

1. Engen Emergency Management

Background

Objectives

Tiered Emergency Classification

- Tier 1
- Tier 2
- Tier 3

Crisis Management

- Types of Tier 3 Incidents
- Organisational Structure
- Notification and Communication
- Emergency Response Activation
- Roles and Responsibilities

Background

- Due to the nature of our business, we are constantly exposed to potentially hazardous incidents.



Shipping



Rail Car Tankers



Land Transport



Pipeline and Storage



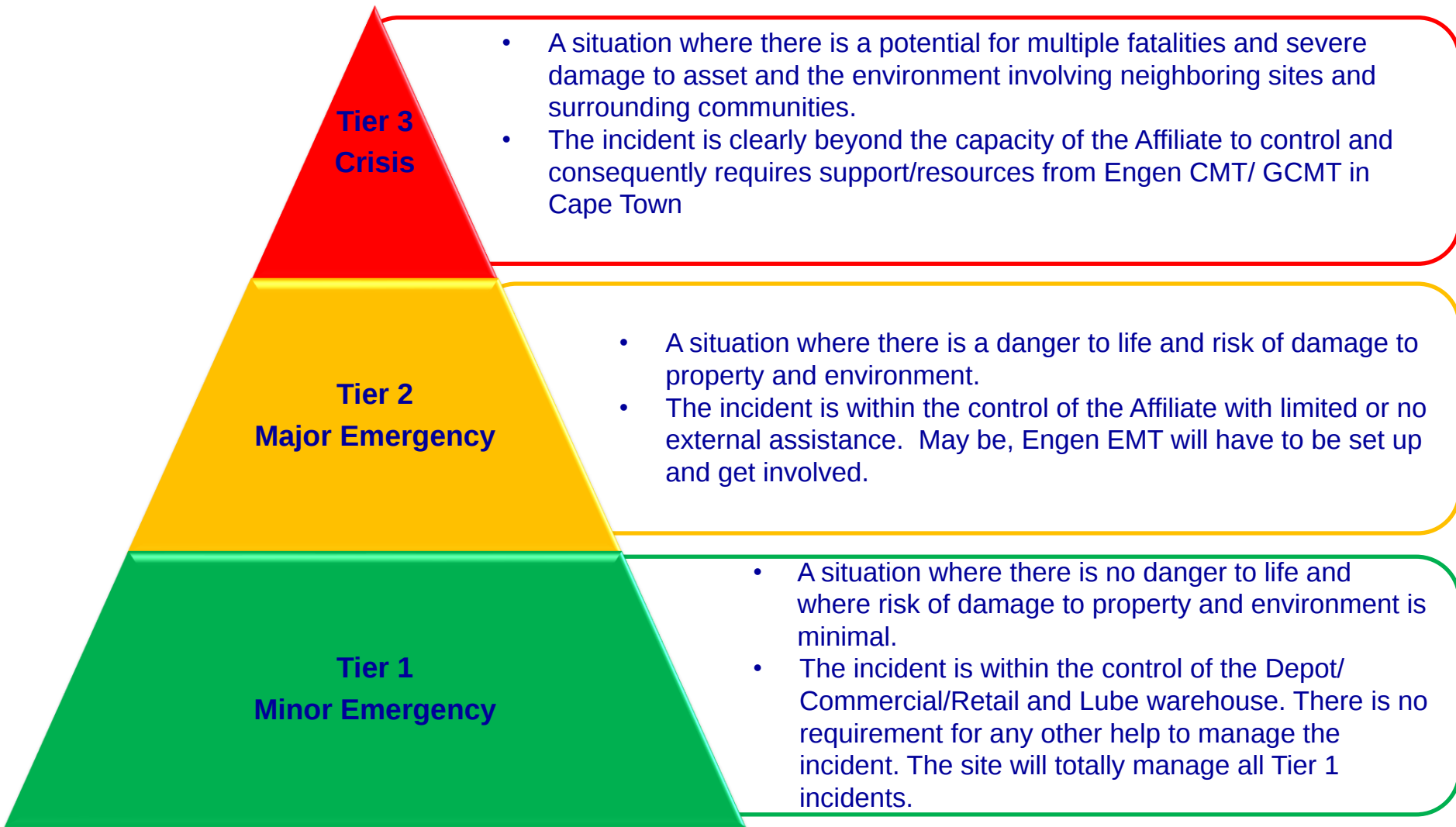
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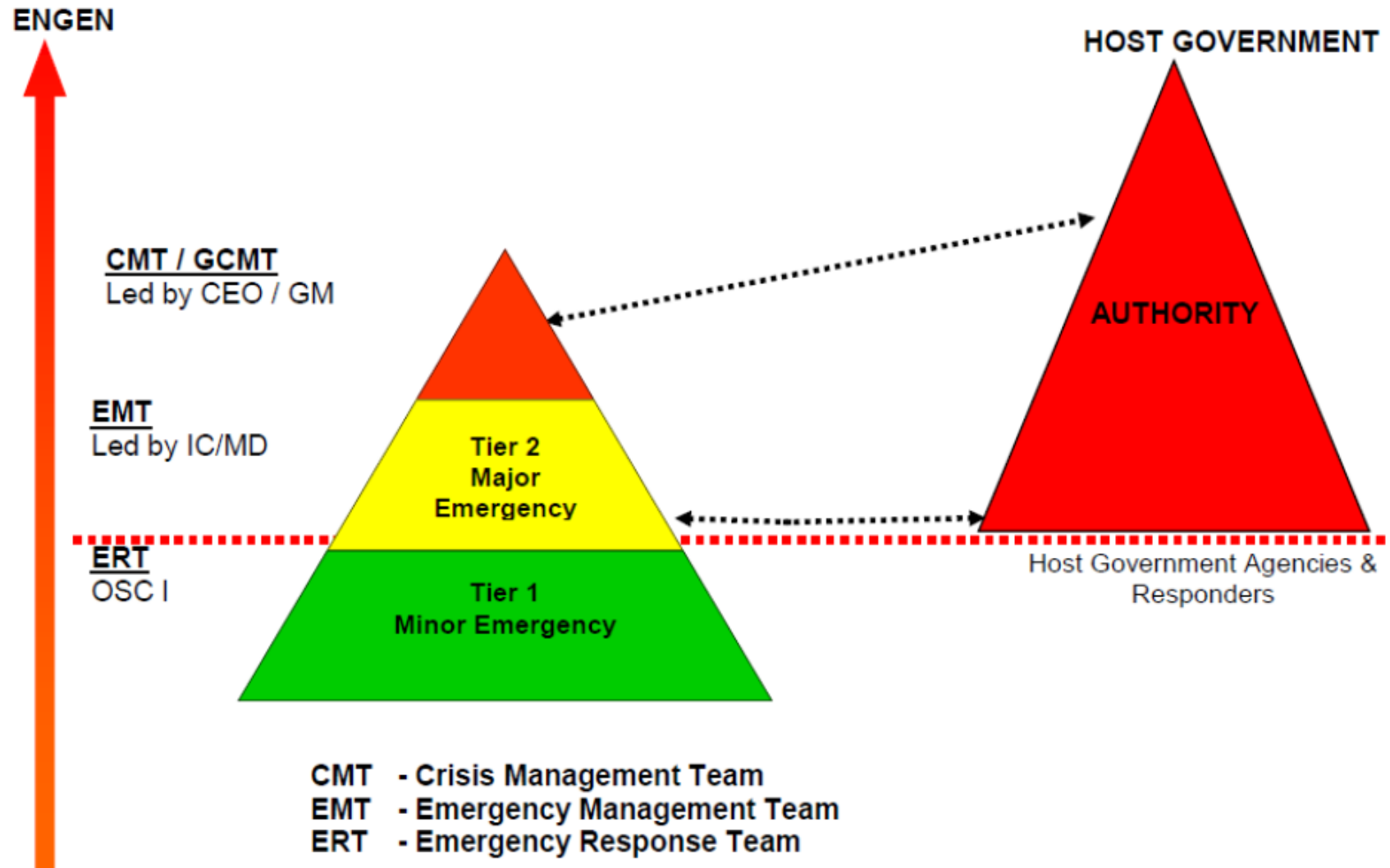
Warehouse

