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MEMBER CALL-OUT PROCEDURE


Petroleum Industry of Malaysia Mutual Aid Group
(283378-V)
1-1,1-2 &1-3, Jalan Waterfront 5,
PD Waterfront
71000 PORT DICKSON
Negeri Sembilan Darul Khusus
www.pimmag.com.my

<u>REVISION REGISTER</u>		
Revision No.	Date	Details of Revision
0	4 DEC 2018	New Procedure
01	14 OCT 2020	<ol style="list-style-type: none"> 1. Add 'DISTRIBUTION' of document. 2. Changed QMS Coordinator's name. 3. Replaced Hotline number of Oil Spill Coordinator (OSC) with Training Manager (TM). 4. Replaced 'Operations Manager' with 'Head of Operations'. 5. Replaced 'OSC' in 3.6 with 'Base Manager (BM)'. 6. Removed Oil Spill Coordinator from 'Flowchart for PIMMAG's Members Call Out'. 7. Update hp no. of Base Manager Port Dickson and removed fax number for all bases. 8. Removed form number i.e OT2.01 and CC list from Form A, B, C and D. 9. Update 'Oil Spill Response – Mobilisation Flowchart' and incorporating it with the 'Flowchart for PIMMAG's Oil Spill Coordinator and Base Manager'. 10. Removed Flowchart for PIMMAG's Oil Spill Coordinator and Base Manager. 11. Update 'Flowchart for Demobilisation'.
02	22 SEPT 2022	<ol style="list-style-type: none"> 1. Update PIMMAG Hot Lines. 2. Add 'Oil Spill Response – Mobilisation Flowchart (For Unmanned Base)' . 3. Remove Call-Out Flowchart 3. Add Form E, F and G.

<u>DOCUMENT SECURITY CLASSIFICATION</u>	
Unclassified	Information which may be shared without restrictions, as it is unlikely to result in any harm if disclosed to outside parties.
Restricted	Information which can be freely shared with staff in PIMMAG and member companies, but not with third parties
Confidential	Information which can be shared with selected PIMMAG staff only as it could harm the interests of PIMMAG, a member company or individual if disclosed to unauthorised persons.
Very Confidential	Information which should be made available on a strict need-to-know basis only as it could cause very serious damage to the interests of PIMMAG, a member company or individual if disclosed to unauthorised persons. Storage location and list of persons authorised to access this document must be specified.

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Document Custodian		
Name	Position	Date signed
Amir bin Yusof	Operation Manager 	13.10.2022

Approved by		
Name	Position	Date signed
Capt. Zalina Bte Sungip	General Manager 	13.10.2022

DISTRIBUTION

The controlled copy of this document is in hard copy except for externally generated documents which to be kept in electronic format and user should refer to the Document Custodian for the latest updates.

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NOTIFICATION

1. When an oil spill occurs which require Tier-2 response, the Company's authorised personnel shall notify the PIMMAG General Manager and/or Operation Manager.

PIMMAG Hot	General Manager (GM)	0193500197	gm@pimmag.com.my
Lines	Operation Manager (OM)	0193131631	om@pimmag.com.my
Forms	Download: www.pimmag.com.my		

2. Notification shall be done as soon as possible and by the fastest available means as Initial Notification.
**Initial Notification definition – to inform PIMMAG as an early warning.*
3. Complete and submit **Form A** (Stand-by Form) to notify PIMMAG to be on standby both manpower and Oil Spill Response (OSR) resources.
4. Complete and submit **Form B** (Mobilisation Form) for PIMMAG approval to mobilise and load-out OSR resources.
5. Complete and submit **Form C** (Stand-down Form) once response and clean-up are completed. To notify PIMMAG to stand-down manpower and OSR resources.
6. Complete and submit **Form D** (Transfer of Responsibility Form) for PIMMAG approval should there be a transfer of OSR call-out responsibility to another party.

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MOBILISATION

1.0 ACTION BY PIMMAG GENERAL MANAGER

- 1.1 Inform Chairman of PIMMAG Board or any Board Member.
- 1.2 Verify the authenticity of caller's request and approve the release of OSR resources as requested.
- 1.2 Establish communication with SPILLER and monitor situation.
- 1.3 Update Chairman of PIMMAG Board on latest development.
- 1.5 Activate OM and BMs.

