

National Road Emergency Response (NaRER) Services



Chemical Industries Council of Malaysia

22nd November 2016

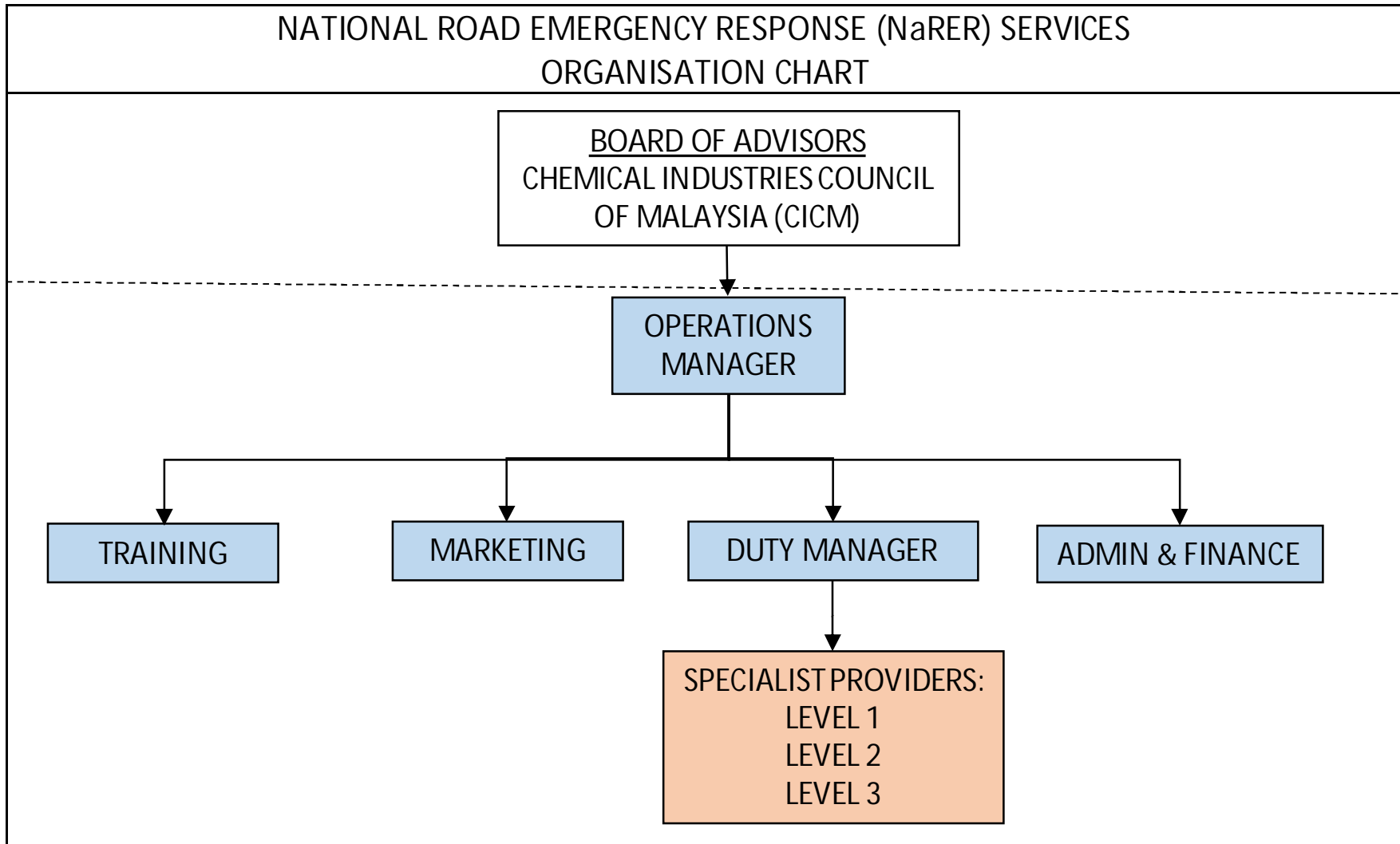
AGENDA

- INTRODUCTION
- ORGANISATION
- SCOPE OF SERVICES
- RISK MATRIX AND CLASSIFICATION
- RESPONSIBILITY
- COMMUNICATION PROTOCOL

