



SOHAR INDUSTRIAL PORT AREA EMERGENCY RESPONSE PLAN

Revision: 03
September 2023

Contents

1. Procedure Control & Revision History	3
2. Distribution list.....	4
3. Definitions	5
4. Introduction	7
5. Aim	7
6. Relation to other plans and Regulation.....	7
7. Incident notification and alarming.....	8
8. Concept of SIP Area Emergency Response Plan.....	9
9. Tiers of Emergency.....	10
10. Tier designation.....	11
11. Operational tasks and responsibilities during Emergency Incidents.....	11
12. Command & Control	14
13. Crisis Management Committee.....	14
14. Initial Response Procedures	15
15. Annexes	17

1. Procedure Control & Revision History

Name	Designation	Date	Signature
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Revision No.	Date	Description
3	September, 2023	Revision of SOHAR Emergency Response Plan (version 2, December 2020) to reflect the implementation of the Sohar Emergency Response Organisation (SERO) in the Sohar Industrial Port Area.

To ensure the Sohar Industrial Port Area Emergency Response Plan (SIP Area ERP) is up to date it will be reviewed and, if needed, amended by the SIPC HSE department:

- every 2 years, or
- if there are significant changes made in the relevant national and regional frameworks, or
- if there are significant changes in the port and/or its activities that might have an impact on the risks or may impact emergency preparedness and response arrangements, or
- in case of significant incidents, evaluations, or audit observation

2. Distribution list

Nr.	Party
1	Sohar Industrial Port Company SAOC
2	Civil Defence and Ambulance Authority
3	Royal Oman Police
4	SERO Service Provider (Unity Fire and Safety Services LLC)
5	Larsen & Toubro Heavy Engineering LLC,
6	L&T Modular Fabrication Yard LLC
7	Oiltanking Terminals and Co LLC
8	Oman Formaldehyde Chemical Company LLC
9	OQ Refineries and Petroleum Industries LLC
10	Sohar International Urea & Chemicals Industries LLC,
11	Vale Oman Distribution Center LLC
12	Jindal Shadeed Iron and Steel LLC
13	Sohar Aluminium LLC
14	Sohar Power Company SAOG
15	Oman Methanol Company LLC
16	Sohar Steel LLC
17	C. Steinweg Oman LLC
18	Oman International Container Terminal LLC
19	Airliquide Sohar Industrial Gases LLC
20	OQ Gas Networks SAOC
21	Al Batinah Power Company SAOG
22	Shinas Generating Company SAOC
23	Myah Gulf Oman Desalination Company SAOC
24	Sohar Flour Mills LLC
25	Oman Sugar Refinery Company LLC
26	Sohar Food Cluster Company LLC
27	Majees Industrial Services Company SAOC
28	Oman Electricity Transmission Company SAOC
29	Authority For Public Services Regulation
30	Oman Maritime Waste Treatment LLC
31	Arkan Sohar Logistics LLC
32	Any new SIP Area Tenant
33	Any other SIP Area User

3. Definitions

CDAA	Civil Defence and Ambulance Authority
CDAA Sector Commander	Civil Defence and Ambulance Authority Sector Commander is in charge of their own personnel who attend an incident and will support SERO and Tenants in an emergency
CDAA Operations Commander	Civil Defence and Ambulance Authority Operations Commander is in charge of their own personnel who attend an incident and will support SERO and Tenants in an emergency, and may take charge of incident if the incident escalates to or is a Tier 3 incident
Common Area(s)	The SIP Area other than Plots in use by a Tenant for which SIPC has management responsibility
Emergency Incident	Any emergency incident including but not limited to any fire, explosion, release of hazardous materials, rescue of people, medical emergency, or any other industrial accident
GSO	Government of the Sultanate of Oman
GSO Entities	Any governmental apparatus as defined in Royal Decree No. 75 of 2020
HSSE Framework	A set of risk based HSSE policies and procedures, including its management and monitoring systems with respect to the Tenant's activities on its Plot as well as in the Common Areas
Mutual Aid Partner	Neighbouring emergency response organisations
Mutual Aid Partner Sector Commander	Neighbouring emergency response organisations Commander is in charge of their own personnel who attend an incident and will support SERO and Tenants in an emergency
Mutual Aid System	A system in which Mutual Aid Partners provide additional emergency response capacity and collectively address larger incidents. The Mutual Aid Partners prepare a solid, well-trained system with aligned Standard Operating Procedures, systems and equipment to be able to integrate their operations seamlessly when needed
NCCM	National Committee for Crisis Management
Operational Command	The authority granted to a commander to assign missions or tasks to subordinate commanders, to deploy units, to reassign forces, and to retain or delegate operational and/or tactical control as may be deemed necessary
Other SIP Area User	Any user of the SIP Area other than (i) a Tenant (and for the avoidance of doubt includes, but is not limited to a Tenant's employees, contractors and visitors) or (ii) a GSO Entity
PCC	Port Coordination Centre
Plot	An area within the SIP Area with respect to which SIPC has entered into a Sub Usufruct Agreement, Property Right Agreement or a License Agreement
ROP	Royal Omani Police
SIPC Duty Coordinator	Nominated Operational SIPC Representative. Available on 24/7/365 basis and able to be present at the incident site within 45 minutes to coordinate in relation to any Emergency Incident.

