

SAUDI ARABIAN OIL COMPANY (Saudi Aramco)

GENERAL INSTRUCTION MANUAL

ISSUING ORG. FIRE PROTECTION DEPARTMENT
SUBJECT DHAHRAN AREA CONTINGENCY PLAN

G. I. No. **Approved**

70.500

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This General Instruction describes the contingency plan for any emergency that may occur within the Dhahran Area. The GI includes the following information:

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1.0 PURPOSE AND SCOPE

- 1.1 The purpose of this General Instruction (GI) is to establish the roles and responsibilities of the Saudi Aramco Organizations and key personnel in the event of level II/III emergencies or in case of activation by Saudi Aramco Corporate Contingency Plan (SACCP).
- 1.2 This General Instruction supplements other relating Saudi Aramco General Instructions such as G.I. 6.001 "Notification Requirement for Incidents (Including Fires)", 0885.005 "Corporate Affairs Emergency Response Plan", and any other relevant policies or procedures.

2.0 DEFINITIONS

- 2.1 **Automatic Vehicle Locator (AVL):** A system that makes use of the Global Positioning System (GPS) to enable a business or agency to remotely track the location of its fleet vehicles.
- 2.2 **Corporate Emergency Responder Tool (CERT):** An IT solution developed within Saudi Aramco that provides useful information for its users such as weather information, dispersion models for oil and gas wells, and aerial map of the facilities.
- 2.3 **Crisis Management Team (CMT):** A team chaired by Saudi Aramco President & CEO and is composed of corporate level management members.
- 2.4 **Dhahran Area:** All facilities that are owned or fully operated by Saudi Aramco and located within the jurisdiction of the Dhahran Fire Control Unit. Other out-of-camp facilities are listed in Supplement 70.500-3.
- 2.5 **Dhahran Emergency Control Center Technical Advisor:** A member of Fire Protection Department at ECC who assists the Incident Manager in directing the emergency response efforts.

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- 2.6 **Emergency:** An incident that threatens life, assets, employees/citizens, or product/service delivery.
- 2.7 **Dhahran Emergency Control Center (ECC):** A designated control room at Dhahran where personnel assist the emergency response by coordinating information, developing strategies, handling logistical support for the response team and performing incident related management functions.
- 2.8 **Emergency Control Center Coordinator:** A designated person by FrPD manager to maintain and administrate the ECC operations.
- 2.9 **Emergency Control Center On-Call Personnel:** ECC on-call are designated personnel from Fire Protection Department (FrPD) to man the DH ECC during emergencies and drills.
- 2.10 **Emergency Level:** An Emergency Level I/II/III identifies the level of notification and response required to an incident that has an impact on Saudi Aramco interests as described by G.I. 6.001.
- 2.11 **Emergency Message Board System (EMBS):** A Saudi Aramco intranet web-based message board system that enables authorized personnel to monitor and log the progress of emergency situations.
- 2.12 **Incident Commander (IC):** The person responsible for decisions relating to management of the incident at the emergency site. The IC coordinates emergency operations, fire-fighting, rescue, and medical treatment of personnel as specified in the respective Emergency Response Plan (ERP).
- 2.13 **Incident Command Post (ICP):** A designated location in the field, in a vehicle, or within a building outside the hazard zone where the IC operates during emergency response operations.
- 2.14 **Incident Command System (ICS):** A model tool for command, control, and coordination of a response and provides means to coordinate efforts of individual departments during emergencies.
- 2.15 **Incident Manager (IM):** The person at Dhahran ECC responsible for organizing, directing, and coordinating logistics for all response activities. The IM has the final decision authority for emergency response actions.
- 2.16 **Local ECC:** All other Saudi Aramco departmental ECCs at Dhahran Area activating at the same time with the Dhahran ECC to support managing the incident.
- 2.17 **Management Emergency Alert System (MEAS):** A voice information system that utilizes the Saudi Aramco alerting system operated by the Dhahran Regional Security Control Center (DH RSCC).
- 2.18 **Medical Emergency Response Center (MERC):** The location where medical services management, Johns Hopkins Aramco Healthcare (JHAH), and support staff` assembles in response to an emergency condition.
- 2.19 **Saudi Aramco Corporate Contingency Plan (SACCP):** Procedure — outlining the roles and responsibilities of the Crisis Management Team (CMT) and designated organizations — activated on level III emergency.

