

SOHAR EMERGENCY RESPONSE PLAN

Version 2
December 2020

1. Introduction

- 1.1. SOHAR or SOHAR Port and Freezone has a responsibility to ensure the provision of a prepared response to an emergency situation within the Port and Freezone. This will include measures for the initial report of the onset of the crisis, ensuring first responders have been alerted and coordinating and providing the support that may be required appropriate to SIPC's response role.
- 1.2. SPFZ has responsibility for common areas and unoccupied plots within the Port and Freezone. Tenants have responsibility for their own sites.
- 1.3. SPFZ is committed to responding effectively and promptly to emergencies with the cooperation of all those concerned.
- 1.4. Specialist resources for handling emergencies are owned and controlled by several entities. These include the tenants, local emergency services, the ROP PACDA, armed forces and a number of other agencies and private companies in the region. ROP Port security has officers permanently on duty at SOHAR to provide a first-line emergency response coordination function.
- 1.5. Central alarm numbers are as follows:
 - i **SIPC 24** hour emergency number. **2685 2777**
This is the primary emergency no to be used.
 - SIPC GSM** alternate emergency number. **9934 2699**
Bilingual Arabic/English response provided On both numbers.
 - ii ROP Port security. An English speaking response from this line cannot be guaranteed. 9991
 - i The Oman national emergency number 9999
Response on-site from this number may take more time as calls have to be relayed to local command centers

2. Aim

- 2.1. The SOHAR Emergency Response Plan aims to provide the framework and procedures to achieve the appropriate immediate response to and ongoing management of a crisis or threat of a crisis within SIP and Freezone Sohar in order to minimise the threat to life, damage to assets and achieve a return to normal operations as soon as possible.

3. Concept of SOHAR Emergency Response Plan

- 3.1. Crisis prevention and response at SOHAR Port and Freezone are based on the following principles:

- i Protection – the prevention of damage and loss.
- ii Containment – the physical confinement of damage and loss wherever practicable.
- iii Recovery – making good damage and loss, returning the site to pre-incident levels of activity at least possible cost in resources, including time.

- 3.2. Accordingly, the SOHAR Emergency Response Plan is based on the following concept:

- i Immediate Response:

- a. This is the first alarm and activation of the first responders. The purpose of this is to initiate the fastest possible appropriate response to a crisis or developing crisis, to contain the problem and to prevent escalation. Responsibility for initiating this first response lies with those at the start point of the crisis.

- ii Tiers of emergency.

- a. Within the first report of the crisis or as soon as possible thereafter, the crisis is to be categorised as Tier 1, Tier 2 or Tier 3. The purpose of this is to provide for the swiftest and most appropriate management of the crisis without unnecessarily disrupting wider industrial activity. Tier definitions are in the plan below.

- iii Mobilisation of the complete Emergency Response Organisation appropriate to the established Tier of emergency.

- a. This is the wider emergency organization primarily to deal with emergencies of Tier 2 and Tier 3. This is required to provide the necessary passage of information, the ready availability of the necessary resources, and the command and control organization to allocate, task and coordinate effort to deal with the emergency. This is to be done efficiently to minimise harm to people, damage to assets and return the site to normality as soon as reasonably possible.

4. Tiers of Emergency

4.1. For efficient crisis management, three tiers of response are prepared. Procedures are designed to provide the immediate prepared response at any of these three tiers:

- i **Tier 1:** Incidents in this category are likely to have minor local consequences. They can be contained entirely within a tenant facility with tenant resources and may require assistance from local emergency services. These are local problems posing a minimal threat to safety and the environment and have remote potential for escalation.

No action is required by SIPC beyond routine coordination related to matters such as site access. The incident is to be reported to SIPC immediately so that they have first-hand reliable knowledge of the situation and will not be misled by rumour. There is no impact or effect outside the tenant facility other than issues such as ambulance access. No action is required by parties at SPFZ other than the tenant involved. Systems can be made ready in anticipation of a possible escalation to Tier 2 at the discretion of SIPC if that seems a possibility. SIPC in coordination with the ROP will monitor the incident to its conclusion.

