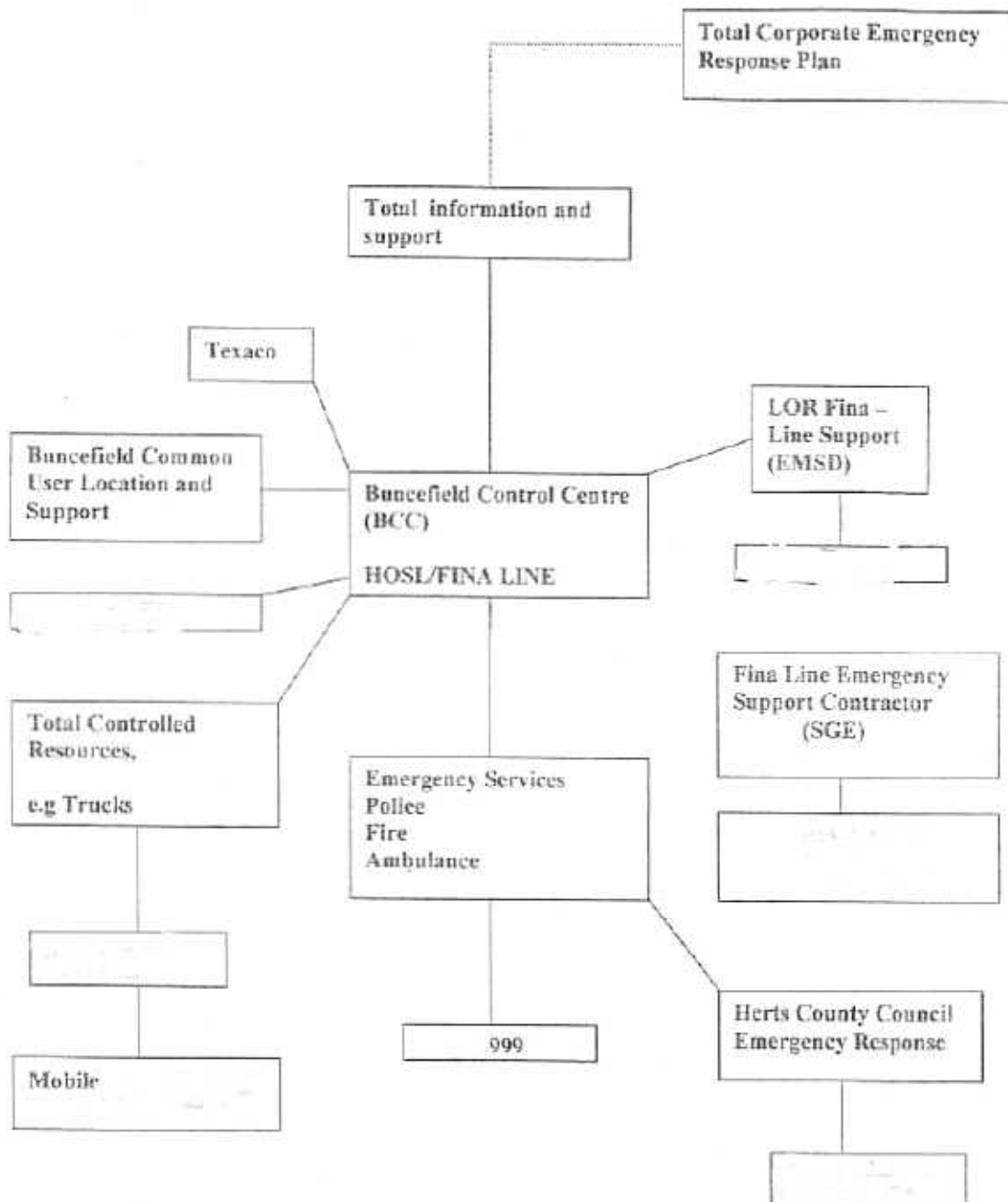


Annex 1

*Osprey Associates*

6.1.4(7) On Site Emergency Response



## **HOSL/FINA-LINE EMERGENCY PLAN**

The following plan will be invoked in the event of major incidents at Hertfordshire Oil Storage Ltd., and Fina-Line.

For HOSL this is the high-level plan, which cascades to the Terminal Emergency procedures manual.

Major incidents may be classified as:

1. **Death or serious injury to persons**
2. **Uncontrollable fires or explosion.**
3. **Any incident leading to serious loss of property/asset or resulting in possible litigation.**
4. **Serious spillage, which may result in environmental damage, on or off site and damage to property.**

### **Responsibilities**

The General Manager HOSL/Fina-Line is responsible for the site and for ensuring that major incidents are dealt with under the arrangements of this plan.

**It** is the responsibility of the HOSL/Fina-Line General Manager to ensure that personnel involved in the control of major incidents are aware and adequately trained under the scope of this plan.

The General Manager, HOSL Operations Manager, Pipeline Engineer and Duty Supervisor will form the incident team in event of major incident.

