

Prepared By: Safety Manager	Approved By: Managing Director
Signature:.....Date.....	Signature:.....Date.....

TABLE OF CONTENT

<u>PREPARED BY: SAFETY MANAGER.....</u>	<u>2</u>
<u>APPROVED BY: MANAGING DIRECTOR.....</u>	<u>2</u>
<u>SIGNATURE:.....DATE.....</u>	<u>2</u>
<u>0.0 DEFINITIONS.....</u>	<u>1</u>
<u>1. DISTRIBUTION LIST.....</u>	<u>1</u>
<u>1.1 LOCATION AND PLAN IDENTIFICATION NUMBERS.....</u>	<u>1</u>
<u>2.0 INTRODUCTION.....</u>	<u>2</u>
<u>3.0 SCOPE OF THE PLAN.....</u>	<u>3</u>
<u>4.0 LEGAL COMPLIANCE.....</u>	<u>4</u>
<u>5.0 AUTHORITY STATEMENT.....</u>	<u>4</u>
<u>6.0 PLAN UPDATING PROCEDURE.....</u>	<u>5</u>
<u>6.1 REVISION NOTATION.....</u>	<u>5</u>
<u>7.0 PLAN TRAINING.....</u>	<u>5</u>
<u>7.1 TRAINING PROGRAM.....</u>	<u>6</u>
<u>EMPLOYEES.....</u>	<u>6</u>
<u>8.0 PLAN DRILLS, SIMULATIONS AND EXERCISES.....</u>	<u>7</u>
<u>FREQUENCY OF DRILLS/EXERCISE.....</u>	<u>7</u>
<u>EXERCISE DOCUMENTATION.....</u>	<u>8</u>
<u>9.0 ENVIRONMENTS, HEALTH AND SAFETY (EHS POLICY).....</u>	<u>9</u>
<u>10. GENERAL INFORMATION.....</u>	<u>10</u>
<u>10.1 DESCRIPTION OF FACILITY AND OPERATIONS.....</u>	<u>10</u>
<u>10.2 EMERGENCY RECOGNITION AND PREVENTION.....</u>	<u>10</u>
<u>10.3 FIRE PREVENTION.....</u>	<u>10</u>
<u>10.4 ORGANIZATION AND PERSONNEL RESPONSIBILITIES.....</u>	<u>11</u>
<u>10.5 TENANT SAFETY ORGANIZATION (TSO).....</u>	<u>12</u>
<u>10.6 ONSITE PERSONNEL/EXTERNAL AGENCIES.....</u>	<u>12</u>

10.8 EMERGENCY ALERTING PROCEDURES.....	14
10.9 INCIDENT CLASSIFICATION.....	15
11.0 EMERGENCY EXIT POINT.....	17
12.0 COMMAND CENTRE	17
12.1 ALTERNATIVE COMMAND CENTRE.....	17
13.0 EMERGENCY RESPONSE TEAM ORGANIZATION CHART.....	18
14.0 DUTIES AND RESPONSIBILITIES.....	19
14.1 EMERGENCY RESPONSE TEAM.....	19
14.2 INCIDENT COORDINATOR.....	20
14.3 ADMIN. SUPPORT.....	21
14.4 SITE LIAISON.....	21
14.5 TECHNICAL SUPPORT.....	21
14.6 LAW & CORPORATE AFFAIRS.....	21
14.8 GOVERNMENT LIAISON.....	22
14.9 FINANCE.....	22
14.10 HUMAN RESOURCES.....	23
14.11 ENVIRONMENTAL, HEALTH & SAFETY, (EHS).....	24
14.12 TEAM LEADER.....	25
14.13 ROLL CALLERS.....	25
14.14 COMMUNICATION.....	25
14.15 FIRE MARSHALS/ FIRST AIDERS.....	26
15.0 RESPONSE TEAM STRATEGIC ISSUES.....	27
16.0 COORDINATION.....	30
17.0 COMMUNICATION.....	30
18.0 INTERFACES WITH EXTERNAL AGENCIES.....	31
19.0 POTENTIAL EMERGENCIES.....	32
19.1 FIRE.....	32
GAS LEAKAGE /CHEMICAL RELEASES.....	35
19.3 OIL SPILL/TRUCK ROLL-OVER.....	38
19.4 VEHICLE ROAD ACCIDENT.....	39
19.5 SEVERE WEATHER/NATURAL DISASTERS.....	40
NATURAL CALAMITIES	42

<u>BOMB THREATS/THREATENING CALLS.....</u>	<u>43</u>
<u>19.8 CIVIL DISTURBANCES.....</u>	<u>47</u>
<u>19.9 ARMED ROBBERY.....</u>	<u>48</u>
<u>19.10 MEDICAL EMERGENCY.....</u>	<u>48</u>
<u>19.11 PRODUCT CONTAMINATION.....</u>	<u>48</u>
<u>20.0 MEDIA & PUBLIC ATTENTION.....</u>	<u>50</u>
<u>21.0 EMERGENCY EQUIPMENT.....</u>	<u>50</u>
<u>22.0 NOTIFICATION:.....</u>	<u>52</u>
<u>23.0 EVACUATION:.....</u>	<u>53</u>
<u>24.0 CALL OUT.....</u>	<u>54</u>

0.0 DEFINITIONS

- a) EHS- Environment Health and safety
- b) DERP- Derdols Oil Emergency response Plan
- c) IT- Information Technology
- d) TSO- Tenant Safety Organisation
- e) IC- Incident Coordinator
- f) KPC- Kenya Pipeline Company
- g) PS- Permanent Secretary
- h) DERT- Derdols Emergency Response Team
- i) HR- Human Resource
- j) NEMA- National Environment Management Authority
- k) DOHSS- Department of Occupational Health & Safety Services
- l) PIEA- Petroleum Institute of East Africa.
- m) LPG- Liquefied Petroleum Gas

1. DISTRIBUTION LIST

Controlled hard copies of this document are to be sent to positions on the distribution list. The EHS Manager maintains the distribution list. Further updates and revisions will be sent only to positions/persons on the distribution list.

Recipients who require extra copies to distribute to subordinates must make a request to EHS Manager to join the distribution list and receive a controlled hard copy. All authorised hard copies of this document must have the signatures of the review and approval authorities.

1.1 Location and Plan Identification Numbers

All copies of the plan will be identified with a copy number on the binder spine. The following is a list of the plan copies by number and their locations in each department.

HARD COPY No.	RECIPIENT	HARD COPY No.	RECIPIENT
1	Board of directors	12	HR Manager
2	Managing Director	13	EHS Manager
3	Deputy Managing Director	14	EHS Committee
4	Finance Manager	15	All Drivers
5	Marketing & Operation Manager	16	All Turnmen
6	Company Secretary	17	All Mechanics
7	Internal Audit Manager	18	
8	IT Manager	19	
9	Procurement Manager	20	
10	Exploration Manager	21	
11	Supply Manager		

2.0 INTRODUCTION

Derdols Tech Emergency Response Plan (DERP) will be used as guideline in responding to various types of emergencies. All Derdols Tech staff, Contractors, Subcontracts and Customers have a primary responsibility of carrying out drills and exercise on the detailed potential scenarios and shall do so to the best of their abilities.

The purpose of this Emergency Response Plan is to assist employees and management in making quality decisions during times of crisis. This plan contains guidance in determining the appropriate actions to take to

prevent injury and property loss from the occurrence of emergency incidents.

The plan will also assist facility management in ensuring the survivability of the various business activities provided by Derdols Group in the event of an incident. When an emergency situation occurs at the facility, the Incident Co-Coordinator will coordinate the safety of employees and visitors.

