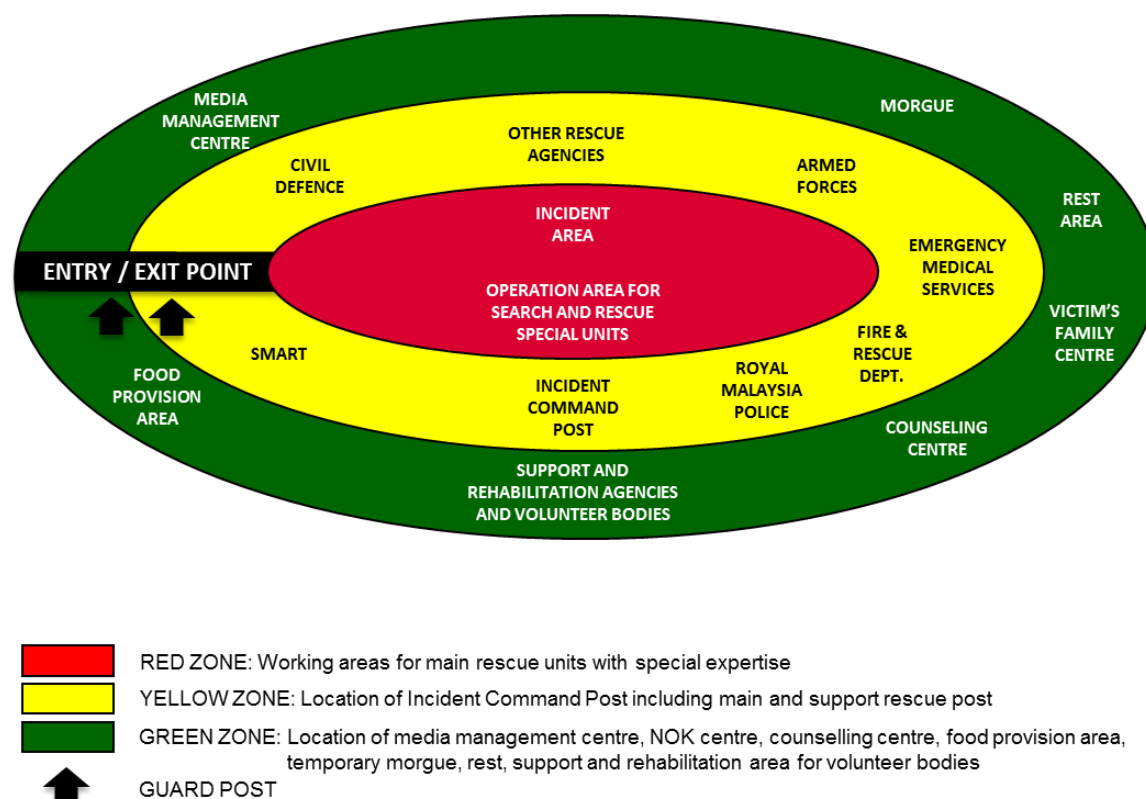
Level 3 Disaster

An incident that escalates from a Level 2 Disaster is much more complex in nature covering a wider area or more than two states. Need to be managed by federal authorities, who have the response capabilities with or without foreign assistance.

Salient Points

- i. Provides mechanism with roles and responsibility for government agencies during disaster. Does not describe interface with the industry / private establishments
- ii. Command and control:
 - a) PKTK – Headed by OCPD / Chief Police Officer / Director of KDNKA
 - b) PKOB – Headed by DO/ RO / State Secretary / Deputy Prime Minister

DEMARCATIION ZONES IN MKN ARAHAN 20



NOTE : Movement from one zone to the other is not allowed except by permission from OSC.

NOTE: Movement from one zone to the other is not allowed except by permission from OSC

MKN ARAHAN 18 (TERRORISM MANAGEMENT) SALIENT POINTS

- i. Outlines government policy mechanism and guidelines on terrorist related incidents on land, sea and air affecting citizens of Malaysia or Malaysian interest overseas
- ii. Provide guideline for handling crisis / incidents involving acts of terrorism
- iii. Malaysian government policy of terrorism
- iv. Condemns all forms of terrorism
- v. Peaceful resolution through negotiation
- vi. Does not participate in exchange of hostage
- vii. Assault is the last option
- viii. After initial assessment at site by PDRM, the CMT lead by Director of KDNKA is activated and reports directly to JKK. The JKK is headed by KSN at MKN.

MKN ARAHAN 21 (PUBLIC ORDER MANAGEMENT) SALIENT POINTS

- Outlines government policy, mechanism and guideline on public order situations in Malaysia
- Public order situation are acts by radical and extremist groups affecting public order. Acts generally lean toward politics, religion, race, language, economics, etc.
- Response mechanism base on tactical and strategic group at district, state and national level as per table below:

AREA	STRATEGIC	TACTICAL
District	District Public Order Committee Head – District Officer / Resident Officer Location – District Office / Resident Office (PKOB)	District Public Order Management Team Head – OCPD Location – At Site (PKTK)
State	State Public Order Committee Head – Chief Minister / State Secretary Location – State MKN / State Secretary Office	State Public Order Management Team Head – Chief Police Officer
National	National Public Order Committee Head – YAB Deputy Prime Minister Location – MKN Putrajaya	National Public Order Management Team Head – Director Internal Security and Public Order