SIPC Duty Manager	Nominated SIPC Management Representative. Available on 24/7/365 basis and able to be present in SIP Area within 1 hour to coordinate in relation to any Tier 2 or Tier 3 Emergency Incident.
SERO	Sohar Emergency Response Organisation, a unified emergency response capacity provided by an external service provider that provides an onsite, permanently available, industrial emergency response organisation for basic and industrial firefighting and rescue, emergency call and dispatch, emergency medical services, hazmat, rope and confined space rescue, maritime firefighting and rescue and large scale emergency response (with Mutual Aid Partners) tailored to the scenarios and tasks in the SIP Area
SERO Operations Commander	Senior SERO Fire Officer at the incident site that manages the incident as agreed with the Tenant On Scene Commander
SERO Regulations	The complete set of requirements relating to SERO as updated from time to time including but not limited to this SIP Area ERP, the SOHAR Rules & Regulations, the Long Term Service Agreement (LSA), the SERO Tenant Participation Guidelines and the Mutual Aid Agreement (MAA)
SERO Tenant Participation Guidelines	The guidelines issued by SIPC setting out the Tenants' obligations in relation to SERO
SIP Area	Port of Sohar, encompassing the landside and port area as registered in Ministry of Housing land registry krooki No. 2-19-087-01-001
SIP Area ERP	The emergency response plan for SIP Area as issued by SIPC, as may be amended from time to time
SIP Area User	Any Tenant or Other SIP Area User
SIPC	The SOHAR Industrial Port Company S.A.O.C., established as a joint venture between the GSO and Mainport Holding Rotterdam B.V.
Tenant	Any entity with which SIPC has entered into a Sub Usufruct Agreement, Property Right Agreement or a License Agreement
Tenant Emergency Response Plan	The collection of all the measures a Tenant has taken to ensure adequate emergency response on its Plot, and the way it is tied in with the SIP Area ERP
Tenant On Scene Commander	Senior Tenant health and safety or Site Engineer that is pre-nominated by the Tenant. Meets and briefs SERO Operations Commander and agrees actions to be undertaken by SERO.
Tenant Incident Commander	Senior Tenant manager/engineer that is pre-nominated by the Tenant. When activated, the Tenant Incident Commander is responsible for the overall management of the company's incident management team (or equivalent), providing leadership and support to the incident response operations

4. Introduction

- 4.1 To protect the vital interests of SIPC and its individual businesses as well as those of Oman it is important that an adequate emergency response system is in place within SIP Area.
- 4.2 To facilitate the emergency response system, this SIP Area Emergency Response Plan (SIP Area ERP) and SERO Regulations provides the framework for emergency response.
- 4.3 The SIP Area ERP describes how SIPC, Tenants, other SIP Area Users, GSO Entities, the Sohar Emergency Response Organisation (SERO) and Mutual Aid Partners will coordinate and work together in emergency response.
- 4.4 SIPC has a responsibility to ensure the provision of a prepared response to an emergency incident within the SIP Area. This will include measures for the initial report of the onset of the crisis, ensuring first responders have been alerted, and coordinating and providing support that may be required appropriate to SIPC's response role.
- 4.5 SIPC has responsibility for Common Areas within SIP. Tenants have responsibility for their own sites.
- 4.6 SIPC is committed to respond effectively and promptly to emergency situations with the cooperation of all those concerned.
- 4.7 Specialist resources for handling emergency situations are owned and controlled by an assortment of entities. These include SIPC, Tenants, SERO, CDAA, ROP, armed forces and by several other agencies and private companies in the region.
- 4.8 In case of an Emergency Incident in the SIP Area the first external emergency responder is SERO. It provides emergency response services tailored to the incident scenarios in the SIP area. SERO has officers permanently on duty to provide the first line emergency response function.