This plan is in accordance with the requirements of EHS Management Systems. A copy of this DERP will be issued to and remain under the custody of the following

- ❖ All Derdols Tech staff
- ❖ Contracted Transporters/Drivers
- ❖ Maintenance and operation Contractors and Staff
- ❖ Managers
- ❖ Board of Directors

3.0 SCOPE OF THE PLAN

It is Derdols intent to prevent all foreseeable emergency situations that might impact the safety of the employees and visitors through the implementation of Environment Health and Safety program and the regular training of personnel in emergency procedures. However, it is recognized that emergency situations are not totally preventable. Therefore this plan has been developed to achieve the following objective:

- Provide employees with procedures to follow for effective and safe actions during an emergency situation, including evacuation.
- Serve as the emergency action guide for all employees, Contractors and customers in the event of an emergency.

- The plan is divided into separate action guides based on the nature of the emergency. The areas of concern are the following:

1. Fires
2. Gas Leakage/Chemical Release
3. Vehicle road Accident
4. Natural disaster
5. Civil disturbance
6. Armed robbery
7. Emergency Medical Situations,
8. Bomb Threats,
9. Oil Spill
10. Product Contamination

The contents pages will enable the user to quickly find the appropriate section during an emergency incident. While no plan can take into consideration all possible emergency situations, the guidelines included in this plan should assist the user in making proper decisions and taking appropriate actions.

4.0 LEGAL COMPLIANCE

This plan will comply with the following statutory regulation:

4.0.1 National Emergency Response Act.

As regulations are revised, the plan should reflect these changes as necessary. Plan updates will be completed as described in Plan Updating Procedures.

5.0 AUTHORITY STATEMENT

The Board of Directors and Management of Derdols recognize that during an emergency situation special procedures must be followed to control and mitigate the emergency. Therefore, the Board, by the acceptance of this Emergency Response Plan, grants authority to those responsible individuals and/or positions named or unnamed in these

procedures to implement and carry out the Plan to the termination of the emergency situation. The Board and Management also recognizes that those individuals authorized to respond to emergency situations shall be properly trained in those procedures and emergency techniques, such as evacuation, first aid, use of fire extinguishers, and other areas as determined by their duties and responsibilities.

6.0 PLAN UPDATING PROCEDURE

The Company Safety Committee (CSC) will subject the Derdols Emergency Response Plan to annual review. Recommendations for changes and/or modifications from all stakeholders will be considered. These recommendations will be forwarded in writing to the EHS Manager and copied to Marketing & Operation Manager. The EHS Manager will implement changes to the plan as necessary and advise the other staff of any changes that may be necessary.

The EHS Manager will also advise if there are changes to the emergency plan as a result of changes to state, and/or local regulations and requirements.

6.1 Revision Notation

- a) When revisions are made to the plan, the page(s) affected by the revision will be provided with a date of issue and version number.
- b) Each person/department identified in the Distribution list will receive a copy of the changes and will in return give out the existing copy to the EHS Manager.

Along with the changes, a Notification of Change form will be provided to each responsible party indicating that the party has received a copy of the change(s) and that the copy of the plan assigned to that party has been updated. This form is to be retained and filed by the EHS Manager.

7.0 PLAN TRAINING

To ensure that the plan is properly followed during facility emergencies a training program shall be provided to employees and key stakeholders as

may be necessary. The objectives of the training program shall be as follows:

- a) To ensure that staffs and key stakeholders are knowledgeable of their roles and responsibilities concerning the plan.
- b) To ensure that staffs and key stakeholders are knowledgeable of the plan's procedures to effect a safe response to facility emergency situations.
- c) To ensure that staffs and key stakeholders are knowledgeable of the evacuation procedures to effect a safe and expedient evacuation of the appropriate areas of the facility impacted by an emergency situation.

7.1 Training Program

Staff and key stakeholders will receive training in the plan appropriate to the level of their expected involvement. The specific lesson plans and training topics are to be maintained and tracked by EHS Manager and activated by the Human Resource Manager. The following is the general training program for each of the identified groups:

Employees

a) Training frequency

Critical staff and key stakeholders holding Critical positions and doing critical Operations will receive training during initial employment orientation and refresher training at least quarterly during safety meetings. When employees change areas or departments in which they work, they will receive from their supervisor appropriate training in their responsibilities and actions as required by the plan for their new area. These changes will be monitored through EHS and Human Resources. All employees will be trained whenever the plan is changed.

b) Training level

All Employees will receive training in the general plan procedures and specific departmental procedures related to the plan. Training should cover evacuation procedures, incident discovery, notifications, fire extinguishers, and first aid.

c) Supervisor training

Critical supervisors will receive additional training, beyond that received by staff to help them in dealing with actions that are necessary to provide for the safety of staffs and visitors, and the protection of facility assets.

d) Emergency response team member training

All emergency response team members shall receive specialized training for the response to and handling of emergency situations that could occur at the facility.

8.0 Plan Drills, simulations and Exercises

To ensure that the plan will meet current conditions and that all involved individuals will respond properly, the plan will be tested on a Quarterly basis and as agreed by the management from time to time. The EHS Manager has the primary responsibility for overall Coordination of participation in crisis Management simulations. This will include planning, control and post -simulation reviews. He/She will come up with Scenarios, which will be tested to determine the company's position in responding to Emergencies.

Frequency of Drills/Exercise

The plan will be exercised at least monthly at the Dardols Yard. Specific areas to be evaluated during the scheduled exercise will include the following:

- a) Evacuation and accountability of personnel
- b) Proper functioning of alarm system
- c) Special procedures for evacuation of personnel with special disabilities or impairments.
- d) Response time of emergency response personnel to emergency situation
- e) Adherence to plan procedures
- f) Availability of Response equipments

Exercise Documentation

All drills and exercises of the plan will be documented, indicating the results of the exercise and any problems that were encountered, along with recommendations for plan modifications. Each Facility will complete an Emergency Action Plan Exercise Evaluation Form and maintain copies for review by the Safety Committee. The Facility Manager shall submit a report to the EHS Manager indicating results of the exercise and changes necessitated by the exercise.

9.0 Environments, Health and Safety (EHS Policy)

Derdols is committed to ensuring the health and safety of its employees, customers, contractors and public together with the protection of the environment by incorporating the best practices in Health Safety and Environment in our business.

Commitment to Environment Health & Safety (EHS)

We at Derdols acknowledge as an overriding priority of the protection of environment and prevention of harm to all people exposed to our operations and products. We shall seek to achieve this by:

- Establishing an effective Environment, Health and Safety Management Systems (EHSMS), which is underpinned by management commitment, effective management and meaningful workforce involvement and ensuring appropriate consideration of EHS implications in all decisions.
- Ensuring that every person in the Organization is competent enough to carry out their roles safely and is held accountable for doing so.
- Not permitting any activity to be undertaken without suitable and sufficient risk assessment to establish the nature and level of control measures required.
- Establishing clear evidence based EHS improvement targets and celebrating success in their achievement.

10. General Information

10.1 Description of Facility and Operations

Our Facilities are protected by a modern fire protection system, including fire extinguishers and sand buckets and where possible fire alarm system.

10.2 Emergency Recognition and Prevention

Through the use of regularly scheduled safety meetings, employee orientations, safety procedures, training programs, and operational procedures, facility employees will be trained in identifying conditions that might lead to a facility emergency condition. Employees are instructed, as part of their training and orientation, in the steps to take to prevent and report facility emergency situations when these conditions are found to exist. Regular safety training, covering actions of employees, will be provided.