SALIENT POINTS ON SOP FOR OIL, GAS AND PETROCHEMICAL DISASTERS (MKN DOCUMENT)

- Outlines procedure and tactical requirements, between government agencies and oil, gas and petrochemical industries. Describes in detail the interface between the authorities and private entities during emergency
- OCPD leads emergency management at site after briefing from industry representative, e.g. IC)
- Mandates notification by private entities to authorities at Tier 1
- Process for transfer of command for overall management of emergency at site is formalised by endorsement of handling over certificate as per copy below

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HAND OVER INFORMATION (TO RELATED GOVERNMENT AGENCIES)

During the handing over process, PETRONAS Emergency Team shall ensure the following information being communicated to the related responding officer(s):

- i. Incident facts
- ii. Nature of Emergency (Based on available map/layout of the incident)
- iii. Status of casualties
- iv. Overall response objectives

HAND OVER CERTIFICATE

I, _____ (name / designation) hereby hand over the coordination and management of the emergency at _____ (site / location) to _____ (name / designation) effective from _____ time / date.

I have conducted a briefing on the actions taken in managing the emergency to the party taking over control.

Handing Over Party

Taking Over Party

Signature:

Signature:

Name:

Name:

Designation:

Designation:

Date:

Date:


Witness

Signature:

Name:


Designation:

Date:

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APPENDIX B – PROPOSED EMERGENCY RESPONSE PLAN CONTENTS (TO BE CUSTOMISED BY OPU / BUSINESS BASED ON SITE SPECIFIC / LEGAL / HOST COUNTRY REQUIREMENTS)

Approval Sheet Ownership and Maintenance Distribution List Amendment History Definitions and Abbreviations	
SECTION 1.0	INTRODUCTION
	1.0 Introduction 2.0 Objective 3.0 Scope 4.0 Philosophies and Priorities 5.0 Background and Facility Information
SECTION 2.0	EMERGENCY ORGANIZATION STRUCTURES AND ROLES & RESPONSIBILITIES
	1.0 Emergency Organization Structures 2.0 Emergency Response Team (ERT) Roles and Responsibilities 3.0 Duty Manager / Manager-In-Charge Roles and Responsibilities 4.0 Emergency Management Team (EMT) Roles and Responsibilities 5.0 Linkages to Business Crisis Management Team (BCMT) 6.0 Linkages and Unified Command with Authorities
SECTION 3.0	EMERGENCY MANAGEMENT
	1.0 Notification and Communication 2.0 Activations and Operations 3.0 Emergency Facilities 4.0 Evacuation / Shelter in Place 5.0 Public and Media Information 6.0 Demobilization 7.0 Declaration of Stand Down / All Clear
SECTION 4.0	POST EMERGENCY
	1.0 Re-entry Precautions 2.0 Management of Evidence
SECTION 5.0	EMERGENCY PREPAREDNESS AND ASSURANCE
	1.0 Training Programme

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	2.0 Drill and Exercise
	3.0 Assurance

APPENDICES

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Appendix 3	Internal Emergency Contact Numbers
Appendix 4	External Emergency Contact Numbers
Appendix 5	Incident Action Plan (IAP)
Appendix 6	Notification Form
Appendix 7	Standard Holding Statement (SHS)
Appendix 8	MKN Hand Over Certificate
Appendix 9	Safety Data Sheet (SDS)
Appendix 10	Emergency Facilities
Appendix 11	Resource Matrix


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Figure 1	Emergency Organization Structures
Figure 2	OPU Layout Plan / Map
Figure 3	Surrounding Area Layout Plan / Map

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APPENDIX C – PROPOSED COUNTRY CONTINGENCY PLAN CONTENTS (TO BE CUSTOMISED BY OPU / BUSINESS BASED ON SITE SPECIFIC / LEGAL / HOST COUNTRY REQUIREMENTS)

Approval Sheet Ownership and Maintenance Distribution List Amendment History Definition and Abbreviations	
SECTION 1.0	INTRODUCTION
	1.1 Introduction 1.2 Scope 1.3 Country Background, Operations and Facilities
SECTION 2.0	ORGANISATION, ROLES AND RESPONSIBILITIES
	2.1 Primary Roles of CCT 2.2 CCT Functional Structure 2.3 Roles and Responsibilities 2.4 Overall Crisis Management Framework
SECTION 3.0	ACTIVATION, NOTIFICATION AND COMMUNICATION
	3.1 Activation of CCT 3.2 Notification 3.3 Communication 3.4 Demobilisation Phase / Stand Down
SECTION 4.0	TRAINING, DRILL AND EXERCISES
	4.1 Training Programme for CCT 4.2 Drill and Exercise Requirements 4.3 Drill and Exercise Evaluation
SECTION 5.0	COMPLIANCE ASSESSMENT
SECTION 6.0	BIBLIOGRAPHY
APPENDICES	
Appendix 1	Lists of OPUs, CCT And External Agencies Emergency Contact Numbers
Appendix 2	Strategic Issues
Appendix 3	Notification Forms
Appendix 4	Recommended Emergency Control Center & Status Board
Appendix 5	Incident Action Plan
Appendix 6	Sample of Letter of Indemnity
LIST OF FIGURES	
Figure 1	CCT Organisation Structure
Figure 2	Country Map
Figure 3	PETRONAS Operations in the Country