2.0 ACTION BY OPERATION MANAGER

- 2.1 Activate and communicate with BM which the base is the nearest to the incident location. Communicate with support section at HQ and other BMs for support.
- 2.2 Update GM on equipment mobilisation / deployment and status of oil spill response.
- 2.2 Liaise with SPILLER on additional OSR resources and manpower.
- 2.4 Ensure BM to check and verify Timesheet Form for PIMMAG for manhour on daily basis and OSR Resources Movement Form at the end of OSR operation to be signed by SPILLER.
- 2.6 Ensure BM to submit reports and related documents for claimant purposes.

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3.0 PIMMAG ROLES AND RESPONSIBILITIES

- 3.1 When activated, PIMMAG will respond by mobilising all or partial OSR resources and personnel from the nearest base to the spill location.
- 3.2 The responsibility to arrange for transportation of the equipment lies with the SPILLER. However, PIMMAG may, on request, arrange for the delivery of OSR resources to a place nominated by the SPILLER at SPILLER's cost.
- 3.3 PIMMAG personnel will accompany the OSR resources to spill site and assist in the deployment and oil recovery.
- 3.4 If additional OSR resources is required, PIMMAG GM may authorise the release of up to 50% of OSR resources from the other bases.
- 3.5 The OSR resources being called out shall be under the control and responsibility of the SPILLER.
- 3.6 PIMMAG responsibility during a call-out shall be as an advisor while the ultimate responsibility in making critical decision lies with the SPILLER. Nevertheless, should a life-threatening situation persist, PIMMAG personnel shall STOP WORK and inform BM and SPILLER accordingly.
- 3.7 Other terms on the release of the equipment are covered in clauses 4.3, 5 and 6 of the Member User Agreement.

STEPS TO MOBILISE OSR RESOURCES FOR MANNED BASE

STEP	ACTION	DESCRIPTION
1	<div style="border: 1px solid black; border-radius: 10px; padding: 5px; width: fit-content; margin: 0 auto;">SPILLER</div>	<ol style="list-style-type: none"> 1. Call PIMMAG Hot Line 2. Fill up Form A to request for PIMMAG OSR resources and personnel and Form B for OSR resources mobilization as per published in PIMMAG website, www.pimmag.com.my. 3. Sign & approve daily report for manhours (Timesheet for PIMMAG Manhour) and OSR Resources Movement Form at the end of OSR operation. 4. Submit Post Call-Out Customer Feedback Form to PIMMAG within 14 days after stand-down as per published in www.pimmag.com.my.
2	<div style="border: 1px solid black; border-radius: 10px; padding: 5px; width: fit-content; margin: 0 auto;">PIMMAG (General Manager)</div>	<ol style="list-style-type: none"> 1. Acknowledge received Form A & B from SPILLER, verify and approve. 2. Instruct OM for mobilization of PIMMAG OSR resources and personnel. 3. Update Chairman of PIMMAG Board.
3	<div style="border: 1px solid black; border-radius: 10px; padding: 5px; width: fit-content; margin: 0 auto;">ORGANISE AND PLAN (Operation Manager & Base Manager)</div>	<ol style="list-style-type: none"> 1. OM to identify spill location, spill volume, weather condition at incident location and request from SPILLER the Oil Spill Trajectory Modelling and assemble BMs. 2. OM to brief BMs on the incident (location, volume, weather and the Oil Spill Trajectory Modelling). 3. BMs to advise the types and number of OSR resources, the number of personnel and transportation (vessel, trailer, crane etc) based on the information briefed by OM. 4. OM to inform and advise SPILLER for the OSR resources and personnel.
4	<div style="border: 1px solid black; border-radius: 10px; padding: 5px; width: fit-content; margin: 0 auto;">MOBILISE OSRE & PERSONNEL TO SITE (Base Manager)</div>	<ol style="list-style-type: none"> 1. BM nearest to the spill location to prepare OSR resources, PPE and communication equipment for load out including custom clearance and Work Permit if applicable. Other PIMMAG bases are to be on standby. 2. Liaise with SPILLER on OSR resources arrival. 3. Obtain latest spill situation at site. 4. Conduct site safety briefing to responders. 5. Confirmation of OSR resources list received by SPILLER. 6. Submit daily Situational Report (SITREP) to OM.
5	<div style="border: 1px solid black; border-radius: 10px; padding: 5px; width: fit-content; margin: 0 auto;">DEPLOY & OPERATE OSRE (Base Manager)</div>	<ol style="list-style-type: none"> 1. Set up PIMMAG forward command centre. 2. Assist spiller to deploy and operate OSR equipment. 3. Maintain good communication with SPILLER's representative. 5. Ensure SPILLER representative sign & approve daily report for manhours (Timesheet For PIMMAG Manhour) and OSR Resources Movement Form at the end of OSR operation.
6	<div style="border: 1px solid black; border-radius: 10px; padding: 5px; width: fit-content; margin: 0 auto;">DEMOBILISATION (Base Manager)</div>	<ol style="list-style-type: none"> 1. SPILLER representative to inform PIMMAG on stand down and to submit Form C as per published in PIMMAG website, www.pimmag.com.my. 2. Debrief responders, demobilise (OSR resources and personnel), clean and store OSRE. 3. Request report from SPILLER for claimant purposes. 4. BM to request report from SPILLER for claimant purposes.