10.3 Fire Prevention

Listed below are specific procedures that shall be addressed by the facility to minimize the occurrence and impact of a fire emergency.

- a) The facility is committed to preventing the occurrence of fires and situations that may promote a fire at the facility.
- b) Fire prevention is the responsibility of all facility personnel. Employees should follow safe practices to minimize fire hazards, and supervisors must ensure that safe practices are followed on a daily basis. Supervisors shall check their work areas daily for fire prevention problems and report these problems promptly to their managers for corrective action.
- c) All fire protection equipment will be classified as critical equipments and must be inspected monthly by the Facility Manager. Results of inspection will be recorded on the Fire and Safety Equipment Monthly Inspection Form, and the results will be reviewed by the Safety Committee.

1) Equipment to be inspected will include the following:

- Fire extinguishers
- Smoke detectors
- Fire alarm system
- Fire sprinkler/deluge system,
- Foam system,
- Emergency lighting
- Emergency generators
- Emergency Compressors,
- Emergency Shut-down systems

2) All areas in the facility will be inspected to check for the following unsafe conditions:

- Blocked or locked fire exits
- Poor housekeeping procedures
- Smoking in non-designated areas
- Flammable/combustible materials not stored properly
- Obstructed access to Main electrical rooms and panels

10.4 Organization and Personnel Responsibilities

During an emergency situation, the Incident Coordinator (Managing Director) will have the responsibility for ensuring that proper actions are taken to ensure the safety of employees and visitors to the facility. Management grants the Incident Coordinator the authority to carry out those tasks and functions identified in the plan that provides for the safety of personnel. In the event that the primary Incident Coordinator is not available, the next alternate in the order listed will assume the responsibilities.

The Deputy Managing Director will serve as the alternate Incident Coordinator. In the event that the alternate Incident Coordinator is unavailable or unable to function, the first on-scene emergency response team member will function as the Incident Coordinator. The alternate Incident Coordinator will notify the primary Incident Coordinator as needed, based on the severity of the situation.

10.5 Tenant Safety Organization (TSO)

The H/O facility should maintain a Tenant Safety Organization (TSO) that has received specialized training to respond to emergency situations at the Head office. The Building Agent will under the direction of the Incident Coordinator appoint the TSO representative.

10.6 Onsite Personnel/External Agencies

Key facility personnel and organizations that may need to be contacted in the event of an emergency include:

10.7 Emergency Call-List

10.7.1 Local

ERT Title	Name	Office	Home	Mobile
Incident Coordinator	Duncan Kimathi	890062	-	0723 409883
Deputy Incident Coordinator- Law and Corporate Affairs	Derick Kimathi	890062	-	0722 364 941
Site Liaison	Stephen Kilonzo	890062	-	0723 809 610
Technical support	Duncan Kimathi	890062	-	0723 409883
Admin Support	Triphosa Rigiri	890062	-	0726 379 289
Government Liaison	Derick Kimathi	890062	-	0722 364 941
Finance	Triphosa Rigiri	890062	-	0726 379 289
Human Resources	Triphosa Rigiri	890062	-	0726 379 289
EHS	Koech Yego	890062	-	0726 695 823
Alternate Staff	Mutalii Ithiri	890062	-	0720 729 511
Support Staff	James Orengo	890062	-	0726 308 806
Government Officials	PS, Ministry Of Energy	250680		
	Government Spokesman	240443		

10.7.2 External Agencies

AGENCY	TELEPHONE
Name	Cell phone
NAIROBI FIRE BRIGADE	020- 222181/2/3
POLICE/AMBULANCE	999 or 112
POLICE HEAD QUARTERS	020 - 2717777/240000
ST JOHNS AMBULANCE	020 - 224066/222369
AAR	020-2715328, 0725-225225
K .P .C.	020 - 533463/555587/533935
NAIROBI HOSPITAL	020 – 2722160/6
MATER HOSPITAL	020 - 531199/7

M.P. SHAH	020-3742763/4
AGA KHAN HOSPITAL	020-3740000
OIL LIBYA	3622000
National Oil	6952000
TOTAL	2897000/349544

An Emergency Card will be developed and issued to all staff.

10.8 Emergency Alerting Procedures

In order to provide for the safety of employees and visitors, it is essential that early warning of emergency situations be made so that evacuation procedures can be implemented and emergency response organizations notified of the situation.

10.8.1 Preferred means of notification

The Mobile telephone will be the preferred means of reporting such emergencies. Reports of emergency situations will be reported to the EHS office. When available, the hand-held portable radios may be used to make notification of an emergency situation.

10.8.2 Notification of Serious or Facility wide Emergency Situation

The means of notification is by telephone from an area not involved in the emergency situation or by hand-held portable radio if available. This will be reported to EHS office immediately.

10.8.3 Incident Emergency Control

- a) Ensures that facility personnel are trained in proper evacuation methods through facility safety training and evacuation drills.
- b) Ensures that alarms are sounded in a timely manner when an emergency situation is encountered.
- c) Determines that all personnel onsite have been accounted for following an evacuation.
- d) Reports status of evacuation to the fire department upon its arrival.

10.8.4 Employees

- a) Will be familiar with their responsibilities during an evacuation of their assigned work area(s).
- b) Assist their department supervisor as needed in the evacuation of other employees and visitors to a safe area.

10.8.5 Evacuation Points

Each area of the facility has designated primary and secondary evacuation points. In the event of an emergency requiring the evacuation of the facility, all employees are to immediately leave the facility by the designated route and report to their assigned evacuation point. Should the primary evacuation point be in a hazardous area, employees will then proceed to the designated secondary evacuation point. On arrival at the designated evacuation point, report to the supervisor. Supervisors will notify the IC as to the status of personnel assigned to them.

- All accounted for, or
- Names of missing personnel and location last seen.

Assembly point for the Emergency Response Team will be at the Boardroom

General Assembly point for non-participants will at the designated point in each facility

In the event of a public disturbance the assembly point will have to be inside the facility

10.9 Incident Classification

Class 1 Emergency Situation

This will include Facility wide emergency situations which require that all or the majority of the facility be notified.

1. *Fires and explosions- whether big or small.*
2. *Gas Leakage/Chemical Release/explosions at any of our facility and customer's site.*
3. *Vehicle road Accident either on transit, when transporting to customer's site or when it involve a third party and us.*
4. *Natural disaster near the vicinity or in our facilities.*
5. *Civil disturbance near the vicinity or in our facilities.*
6. *Armed robbery in any of our facility.*
7. *Emergency Medical Situations for any of our staff.*
8. *Bomb Threats near the vicinity or in our facilities.*
9. *Oil Spill in our facility and on transit.*
10. *Product Contamination – during truck, rail car offloading IK and Mogas contamination at any of our facility*

Class 2 Incident

This will include minor First Aid emergencies, leakages less than 20litres and product contamination of less than 20litres, Personal accidents involving company vehicle and where no injuries are sustained. This will generally not require the notification of Company Emergency Response Team. The Facility Manager should handle this kind of emergencies adequately. However all incident report will need to be filed with the EHS Manager

11.0 Emergency Exit Point

In case of emergency the Exit point will be the doors marked “EXIT” which leads to ground floor by stairs.