- ii **Tier 2:** An incident in this category has the potential for moderate to significant damage to the facility; it will have caused or threatens to cause significant casualties and has the potential to escalate if not handled properly. The incident is likely to impact operations, may pose a significant threat to safety and the environment and affects or is likely to affect neighbouring tenants. It cannot be concluded by the tenant without additional resources and coordination.

The initial alert of the emergency services is a tenant responsibility and the highest priority. The incident is to be reported to ROP/SIPC by the SIP 24-hour emergency number immediately. The SIPC Duty Manager is also to be informed as soon as possible. The emergency management organization will be mobilised.

- iii **Tier 3:** A major incident that has catastrophic potential and has caused or threatens to cause major casualties and damage. Consequences might include multiple casualties/major fires/explosions/toxic release/environmental damage/ significant business interruption. The incident will require a response from agencies beyond the resources available within SOHAR Port and Freezone and will have an effect or potentially have an effect beyond the SOHAR Port or Freezone area.

Such an incident will require an immediate alert to local authorities and to the higher authority to which SIPC is responsible. Centralised control of the passage of information and management at the appropriate level is essential when responding to this level of incident. Operations rooms need to switch to Crisis Management configuration, lines of communication established and telephones manned. The emergency services and other agencies outside SPFZ will become involved. Good, prompt and effective liaison, coordination and leadership are required.

4.2. An important feature of this system is that an incident can be elevated swiftly and efficiently from one tier to another should the severity of the crisis escalate.

5. Tier designation

- i In the first instance, it is the Tenant's responsibility to designate an incident as a Tier 1, or Tier 2.
- ii SIPC or ROP Port security may re-designate it as a Tier 1 as Tier 2, should commanders consider that it is required, in order to guarantee the appropriate response.
- iii SIPC and ROP Port security both have the authority escalate an incident further to Tier 3. This is an important decision. Inappropriate designation can be costly, risk negative publicity and cause unnecessary alarm but delays may generate the risk of the incident running out of control.

6. Responsibilities

6.1. ROP.

- i Cost Guard - Port security Has overall responsibility for control of Tier 2 and 3 Emergencies. In this responsibility it will:
 - a. Maintain a 24-hour emergency number. (English speaking response cannot be guaranteed.)
 - b. Maintain a 24-hour control room on-site.
- ii The ambulance service and Civil Defense are ROP assets. PACDA has its own control room on-site and its assets are dedicated to SPFZ. The ambulance service at SIP is not dedicated exclusively to SPFZ. It has a local area operational responsibility and is controlled through the regional ROP Control Room.

6.2. SIPC. SIPC has responsibility for:

- i The coordination of Emergency Response Plans at SPFZ.
- ii The provision of a control room and a 24-hour emergency number that can handle calls in Arabic and English.
- iii The provision of a suitable and equipped Crisis Management Centre to be activated in the event of a crisis.
- iv A prepared Crisis Management Team (CMT) that can be assembled at short notice. This team has the necessary authority and access to the command chain to make and execute major decisions.
- v The provision of SIPC Duty Managers on rotation to respond to any incident and take immediate SIPC responsibility for Emergency Response.

- vi Central monitoring and coordination of crises including:
 - a. Activating the Crisis Management Centre (CMC).
 - b. Mobilising the CMT.
 - c. Coordination and management of the response to the crisis as necessary.
 - d. The collection, collation and distribution of information related to the crisis and its progress.
- vii SIPC has primary responsibility for Tier 1 crises in the common areas.
- viii SIPC is responsible for ensuring that the necessary means of communication are in place in the context of the SPFZ area to provide and coordinate the response to any crisis.

6.3. Tenants. Tenants have responsibility for:

- i The nomination of an On-Scene Commander (OSC). This individual, or his nominated deputy, must be available at all times.