The Duty Supervisor will act as incident controller and will have at his disposal the resources of the incident team and other site personnel as required.

Members of the incident team will, for the purposes of the incident report information and actions to the incident controller.

During out of hour periods (night-time, week-ends, public holidays) the General Manager, HOSL Operations Manager or Pipeline Engineer will be Emergency Duty Manager and will be contactable by home or mobile telephone.

## Annex 3

### HOSL/FINA-LINE EMERGENCY PLAN

#### Emergency Plan

In the event of occurrence of a major incident, as described, the Duty Supervisor (Incident controller) will declare a major incident to the members of the incident team.

Where a major incident (as described above) has occurred contact must be made immediately by the Incident Leader with Total UK Corporate Emergency Management Team describing the nature and circumstances of the incident (see Total UK Corporate Emergency Plan).

The Incident team will be contacted by the Incident Controller and convened in the HOSL Meeting Room -designated as the incident room -assembling all mobile telephones available.

In the event that the incident room is out of operation the BPA common user Manager or Supervisor will be contacted to source available alternatives.

Depending on the nature of the incident the incident controller will alert the members of the emergency services and describe the nature and circumstances of the incident.

Note: Incidents should not be named "Major **Incident**" to members of the Emergency Services: -

<b>Fire</b>	)	
<b>Ambulance</b>	)	<b>Telephone: 999</b>
<b>Police</b>	)	

The Incident Team Leader (usually General Manager) will inform Total UK Logistics Director and Operations Manager as per the Total UK Corporate Emergency Plan Contact List (Appendix 2).

And as necessary and in consultation with the incident team:

**Health and Safety Executive  
Environment Agency.**

### **HOSL/FINA-LINE EMERGENCY PLAN**

- If in the event of the emergency services becoming involved, they would normally take control of the situation with assistance from Total UK Personnel.
  
- The incident team members will ensure that the Total UK Duty Manager (or contact) is informed of the incident and its extent.
  
- The incident will become part of the Total UK corporate emergency response plan and the HOSL/Fina-Line incident team will call for support from Total UK to inform the HOSL/Fina-Line partner companies, supply additional media control, support for relatives and communications assistance.
  
- The neighbouring business sites will be informed of the incident by the incident team who will arrange for information updates and facilities such as evacuation points for vehicles.
  
- Local media will be handled by members of the incident team - normally the General Manager -until media back up is provided through the Total UK corporate response.
  
- The incident team will ensure that sufficient HOSL/Fina-Line personnel are available to assist the emergency services with advice, particularly with such means as the location and operation of equipment, isolation equipment and location of all personnel.
  
- Fina-Line incidents will also dovetail with the Fina-Line emergency manual which details the process required to be followed by the Fina- Line emergency contractor during a Fina-Line major incident.

## **1. EMERGENCY RESPONSE POLICY**

### **Policy Statement**

It is the policy of Total UK Ltd to take all reasonably practicable measures to ensure that the conduct of its business does not result in the occurrence of emergencies but also to plan and prepare for those that may still occur despite the best efforts at prevention. Every effort is made to prevent accidents by providing safe premises and by employing safe work practices. Even so, unforeseen incidents can still occur. Total UK Ltd has developed the Corporate Emergency Response Plan to deal with such eventualities.

All the Company's business activities are subject to periodic risk assessment including an assessment of emergency response capability. The company provides a high level of resource to the prevention and control of emergencies and to ensuring speedy resumption of business where an emergency has disrupted it.

This document plays an important part in control and recovery by providing the necessary information to those who have or may have responsibilities for emergency planning and control.

However, our emergency control and response system is only as good as the vigilance and involvement of everyone in the Company. Please take the time to read the document, understand your role in controlling emergencies and help the Company to ensure that if a serious incident were to occur, we are well prepared to deal with it.

Signed

Malcolm Jones  
Managing Director

*HSEQ 5  
January 2004*

## 2. Introduction

This document describes the Total UK Ltd (*TFE UK*) Corporate Emergency Response Plan (CERP). It has been set up to provide a corporate response capability to enable TFE UK Ltd to respond to any incident within TFE operated facilities. This includes Joint Ventures operated by Total UK, sub-contracted operations, affiliates. It also includes Joint Ventures where Total UK is not the 'Operator'.