5. Aim

- 5.1 The aim of the SIP Area ERP is 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 Area in order to minimize threat to life, damage to assets and achieve a return to normal operations as soon as possible. The framework aims to protect the people, assets, environment, reputation, and business continuity of all SIP Area Users in case an Emergency Incident occurs.

6. Relation to other plans and Regulation

- 6.1 Establishment of the SIP Area ERP is requisite as per the SOHAR Port and Freezone Rules & Regulations.
- 6.2 The SIP Area ERP provides the framework for the Tenant Emergency Response Plan (Tenant ERP) that each Tenant in the SIP area is required to have. Each Tenant ERP specifies what specific measures the Tenant has in place to deal with emergencies.
- 6.3 For the Common Area SIPC has management responsibility and a SIPC ERP in place.

- 6.4 Together these documents define the emergency response arrangements in place in the SIP Area.
- 6.5 Each Tenant and SIPC may have further plans that specify arrangements of how to deal with and follow up emergencies such as Crisis Management Plans or Business Continuity Plans.

7. Incident notification and alarming

- 7.1 SERO operates the emergency response Dispatch Centre. The central emergency number of the SERO Dispatch Centre must be immediately notified by the Tenant, or any other Port User, of any Emergency Incident in SIP Area when it:
 - 7.1.1 Cannot be controlled and potentially requires external emergency response resources, or;
 - 7.1.2 Is noticeable outside the Plot, or;
 - 7.1.3 Cannot be contained within a Tenant Plot, or;
 - 7.1.4 Might affect other Plots or the Common Area, or;
 - 7.1.5 Involves serious injury, or;
 - 7.1.6 Involves a fatality, or;
 - 7.1.7 Involves fire, or;
 - 7.1.8 Involves a major spill, or;
 - 7.1.9 Involves release of hazardous materials.
- 7.2 Even if no additional resources are needed, or if not needed yet, all Emergency Incidents and potentially developing Emergency Incidents must be notified to the Central emergency number immediately.
- 7.3 The objective of the incident notification is to ensure that the right operational emergency response is undertaken.
- 7.4 Central emergency numbers are as follows:

Name	Description	Number
Central emergency number SERO Dispatch Centre (fixed line)	Central emergency number that connects to the SERO Dispatch Centre. This is the primary number that must be notified of any Emergency Incident.	26700552
Central emergency number SERO Dispatch Centre (GSM)	Alternate number of the SERO Dispatch Centre, only to be used if the fixed line failed.	7222 8310
SIPC Port Coordination Centre (fixed line)	Central emergency number Port Coordination Centre.	2685 2777
SIPC Port Coordination Centre (GSM)	Alternate number Port Coordination Centre, only to be used if the fixed line failed.	9934 2699
ROP Port Security	Central emergency number ROP Port Security. An English-speaking response from this line cannot be guaranteed.	9991

- 7.5 The SERO Dispatch Centre has a hotline to the SIPC Port Coordination Centre. The SERO Dispatch Centre will notify the SIPC Port Coordination Centre of any Emergency Incident notification via the hotline.
- 7.6 The SIPC Port Coordination Centre will notify the SIPC Duty Coordinator, ROP Port Security and CDAA of any Emergency Incident subject to the nature of the Emergency Incident.
- 7.7 Depending on Tier and the nature of the Emergency Incident the SIPC Duty Coordinator will notify the SIPC Duty Manager. The SIPC Duty Manager can activate the SIP Crisis Management Committee in case of a Tier 2 or Tier 3 Emergency Incident.
- 7.8 In case of a Tier 3 Emergency Incident ROP Port Security will notify the National Committee for Crisis Management (NCCM).
- 7.9 In case of a large-scale Emergency Incident the SERO Dispatch Centre is responsible for the notification of the Mutual Aid Partners, ROP Port Security, CDAA and/or other resources as needed.
- 7.10 SIPC, Tenants, SERO, ROP Port Security and CDAA are required to have and operate a UHF Emergency Channel radio. The UHF Emergency Channel radio can be used as alternate communication mean if fixed and/or GSM lines fail or when the nature of the Emergency Incident demands for group radio communication.
- 7.11 Tenants may have internal emergency numbers to notify incidents and activate their own emergency response resources. If so, these emergency numbers are provided in the Tenants' ERP.
- 7.12 The process of alarm and notification as described, is also depicted in Annex 1.