This manager is to be fluent in Arabic and English or have a suitable interpreter immediately available.
- ii Crisis Management Plans related to their own sites. These must include procedures to provide an OSC at any time that a crisis might break, and have suitable prepared communications systems. These plans are to be submitted to ROP and SIPC for coordination purposes.
- iii The provision of emergency materials, stores and equipment appropriate to the site and the activities within it, in compliance with Health and Safety Regulations and the laws of Oman.
- iv Reliable communications with SIPC and Port security. This requires the availability of a manager with the appropriate authority that can be contacted by telephone on a 24-hour basis.
- v Maintaining awareness and understanding of the SIPC Emergency Response Plan, the requirements of the Plan and their responsibilities within it.

7. Initial Response Procedures

Note: Detailed instructions for the operation of the CMC, mobilization of the CMT and relative responsibilities are included in specific operational documents related to those areas.

Tier 1.

SIPC/ROP:

1. PCC is alerted. Emergency services are alerted where required. The incident is logged. HSSE duty Coordinator is informed. ROP Port security kept informed but no action was required. The incident is monitored to its conclusion. The report is submitted.
2. The purpose of this procedure is so that SIPC has full knowledge of the ongoing crisis, can judge whether an escalation to Tier 2 is likely, can collect information, coordinate where necessary and provide support where appropriate. SIPC has primary responsibility for Tier 1 crises in the common areas.
3. Report and logging formats are as per the CMC Procedures.

Tenants.

1. Report the onset of the incident to the SIPC Emergency Number, making clear that this is a Tier 1 incident at this stage.
2. Report when the incident concluded.
3. Submit incident Report.
4. Report guidelines are at Annex A & B.

Tiers 2 & 3.

SIPC/ROP:

1. The moment a crisis is escalated above Tier 1 then ROP Port security assumes overall command of the situation and, assisted by SIPC, assumes the primary coordination responsibility within SPFZ. The responsibility for the initial alert of the emergency services remains with the tenant on whose site the initial crisis occurs.
2. For a Tier 3 crisis, the overall handling of the incident moves up another level. In each case- control of the incident at a local, tenant-level will remain unchanged with ROP/SIPC adopting a reporting and coordinating function. ROP, with the assistance of SIPC, remains responsible for dealing with activity within the SPFZ area, and for coordinating with the authority dealing with the incident beyond SPFZ boundaries. Government agencies may assume a command responsibility at any level depending on the nature and extent of the crisis.
3. As soon as an incident is categorised as Tier 2 the SIPC Crisis Management Plan will be invoked, the SIPC CMC activated and the SIPC CMT mobilised.

Tenants

1. Immediate action required:

- i. Invoke the tenant Emergency Response Plan. Alert emergency services. Establish a casualty situation and report it. Prepare for their evacuation.
- ii. Report the incident to the central SIPC emergency number.
- iii. Establish an incident control point. Ensure it is manned, equipped and has communications. Ensure there is one nominated On-Scene Commander (OSC) who is known to employees and SIPC.
- iv. Prepare to take further action to include:
 - Receiving emergency services.
 - Maintaining a reporting and communication structure.
 - Providing guides or escorts to assist with coordinating and receiving resources and agencies needed to deal with the incident.

2. When the emergency services have been alerted and the immediate response to the incident initiated the Tenant OSC will confirm the incident report to the PCC as soon as he reasonably can. This should take the form of an immediate report on the incident that has occurred, its essential details and that it has been designated a Tier 2 incident. It will be logged at the SIPC control room. The SIPC Duty Manager will be alerted and the SIPC CMC activated. SIPC, to assist ROP, will then monitor the situation and remain ready to provide any assistance or prepare for an incident escalation should it become necessary.

When the incident has been concluded a confirmatory report of the incident is to be sent to SIPC by email.