- Engineering and management skills are very critical in preventing catastrophic accidents-particularly toxic leaks, explosions and fires which are potential risks associated with the use of hazardous substances.
- When not managed effectively, Emergencies may result in injuries and fatalities to people, environmental damage, asset damage and tarnished reputation.
- Lack of Emergency Preparedness and Crisis Management can result in an extremely costly recovery process which is detrimental to the organization.
- To ensure business sustainability Engen must always be prepared to handle all kinds of Emergencies.

Tiered Emergency Classification



Tiered Emergency Classification



- ☐ The Emergency response plan is designed to provide guiding principles and standards for responding to any emergency and crisis on the people, assets, and business continuity and reputation.
- ☐ To provide an overview of emergency and crisis management
- ☐ To provide the structure of the crisis/ emergency management team and how , when such team would be notified and mobilized
- ☐ To ensure that the everyone involved in crisis/ emergency management is familiar with their roles and responsibilities

Incident Management Philosophy and Principles

The philosophy of the Site ERP is to provide basic fire fighting for the Dumela Depot ERT, to respond to any emergency that may occur within the depot.

- ☐ All Engen Sites are the 1st Response only for fire fighting while waiting for Local Municipality Fire Department, ENREF have in house Fire Department.
- ☐ At the arrival of the local Municipal Fire Fighting will take over the fighting.
- ☐ Protect and save people, the environment, assets and business in that order
- ☐ Overact, assess, respond and stand-down
- ☐ Three level response with tactical responsibility
- ☐ Planned and structured training and drills to be conducted at the affiliate sites

Emergency Response Team

The formation of the ERT is made of the following persons:

- On Scene Commander – Site Manager
- Fire Team Leader (Trained Personnel)
- Security Guards
- Evacuation Marshals
- First Aider

Emergency Management Team – Divisional General Manager and all Division Level 3 & some operational Level 4 Managers

Crisis Management Team- CEO and all Divisional General Managers

Crisis: Notification and Communication



- ☐ Any person discovering an emergency/incident in the Depot/Site will activate an alarm or verbally report the situation to the Depot Manager or the Plant Supervisor who will go to the scene of the accident and assess.
- ☐ The Depot /Site Manager will then notify the ERT either verbally or by activating the emergency alarm (depending on type of incident).
- ☐ The ERT will then assemble on the platform and the Site Manager will assume the On Scene Command position give the team further instruction. ERT will play their roles as per appointments.
- ☐ If the emergency is escalated and threatens can not managed by ERT it become Tier 2/3, OSC has to declare the Crisis and escalate it to EMT.
- ☐ Calling of Local Emergency Response Department to assist Engen Team.
- ☐ The CMT Leader having been informed of the incident decides who may be required in a core group to discuss and monitor the situation.
- ☐ The arranged CMT/EMT group assembles at the Engen Emergency Control Centre (ECC) or any place as may be deemed necessary by the CMT Leader.
- ☐ At this point all members of the Engen -CMT and any support groups assemble at the ECC (in Level 8 at Engen Court Building).
- ☐ All communication requirements shall be handled by Liaison Officer within the CMT

Crisis: Notification and Communication

- ☐ Depending on the type and severity of the emergency / crisis, certain external stakeholders, government agencies and department must be informed of the crisis.
- ☐ Engen Crisis Leader will notify the Group CMT(Petronas) of the fully arranged crisis in Site .
- ☐ GCMT leader will make the decision who may be required in a core group.

Roles & 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.
- ☐ Establish Emergency Command Centre.
- ☐ Ensure planning meetings are scheduled as required.
- ☐ Approve and authorize the implementation of an Incident Action Plan.
- ☐ Approve requests for additional resources and request for release or resources.
- ☐ Approve to use of trainees, volunteers, and auxiliary personnel.
- ☐ Authorize release of information to news media.
- ☐ Ensure incident funding is available.
- ☐ Coordinate incident investigation responsibilities.
- ☐ Seek appropriate legal counsel.

Roles & Responsibilities: Engen EMT/CMT

- The CMT is led by ENGEN CEO the and EMT led by Divisional GM or his alternate who is also a senior person within the EMT.

The primary roles of the EMT/CMT are to:

- Identify, evaluate and proactively address the emergency / crisis situation and provide expertise in issues of concern.
- Establish priorities and resolve conflicting demands for resources and support.
- Obtain and evaluate information to formulate issue management strategies.
- Assure timely and coordinated communications.
- Assist and coordinate business continuity activities.
- Communicate and maintain liaison with the government authorities.
- Coordinate business continuity activities.
- Maintain liaison with government agencies.
- Arranging humanitarian assistance to Next Of Kin of individuals injured or deceased.
- Review and approve press releases.
- Coordinate all strategic activities with GCMT if activated.
- Stand down declaration of crisis at Tier 3.
- Communicate crisis status to employees.
- Discuss and record lessons learnt.