12.0 Command Centre

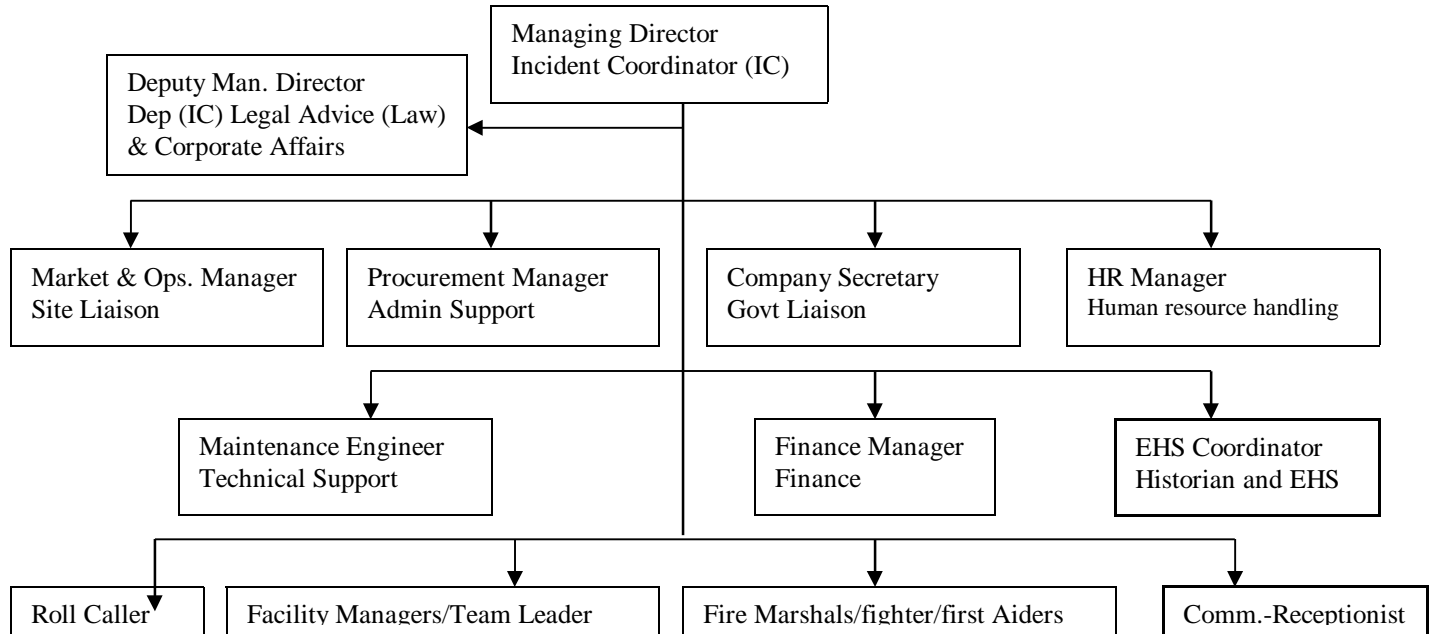
The Board Room will serve as the command centre.

The room will be equipped with a direct telephone line, Mobile phone and switchboard line

12.1 Alternative Command Centre

In the event that an emergency or incident escalates to the extent that co-ordination of response action from the office is hampered, the Overall Incident Coordinator will relocate to an alternative command centre. From here he/she will continue co-ordination of the incident response. The Incident Coordinator will select an alternative command Centre.

13.0 EMERGENCY RESPONSE TEAM ORGANIZATION CHART



14.0 DUTIES AND RESPONSIBILITIES

14.1 Emergency Response Team.

Will manage internal and External interaction necessary to manage the incident's business impacts. If the Crisis has the potential to become an Emergency attracting interests, the Emergency Response team will assemble to focus on the following areas:

- a. **Corporate implications;** options for addressing impact of the crisis, and the response to it on the broader interests of the Corporation
- b. **Policy and Guidelines:** - working with the relevant Ministries and authorities to evaluate and adjust current policies and guidelines as necessary to permit effective response.
- c. **Response Resources and Structure;** review and confirmation of the adequacy of management structure and resources associated with the incident response, including obtaining resources from Organizations not directly involved. The team must:
 - 1) Assess the incident.
 - 2) Prepare response action plan.
 - 3) Manage the response.
 - 4) Co-ordinate the response to the emergency.
 - 5) Co-ordinate Communication.
 - 6) Recording of the events.
 - 7) Critique the event and publish lessons learnt.
- d. **Internal/External Communications;** assume responsibility for internal and external communications.

14.2 Incident Coordinator

Incumbent: Managing Director

Alternate: Deputy Managing Director or as delegated

The Incident coordinator has the overall responsibility for the emergency response. He/she will:

- a) Communicate the details of the emergency to employees.
- b) Together with the Emergency Response team, evaluate the emergency situation and advise on next course of action.
- c) Assign responsibilities to other members of the emergency response team, as he deems necessary.
- d) Assess resources available to cope with the incident and initiate action to obtain such assistance, as he considers necessary to manage the emergency.
- e) Be the link between the crisis activities and the Emergency Response team members.
- f) Prepare a consolidated report of the response at the end of the crisis.
- g) Establish procedures for the incident, which ensures that every possible consideration and attention is given to the prevention of injuries to personnel and the preservation of the environment, and security of company assets.
- h) Appraise the response actions on a continuous basis and provide advice on the next course of action.

- i) Ensure all appropriate calls are made and all incoming calls are documented.
- j) Ensure Government and Regulatory bodies are adequately updated
- k) In charge of Protocol by establishing a Media strategy to ensure proper information flow, timely and accurate communication.

14.3 Admin. Support

Coordinates the acquisition of additional response resources and mutual organizations

14.4 Site Liaison

- 1. Establishes a communication link with impacted Site to monitor events and update the DERT with factual information.
- 2. Coordinates the implementation of the strategic decisions affecting the impacted Site.

14.5 Technical Support

- 1. Advises on the requirements of technical support services required for Site response
- 2. Checks the response strategy and activities to ensure they are in accordance with recognized technical methods or standards.
- 3. Responsible for accuracy of technical information and ensuring relevant technical records and documents are retained for future investigation/liability.

14.6 Law & Corporate Affairs

- 1. Advises on legal implications arising from the incident and alternative response strategies and actions.

2. Ensures there is adequate legal support available to the DERT.
3. Checks documentation by the DERT to confirm it is adequate to meet the requirement of any future litigation/liability issues.
4. Determines the extent of the Corporation's involvement and responsibility for the incident and advises on the kind of response action that would reduce exposure to damages, enforcement and penalty actions.
5. Collects facts and issues about the incident and personnel/other third parties affected.
6. In charge of the communication plan, which includes
 - a. Collecting/consolidating outside inquiries
 - b. Preparing /coordinating response statements
 - c. Disseminating approved response statements to all interested parties
 - d. Monitoring public reaction and media coverage.
 - e. Ensure consistency of communication.

14.8 Government Liaison

Establishes a communication link with the Ministry of Energy and Government Spokesman to:

1. Provide regular updates to the Permanent Secretary in the Ministry of Energy and other key Government officials as appropriate, for example the Director of Intelligence if it is a terrorist or bomb threat.
2. Keep Government Spokesperson of the response progress
3. Manages expectations by Government Officials and advises on appropriate communication by them.

14.9 Finance

Ensures that potential financial, claims and insurance implications arising from the incident are identified and addressed:

1. Liability: - whether there are limits by statute or otherwise to the amount of the liability.
2. Insurance; what extent of insurance coverage is applicable to the liabilities.
3. Claims; development of guidelines to address all aspects of claims.
4. Provision of resources to tackle the emergency.

14.10 Human Resources

1. Provides advice on HR policies to ensure issues to do with labour relations, compensation/benefits are identified and addressed.
2. Ensures there is adequate medical advice to the Response Teams and arrangements are in place for attention to injured personnel
3. Ensures communication of casualties to the next of kin
4. Ensures there are means in place to address communication issues for employees.
5. Adequate staffing for the duration of the Centre's operation.