INTRODUCTION- WHY NaRER

- CICM, under its Responsible Care Charter, is concerned on the Road Transportation Risks particularly in the deliveries of Dangerous Goods (DG) Cargo.
- Management of DG processes within many plants is well managed with controls in place, the same does not apply once the cargo leaves the plant for distribution.
- To mitigate issues above, the Safe Road Committee under CICM has proposed a National Road Emergency Response (NaRER) services.
- NaRER will manage phases of Road Emergency response services, which covers LEVEL 1 (Provision of Data and Information), LEVEL 2 (Provision of On-Site Advice and Response), and LEVEL 3 (Provision of On-Site Clean Up).

ORGANISATION



SCOPE OF SERVICES

Level 1 Provisions

- Specialist Advise, on a 24/7basis, for comprehensive product information on:
 - Øphysical (e.g. melting point, boiling point, flash point),
 - Øimpact (short, medium and long term) of hazards (occupational health) to people and/or on the environment;
 - ØImpact on biological, ecological and toxicological aspects of the affected area;
- Advise on product and spill-handling procedures, storage, disposal, controls, and advise on protective equipment.

Level 1 Provisions...cont'd

- Able to link-up poison centres and industry specialists.
- Advise on potential hazards associated with the products carried
- Advise on appropriate actions to control and mitigate consequences.
- Advise on safe, effective and efficient spillage clean-up.
- Advise on impact to humans and environmental exposure and consequences

Level 2 Provisions

- Mobilization of a Site Emergency Response Personnel('SERP') to incident location within Peninsula Malaysia on a round-the-clock call-up basis; 24 hours-a-day, 7 days-a-week and 365 days-a-year.
- Provide 'first-aid' emergency assistance at the worksite.
- Assist in traffic control at incident site.
- Advice after having assessed the incident.
- To be an active liaison with emergency response authorities (Bomba, Police and Hospital)

Level 2 Provisions...cont'd

- To be able to have ready product information and data.
- To take up the role of single-point-of-contact at the incident site, in reporting status and update of incident with subscribers.
- The response time of the SERP to most locations within Peninsula Malaysia shall not exceed agreed 4 hours upon written communication from the SUBSCRIBER.
- Written instructions for activation must to be obtained from subscriber before action for callout is initiated. (subscriber Contact must complete Form C)

Level 3 Provisions

- The mobilization of a Clean-up Response Team (herein after refers to as 'CRT') to any incident location within Peninsula Malaysia on round-the-clock call-up basis; 24 hours-a-day, 7 days-a-week and 365 days-a-year.
 - To facilitate containment and post clean-up. This includes logistic arrangement for vehicles such as cranes and other lifting machines, ISO tank and transfer equipment.
 - Facilitate the transfer of the product waste to a SUBSCRIBER appointed site through their appointed waste management contractor.
 - To facilitate product transfer (vehicle-to-vehicle or vehicle-to-holding tank) as instructed by subscriber.
 - Further remediation of Incident Site as decided by subscriber.

Level 3 Provisions...contd

- Further remediation of Incident Site as decided by subscriber.
- All activation to be confirmed by written instructions (subscriber PIC must complete Form C)
- The response time to arrive at site shall not exceed 8 (Eight) hours upon written communication from the SUBSCRIBE