3.0 EMERGENCY LEVEL AND ACTIVATION / DEACTIVATION CRITERIA

- 3.1 Emergency Levels I, II, and III are detailed in G.I. 6.001 “Notification Requirement for Incidents (Including Fires)”.

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- 3.2 The corresponding Emergency Level shall be declared and escalated by the Incident Commander through the Regional Security Control Center.
- 3.3 ECC shall be activated on Emergency Level II and III or when requested by executive management.
- 3.4 The following personnel have authority to activate or deactivate the ECC through Dhahran Regional Security Control Center:
 - 3.4.1 Incident Commander of the affected facility
 - 3.4.2 Dhahran Area Incident Manager
 - 3.4.3 Fire Protection Department Manager or his designee
 - 3.4.4 Dhahran Area Industrial Security Operations Manager
 - 3.4.5 Emergency Medical Services Chief
 - 3.4.6 OSPAS Manager

4.0 RESPONSIBILITIES

4.1 Fire Protection Department (FrPD):

- 4.1.1 FrPD will oversee implementation, maintenance, staffing, and administration of this GI and perform a complete review and update as necessary.
- 4.1.2 FrPD is responsible for maintaining and operating the Dhahran ECC.
- 4.1.3 FrPD will provide ECC on-call personnel to support the Dhahran ECC staff and IM during emergencies and drills. FrPD on-call personnel are available 24-hours, 7 days a week, including company and Kingdom holidays with a response time that does not exceed 20 minutes.
- 4.1.4 FrPD on a monthly basis, or if there is a change, update and publish the key personnel roster for Dhahran ECC personnel.

4.2 Dhahran ECC On-Call Personnel:

- 4.2.1 Ensure the proper setup and readiness of ECC operations.
- 4.2.2 Obtain the required training for the equipment and access to all applications in the ECC.
- 4.2.3 Perform a weekly test and inspection to the ECC.
- 4.2.4 Report to the Dhahran ECC when Emergency Level II/III is declared or when required in support of a proponent Emergency Response Plan (within 20-min upon receiving the call).
- 4.2.5 Mobilize appropriate personnel for the initial activation of the ECC.
- 4.2.6 Establish radio contact with ICP and obtain briefing from any available sources.
- 4.2.7 Assume a specific function specified by the IM or the ECC Coordinator during the activation of ECC.

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4.3 Dhahran ECC Coordinator:

- 4.3.1 Responsible for the testing, operations, and maintenance of all equipment and computer programs located in the ECC to ensure readiness for activation.
- 4.3.2 Manage the access of the ECC and obtain access to all related applications (EMBS, CERT, AVL, etc.) within Saudi Aramco.
- 4.3.3 Work on continually upgrading the operational and informational capabilities of the ECC.
- 4.3.4 Coordinate two drills annually at Dhahran Area with all concerned departments.
- 4.3.5 Conduct a quarterly training/drill for ECC on-call personnel.
- 4.3.6 Maintain the notification list for all personnel whom to be contacted during emergency operations and communicate the list to IT on a monthly basis.
- 4.3.7 Maintain FrPD on-call list for ECC on a monthly basis.
- 4.3.8 Facilitate visits to the ECC and provide orientations to newly assigned ECC members on their respective responsibilities to become familiar with the tools/technologies available.
- 4.3.9 Assign tasks to on-call personnel during emergency.
- 4.3.10 Assist other Dhahran area departments with the assembling and filing of materials related to emergency response that needs to be kept at ECC for use during emergencies.
- 4.3.11 Communicate to Dhahran ECC key personnel the roles of individual departments with respect to activation of the ECC. Communicates any revisions to this GI to respective organizations.
- 4.3.12 Report to Dhahran ECC when Emergency Level II/III is declared or when required.
- 4.3.13 Provide response/recovery progress and situational status reports to the IM.
- 4.3.14 Coordinate the necessary support information.
- 4.3.15 Perform any specific duties as requested by the IM, his alternate, or FrPD Manager.
- 4.3.16 Activate Dhahran ECC whenever SACCP is activated.

4.4 Dhahran Area Incident Managers (IM):

- 4.4.1 Assume control of the Dhahran ECC and ensure the availability of adequate resources to support the incident response/recovery efforts.
- 4.4.2 Ensure continued compliance with the company's policy and principles with respect to crisis and continuity management and provide final decision authority for emergency response actions.
- 4.4.3 Escalate or de-escalate incidents to their corresponding Emergency Level based on the developments of the emergency conditions.