14.11 Environmental, Health & Safety, (EHS)

1. Ensures all potential Environmental, Health and Safety issues and concerns are identified and adequately addressed by:

- a. Monitoring and advising on the levels of Health and Safety expertise and resources required to be deployed.
- b. Determining and advising on the requirements for environmental experts, and ensuring they are identified and deployed to provide environmental advice and services, including:

Identity/nature and location of sensitive areas

Waste disposal

Remediation issues

Environmental Contractors

Pre and post impact assessments/studies

2. Develops a security plan to identify and address all potential security issues to do with Company Assets, employees and other third parties involved, and investigative matters.
3. Determines and advises on the levels of security support needed from time to time:
 - a) Ensure crisis response information is displayed and updated.
 - b) Log keepers document all key strategic issues and technical information regarding the incident.
 - c) Maintain a log in chronological order of all events pertaining to the Crisis as they occur.
 - d) Be the Secretary to the response team meetings and take minutes of deliberations during these meetings.
 - e) Prepare a consolidated report for the Incident Coordinator of the incident at the end of the crisis.

14.12 Team Leader

Incumbent: Facility Managers.

The Team Leader has responsibility for safe evacuation of personnel from the emergency scene. He/She will:

- a) Direct personnel in their areas to the assembly points and ensure that all personnel are evacuated.
- b) Will call the EHS Manager and the Incident Coordinator immediately an incident happens.
- c) Shall ensure all the computer are safe and sound.
- d) Shall ensure the safety and security of company information.
- e) Where necessary shall disconnect power and switch of office equipment.

14.13 Roll callers

- a) Take roll call and account for all employees from relevant area.
- b) Clearly indicate and give reason for absence of employees.
- c) Prepare a consolidated report for the Incident Coordinator of the incident at the end of the crisis.

14.14 Communication

Incumbent: Receptionist

Under the instruction of the Incident Co-ordinator, He/she shall:

- a) Make all the necessary call and keep records and should not disclose any information related to the emergency.

- b) Take messages and records of the incoming call.

14.15 Fire Marshals/ First Aiders

Incumbent: See the organ. Chart

- a) Shall be the Fire fighter under the direction of the Incident Coordinator.
- b) With the instruction of the Incident Coordinator they will offer first Aid to the casualty.

15.0 RESPONSE TEAM STRATEGIC ISSUES

15.1 Protecting Reputation

IMPACTS	CONSIDERATIONS
Current or likely public perception of the Corporation	<ul style="list-style-type: none"> ▪ Issue initial holding statement ▪ Establish a media strategy (monitoring, coverage ▪ Communicate facts to employees/management
Government/Authorities' concerns	<ul style="list-style-type: none"> ▪ Government briefings ▪ Re-affirm the positive aspects of the Corporation and its operations/policies/record
Likely impacts on others	<ul style="list-style-type: none"> ▪ Respond effectively to pressure groups, communities near the Site ▪ Counsel and re-assure neighbours at the affected site <ul style="list-style-type: none"> ▪ Information of incident ▪ Decision on future operation ▪ Establish enquiry centre ▪ Communicate with Customers ▪ Manage the Financial Community ▪ Keep Partners informed.
Consider opportunities for promoting positive image	Plan and conduct effective media response, including interviews and press conferences.

15.2 Providing oversight

IMPACTS	CONSIDERATIONS
Has the Company's potential exposure from the incident been assessed fully?	<ul style="list-style-type: none"> ▪ Human, environmental, operational ▪ Civil liability, criminal liability, financial, security ▪ Directors, employees
Have appropriate statutory notifications been made?	<ul style="list-style-type: none"> ▪ Local Authority/Government ▪ NEMA, DOHSS ▪ Police
Have appropriate stakeholders been informed?	<ul style="list-style-type: none"> ▪ Media, Security, Opinion Leaders, Shareholders, employees

Do we understand the need/pressures of the involved Authorities?	NEMA, DOHSS, Other Ministries
Can the Company or third Party manage the incident?	<ul style="list-style-type: none"> Management capability, financial capability Liability issues, reputation issues,
Are we managing potential long-term effects of the incident?	<ul style="list-style-type: none"> Human, EHS Business continuity License to operate
Are documented procedures in place to protect the Company?	<ul style="list-style-type: none"> Legal considerations Event logs Alcohol and Drug Use Policy

15.3 Assessing Liabilities

IMPACTS	CONSIDERATIONS
Estimates of total liability and types related to the incident?	<ul style="list-style-type: none"> Limits by law or otherwise to the amount of liability Resources available The basis of concern about the life of the Company
Decision to either reduce or expand the Company's involvement in the incident?	<ul style="list-style-type: none"> What the Company is willing to say with respect to "responsibility"?
What kind of response action would reduce the Company's exposure to damages and enforcement of penalty actions?	<ul style="list-style-type: none"> Whether response actions are consistent with the Company's responsibility as a Corporate Citizen? Availability of counsel whenever needed for both the Corporation and individuals? Extent of coordinating response actions, statements, and positions with other responsible parties
Are there concerns as to criminal prosecution of employees, Managers or Directors?	<ul style="list-style-type: none"> Are resources available to protect evidence and develop facts for future issues?

15.4 License to operate

IMPACTS	CONSIDERATIONS
What laws/regulations apply to the situation?	<ul style="list-style-type: none"> Did the Company or any other Party fail to comply with such law/regulation

Will the incident stimulate new legislation that will negatively impact the Company's costs and operations?	<ul style="list-style-type: none"> ▪ Should a review of the past accidents be made to assess similarities and differences with the current situation? ▪ Should an appropriate trade association (PIEA) be contacted to provide advice/assistance with the current situation?
What are potential Government and other Regulatory Agencies' reactions?	<ul style="list-style-type: none"> ▪ Should the Company take the initiative to Government Officials on the response with a view to influence change in law/regulations?

15.5 Personnel

IMPACTS	CONSIDERATIONS
What are the impacts on: <ul style="list-style-type: none"> ▪ Site workforce ▪ Families ▪ Other employees ▪ Third Party personnel 	<ul style="list-style-type: none"> ▪ Extending compassionate assistance to the injured or evacuated employees and support to families in terms of <ul style="list-style-type: none"> ○ Medical checks ○ Counselling ○ Financial needs, etc ▪ Keep employees ▪ Establish enquiry Centre
Stress management for those who might be affected <ul style="list-style-type: none"> ▪ Site personnel ▪ Response Teams ▪ Families ▪ Third Party witnesses 	<ul style="list-style-type: none"> ▪ Monitor for stress and arrange for relief where serious signs of stress are detected ▪ Consider putting a counselling facility in place

15.6 Protecting Financial Standing

IMPACTS	CONSIDERATIONS
Need for additional immediate funds.	<ul style="list-style-type: none"> ▪ Increase level of financial delegation ▪ Provide immediate funding
Cost of response to emergency	Establish a system for tracking the response's financial expenditure.
What insurance covers are applicable?	Initiate claims procedures

Cost of repair/replacement	<ul style="list-style-type: none"> ▪ Determine repair/replacement policy, initiate where possible.
Penalties/Fines/Damages	Identify any possible or known infringements

15.7 EMERGENCY RESPONSE TEAM

- 1) All trained staff.
- 2) External agencies i.e. Local Fire Brigade St John's Ambulance,
- 3) Local Police and other neighbours.

16.0 COORDINATION

In all cases during normal working hours the Managing Director shall take charge of any Emergency that may arise.

16.1 Response Co-ordination

a) During Normal Working Hours.