How DG Cargo Classified – adoption of the Oil, Gas & Petchem Road Risk Matrix

Consequence		SEVERITY	1 Insignificant	2 Minor	3 Moderate	4 Major	5 Catastrophic
		People	Slight Injury	Minor Impact	Major Injury or Health Effects	Single Fatality or TPD	Multiple Fatalities/TPD
		Environment	Slight Impact	Minor Impact	Moderate Impact	Major Impact	Massive Impact
		Reputation	Slight Impact	Limited Impact	Considerable Impact	Major National Impact	Major International Impact
LIKELIHOOD	E Almost Certain	Incident has occurred several times per year in OPU	E1	E2	E3	E4	E5
	D Likely	Incident has occurred in OPU; or more than once per year in PETRONAS	D1	D2	D3	D4	D5
	C Possible	Incident has occurred in PETRONAS; or more than once per year in industry world wide	C1	C2	C3	C4	C5
	B Low	Incident has occurred in industry, world-wide	B1	B2	B3	B4	B5
	A Remote	Never heard of in industry world-wide but could occur	A1	A2	A3	A4	A5
			Insignificant	Minor	Moderate	Major	Catastrophic

Likelihood

Impact

RISK CLASSIFICATION

RISK RATING	INTERVENTION/MITIGATION TO PREVENT ESCALATION
LOW	<ul style="list-style-type: none"> • Risk Tolerable • Monitoring and Corrective Actions continue
MEDIUM	<ul style="list-style-type: none"> • Risk tolerable if supported by ALARP actions • Undertake control evaluation • Consequence Management Plans in place
HIGH	<ul style="list-style-type: none"> • Risk is tolerable if supported by ALARP demonstration • Undertake risk reduction Plans • Review and approval of ALARP demonstration with Senior Management • Consequence Management Plans in place
VERY HIGH	<ul style="list-style-type: none"> • Risk is not tolerable. • Mandated Mitigation of risk with plans of control and recovery incorporated to reduce the risk rating to HIGH or below • Continually review of Risk

TEMPLATE FOR ROAD TRANSPORT RISK CLASSIFICATION



	Business Unit	Risk Event (A1-E5)	Service Subscribed
1.			
2.			
3.			
4.			
5.			
6.			

Subscriber's Responsibility

- Provide updated product information periodically
- Appoint a focal person (PIC) for all Technical communication
- Establish a Duty Person Roster contactable on a 24/7 basis.
- To provide a PIC contact within their Incident Management Team for an interface with the NaRER Duty Manager
- To conduct regular On- Road routine drills and exercises involving NaRER
- Specialist Contact number displayed on all PCG Trucking