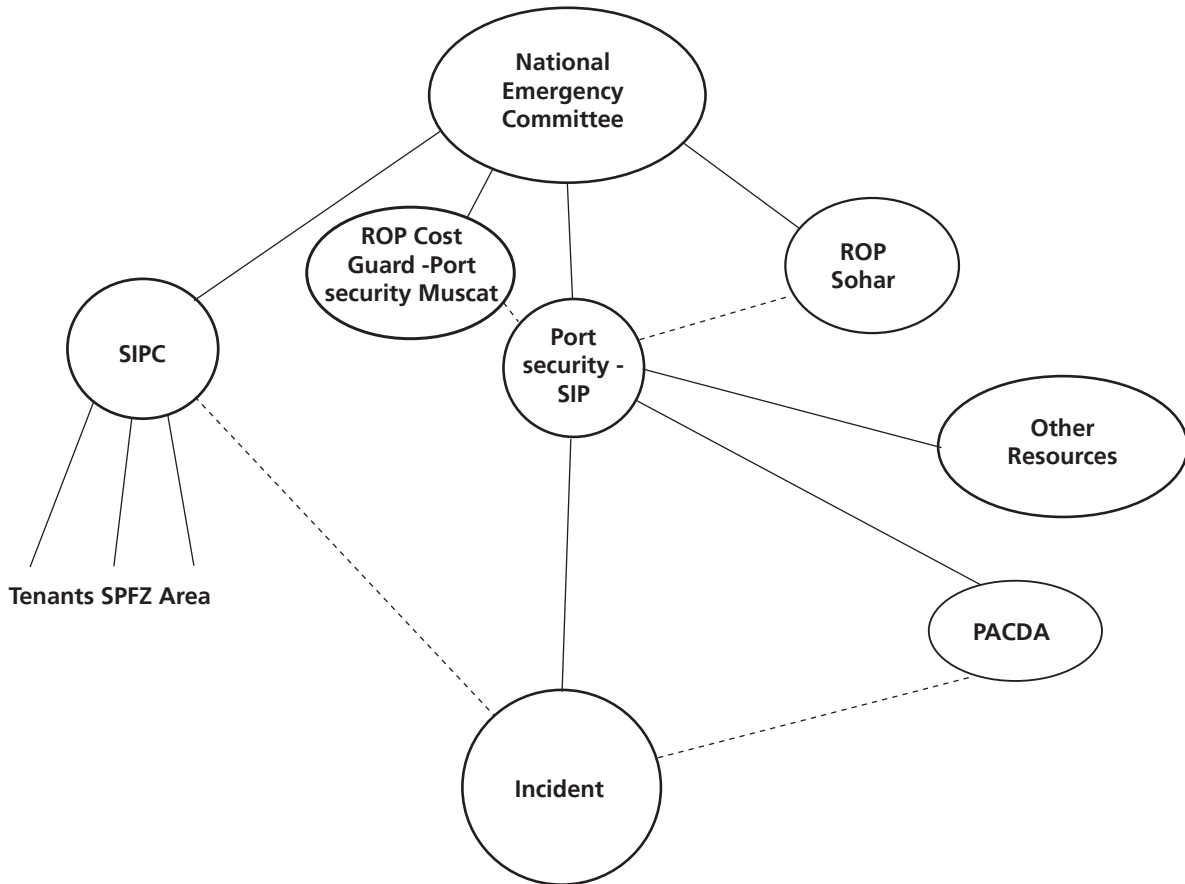
Annexes:

- A. Emergency Command and Control Organisation.
- B. Emergency Command & Control Flow Chart.

Annex A

1. SIPC Emergency Response Plan Command and Control

Command and Control Organisation Diagram



Notes:

1. Solid lines indicate command. Dotted lines indicate liaison.
2. Clear and direct chain of command from National to Incident Level.
3. ROP - Port security has the authority of command in an emergency situation.
4. The aim is to achieve a single, central command point for SPFZ. This should be a joint Port security/SIPC command point where possible.
5. This organisation is flexible to be adapted to the scale of the incident.