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APPENDIX D – PROPOSED BUSINESS CRISIS MANAGEMENT PLAN (BCMP) (TO BE CUSTOMISED BY BUSINESS BASED ON SITE SPECIFIC / LEGAL / HOST COUNTRY REQUIREMENTS)

Approval Sheet Ownership and Maintenance Distribution List Amendment History Definitions and Abbreviations	
SECTION 1.0	INTRODUCTION
	1.0 Introduction 2.0 Objective 3.0 Scope 4.0 Philosophies and Priorities 5.0 Background and Facility Information
SECTION 2.0	CRISIS ORGANIZATION STRUCTURES AND ROLES & RESPONSIBILITIES
	1.0 Crisis Organization Structures 2.0 Business Crisis management Team (BCMT) Roles and Responsibilities 3.0 Duty Manager / Manager-In-Charge Roles and Responsibilities 4.0 Linkages to Business Unit Crisis Management Team (BUCMT) 5.0 Linkages to Group Crisis Management Team (PCMT) 6.0 Linkages and Unified Command with Authorities
SECTION 3.0	CRISIS MANAGEMENT
	1.0 Notification and Communication 2.0 Activations and Operations 3.0 Emergency Facilities 4.0 Public and Media Information 5.0 Demobilization 6.0 Declaration of Stand Down / All Clear
SECTION 4.0	CRISIS PREPAREDNESS AND ASSURANCE
	Training Programme Drill and Exercise Assurance
APPENDICES	
Appendix 1	BCMT Functional Roles and Responsibilities

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Appendix 2	Internal Emergency Contact Numbers
Appendix 3	External Emergency Contact Numbers
Appendix 4	Notification Form
Appendix 5	Standard Holding Statement (SHS)
Appendix 6	Safety Data Sheet (SDS)
Appendix 7	Emergency Facilities
Appendix 8	Resource Matrix
LIST OF FIGURES	
Figure 1	Crisis Organization Structures
Figure 2	OPU Layout Plan / Map
Figure 3	Surrounding Area Layout Plan / Map



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APPENDIX E – INCIDENT ACTION PLAN (IAP) SAMPLE

INCIDENT ACTION PLAN		BUILDING - FIRE	
RESPONSE STRATEGY: EXTINGUISH FIRE WITH FIRE EXTINGUISHER / WATER SPRAY Occupant confirms fire at building – Activates nearest “Break glass” – Occupants evacuate building - ERT response with full bunker gears – Fire warden to carry out head count - ERT and CEFS with a full bunker gears (with BA set) set up for rescue and fire fighting – ERT and CEFS stand-by until area is declared stand down.			
IMMEDIATE RESPONSE	ACTIONS	RESOURCES REQUIRED	REMARKS
<input type="checkbox"/> Utility Panel man <input type="checkbox"/> Production Shift Manager (PSM) <input type="checkbox"/> Utility Panel man <input type="checkbox"/> Utility Panel man <input type="checkbox"/> Fire Warden <input type="checkbox"/> On-scene commander (PSM) <input type="checkbox"/> ERT	<ul style="list-style-type: none">Request fire confirmationVerify fire incident and initiate zoningActivate fire siren alarm, inform CEFS and Security.Make announcementCarry out head countRequest Utility Panel man to call Standby Manager to inform on incident statusCooling on adjacent building	<ul style="list-style-type: none">Field operator to confirm fire incident.Command postDCS fire siren switch, radio, CEFS hotline and telephone.PA systemBuilding occupant listTelephone or radio.Fire Water System, Fire water pumps, hoses and nozzles, monitors, water connections	<ul style="list-style-type: none">Identify incident and type of chemical involved
1 ST RESPONSE	ACTIONS	RESOURCES REQUIRED	REMARKS
<input type="checkbox"/> Fire Warden <input type="checkbox"/> On-scene commander <input type="checkbox"/> ERT & CEFS <input type="checkbox"/> On-scene commander (PSM) <input type="checkbox"/> Security <input type="checkbox"/> Standby Manager	<ul style="list-style-type: none">Check personnel evacuation status for missing persons.Verify fire size/severity and any obvious immediate hazards and advise Operation Chief.Personnel rescue and fire suppressionDeclare Tier-2 incidentInitiate EMT call out procedureEnsure EMT is activated by security	<ul style="list-style-type: none">Building Occupant listTelephone or radio.CEFSTelephone and radioHand phone, EMT call out listHand phone	<ul style="list-style-type: none">Risk Assessment
2 ND RESPONSE	ACTIONS	RESOURCES REQUIRED	REMARKS
<input type="checkbox"/> On-scene commander <input type="checkbox"/> ERT and CEFS <input type="checkbox"/> EMT <input type="checkbox"/> On Scene Commander	<ul style="list-style-type: none">Should monitor closely on ongoing potential hazard and any unsafe act/condition during fire suppression. If intensity begins to increase, order evacuation of operators/ERT immediately.Continue fire suppressionManaging incident as ruled out in ERP/ICSAdvice and request Incident commander to declare Stand down	<ul style="list-style-type: none">Internal Fire fighting facilitiesFire engine, Foam truck, Fire water hoses and nozzlesBack up ERTStaging area, External ResourcesERP/ICS and ECCOil Spill EquipmentTelephone, radio,	<ul style="list-style-type: none">Response action and techniques
OTHER ACTIONS / CONCERNS: Use of water may damage electrical and electronic equipment. Delays in response can be critical; responders must consider the potential for rapid escalation of the fire incident and the possibility of electrocution. Ensure all source of electricity is cut off before using water for fire fighting. If there is any doubt over the building integrity, consideration must be given to full evacuation of the building.			
ONGOING POTENTIAL HAZARDS: Electrical hazard, structure collapsed due to fire exposure and material strength degradation. Fire may escalate through air conditioning duct.			