CICM (NaRER)RESPONSIBILITIES

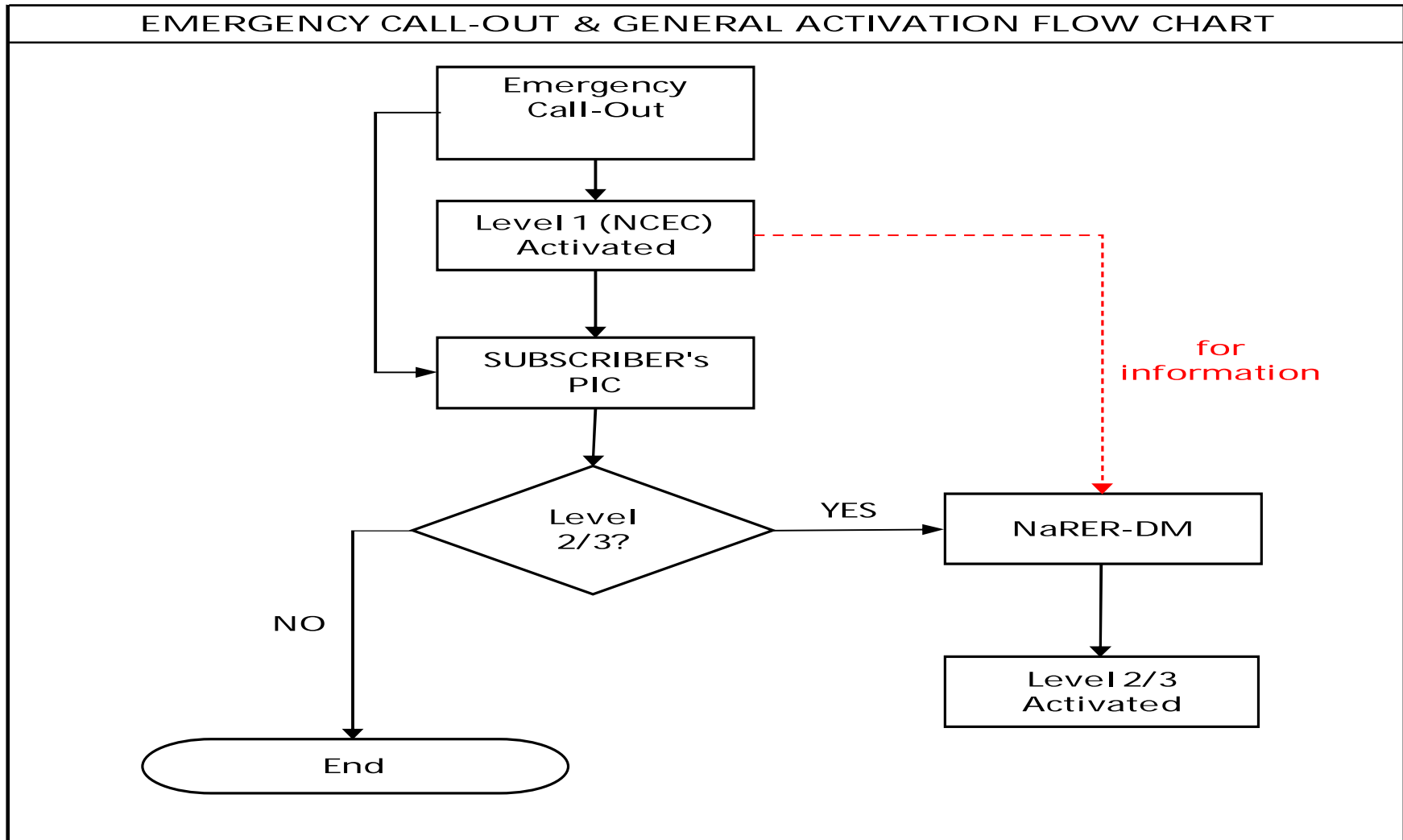
Appoint Representative(s) from Safe Road Committee to sit on NaRER Advisory Board.

- CICM Provide Industry advise and guidance on Strategy, Legislative and Technical.
- CICM Review Performance of Services provided by NaRER to Subscribers.
- Single Point Entity for the seamless provisions of Level 1, 2 & 3 Services to subscribers.
- To ensure a 24/7 single point Duty number for the activation of Level 2 & 3 Services.