2. Levels of Command

- a. ROP SIP & Freezone
 - i. Primary Control Room is sited at ROP - Port security station.
 - ii. At SIP overall command of the response to an emergency at any Tier rests with the Royal Oman Police and at Freezone the Royal Oman Police - Liwa station.
- b. SIPC.
 - i. SIPC has responsibility for overall coordination and communication between SPFZ users.
 - ii. The Primary Control Room for SIPC is the Port Coordination Centre (PCC). This is manned on a 24-hour basis and operational functionality includes the response to the SIPC emergency telephone line.
- c. Tenants.
 - i. Tenants remain responsible for the operational control of any incident on their own sites, as long as they remain capable of doing so.
 - ii. Tenants are responsible for maintaining their own Control Rooms and Incident Control Points.

3. Practical Implications

- a. At SPFZ many sites have specialised hazardous materials and present hazards that need special handling. Control must remain with those best equipped, trained and experienced to deal with such crises. On scene command of an incident on a tenant site therefore primarily rests with the tenant organisation.
- b. The levels of control are as follows:
 - iii. Overall Command. ROP Port security has the primary command authority of incidents and emergencies within the SIP area. In this function, Port security has command responsibility to their National Authorities and at Freezone The Royal Oman Police - Liwa station.
 - iv. Working under the operational command umbrella of Port security is the following:
 - 1. SPFZ – Policy, strategic coordination and communication. This function is met by the SPFZ Crisis Management Committee on which all those at SPFZ directly affected by the incident are represented.
 - 2. SIPC. Has responsibility for operational control and coordination of activity within the SPFZ site. This includes marine and landward activities. This function is conducted through the SIPC Crisis Management Team(CMT)

3. Tenants. Have responsibility for the operational control of the handling of crises on their own sites. The On-Scene Commander will be a tenant appointee unless, in case of an exception, the on-scene command has to pass to the ROP. This will remain so as long as the tenant is able, suitable and prepared to undertake this responsibility, or until a site evacuation is effected
4. If the incident spreads and affects other sites or areas then overall coordination of the situation at SPFZ is the responsibility of SIPC working with and under the overall command authority of ROP (Port security/ Liwa station).

4. SIPC Crisis Management Team

- a. Chairman: SOHAR CEO/DCEO
- b. Executive Manager Corporate Affairs
- c. Marine: HM
- d. Technical: Infrastructure; routes. Executive Manager Technical Group.
- e. Communication Representative: PR; Tenant communications; Info Cell
- f. Secretary.
- g. DM; DC; Admin, drivers, etc
- h. Co-opted members as required