8. Concept of SIP Area Emergency Response Plan

- 8.1 Crisis prevention and response at SIP Area are based on the following principles:
 - 8.1.1 Protection – the prevention of damage and loss.
 - 8.1.2 Containment – the physical confinement of damage and loss wherever practicable.
 - 8.1.3 Recovery – making good damage and loss, returning the site to pre-incident levels of activity at least possible cost in resources, including time.
- 8.2 Accordingly, the SIP Area ERP is based on the following concept:
 - 8.2.1 Immediate Response:

This is the first alarm and dispatch of the first responders. The purpose of this is to initiate the fastest possible appropriate response to an Emergency Incident 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.
 - 8.2.2 Tiers of emergency:

With the first report of the crisis or as soon as possible thereafter the Emergency Incident 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 Emergency Incident or crisis without unnecessarily disrupting wider industrial activity. Tier definitions are in the plan below.

- 8.2.3 Mobilisation of the complete Emergency Response Organisation appropriate to the established Tier of emergency:

This is the wider emergency organisation primarily to deal with emergencies of Tier 2 and Tier 3. This is required to provide the necessary passage of information, ready availability of the necessary resources, and the command-and-control organisation to allocate, task and coordinate effort to deal with the Emergency Incident. This is to be done in the most efficient manner with purpose of minimizing harm to people, damage to assets and returning the site to normality as soon as reasonably possible.

9. Tiers of Emergency

- 9.1 For the purpose of efficient crisis management three tiers of response are prepared.

Procedures are designed to provide the immediate prepared response at any of these three tiers:

- 9.2 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 SERO. These are local problems posing 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. SERO has to be notified via the Central emergency number of the SERO Dispatch Centre immediately so that that they have first-hand reliable knowledge of the situation and will not be misled by rumor. There is no impact or effect outside the Tenant facility other than issues such as ambulance access. No action is required by parties at SIP Area other than the Tenant involved and possibly SERO and SIPC. 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 SERO will monitor the incident to its conclusion.

- 9.3 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 on 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 and SERO without additional resources and coordination.

The initial alarming of the emergency services is a Tenant responsibility and the highest priority. SERO has to be notified via the Central emergency number of the SERO Dispatch Centre immediately. Action may be required by different parties at the SIP Area incl. the Tenant(s) involved, SIPC, SERO, Mutual Aid Partners, ROP Port Security, CDAA and/or other resources.

The SIPC Duty Manager is also to be informed as soon as possible. The emergency management organisation will be mobilised.

9.4 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 response from agencies beyond the resources available within SIP and will have an affect or potentially have an affect beyond the SIP 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 are 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 SIP will become involved. Good, prompt and effective liaison, coordination and leadership are required.

9.5 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.

10. Tier designation

- 10.1 In the first instance it is a Tenant responsibility to designate an Emergency Incident as a Tier 1, or Tier 2.
- 10.2 SIPC, SERO, ROP Port Security or CDAA may re-designate a Tier 1 as Tier 2 should Commanders consider that is required in order to guarantee the appropriate response.
- 10.3 SIPC, SERO, ROP Port Security or CDAA have the authority to escalate an Emergency 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.

11. Operational tasks and responsibilities during Emergency Incidents

11.1 Tenants:

- 11.1.1 Have responsibility for their own site(s).
- 11.1.2 Have a responsibility to immediately notify the central emergency number of the SERO Dispatch Centre of any Emergency Incident on their site.
- 11.1.3 Have a responsibility to designate incidents at their site as a Tier 1, or Tier 2.