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Other additional details that may be included in IAP:

- i. Layout Map (with cardinal direction)
- ii. Radio call sign
- iii. Wind direction
- iv. Point of ingress and egress
- v. Locations of emergency facilities and equipment

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APPENDIX F – PROPOSED RESOURCE MATRIX DETAILS

People resources


- i. Emergency focal person contact list
- ii. SME contact numbers
- iii. Authorities contact numbers, e.g. Police, Fire department, etc.
- iv. Emergency contractor and service provider
- v. Stakeholder

Equipment resources

- i. Fire fighting equipment
- ii. HAZMAT equipment
- iii. Medical equipment
- iv. Service provider, e.g. SOS
- v. Oil spill response equipment

Others

- i. Nearest clinic or hospital
- ii. Nearest burn unit

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APPENDIX G – MUTUAL AID PLAN

Statement of Policy Mutual Aid Members Objective of Mutual Aid Definition Member Companies Responsibilities	
SECTION 1.0	MUTUAL AID COMMITTEE AND MEETING
	1.1. Composition of Committee 1.2. Election of Mutual Aid Committee 1.3. Objective of Meeting
SECTION 2.0	RESPONSE PROCEDURE
	2.1 Emergency within Mutual Aid Members Facility 2.2 Emergency in Public Area
SECTION 3.0	TRAINING AND EXERCISES
	3.1 Introduction 3.2 Training Objectives 3.3 Exercises 3.4 Observation - Critique And Feedback 3.5 Debriefing 3.6 Final Report
SECTION 4.0	COMMUNICATION
	4.1 Type of Equipment 4.2 Call Sign 4.3 Emergency Channel 4.4 Testing Program
SECTION 5.0	LIABILITY, INDEMNITY AND INSURANCE
	5.1 Liability, Indemnity 5.2 Insurance
APPENDICES	
Appendix 1	List of Emergency Equipment and Resource

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APPENDIX H – SAMPLE APPOINTMENT LETTER

{Date}

{Name}

{Department}

{OPU / Business / HCU}

LETTER OF APPOINTMENT AS MEMBER OF EMERGENCY RESPONSE TEAM

Referring to the matter above, based on the assessment conducted, this is to certify that you have been appointed as member of Emergency Response Team (ERT) from the date of this letter until further notice.

The general responsibilities of ERT member are as follows:-

- Sizing up (assess) the situation
- Ensure response operations are carried out in a safe, well-organise and effective manner
- Strategise and implement site control and safety, source control, protect and save people, environment and asset
- Interacting and supporting EMT, government agencies, contractors and other parties
- Stand down declaration for emergency at Tier 1 after thorough risk assessment

With the appointment, I sincerely hope that you will able to perform your duty as mandated to you and prioritising safety in every response operations.

Thank you.

Yours faithfully

for {OPU/Business/HCU/JV}

Name

Position,


Department / Division / Company

cc:


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APPENDIX I – ICS GENERAL ROLES AND RESPONSIBILITIES

RESPONDER	RESPONSIBILITIES
Incident Commander	Responsible for the overall management of incident response operations and for serving as the Emergency Management Team's (EMT's) primary contact person with all involved or relevant external agencies.
Safety Officer	Responsible for supporting the EMT and Site Safety Officer and to provide expertise on safety issues that may arise during the conduct of incident response operations.
Information Officer	Responsible for organizing and managing all public affairs activities associated with incident response operations.
Liaison Officer	Responsible for organizing and managing all government and community affairs activities associated with incident response operations.
Human Resource Officer	Responsible for addressing human resources issues that arise for response personnel and for arranging humanitarian assistance to the NOKs of individuals injured or killed by the incident or during response operations.
Legal Officer	Responsible for providing advice on legal issues associated with incident response operations.
Duty Manager	Responsible for managing an incident prior the arrival of Incident Commander.
Operation Section Chief	Responsible for providing strategic direction and support to On-Scene Commander. Also responsible for receiving information on nature and status of at-the-scene tactical response operations, and for providing information to Incident Commander and other members of EMT.
Staging Area Manager	The Staging Area Manager is responsible for overseeing the staging area. The Staging Area Manager report to the Operations Section Chief.
On-Scene Commander	Responsible for organizing and managing at-the-scene tactical response operations in a safe and effective manner. Communicate and updates Operation Section Chief about the nature and status of the incident and tactical response operations.
Planning Section Chief	Responsible for provision of short-term and, if necessary, long-term planning; the compilation and display of information on the nature and status of an incident and incident response operations; and the compilation and retention of documentation.