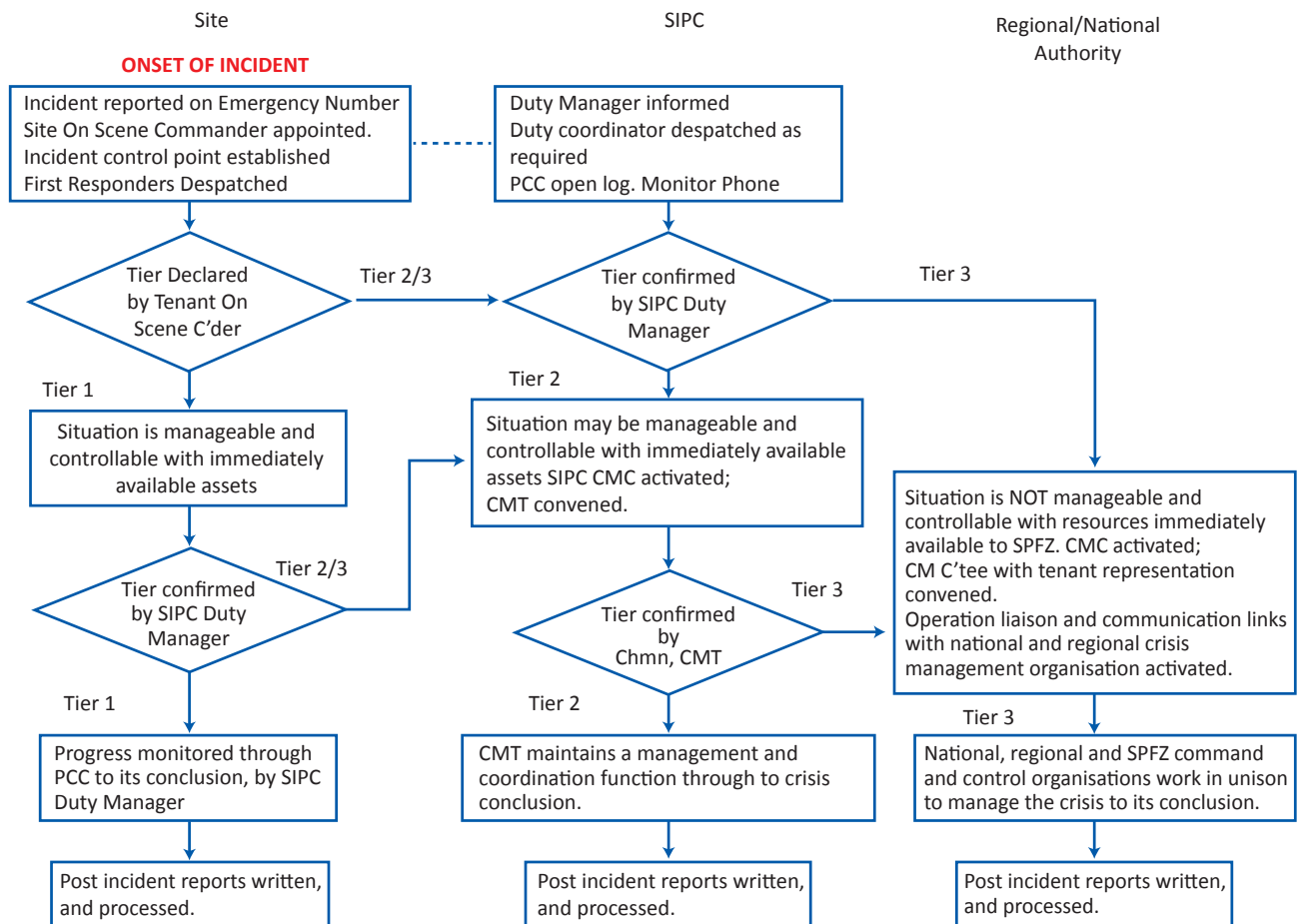
5. SIP Crisis Management Committee

- a. Chairman: SOHAR CEO/DCEO
- b. Coordinator: Customer Relations Manager
- c. Executive Manager Corporate Affairs
- d. ROP- Cost Guard Port security
- e. ROP CG; PACDA; Health (Co-opted as required)
- f. Tenant representatives (As required)
- g. Co-opted members might include:
 - i. ROP Port security
 - ii. PACDA
 - iii. ROP Customs
 - iv. Tenant Representatives

Notes: The Executive Manager in charge will deputes for the roles of CEO/DCEO in case of their absence together.

Annex B

Emergency Command and Control Flow Chart



Notes:

1. This diagram illustrates the command and control structure as it is required at different Tiers of emergency. It does not try to prescribe a sequence of events. Its purpose is to provide the necessary organization to mobilise, apply, control and coordinate the assets required appropriate to the severity of the emergency most efficiently and effectively.
2. The diagram illustrates the authority vested in the SIPC Duty Manager to elevate the emergency from Tier 1 categorised by the On-Scene Commander to a Tier 2.
3. At the onset of the incident, the SOHAR Duty Manager has the authority to declare the emergency a Tier 3.
4. The Chairman CMT confirms the category once he has assumed control of a Tier 2/3 incident.
5. The diagram illustrates the option to review the Tier category as required, should the emergency escalate.