STEPS TO MOBILISE OSR RESOURCES FOR UNMANNED BASE

<u>STEP</u>	<u>ACTION</u>	<u>DESCRIPTION</u>
1	<div style="border: 1px solid black; border-radius: 10px; padding: 5px; width: fit-content; margin: 0 auto;">SPILLER</div>	<ol style="list-style-type: none"> 1. Call PIMMAG Hot Line 2. Fill up Form A to request for PIMMAG OSRE and personnel and Form B for OSRE mobilization as per published in PIMMAG website, www.pimmag.com.my. 3. Sign & approve daily report for manhours (Timesheet for PIMMAG Manhour) and OSR Resources Movement Form at the end of OSR operation. 4. Withdraw the required OSR resources according to Form B. 5. To arrange for transportation of the OSR resources.
2	<div style="border: 1px solid black; border-radius: 10px; padding: 5px; width: fit-content; margin: 0 auto;">PIMMAG (General Manager)</div>	<ol style="list-style-type: none"> 1. Acknowledge received Form A & B from SPILLER, verify and approve. 2. Instruct OM for mobilization of OSR resources and personnel. 3. Update Chairman of PIMMAG Board.
3	<div style="border: 1px solid black; border-radius: 10px; padding: 5px; width: fit-content; margin: 0 auto;">PIMMAG BASES (Operation Manager/ Base Managers)</div>	<ol style="list-style-type: none"> 1. Inform contact person at unmanned base on details of OSR resources to be mobilized together with SPILLER's authorised personnel. 2. Release the key/padlock code to the SPILLER's authorised personnel. 3. Arrive at unmanned base i.e on first available flight/transport to verify OSR resources withdrawn.
4	<div style="border: 1px solid black; border-radius: 10px; padding: 5px; width: fit-content; margin: 0 auto;">DEMOBILISATION (Head of Operations/ Base Manager)</div>	<ol style="list-style-type: none"> 1. SPILLER's authorized personnel to inform PIMMAG for demobilization of OSR resources. 2. Base Manager to inform contact person at unmanned base for OSR resources demobilization. 3. SPILLER's authorised personnel return OSR resources to unmanned base.
6	<div style="border: 1px solid black; border-radius: 10px; padding: 5px; width: fit-content; margin: 0 auto;">END (Base Manager)</div>	<ol style="list-style-type: none"> 1. To verify the OSR resources and its condition for further action.