- 11.1.4 Remain responsible for the operational control of any incident on their own site, until SERO or ROP/CDAA are alerted and either assumes the operational command.
 - 11.1.5 Are responsible to execute the emergency response measures specified in their Tenant Emergency Response Plan, and to activate any capacities and facilities needed.
 - 11.1.6 Are responsible to facilitate SERO & Mutual Aid operations, i.e. by allowing SERO and Mutual Aid Partners operational site access and by providing incident information.
 - 11.1.7 Are responsible to provide qualified and well-trained senior employees that can assume the role of Tenant On Scene Commander (OSC) and Tenant Incident Commander (IC).
 - These roles must be available 24/7/365, and must be present on site within 15 minutes. Therefore these roles must be shared by several nominees.
 - The designated OSC and IC is to be fluent in Arabic and English or have a suitable interpreter immediately available.
 - The designated OSC and IC must be known to employees, SIPC and SERO, and has to be recognizable in his/her role, i.e. by markings on his/her clothes.
 - The OSC is the main contact person regarding operational emergency response matters, and provides reliable communications with SIPC, SERO, Mutual Aid Partners and ROP/CDAA.
 - The designated OSC and IC must have knowledge about its companies' site and processes.
 - The designated OSC and IC must be sufficiently mandated: to be able to direct staff and to make safety related decisions that affect business continuity (i.e. emergency shut down etc.).
 - 11.1.8 Are responsible to provide a qualified and well-trained senior representative for the SIP Crisis Management Committee. The Tenant representative to the Crisis Management Team must have the necessary authority and access to the command chain to make and execute major decisions.
 - 11.1.9 Have a responsibility to submit an incident report, as per the specifications in the SOHAR Rules and Regulations, to the Port Control Centre within 24 hours from termination of the Emergency Incident.
- 11.2 SERO:
- 11.2.1 Has a responsibility to provide resources and first strike capacity.
 - 11.2.2 Is responsible to provide a 24/7/365 emergency number and emergency response dispatch centre with operator that can adequately process incident notifications and alerts made in Arabic and English.
 - 11.2.3 Is responsible, in case of Tier 1 emergencies, to monitor the situation until its conclusion and to verify the Tier designation.
 - 11.2.4 Has the authority to re-designate or escalate an incident (at the onset) further to Tier 2 or 3, should the SERO Operations Commander consider that is required in order to guarantee the appropriate response.

- 11.2.5 Is responsible to provide information collected after the first incident notification/alarm to SIPC.
 - 11.2.6 Is responsible to provide a senior employee that can assume the role of SERO Operations Commander (OC), when alerted and assuming operational command.
 - This role must be available 24/7/365, and must be present on site within 15 minutes. Therefore this role must be shared by several nominees.
 - The designated OC is to be fluent in Arabic and English or have a suitable interpreter immediately available.
 - The designated OC must be known to employees, Tenants involved and SIPC, and has to be recognizable in his/her role, i.e. by markings on his/her clothes.
 - The OC is the main contact person regarding operational emergency response matters, and provides reliable communications with SIPC, Tenants involved and ROP/CDAA.
 - The designated OC must have knowledge about the port's and its companies' processes.
 - 11.2.7 Is responsible to notify the Mutual Aid Partners, as needed.
 - 11.2.8 Is responsible to notify ROP/CDAA in case of disasters or large-scale emergencies requiring overall command by ROP/CDAA.
- 11.3 SIPC:
- 11.3.1 Is responsible for overall coordination and communication between SIP Area Users.
 - 11.3.2 Is responsible for provision of a senior employee that acts as Duty Coordinator (DC) and that can provide operational support to coordinate and safeguard Sohar Port vital processes and interests.
 - This role must be available 24/7/365, and must be present on site within 15 minutes. Therefore, this role must be shared by several nominees.
 - The designated DC is to be fluent in Arabic and English.
 - The designated DC must be known to Tenants involved and SERO and has to be recognizable in his/her role, i.e. by markings on his/her clothes.
 - The DC is the main contact person from SIPC regarding operational emergency response matters, and provides reliable communications with SIPC, Tenants involved, SERO and ROP/CDAA.
 - 11.3.3 Is responsible for the provision of a SIPC Duty Manager who can activate the crisis management plans and procedures, including the SIP Crisis Management Centre, and the SIP Crisis Management Committee in case of Tier 2 and 3 incidents.
 - This role must be available 24/7/365, and therefore must be shared by several nominees.
 - 11.3.4 Is responsible for the provision of members for a prepared SIP Crisis Management Committee that can be assembled at short notice in case of Tier 2 and 3 incidents. This team.
 - 11.3.5 As any other Tenant SIPC is responsible for emergency response at the areas under its responsibility within SOHAR Port, as specified in the SIPC Emergency Response Plan.

11.4 ROP Port Security & CDAA

- 11.4.1 Is responsible to provide assets, upon request.
- 11.4.2 Assumes the operational command when alerted and on site and will then provide a Sector Commander and/or Operations Commander.
- 11.4.3 Has the authority to re-designate or escalate an incident further to Tier 2 or 3, should this be required to guarantee the appropriate response.