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Logistics Section Chief	Responsible for obtaining the personnel, equipment, materials, and supplies needed to mount and sustain incident response operations and for providing the services necessary to ensure incident response operations are carried out in a safe and efficient fashion.
Finance Section Chief	Responsible for managing and supervising all financial and administrative aspects of incident response operations, including accounting, invoice processing, contracts, cost control, insurance coordination, and financial reporting.
Business Continuity Officer	Responsible to ensure the team is activated to provide response related to Business Continuity Management.

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APPENDIX J – NOTIFICATION FORM (TEMPLATE)





COMCEN: Tel: +603-2331 2141/42/43/44 OR +603-2161 1703 Fax: +603-2161 1696 / +603-2051 2101 SMS: +6019-384 4696 / +6012-316 8496 Email: comcen@petronas.com.my	FROM: BU: OPU: Tel: Fax: Sequence No:
--	---

NOTIFICATION LIST

OPU to tick:	COMCEN to notify the following:	OPU to notify internally as follows:
<input type="checkbox"/> Non-emergency <input type="checkbox"/> Tier 1 <input type="checkbox"/> Tier 2	<input type="checkbox"/> With IMPACT / HIGH POTENTIAL (HI-PO)* <ul style="list-style-type: none"> PETRONAS EXCO Head GHSE Head Group Security Head Group Strategic Communications GM HSE MPM (for Domestic Upstream Emergency only) <input type="checkbox"/> No IMPACT* <ul style="list-style-type: none"> Head GHSE Head Group Security Head Group Strategic Communications GM HSE MPM (for Domestic Upstream Emergency only) 	<ul style="list-style-type: none"> Notification list as established by OPU / BU
<input type="checkbox"/> Tier 3	<ul style="list-style-type: none"> PETRONAS EXCO Head GHSE Head Group Security Head Group Strategic Communications GM HSE MPM (for Domestic Upstream Emergency only) 	<ul style="list-style-type: none"> Notification list as established by OPU / BU
DESCRIPTION OF IMPACT, HI-PO & NON-EMERGENCY		
Impact: <ul style="list-style-type: none"> Fatality Major injury (e.g. Permanent Partial Disability, Lost Workday Case more than 4 days) Significant environmental impact (e.g. groundwater contamination, vegetation damage, fish kill) or release above Tier 1 threshold quantity** Asset damage exceeding USD 25,000 Local media / public concerns Security incident (e.g. arson, kidnapping, bomb threat, piracy, hijack) 		High Potential (Hi-Po): <ul style="list-style-type: none"> Incident with potential consequences leading to fatality or impact to organizational reputation Non-Emergency <ul style="list-style-type: none"> Incident without any activation of emergency team
** Note: <ul style="list-style-type: none"> i. Natural gas, Methane, Ethane, Propane, Butane, LPG, LNG = 500 kg ii. Petrol, Gasoline, Methanol, above 15 API Gravity Crude oil = 1000 kg or 7 bbl iii. Diesel, below 15 API Gravity Crude oil = 2000 kg or 14 bbl iv. For other material, please refer to API 754 Standard 		