CICM (NaRER) RESPONSIBILITIES...contd

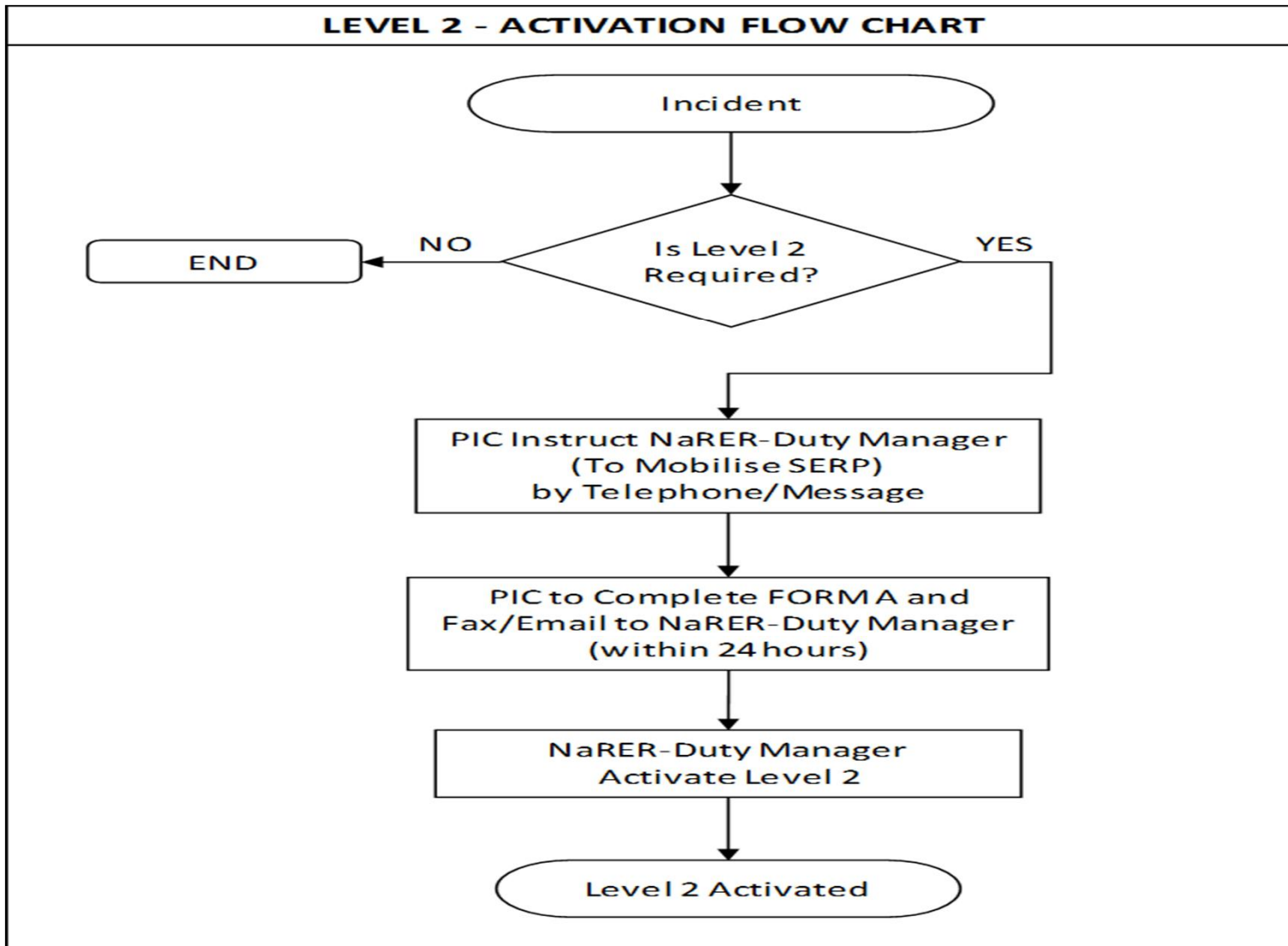
- To ensure state of readiness of Level 1, 2 & 3 services via a regime of regular communication testing and audit.
- To regularly conduct customer survey through Subscriber's PIC in ensuring quality service.
- To provide regularly awareness training to Subscribers of NaRER services.
- To provide emergency response training and drills as and when required by the Subscriber.