12. Command & Control

- 12.1 The Command & Control system for the SIP area is organized according to the standardized Incident Command System (ICS) and further detailed in SERO Standard Operating Procedures (SOP's).
- 12.2 The Tenant provides the On Scene Commander and the Incident Commander, as needed.
- 12.3 SERO will provide the Operations Commander.
- 12.4 CDAA will provide the Sector Commander and/or Operations Commander, as needed. CDAA, as the Government Agency, will have primacy of command when activated.
- 12.5 Mutual Aid Partners will provide Sector Commanders, as needed.
- 12.6 The roles and responsibilities are summarized in the table below.

Party	Role	Responsibilities
Tenant	Tenant On Scene Commander	Senior HSE or Site Engineer. Meets and briefs SERO Operations Commander and agrees actions to be undertaken by SERO
	Tenant Incident Commander	Senior Manager or Engineer. When activated, the Tenant Incident Commander is responsible for the overall management of the Tenant incident management team (or equivalent), providing leadership and support to the incident response operations
SERO	SERO Operations Commander	Senior SERO Fire Officer at the incident site that manages the incident as agreed with the Tenant On Scene Commander
Mutual Aid Partner	MA Partner Sector Commander	Neighbouring emergency response organisations Commander is in charge of their own personnel who attend an incident and will support SERO and Tenants
CDAA	CDAA Sector Commander	CDAA Sector Commander is in charge of their own personnel who attend an incident and will support SERO and Tenants

13. Crisis Management Committee

- 13.1 In case of Tier 2 or 3 incidents the SIPC Crisis Management Committee will be activated.
- 13.2 The main objective of the SIPC Crisis Management Committee is to safeguard collective SIP Area interests and coordinate crisis management activities of all Tenants.

13.3 The SIPC Crisis Management Committee manages the effects of an incident throughout the SIP Area and its operations at a strategic level. Note that Tenants remain responsible to manage the effects of an incident upon their own operations, at a strategic level.

13.4 The participants of the SIPC Crisis Management Committee are described in the below table.

SIPC Crisis Management Committee	
Participants	SIPC CEO or DCEO (Chairman)
	SIPC Duty Manager (Chairman in case of CEO and DCEO absence)
	SIPC Harbour Master & HSSE Executive Manager
	SIPC HSE Manager
	SIPC Communication Manager
	Tenant (originator) senior representative
	Secretary
Optional participants	Other Tenant(s) (impacted) senior representative(s)
	ROP/CDAA senior representative
	SERO senior representative
	Community representative
	Any other GSO representative

14. Initial Response Procedures

14.1 Initial Response and Alarming

14.1.1 The originator of the Emergency Incident activates its Tenant ERP.

14.1.2 The originator of the Emergency Incident alerts the SERO Dispatch Centre and provides relevant details incl. type of emergency, location, nr. of casualties, rendezvous point and initial Tier designation.

14.1.3 Required resources are dispatched to the Emergency Incident site.

14.1.4 The SERO Dispatch Centre informs SIPC Port Coordination Centre.

14.1.5 SIPC Port Coordination Centre informs SIPC Duty Coordinator, ROP Port Security and CDAA subject to the nature, Tier, and potential of escalation of the Emergency Incident.