Managing Director but in his absence the role will be delegated to Deputy Managing Director, Marketing & Operation Manager, EHS Manager, Internal Audit Manager, Finance Manager, HR Manager in that order.

b) Off-duty hours

Trained Security Guard in charge at the time will be in charge and will follow procedure as detailed in the guard's procedures until Emergency Response team member(s) arrive.

- a) An emergency telephone contacts board will be located in all office receptions. All Management staffs will be issued with emergency telephone contact cards.

17.0 COMMUNICATION

Communication of an emergency in the Office is possible through:

- ❖ Manual alarms buttons, which will be located in each floor.
- ❖ Switch board telephone numbers 020 – 890062.
- ❖ Emergency telephone contact cards.
- ❖ Drivers are to use their mobile phones or public booth to report Emergency situation.

During working hours emergency situations will be communicated to the EHS Manager, who will communicate to Incident Coordinator.

The Company vehicles will be available for use during Emergency situations requiring transport. Use of company vehicle is limited to approved Company drivers.

During non-operating hours the security Guard will communicate the emergency situation to the Incident Co-ordinator or the Standby Staff in his absence.

In many cases emergencies require help from outsiders. For this reason the Company will maintain good relations with all the organisations, whose assistance may be required. Whenever possible, Emergency drills will be carried out with their involvement.

18.0 INTERFACES WITH EXTERNAL AGENCIES

External Agencies:-

- ❖ Police
- ❖ St John's Ambulance
- ❖ Fire Fighters.
- ❖ Hospitals
- ❖ Government Departments

On arrival at the Emergency Site, The Incident Coordinator or his delegated authority will hold a briefing and instruct on movement within the emergency site. This is meant to preclude haphazard movement within the site with the attendant hazards.

19.0 POTENTIAL EMERGENCIES

19.1 FIRE

It is imperative that Derdols Facilities should have nil chances of fire. Regulations governing entry to the Office must be followed at all times. Rules and procedures governing the handling of hot works at all sites MUST be followed all times. Matches or naked lights SHOULD not be permitted to the Derdols Oil sites. Good housekeeping is a MUST.

Employee Procedures for Fires

a) Fire discovered by employee

Any person discovering a fire shall Sound nearest fire alarm or shout “FIRE”. Switch off power.

Attempt to put out fire with the nearest fire extinguishing system if safe.

- 1) Activate the fire alarm pull station.
- 2) Clear the area of all other personnel and visitors. Instruct all personnel to evacuate the facility.
- 3) Confine the fire by closing the door to the area.

Special Case: LPG Fires & Explosion

LPG is a very dangerous product stored at warehouse as far as fire hazards are concerned. It burns with very intense flame and exposure to heat generates immense pressure resulting in equipment failure. In the event of fire the following shall be done:

- Call Head office for help.
- Activate water sprays if possible.
- Controlled burning of LPG is safe than extinguishing the fire because re-ignition and escalation of the fire is possible.
- Total area evacuation alertness should be communicated.

Employee procedures

- 1) On hearing the fire alarm, employees will evacuate the site using the closest exit route. Once employees have been evacuated, they will not go back until instructed to do so by their supervisors.
- 2) Employees will assist visitors with evacuation as they exit the facility.
 - 4) Employees will report to their supervisors in the designated evacuation areas.

Incident Co-ordinator Procedures for Fires

- a) Respond to all reported fires and direct the actions of the Emergency Response team and facility employees.
 - b) Ensure that necessary actions, such as evacuation, accountability of personnel, fire suppression of incipient fires, etc., are initiated.
 - c) Advise the fire officer in charge as to present conditions in the building (location of fire, missing personnel, chemicals involved, etc.).
 - d) Advise the fire officer in charge of the available assistance personnel can provide (utility shut down, floor plan layout, contents of facility, hazardous materials storage, etc.) via the Emergency Action Plan.
 - e) Relocate employees and visitors to an area of safe refuge, if necessary.
 - f) Establish a telephone communication capability to allow employees and visitors to notify relatives/friends of their whereabouts and status.
 - g) Establish a telephone response line for incoming questions from employee and visitor relatives concerning site activities. Security will be assigned this task.
-

- h) Assess damage impact and determine which areas of the site cannot be reoccupied.
- i) Once the fire department returns control of the site to National Oil management, the IC shall assess whether employees to minimize further damage can feasibly perform temporary repair work. Such work might include covering ventilation openings made by the firefighters, securing doors that were forced open during rescue operations, and shutting down any unnecessary utilities to prevent further incident.

GAS LEAKAGE /Chemical Releases

LPG is one of the most dangerous products stored in our warehouses. LPG/Chemical releases can be classified into two distinct categories: *incidental releases* and *emergency releases*.

- **Incidental Releases**

Incidental releases are small isolated releases of LPG or chemicals. Personnel who have received proper training and have the proper safety equipment can clean up incidental spills.

This type of incident would not require the response of the Head office Emergency Team or local fire department.

- **Emergency Releases**

Emergency releases are those incidents that involve large quantities of LPG/chemicals and/or have the potential to cause injuries. A release that requires the response of the local fire department would be considered an emergency release. For the purpose of this Emergency Response Plan, only emergency releases will be addressed. Incidental releases will be handled at each facility level.

19.2.1 Employee Procedures for Chemical Releases

- a) Clear the area of all personnel and visitors to a radius of 150m. Instruct personnel to vacate the facility, if it's safe turn off LPG or the chemical appliances and if the leak is in-door open the windows and doors if it's safe to do so.
- b) Approach the discharge from upwind side and Confine the release by closing the Valve or door to the area.
- c) Noticeable change in noise levels of discharge from the safety valve is a warning sign that the vessel/container may explode.
 - d) Overheated cylinders or containers can cause serious injuries through flying pieces resulting from explosions, if it's not safe to put off the fire **leave it**.
 - e) If the situation appears to be a serious release, activate the fire alarm pull station and leave the site to a safer place.
- f) If possible, send one employee to meet the Emergency Response Team and lead them to the incident area.
- g) Advise the Emergency Response Team on their arrival whether all personnel are accounted for. If an employee or visitor is missing, inform response team of the last known location of the individual.
- h) Provide assistance to the Emergency Response Team as requested.

19.2.2 Facility Manager/Supervisor Procedures for Chemical Releases

- a) Obtain all pertinent information:
 - 1) Their exact location
 - 2) Nature of problem
- b) Notify fire department if necessary and if instructed by the Incident Coordinator.
- c) Prepare to meet Emergency Response Team and fire department if necessary.

19.2.3 Incident Co-ordinator Procedures for LPG/Chemical Releases

- a) Respond to all reported chemical releases and direct the actions of the emergency response team and facility employees.
- b) Ensure that necessary actions such as evacuation, locating and accounting for personnel, and restricting access to hazards area are initiated.
- c) Advise the fire officer in charge as to present conditions in the building (location of chemical release, missing personnel, chemicals involved, etc.).
- d) Provide a copy of material safety data sheets for chemical(s) involved to the fire officer in charge.
- e) Advise the fire officer in charge of any assistance that facility personnel can provide (utility shutdown, floor plan layout, contents of facility, hazardous materials storage, etc.) via the Emergency Action Plan.
- f) Relocate employees and visitors to an area of safe refuge, if necessary.
- g) Establish a telephone communication capability to allow employees and visitors to notify their relatives/friends of their whereabouts and status.

- h) Establish a telephone response line for incoming questions concerning site activities from employee and visitor relatives.
- i) Provide for the proper cleanup and removal of chemical materials.
- j) Assess damage impact and determine areas of building that cannot be reoccupied.
- k) Once the fire department returns control of the building to National Oil management, the Incident Coordinator will assess whether temporary repair work to minimize further damage can feasibly be performed by employees.