	NOTIFICATION FORM	BU:	
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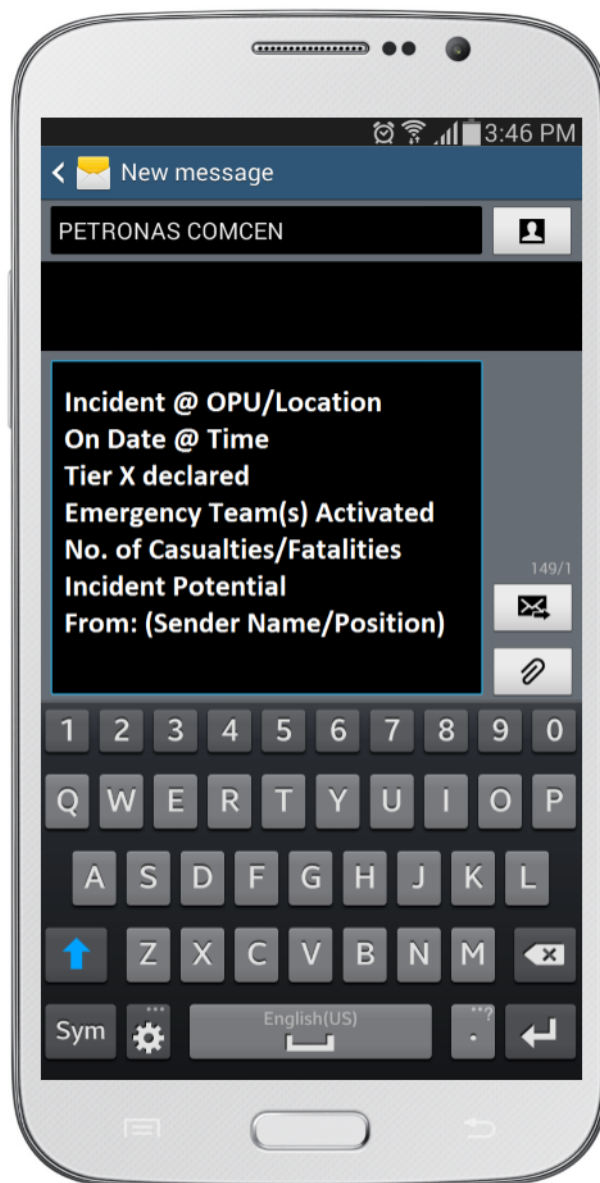
 PETRONAS		OPU:			
		Tel:			
		Fax:			
*** Mandatory to be filled up for initial notification					
Type of Emergency Notification ***	<input type="checkbox"/> Initial <input type="checkbox"/> Update <input type="checkbox"/> Nothing To Report(NTR) <input type="checkbox"/> Stand Down / All Clear <input type="checkbox"/> Temporary Cease of Operations (will be resumed on: Date : Time:)				
SECTION A: BASIC INFORMATION ***					
Department Responsible:		Date Prepared:			
		Time Prepared:			
Emergency Location:	<input type="checkbox"/> Onshore:	Emergency Date:			
	<input type="checkbox"/> Offshore:	Emergency Time:			
SECTION B: NATURE OF EMERGENCY / NON-EMERGENCY ***					
HSE <input type="checkbox"/> Process Safety Related	<input type="checkbox"/> Fatality / Injury	<input type="checkbox"/> Environment	<input type="checkbox"/> Fire / Explosion	<input type="checkbox"/> Asset Damage	<input type="checkbox"/> High Potential (Hi-Po)
	<input type="checkbox"/> Loss of Containment / Gas Leak		Spillage / Release Volume:		
			Recovered Volume:		
Security	<input type="checkbox"/> Arson	<input type="checkbox"/> Kidnapping / Hostage	<input type="checkbox"/> Bomb Threat	<input type="checkbox"/> Community Disturbance	<input type="checkbox"/> Hijack / Piracy
	<input type="checkbox"/> Others: Please specify				
Transportation	<input type="checkbox"/> Land	<input type="checkbox"/> Water	<input type="checkbox"/> Air	Please specify:	
SECTION C: CASUALTY / FATALITY / MISSING ***					
Number of Injured Person		Number of Fatality		Number of Missing	
<input type="checkbox"/> PETRONAS ()		<input type="checkbox"/> PETRONAS ()		<input type="checkbox"/> PETRONAS ()	
<input type="checkbox"/> Contractor ()		<input type="checkbox"/> Contractor ()		<input type="checkbox"/> Contractor ()	
<input type="checkbox"/> 3rd Party ()		<input type="checkbox"/> 3rd Party ()		<input type="checkbox"/> 3rd Party ()	
SECTION D: EMERGENCY POTENTIAL ***					
<input type="checkbox"/> Under control with available resources. No potential of escalation			<input type="checkbox"/> May require additional resources (e.g. authorities, contractors, mutual aid)		
<input type="checkbox"/> Authorities may take over command and control			<input type="checkbox"/> May trigger significant authorities / public / community / media interest		
SECTION E: AUTHORITIES INFORMED					
Authorities / Date Informed:	<input type="checkbox"/> Police	<input type="checkbox"/> Fire Dept.	<input type="checkbox"/> Medical	<input type="checkbox"/> HSE Regulator	<input type="checkbox"/> Others: e.g. Coast Guard, Marine Dept., Municipality, etc. Please specify:
SECTION F: BRIEF DESCRIPTION OF EMERGENCY (Who, What, Where, When & Consequence)					
SECTION G: RESPONSE ACTION TAKEN					

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SECTION H: COMMENT / ADDITIONAL INFORMATION			
SECTION I: STAND DOWN / ALL CLEAR		Date:	
		Time:	
Prepared / Reported by ***	Name:		Signature:
	Designation:		
	Contact No		
Approved and Submitted by ***	Name:		Signature:
	Designation:		
	Contact No		

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APPENDIX K – SMS TEMPLATE FOR INITIAL INCIDENT NOTIFICATION



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APPENDIX L – STANDARD HOLDING STATEMENT TEMPLATE

“We wish to inform that (name the incident) has occurred on (date and time) at (name the affected facility/place). “

“Our Emergency Response Team has been mobilised to contain the (incident).”

“At the moment, we are unable to provide additional details as investigations are being carried out. We will release more information on this matter as soon as we are in the position to do so.”

To confirm plant or facility incidents like fire, explosion, leak, oil spill and the like.

“We wish to inform that (product/gas) thought to have originated from (facility) has been detected in the general vicinity of (area/location of facility.)”

We are currently providing all the necessary assistance to (people/villagers) in the area to ensure their safety, which is of paramount importance to us. At the same time, we are carrying out investigations at our facility. We will release more information as soon as we are in the position to do so.”

To confirm incidents that have already affected the surrounding community which may have been caused by the plant/facility.