14.2 Tier 1

14.2.1 SERO Operations Commander and Tenant On Scene Commander meet on the determined Emergency Rendezvous Point.

14.2.2 SERO Operations Commander and Tenant On Scene Commander agree on the course of actions to be taken.

14.2.3 Agreed actions are undertaken and the Emergency Incident is monitored to its conclusion.

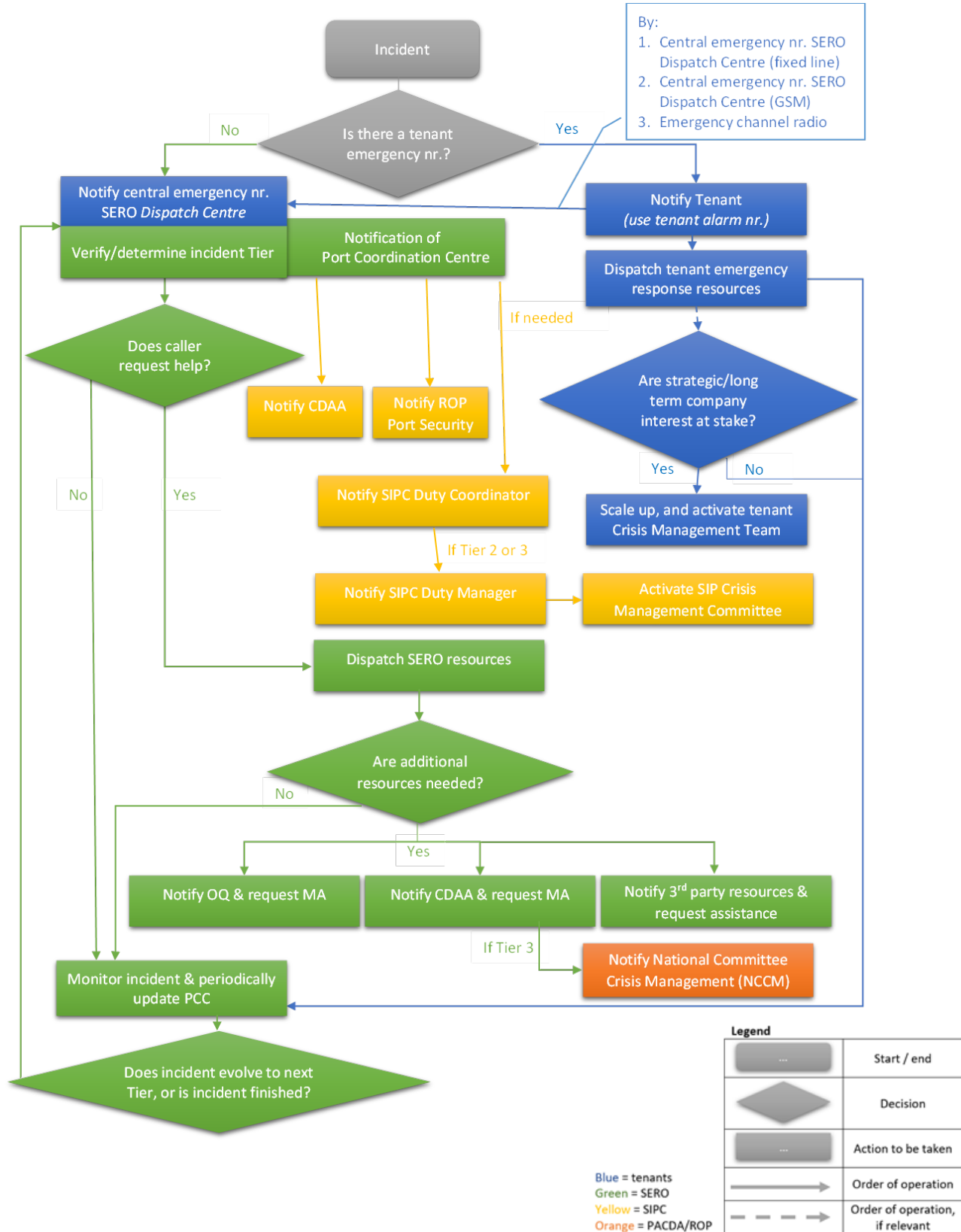
14.2.4 A debrief is given to all responders at the conclusion of the Emergency Incident.

- 14.2.5 The Emergency Incident is reported.
- 14.3 Tier 2 & 3
 - 14.3.1 The moment an Emergency Incident is escalated above Tier 1, Mutual Aid Partners can be activated via the SERO Dispatch Centre.
 - 14.3.2 The Tenant Crisis Management Team incl. Tenant Incident Commander are activated.
 - 14.3.3 The SIPC Crisis Management Committee is activated.
 - 14.3.4 SERO Operations Commander, Mutual Aid Sector Commander(s), Tenant On Scene Commander and SIPC Duty Coordinator meet on the determined Emergency Rendezvous Point.
 - 14.3.5 SERO Operations Commander, Mutual Aid Sector Commander(s) and Tenant On Scene Commander agree on the course of actions to be taken.
 - 14.3.6 By default, CDAA, as the Government Agency, will have primacy of command when activated.
 - 14.3.7 All Mutual Aid partners must work in consultation and collaboration with the Tenant Incident Commander, who will always be in command of any incident on their site unless CDAA invoke their legal authority.
 - 14.3.8 Agreed actions are undertaken and the Emergency Incident is monitored to its conclusion.
 - 14.3.9 A debrief is given to all responders at the conclusion of the Emergency Incident.
 - 14.3.10 The Emergency Incident is reported.
- 14.4 For a Tier 3 crisis, the overall handling of the crisis moves up to the NCCM. In each case control at the Emergency Incident site will remain unchanged. Government agencies may assume a command responsibility at any level depending on the nature and extent of the crisis.