ACTIVATION & CALLOUT PROTOCOL

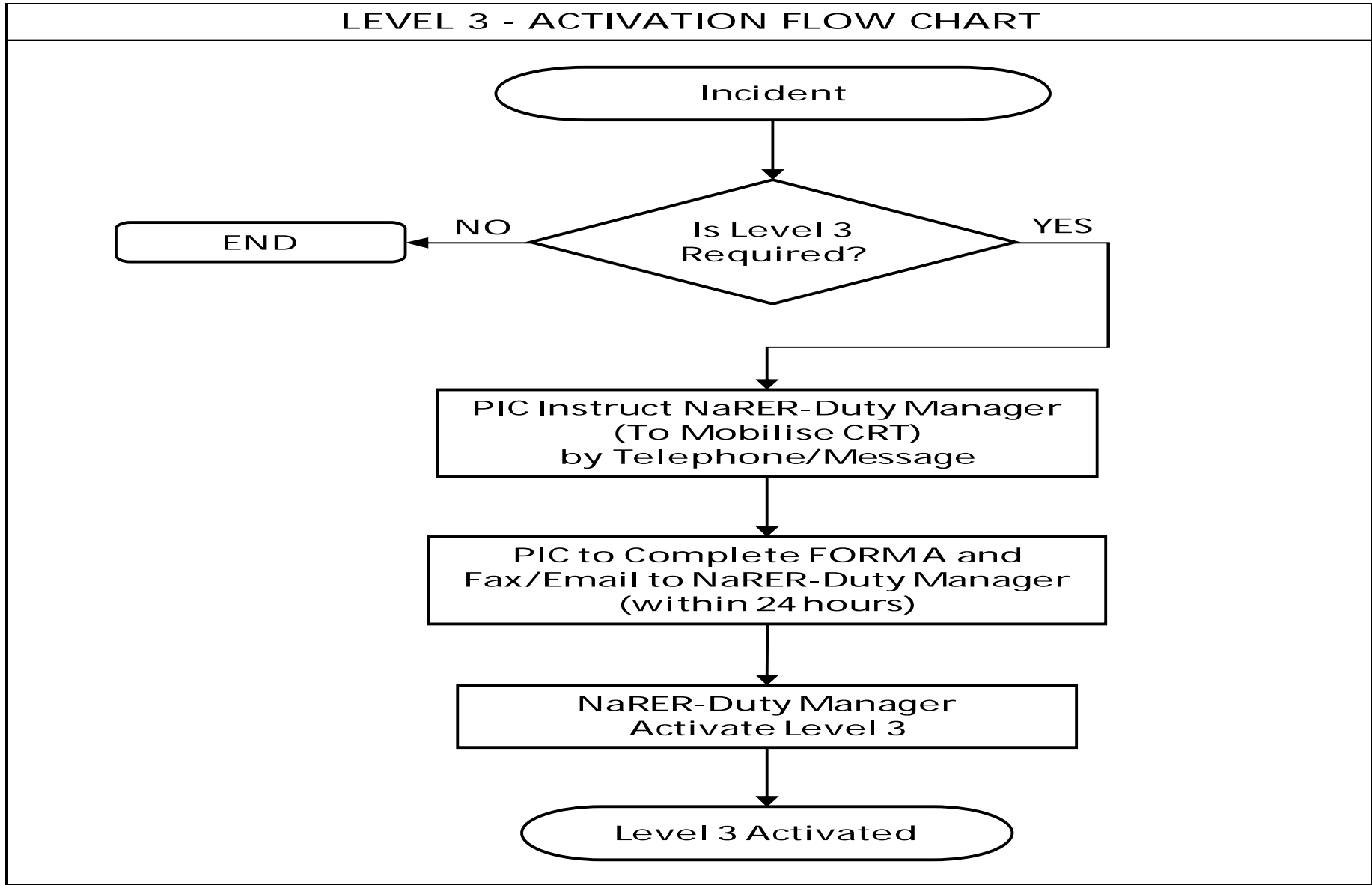


Subscriber's PIC on receiving any emergency call out will decide whether to activate Level 2 or 3.