STEPS TO DEMOBILISE OSR RESOURCES

<u>STEP</u>	<u>ACTION</u>	<u>DESCRIPTION</u>
1	<div style="border: 1px solid black; border-radius: 15px; padding: 10px; width: fit-content; margin: 0 auto;"> INCIDENT LOCATION (Base Manager) </div>	<ol style="list-style-type: none"> 1. Assess situation at oil spill site and report to OM. 2. Record condition of cleaned-up site by photograph. 3. Liaise with SPILLER on current situation. 4. SPILLER to decide on demobilise of PIMMAG personnel and OSR resources, submit Form C as per published in PIMMAG website, www.pimmag.com.my. 5. BM to inform PIMMAG OM.
2	<div style="border: 1px solid black; border-radius: 15px; padding: 10px; width: fit-content; margin: 0 auto;"> EQUIPMENT INSPECTION (Base Manager) </div>	<ol style="list-style-type: none"> 1. Recover all OSR resources at site, inventories and check OSR resources condition. 2. Damaged equipment is to be recorded, photographed, and reported to SPILLER and PIMMAG OM immediately. 6. Ensure SPILLER representative to sign & approve daily report for manhours (Timesheet for PIMMAG Manhour) and OSR Resources Movement Form at the end of OSR operation.
3	<div style="border: 1px solid black; border-radius: 15px; padding: 10px; width: fit-content; margin: 0 auto;"> DEMOBILISE (Base Manager) </div>	<ol style="list-style-type: none"> 1. Arrange transport for personnel & OSRE back to base. 2. Clean-up PIMMAG forward command center.
4	<div style="border: 1px solid black; border-radius: 15px; padding: 10px; width: fit-content; margin: 0 auto;"> RETURN EQUIPMENT & MAINTENANCE (Base Manager) </div>	<ol style="list-style-type: none"> 1. Clean and service equipment. 2. List OSR resources for repair/ replacement/ scrap and submit to PIMMAG GM/OM.
5	<div style="border: 1px solid black; border-radius: 15px; padding: 10px; width: fit-content; margin: 0 auto;"> REPORT (Base Manager) </div>	<ol style="list-style-type: none"> 1. Prepare oil spill report for submission to PIMMAG GM / OM.

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FORM A

REQUEST FOR PIMMAG OSR RESOURCES TO BE ON STANDBY

To: General Manager
Email : gm@pimmaq.com.my
Cc : om@pimmaq.com.my

a.	COMPANY NAME	
b.	AUTHORISED PERSON	1. 2.
<i>Please provide, if available:</i>		
c.	LOCATION OF SPILL (LATLONG)	Offshore: 1. Distance from shore/facility: 2. Latitude / Longitude: Onshore: 1. Name of location: 2. Latitude /Longitude:
d.	DATE / TIME (DD/MM/YY: Local Time)	
e.	VOLUME OF SPILL (kb)	
f.	SIZE OF SPILL	
g.	DIMENSION	
h.	TYPE OF CRUDE	1. Light / heavy 2. Grade: 3. Other:
i.	MOVEMENT OF SLICK	
j.	WEATHER CONDITION	

<p>Requester column:</p> <p>Signature: _____</p> <p>Name: _____</p> <p>Date: _____</p> <p>Time: _____</p> <p>Telephone / mobile: _____</p>	<p>PIMMAG column:</p> <p>Signature: _____</p> <p>Name: _____</p> <p>Date: _____</p> <p>Time: _____</p> <p>Position: GM / OM</p>
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FORM B

REQUEST TO MOBILISE PIMMAG OSR RESOURCES

To: General Manager
Email : gm@pimmag.com.my
Cc : om@pimmag.com.my

REQUESTING FOR PIMMAG OSR RESOURCES TO BE MOBILISED WITH IMMEDIATE EFFECT AND
 *WILL / WILL NOT REQUIRE PIMMAG TO ARRANGE FOR LAND / SEA / AIR TRANSPORT.

*Please delete if not applicable

SITE OF SPILL: _____

OFF-LOAD POINT _____

(SEA PORT/JETTY) _____

NO	TYPE OF EQUIPMENT REQUIRED AND MANPOWER	UNITS

**Use separate sheet, if required*

I, UNDERTAKE TO ABIDE BY ALL TERMS AND CONDITIONS AS STIPULATED IN THE PIMMAG MEMBER USER AGREEMENT.

<p>Requester column:</p> <p>Signature: _____</p> <p>Name: _____</p> <p>Date: _____</p> <p>Telephone / mobile: _____</p>	<p>PIMMAG column:</p> <p>Signature: _____</p> <p>Name: _____</p> <p>Date: _____</p> <p>Position: GM / OM</p> <p>Mobilisation Approved : YES / NO</p>
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FORM C

STAND-DOWN NOTIFICATION

To: General Manager
Email : gm@pimmag.com.my
Cc : om@pimmag.com.my

FROM :	
COMPANY:	
DATE :	TIME:

<p>SUBJECT: OPERATION STAND-DOWN</p> <p>THE OIL SPILL RESPONSE IS OFFICIALLY STAND-DOWN AT: DATE : _____ TIME : _____</p> <p>ALL ACTIVITIES RELATED TO THE OIL SPILL RESPONSE AND CLEAN-UP SHALL CEASE IMMEDIATELY AND NORMAL OPERATIONS SHALL RESUME.</p> <p>PLEASE ENSURE THAT ALL MANPOWER AND OSR RESOURCES MOBILISED AS PART OF THE RESPONSE HAVE STAND-DOWN.</p> <p>PLEASE ACKNOWLEDE RECEIPT OF MESSAGE BY ANY MEANS TO THE UNDERSIGNED</p> <p>THANK YOU,</p> NAME: _____ DATE: TIME:

PIMMAG Received: _____ DATE: _____ TIME: _____
GM / OM



FORM D

TRANSFER OF OSR CALL-OUT RESPONSIBILITY

To: General Manager
Email : gm@pimmaq.com.my
Cc : om@pimmaq.com.my

FROM :	
COMPANY:	
DATE :	TIME:

SUBJECT: TRANSFER OF OSR CALL-OUT RESPONSIBILITY

THE OIL SPILL RESPONSE (OSR) CALL-OUT RESPONSIBILITY IS OFFICIALLY TRANSFERRED TO
 (COMPANY) _____

AT (LOCATION) _____ DATE : _____ TIME _____

ALL ACTIVITIES AND EXPENDITURE RELATED TO THE OIL SPILL RESPONSE IS NOW UNDER THE
 RESPONSBIILITY OF (COMPANY) _____

PLEASE ACKNOWLEDE RECEIPT OF MESSAGE BY ANY MEANS OF COMMUNICATION TO THE
 UNDERSIGNED

THANK YOU.

NAME:
 DATE:
 TIME:

PIMMAG Received: _____ DATE: _____ TIME: _____
 GM / OM



FORM E

OSR RESOURCES MOVEMENT FORM

PROJECT NAME:		COMPANY:	
LOCATION:		MOBILE:	
DATE OUT:		EMAIL:	
DATE OUT:	TIME:	DATE IN:	TIME:

NO	MOBILISATION	QTY	Verified by Requester Member/Non-Member
			Name: Designation: Date

NO	DEMOBILISATION	QTY	Verified by Requester Member/Non-Member
			Name: Designation: Date

DESCRIPTION OF PROJECT	OSR RESOURCES CONSUMED

<p>Prepared by:</p> <p>Signature: _____</p> <p>Name: _____</p> <p>Date: _____</p> <p>Designation: Base Manager / Supervisor / Technician</p>	<p>Approved by:</p> <p>Signature: _____</p> <p>Name: _____</p> <p>Date: _____</p> <p>Designation: Operation Manager</p>
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FORM F

TIMESHEET FOR PIMMAG MANHOUR FORM
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PROJECT NAME:	
COMPANY:	
LOCATION:	
MONTH / YEAR	

NO	NAME	DATE	TIME IN	TIME OUT	TOTAL OVERTIME	SIGNATURE	REMARK

Recorded by: Signature: _____ Name: Date: Designation:	Reviewed by: Signature: _____ Name: Date: Designation:	Approved by: Signature: _____ Name: Date: Designation:
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FORM G

SITUATION REPORT (SITREP) FORM

PROJECT NAME:	
COMPANY:	
LOCATION:	
DATE:	
REPORTED BY:	
DESIGNATION:	
REPORT NUMBER:	

NO	TIME	DESCRIPTION	REMARK

RESPONSIBILITY MATRIX

Required assistance to complete the task	Full responsibility
√	√√

Task	PIMMAG	Member
Provision of Equipment, Personnel, & Consultation for Tier 2 OSR	√√	
OSR equipment maintenance and readiness for call-out	√√	
Provide OSR and equipment training prior to request	√√	
Notification of incident		√√
Filling Form A and B for call-out procedure	√	√√
Obtain and provide all necessary insurance for OSR operation to PIMMAG personnel	√√	
Equipment and Personnel transportation arrangement	√	√√
Provide boats and transportation for the offshore OSR	√	√√
Obtaining and complying necessary permits required under any laws for the call-out		√√
Responsible for the equipment condition, status and placement before, during, and after call-out		√√

Task	PIMMAG	Member
Responsible for any applied taxes or liabilities on equipment during call-out		√√
Personnel health and safety during call-out	√√	√√
Equipment repair or replacement if damaged or lost beside wear and tear		√√
Return of equipment and personnel as earliest as possible means after the OSR call-out		√√
Issue and filling the Form C of call-out procedure	√	√√
Filling Form D for transfer of responsibility if the spill done by other parties	√	√√

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