15. Annexes

1. Notification
2. Incident response telephone and resources

Annex 1: Incident notification



Annex 2: Incident response telephone and resources list

Organisation	Role	Name	Fixed line	GSM	Remark
Port ER Management					
SIPC	Port Coordination Centre		26852777	99342699	
	Harbour Master	Batti Al Shibli	26852701	99871454	
SERO	Dispatch Centre		26858001	Max	
	Chief Fire Officer	Max Davidson		92270740	
CDA	Control Room		26750320 26750321		
	Officer in charge	Jamal Al Jahwari	26750321	95165409	
ROP Port Security	Control room		9991 26850217		
	Officer in charge	Salim AlShamsi	26846920	94157897	
Royal Navy	Control room				
	Officer in charge				
OQ	Control room		22105555		Formal Mutual aid partner
	Chief Fire Officer	Hilal Al Yarbi		95889977	
Tenants					
L&T Heavy Engineering	Control room		26700594	96784627	Optional Mutual aid partner
L&T Modular Fabrication Yard	Control room	-	-	-	-
Oil tanking Terminals and Co	Control room		26700310	92895225	
Oman Formaldehyde Chemical Company	Control room		26852301 26850270	92881210	

OQ Refineries and Petroleum Industries	Control room		22105555		
Sohar International Urea & Chemicals Industries	Control room		26704021 26704024	99449890 99445872	Optional Mutual aid partner
Vale Oman Distribution Center	Control room		26759555	99904256	Optional Mutual aid partner
Jindal Shadeed Iron and Steel	Control room		93287777	95426043	Optional Mutual aid partner
Sohar Aluminium (SA) and (Port)	Control room		26863333	99256629 99256658	Optional Mutual aid partner
Sohar Aluminium Power Company	Control room		26863939	99314769	
Oman Methanol Company	Control room		26865842	95719128	Optional Mutual aid partner
Sohar Steel	Control room	-	-	-	
C. Steinweg Oman	Control room		26850217	94104771	
Oman International Container Terminal	Control room		26865665	98058658	
Airliquide Sohar Industrial Gases	Control room		95534226	95474697	
OQ Gas Networks	Control room		22105555		
Al Batinah Power Company	Control room		26940203 26940204	97988435	
Shinas Generating Company	Control room		26852252 99445921	99445921	
Myah Gulf Oman Desalination Company	Control room		22454913	72500315	
Sohar Flour Mills	Control room		26646823	71725632	
Oman Sugar Refinery Company	Control room			98151337 96422225	
Sohar Food Cluster Company	Control room				

Majees Industrial Services Company	Control room		26850545	92854090 97676281 92003588	
Oman Electricity Transmission Company	Control room		24540968 24540967	92836400	
Oman Maritime Waste Treatment	Control room			91335668	
Arkan Sohar Logistics	Control room	-	-	-	
Service Providers					
Oman Pesco				97770005 96622214	
Svitzer	Svitzer Sohar		26852777	99342699	
	Svitzer Shinas		26852777	99342699	
	Svitzer Liwa		26852777	99342699	
	Svitzer Hormuz		26852777	99342699	
	Svitzer Al Khabourah		26852777	99342699	
National Marine service				95453109 99622664	
LIOGS			0031 102468642		Email: meldkamer@dcmr.nl
Authorities					
Environment Authority	Superintendent General Pollution Operation		24404772 24693666		
	Pollution Operation Monitoring Centre		80071999		
Ministry of Transport, Communications and Information Technology	Marine Accident Section		24685313	72111135	Email: OTSD2@MOTCIT.gov.om
Ministry of Health	Health Inspector		26763016		
Municipalities					
Liwa	Wali office		26762255 26762000		

	Wali	Hamad Khalifa AlAbri		99418880 92772213	
Sohar	Wali office		26840000		
	Wali	Mohammed Al Busaidi	26840000	99434460	
Hospitals					
Sohar Hospital	Emergency section		26840399 26850084		
Liwa Hospital	Emergency section		26762055 26462280		
Al-Multaqa Hospital	Emergency section		26866051		
Saham Hospital	Emergency section		26855148		
Badar Al-Sama Ambulance - Sohar	Emergency section		26847031	98476111	
Life Line Hospital	Emergency section		26651111		

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