APPENDIX M – SAMPLE POST MORTEM REPORT

POST MORTEM REPORT				Doc No:	
				Date:	
				Business:	
SECTION A: EMERGENCY DESCRIPTION					
FACILITY / LOCATION		OPU / BUSINESS / HCU			
EMERGENCY / CRISIS DESCRIPTION		TIER	<input type="checkbox"/> TIER 1 <input type="checkbox"/> TIER 2 <input type="checkbox"/> TIER 3		
EMERGENCY TEAM(S) ACTIVATED	<input type="checkbox"/> ERT <input type="checkbox"/> OSRT <input type="checkbox"/> EMT <input type="checkbox"/> CCT <input type="checkbox"/> BCMT <input type="checkbox"/> PCMT <input type="checkbox"/> Others: _____	STAND DOWN / ALL CLEAR	DATE		
			TIME		
GOVERNMENT / EXTERNAL AGENCIES INVOLVED	1. 2. 3.	MUTUAL AID ACTIVATED			
		UNIFIED COMMAND		YES / NO	
SECTION B: FINDINGS AND RECOMMENDATIONS : PLAN / PROCEDURE (ERP / BCMP / PCMP)					
No	Findings	Recommendations	Responsibility		Timeline
SECTION C: FINDINGS AND RECOMMENDATIONS : MANPOWER (EMERGENCY / CRISIS TEAMS)					
No	Findings	Recommendations	Responsibility		Timeline


POST MORTEM REPORT	Doc No: Date: Business:
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SECTION D: FINDINGS AND RECOMMENDATIONS : FACILITIES / EQUIPMENT

No	Findings	Recommendation	Responsibility	Timeline

SECTION E: REVIEW AND APPROVAL

Prepared By	Signature		Reviewed By	Signature		Approved By	Signature	
	Name			Name			Name	
	Designation			Designation			Designation	
	Date			Date			Date	

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APPENDIX N – ECC FACILITIES / STATUS BOARDS / TEMPLATES (SAMPLE)

Emergency Control Centre (ECC)

The ECC is the location at which primary functions take place. In deciding the location of the ECC, the following shall be taken into consideration:

- i. Away from noise and confusion
- ii. Outside the area of present and potential hazards
- iii. Within view of the incident, where possible

Facility Layout

In selecting the type of room to locate the ECC, the following factors need to be considered:

- i. Size
- ii. Access
- iii. Security
- iv. Seating layout

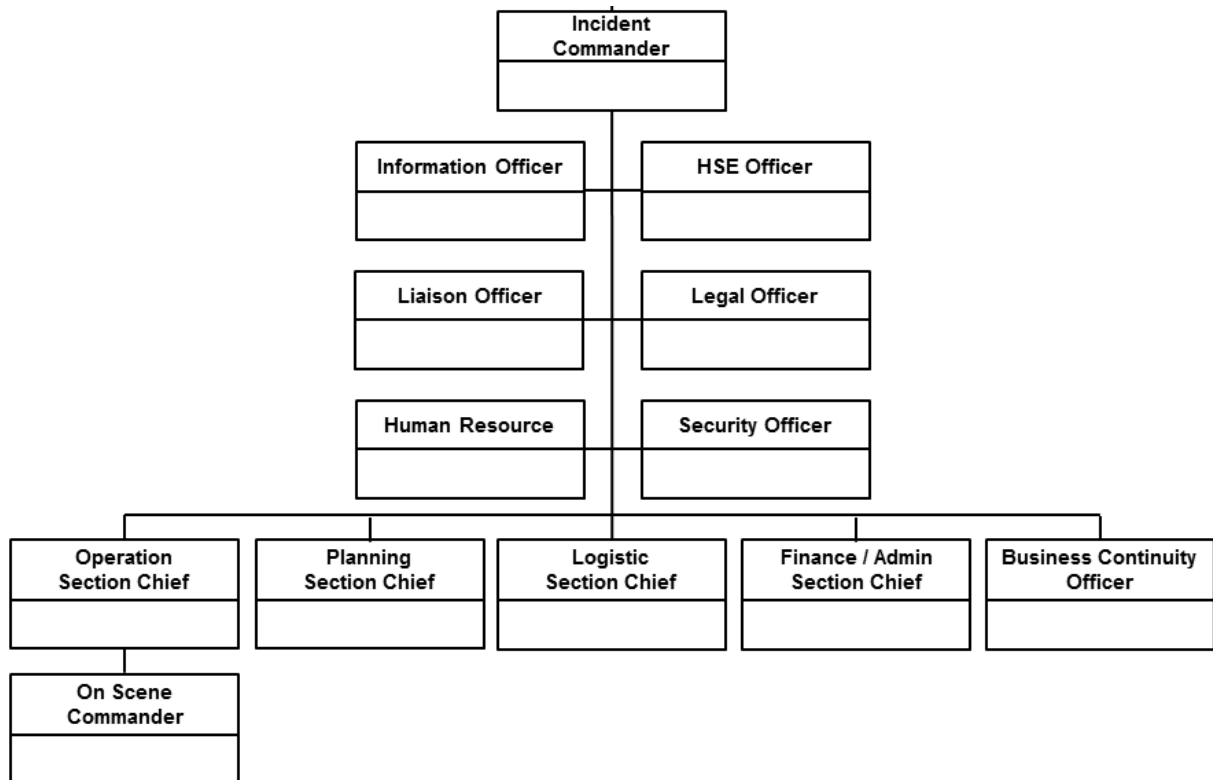
ECC Proposed Basic Equipment

The following basic equipment should be installed:

- i. Telephones, Walkie-Talkie (discrete numbers, speaker and conference)
- ii. Facsimile (in and out) and copier
- iii. Digital clocks
- iv. Personal Computer (e-mail access) and printer
- v. Display / status boards (APPENDIX O-1)
- vi. Filing trays and stationery
- vii. Charts, maps, diagrams, photographs
- viii. Emergency contact numbers
- ix. Forms

STATUS BOARD AT ECC

ORGANISATION STRUCTURE





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INCIDENT FACT

ECC PHONE NO:		ECC FAX NO:		RADIO CHANNEL	
EMERGENCY NAME:		RESPONSE LEVEL	⑥ TIER 1	⑥ TIER 2	⑥ TIER 3
DATE OF EMERGENCY:		TIME OF EMERGENCY:		LOCATION:	

NATURE / TYPE OF EMERGENCY

HSE	⑥ FATALITY	⑥ FIRE	⑥ EXPLOSION	⑥ RESCUE	⑥ MAN OVERBOARD	OTHERS:	
	⑥ NATURAL DISASTER		⑥ LOPC / ⑥ GAS LEAK	Release Volume: _____			
SECURITY	⑥ ARSON	⑥ KIDNAPPING /HOSTAGE	⑥ BOMB THREAT	⑥ COMMUNITY DISTURBANCE	⑥ HIJACK / PIRACY		
TRANSPORTATION	⑥ CAR	⑥ TRUCK	⑥ SPILL	YES	NO		

SENSITIVE AREA

NAME / LOCATION OF AREA	NATURE OF SENSITIVITY

WEATHER STATUS

TIME	WEATHER				WIND DIRECTION	WIND SPEED
	⑥ SUNNY	⑥ CLOUDY	⑥ RAIN	⑥ THUNDERSTORM		
	⑥ SUNNY	⑥ CLOUDY	⑥ RAIN	⑥ THUNDERSTORM		
	⑥ SUNNY	⑥ CLOUDY	⑥ RAIN	⑥ THUNDERSTORM		



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STATUS OF CASUALTY / FATALITY / MISSING

NUMBER OF INJURED PERSON		NUMBER OF FATALITY		NUMBER OF MISSING	
PETRONAS:		PETRONAS:		PETRONAS:	
CONTRACTOR:		CONTRACTOR:		CONTRACTOR:	
OTHERS:		OTHERS:		OTHERS:	

DETAILS OF CASUALTY / FATALITY / MISSING

NAME	TIME OF RESCUE	SENT TO

RESPONSE OBJECTIVES & PRIORITIES

1. _____
2. _____
3. _____

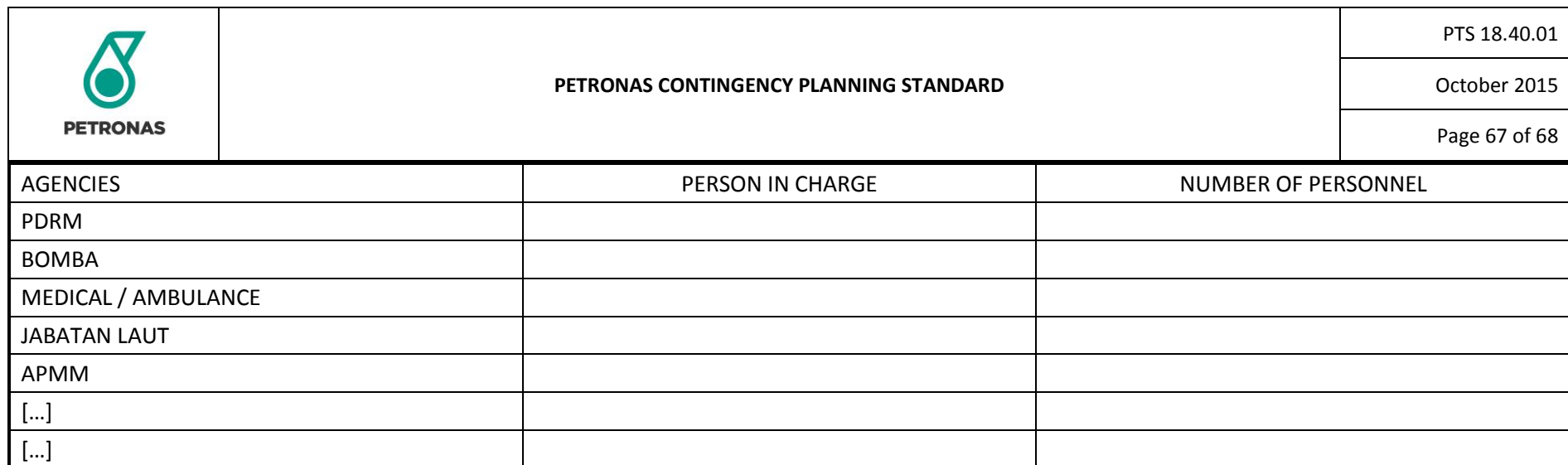
INCIDENT ACTION PLAN

TIME	ACTION	RESPONSIBLE LEADER / TEAM	STATUS

RESOURCES

AVAILABLE	TIME	ASSIGN	TIME

DEPLOYMENT STATUS

[illegible]