19.3 OIL SPILL/TRUCK ROLL-OVER

Any person discovering a spill shall:

- Call the Facility Manager who will then inform the EHS Manager and the Incident Coordinator.
- Cordon off the area, control traffic as well as public and any ignition source away from the flammable cloud.

On the direction of the Incident Co-ordinator:

- Spread foam over surface of flammable liquid.
- Clean up the spill and dispose off recovered material. For small spill use Absorbent material.
- Scoop only if it is safe to do so -ensure no health hazard.
- Consider mutual aid from outside agencies
- Inform all parties concerned of the environmental implications of the spill.
- Notify local fire brigade and other response agencies in case of a major spill.

- Ensure accurate and controlled Media Handling if need arise

Note: Proper safety gear should be worn during this response.

19.3.1 EMERGENCY RESPONSE- OIL SPILLS

Spills could occur due to:

- Tank over fills during product receipts
- Burst tanks or ruptured pipelines
- Those that may occur when trucks are involved in accidents along highways or truck rollovers.
- Hoses and other equipment failures.
- Complications can arise if spillage catches fire and this situation is considered separately under FIRES

The following steps will be considered in case of spills:

- Stop pumping if it is an over spill.
- Close upstream valves if it is a leak from a pipeline
- Consider a foam blanket if it is a fire hazard.
- Scoop only if it is safe to do so -ensure no health hazard.
- Consider mutual aid from outside agencies
- Inform all parties concerned of the environmental implications of the spill. Scoop only if it is safe to do so -ensure no health hazard.
- Inform all parties concerned of the environmental implications of the spill.

19.4 Vehicle Road Accident

Driver will;

- i) Moves truck (if possible) to most convenient place so as not to obstruct other traffic.
- ii) Erect safe triangles and NO smoking signs.

- iii) In case of spill warn public of fire hazard due to smoking -and attempt containment if possible
- iv) Contact any National Oil Personnel as per emergency contact list.
- v) Contact truck owner.
- vi) Do not discuss accident details with anybody apart from police or Derdols Personnel.
- vii) If injured seek medical assistance first and immediately inform police & Derdols personnel.
- viii) Provide the following details when phoning;
 - Name of caller / driver.
 - Locations of caller and incident.
 - Any injury.
 - Nature of incident / accident.
 - Whether there is product leakage.
 - Is there a fire?
 - Other parties involved.
 - Have the Police and the Fire Brigade been informed?

19.5 Severe Weather/Natural Disasters

Severe weather can take many forms, including strong winds, Heavy rains, earthquake, flood, and storms. All of these situations can impact the facility. Most severe weather situations provide some degree of warning or buildup, which will allow for necessary preparations to be implemented.

19.5.1 Employee Procedures for Severe Weather

a) Watch

- 1) Keep outdoor activities to a minimum.
- 2) Listen to the facility radio for weather updates.
- 3) If a Severe weather is sighted, immediately take shelter and notify your Supervisor.

b) Warning

- 1) Immediately take shelter.
 - (i.) Your best protection is a reinforced concrete or steel-framed structure.
 - (ii) An interior hallway on the lowest level of the structure will be the safest.
- 2) Take action to protect yourself from being blown away or struck by falling or flying objects.
- 3) Stay away from windows to avoid flying debris.
- 4) If strong wind is rapidly approaching and you cannot reach a safe shelter, lie flat in the nearest depression or ditch and cover your head with your arms.

19.5.2 EHS Manager/HR Manager Procedures for Severe Weather

Monitor Weather Alert Radio and report severe weather alerts as follows:

- a) On receipt of a severe weather advisory, notify the Incident Coordinator.
- b) Monitor the weather radio and provide any updates to the Incident Coordinator as received.
- c) Implement any actions as requested by the Incident Coordinator.

- d) If Severe Weather is sighted or reported to be approaching the facility, make an announcement over the radio system. Instruct all personnel to seek cover. Call 999 or 112 and report the situation.

19.5.3 Incident Coordinator Procedures for Severe Weather

- a) Respond to and direct the actions of the Emergency Response Team and facility employees in securing the facility in preparation for severe weather conditions and in response to such occurrences.
- b) Ensure those necessary actions such as evacuation, accountability of personnel, and securing of facility property are initiated.
- c) Relocate employees and visitors to an area of safe refuge, if necessary.
 - f) Establish a telephone communication capability to allow employees and visitors to notify their relatives/friends of their whereabouts and status.
 - g) Establish a telephone response line for incoming questions from employee and visitor relatives concerning site activities.
- h) Assess damage impact, areas of building that cannot be re-occupied.
- i) Assess whether temporary repair work by employees to minimize further damage is feasible.

NATURAL CALAMITIES

19.6.1 Earth Quakes

This will entirely depend on the magnitude of the earthQuakes/tremor and instruction from the Incident Coordinator

1. IF YOU ARE indoors - get under a sturdy table, desk or bed; stand in a doorway or corner and watch out for falling objects. If you are able, switch off electrical items.
2. Stay away from windows and avoid taking safety near heavy objects that may topple or slide.

3. Do not run from a building carelessly as you are bound to expose yourself to falling debris from the building.
4. If you are in a high rise building, do not rush to staircases and lifts, instead, seek for safety where you are especially next to upstand columns.
5. If you are in a brick structure that is not reinforced and feel safer to take a chance outside than stay inside, then leave quickly but cautiously and calmly.
6. If you are outdoors, try and get into open ground away from structures and power lines
7. If you are driving/moving in a car, calmly stop the car as safety permits, away from buildings and other structures (bridges, flyovers etc.) and remain in the car until the shaking is over.

19.6.2 Flood and landslides

1. They above will not happen abruptly and more often than not there are warning signs.
2. Evacuate areas prone to floods and landslides and settle on high and stable grounds

BOMB THREATS/THREATENING CALLS

19.7.1 Employee Procedures for Bomb Threats

- a) If you receive a telephone call from an individual reporting a bomb threat, try to transfer them to MD's office. If this is not possible, keep the caller talking and pretend difficult with hearing, if the caller seems agreeable to further conversation ask questions as:

- When is the bomb going to explode?
 - Where is the bomb?
 - What does it look like?
 - What kind of bomb is it?
 - What will cause it to explode?
 - Did you place the bomb?
 - Where are you calling from?
 - What is your name?
 - Why is the attack planned?
 - Do you know human beings in the Facility could die?
- Keep caller on telephone for as long as possible. Be calm and courteous and do not portray fear.

If threat is by mails, the paper should be handled such that fingerprints are not erased. Incident Coordinator will keep the mail and hand over to the police

- b) Immediately following the completion of the call, notify EHS. **DO NOT USE YOUR RADIO TO REPORT THE PROBLEM.** Radio transmissions can detonate an explosive device.
- c) If you discover an explosive device do not touch it or move it in any way. Immediately notify Security and your supervisor.
- d) Obtain as much information as possible concerning the bomb threat. Use the bomb threat checklist for documentation purposes.
- e) Make records of the conversation simultaneously on the forms:
- f) Alert the Incident Coordinator and persons designated in the emergency plans for the location under threat.
- g) Do not discuss the call with anyone else unless authorised to do so by the Incident Coordinator

- h) Notify the Incident Coordinator of the situation.
- i) Notify State Police at 999 or 112.
- h) Assist State Police and other Department as requested.

19.7.2 Incident Coordinator Procedures for Bomb Threats

- a) Coordinate activities of facility personnel to control the situation as necessitated by the emergency.
- b) Ensure that all personnel and visitors have been evacuated from the involved area(s).
- c) Provide assistance to Police and Fire Department as necessary.