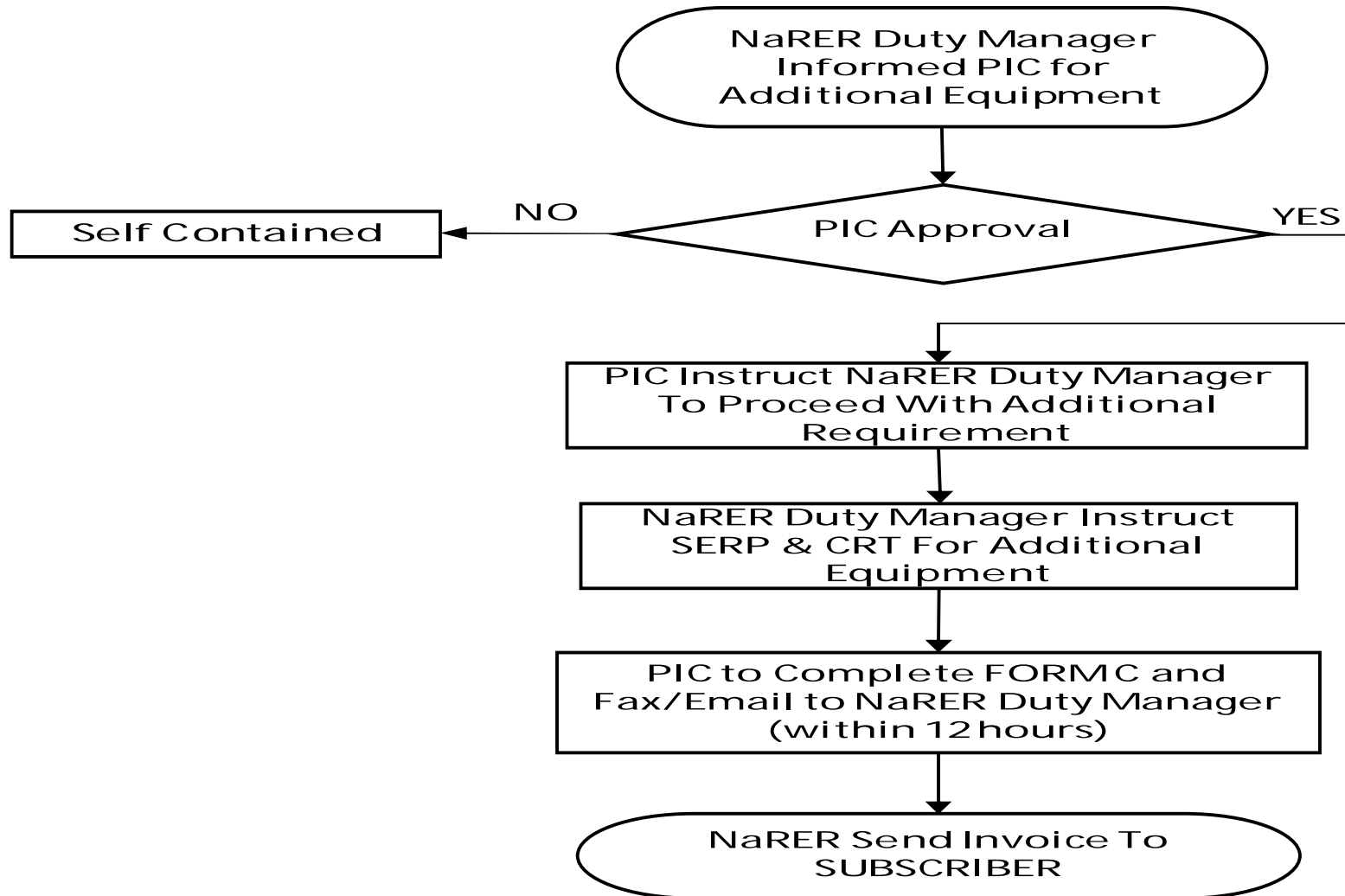
ACTIVATION & CALLOUT PROTOCOL



ACTIVATION & CALLOUT PROTOCOL



ADDITIONAL REQUIREMENT REQUEST FLOW CHART



SUMMARY

- All the scope of Services provided will complement the on- site Emergency Responders Team managing the actual Incident at Site The Incident Protocol as set by the Authorities will always be priority
- NaRER Level 2 & 3 will only be activated upon instructions from Subscriber. This includes additional requirements as may needed.
- Current Services only cover Trucking in Peninsular Malaysia.

QUESTIONS

THANK YOU