The CERP will support the Local Emergency Response Plan and, if necessary, work in conjunction with the Total SA CMT. The core principles are as follows:

- In all cases there will be a Local Emergency Response Plan to provide an immediate response to any incident. Under the plan, local managers must report all incidents to TOTAL Head Office immediately.
- Each department is responsible for the local plans. The Manager HSEQ will assist in co-ordinating Local Plans, organising annual simulation exercises and auditing Local Plans to ensure that they are maintained and interface with the Total SA plan.
- Incidents will be classified as BLACK, AMBER and RED. BLACK incidents can be handled by the local response plan, AMBER incidents will normally require some support/ activation of the Total UK Plan and RED incidents may also need the input or support/activation of the Total SA Crisis Management Team (CM1). The classification and hierarchy of incidents is explained on page 6.
- The Total UK Corporate Plan will support local Plans and ensure that information is provided to Total SA and external authorities as required.
- The Total UK Corporate Plan comprises 'Emergency Responders'. They will be trained in Emergency Response, but will not necessarily have a technical or operational background in the area where the incident has occurred. This will allow staff from the area concerned to concentrate on business recovery and continuity both during and following the incident.
- The Total UK Corporate Plan will be maintained by the Manager HSEQ who will also be responsible for arranging training of Emergency Responders and regular exercises.
- The **Total SA CMT** will provide support for incidents, which may require resources not available in TFE UK or where incident may have impact at Total SA level.
- The chart overleaf describes the relationship between local Plans and the Total UK Ltd Emergency Response Plan.

#### 4. Classification of Incidents

**In** the event of an emergency it will be necessary to identify the level of incident that has occurred in order to assess the appropriate level of response. Incidents can therefore be ranked in order of increasing seriousness to enable the appropriate response. Additional assessments will also be required to establish whether the incident has the potential to develop into a more serious incident, in which case contingency plans must be made.

A flowchart showing responsibilities for notifying the different categories is set out in Appendix 1.

##### **BLACK (Minor)**

A routine incident that:

- Has no effect outside the boundaries of the site;
- Presents no danger to life, environment, company assets or reputation; or.
- Attracts minimal, local media attention

Collisions at service station forecourts and minor shipping collisions are examples of a BLACK incident.

BLACK incidents can be handled by the local response plan. They must be notified to Head Office immediately.

**AMBER (Serious)**

An incident that:

- Is likely to have an effect off-site;
- Involves possible loss of life, casualties, danger to the environment, company assets or reputation; or
- Attracts regional or national media attention.

Examples are ship collisions that may cause a potential pollution problem, contaminated product, or a driver-caused fire.

Total UK Ltd CERP usually supports the Local Plan and where necessary, activates the HO Support Teams

AMBER incidents must be reported through to Head Office immediately, through Management by contacting Departmental Director/Senior Manager. HSEQ and Corporate Communications should also be informed at this stage, if they haven't already been notified of the incident. Those with responsibilities at this level will need to be in contact with each other in order to assess the implications of the incident and the need to establish the Crisis Management Centre.

**RED (Severe)**

An incident of major national interest that:

- Poses a significant threat to TOTAL's reputation; and/or
- Involves major casualties or fatalities.

RED incidents include any explosion, major fire, spills or accident resulting in environmental contamination.

RED incidents require the same steps as for AMBER. The distinction is that RED incidents require senior executive involvement and the formation of a Crisis Management Team and a Corporate Media Response Team.

## 5. Role of the Local Emergency Response Plan

### **The Local Plan will:**

- Address all probable emergency situations (such as fires, explosions, severe weather, bomb threats etc.) that involves the following: evacuation of people to predetermined areas of safety; designation of person(s) responsible for shutting down master controls; all clear and re-entry procedures; or procedures to notify staff of emergencies and to define their participation in the event of an incident.
- Identify a member of the senior management team to be responsible for notifying Watford Head Office of the incident without delay.
- Specify the information to be provided to Head Office, including: precise location, the nature of the incident; the number of injuries and fatalities and the measures already being taken.
- Identify who is responsible for anyone-going liaison and communication with Head Office.
- Contain all telephone numbers and addresses for essential emergency services, such as hospitals, doctors, fire department and external agencies. These numbers should be checked and updated at least annually. It should also include a contingency plan for communicating with all stakeholders, in the event that Head Office is not able to do so.
- Identify who is responsible for issuing a holding statement to the media and for speaking to the media. It should also identify at least one deputy for this purpose.
- Identify a media response room (with contingency arrangements) and set out how it should be equipped.
- Identify a press conference site and set out how it should be equipped.
- In sites employing fifty or more staff, identify family response and media response teams and designate who is responsible for their activation and management.
- Detail drill procedure, annual tests and training for Emergency Response procedures.
- Contain instructions as to how to undertake a crisis post-mortem session. The post-mortem is designed to:
  - Gain an insight into the mechanisms set in motion before and during the event, which turned the event into a crisis.
  - Identify possible procedural shortcomings (warning and safety procedures etc.)

- Pinpoint systemic deficiencies and/or malfunctions in e.g. safety systems, IT systems, training etc.

The local post-mortem should not attempt to cover all aspects of the crisis, but should cover the following:

- The initial analysis of the event and the objectives pursued. Initial mobilisation (or otherwise) within the company
- The existence (or otherwise) of properly updated technical documents and reference materials needed to communicate with the outside world
- Time taken by the company to communicate with the authorities and the media, and the nature of those communications
- Handling the 'victims' and their families

All local plans will be periodically audited by HSEQ Department.