The immediate impact of a bomb threat is normally panic that may result into people getting hurt or property being destroyed. Following steps in case of a bomb

CALLER DATA: FILL IMMEDIATELY AFTER CALL

MALE FEMALE ADULT JUVENILE

Tick the necessary

Voice	Speed	Language	Accent	Approx. Age
Loud Soft	Fast Slow	Excellent Good	Local, not local	
High Pitch Deep	Distinct Distorted	Fair Poor	Foreign Region	
Crispy Stutter	Nasal Foul	Other	Race	
Intoxicated	Slurred Lisp		Other	
Other	Other			

Manner	Background Noise	Origin of call	Time	Date, Person receiving the call
Calm, Angry, Rational, Irrational, coherent, incoherent, deliberate, emotional, Righteous, Laughing. others	Office, train, Factory, Animal, Bedlam, Quiet, Music, Voices, Mixed, Airplane, Street, Party, others?	Long Distance. Local, Pay booth, internal		

WRITE EXACT MESSAGE RECEIVED

BOMB;

When will it go off? Certain hour Time remaining
Where is it located? Building Area Room
What Kind of bomb? Type of explosive.
Why the Bomb? Reason
Do you know there are people in the building?

CALLER

How do you know so much about bombs?
Where are you now?
Who are you?
Where do you live?

Please write in block letters

19.8 CIVIL DISTURBANCES

19.8.1 Staff Procedures for Civil Disturbance

If facility is threatened due to civil disturbance example Riots, ethnic clashes or demonstration turning violent may pose a threat to employees and property .If this occurs the following action should be taken:

- Call police immediately and give nature of incident and location. Maintain close liaison with Police.
- Shut down facility and stop any operations.
- All employees should remain at Office or home depending on the timing.
- Outsiders should not be allowed to take refuge in the Office.
- Maintain a close contact with neighbours and agencies.
- Do not shout counter –riot slogans.
- Inform the Incident Coordinator
- With the instruction of the Incident Coordinator get hired Security Company to beef up security.

- Close down the facility and retain only those on essential services.

19.9 ARMED ROBBERY

If faced with armed robbery or vehicle hijacking it is advisable to:

- Stay calm, be polite and do what the criminal wants.
- Give out the money /vehicle etc as demanded.
- Do not resist as this may provoke violence. If wearing a seatbelt ask if it is okay to release yourself.
- Report to the police soonest possible after the incident.
- Inform the Incident Coordinator and in his absence any Emergency Response team members.

19.10 MEDICAL EMERGENCY

- A medical emergency may arise due to illness or accident to an employee or contractor.
- Injury or illness of minor nature, first aid should be given by trained first aiders.
- Major injury/illness/fatality will be rushed to hospital immediately without wasting time and inform the EHS Manager.

Call for Ambulance or other medical service if no company vehicle is available on all injuries that require medical treatment.

19.11 PRODUCT CONTAMINATION

Product could be mixed by mistake during loading or delivery. This could lead to economic loss or Fire in form of explosion.

The following steps will be taken in case of a contamination:

- Stop delivery to the container having contaminated product.
- Seal off container having contaminated product
- Determine the quantity of contaminated product.
- Submit samples of contaminated product analysis
- Quarantine the tank or container until disposal instructions are received.

NB: In case of PMS and IK contamination that has been sold to the public the following action will be taken:

- Publicity campaigns through the media will be immediately facilitated.
- Authorisation/the use of car mounted loud speakers will be permitted to alert the affected community.
- Door to door alerts will be done to ensure the contaminated IK does not lead to serious explosions.

20.0 MEDIA & PUBLIC ATTENTION.

20.0.1 Media Relations Policy

Derdols recognizes that it is essential to present accurate information to the news media concerning an emergency situation involving our sites. In the event of an emergency involving Derdols, the Managing Director or Deputy Managing Director are the only authorized individuals who may speak with the media on behalf of Derdols. Any requests for information concerning the facility, employees, or visitors will be referred to them for handling.

NO one else shall be allowed to address the Media or issue press statements.

21.0 EMERGENCY EQUIPMENT

The emergency equipment we have at different locations are as follows:

21.0.1 OFFICE/STATIONS

- a. Fire extinguishers.
Dry powder.
CO₂ fire extinguishers.
Water fire extinguishers.
- b. Emergency shut down system.
- c. Alarm switches & manual bells.
- d. Emergency contacts (see last page)

- e. Emergency exits.

21.0.2 AT THE NAIROBI TERMINAL

- a) Fire extinguishers
- b) Smoke detectors
- c) Fire alarm system
- d) Fire sprinkler/deluge system,
- e) Foam system,
- f) Emergency lighting
- g) Emergency generators
- h) Emergency Compressors,
- i) Emergency Shut-down systems

21.0.3 LABORATORY

Fire extinguishers

- a) Smoke detectors
- b) Fire alarm system
- c) Emergency generators
- d) Emergency Shut-down systems

21.0.4 DEPOTS

The existing depots are operated and Managed by Kenya Pipeline and Oil Companies. Derdols will respond as requested or directed by Kenya Pipeline Company and Others.

21.0.5 ON SUB- CONTRACTED TRUCKS

1. 2 Portable dry powder extinguishers
2. 2 Warning triangles.

3. A copy of driver's guides.
4. Emergency telephone contact.
5. The Necessary insurance covers and guarantees.

22.0 NOTIFICATION:

On occurrence of any emergency, the personnel (employee or contractor) at the scene will sound the nearest emergency alarm and inform the nearest Manager.

The Manager will inform EHS Manager then Incident Coordinator of the emergency situation. The Incident Co-ordinator will instruct the receptionist on the outside agencies to be notified of the emergency. The EHS Manager will communicate the emergency to the authorities at the Head office.

All other personnel will be informed of the emergency situation at their respective assembly points.

23.0 EVACUATION:

Evacuation of employees and visitors from the facility is of the utmost importance. Most emergency situations will require the evacuation of all or part of the facility. In order to achieve a safe and timely evacuation, it is critical that an early warning of the emergency situation be communicated to personnel and action implemented to remove personnel from the hazard area. The following procedures will be applicable for all evacuations called for under the specific emergency situations of the plan.

The decision of whether to evacuate or not will be made by the Incident Co-ordinator or his delegated Authority. In their absence the Senior most Staff will assume commands.

It is expected that during an emergency only people who understand and are trained on the implication will remain behind to tackle it or will be called upon to respond. All other staff will be expected to be evacuated immediately a signal is received. They will assemble at the designated emergency assembly point.

Evacuation of employees at some stage may be considered on the basis of their safety and dependent on the severity and extent of the emergency. The Incident Coordinator in liaison with the Emergency team will determine whether this is necessary.

If evacuation of the Building /plant/facility is to take place, the Team Leaders will assume command of evacuating their respective areas. Each Team Leader will then individually account for all Staff and confirm all are accounted for to the Incident Coordinator Control point command.

Vehicles / any moveable items will be evacuated if it is safe to do so. They will not be evacuated, unless such action is intended to reduce the effects of the Emergency. In this case the Incident Coordinator will appoint traffic controllers to direct traffic.

Isolate other premises if safe to do so.

You must not re-enter the offices/office unless specifically advised to do so by the Incident Coordinator.

24.0 CALL OUT

The Incident Coordinator will determine the appropriate time for declaring the end of the emergency situation. He will inform all those involved (employees, outside agencies etc) that the emergency situation is over.

The Incident Coordinator with his Emergency Response Team will compile the reports on the emergency situation, in accordance with the guidelines on reporting of incidents.