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- 4.4.4 Lead the incident planning process for response activities, including the development of an incident action plan and provide clear guidance to the IC and organizations supporting the management of the incident.
- 4.4.5 Coordinate resources in responding to and recovering from an incident, including providing logistical support.
- 4.4.6 Request mutual aid assistance as needed or directed by SACCP.
- 4.4.7 Monitor control measures taken by the IC, personnel accountability, and identification of injured or missing individuals.
- 4.4.8 Ensure that appropriate medical provisions and relief are provided for victims, affected personnel and responders.
- 4.4.9 Maintain contact with the CAT and the proponent's upper management to keep them advised of developments and ensure alignment of tactical response efforts with corporate objectives and strategies.
- 4.4.10 Coordinate post incident procedures to address recovery, incident scene security, and safety.

4.5 Dhahran Emergency Control Center Technical Advisor:

- 4.5.1 Act as an Incident Manager until the arrival of the Incident Manager or his alternate.
- 4.5.2 Communicate the flow of information between ECC on-call personnel and the IM during emergencies.
- 4.5.3 Provide technical advice to the Incident Manager.
- 4.5.4 Coordinate the critique meetings at the end of any drill. Recommendations for improvement shall be assigned to respective organizations and corrective actions shall be tracked to completion.

4.6 Operations and Support Organization Departments:

All departments and organizations operating within the Dhahran Area are responsible to perform the following:

- 4.6.1 Develop contingency plans to facilitate their services in accordance with the requirements of this GI, including the equipment and manpower listed.
- 4.6.2 Each department is represented by their manager who appoints an alternate. The names of the designated persons shall be forwarded monthly, or if there is a change, to Fire Protection Department to update the Dhahran Area Contingency Plan – Key Personnel Roster.
- 4.6.3 Maintain files of their department's emergency response plans at their respected ECC, up-to-date drawings of facilities under their jurisdiction (written procedures, plot plans, and layouts) and provide updates, if any, to Dhahran ECC Coordinator.
- 4.6.4 Upon declaring or being notified that an Emergency Level II or III is in progress, each affected area is to activate their local ECC as deemed necessary.

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- 4.6.5 Identify and maintain master list of resources and other relevant services which could be required during an incident affecting Dhahran Area.
- 4.6.6 Participate in drills/exercises of the Dhahran Area contingency plan responsibilities assigned by this GI.
- 4.6.7 The Communication Technical Support Team shall provide technical support in terms of video conferencing, radios, and any other communications needed at the ECC during emergencies.
- 4.6.8 Security personnel shall man the walk-in gate (near main gate #4) between the designated ECC parking lot and the camp during ECC activation.

4.7 Dhahran Regional Security Control Center (DH RSCC):

- 4.7.1 During an incident, the DH RSCC Dispatcher shall notify Dhahran area response personnel and management based on the Emergency Level and any direction from the IC, or IM or the authority having jurisdiction of the incident.
- 4.7.2 During an incident, the DH RSCC Dispatcher shall announce that all radio and telephone communications are restricted to emergency use only.
- 4.7.3 The DH RSCC Dispatcher shall record a clear message about the incident (type, location, etc.) on the 113 Messaging Telephone and maintain update messages as requested by IM.
- 4.7.4 Conduct weekly communication test of the Dhahran Area MEAS for the Key Personnel Roster.

5.0 SAUDI ARAMCO INCIDENT COMMAND SYSTEM (ICS)

- 5.1 Upon activation of the Dhahran ECC, the lines of authority and communication between the IM, IC and CMT are defined by the Saudi Aramco ICS as depicted in supplement 2.
- 5.2 The chain of command shall not be altered and may expand or contract depending on the size or complexity of the incident.

6.0 POST INCIDENT PROCEDURES

- 6.1 Post incident procedures as per affected area emergency response plan should be executed once the incident has been declared "All Clear" by the respective IC/IM.
- 6.2 Organizations that suffer an interruption of critical business functions as a result of the emergency shall initiate their respective business continuity plans to resume their pre-defined level of operation.
- 6.3 The IM shall establish a team to carry out recovery functions, with a designated recovery supervisor to coordinate the team's efforts.
- 6.4 The IM or a delegated team by him shall establish the necessary recovery objectives to meet the strategies as directed by the CAT or SACCP, ensure that all pertinent data and proponent activity

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records during the incident be collected immediately by the proponent organization, and ensure that safety and emergency systems have been inspected, evaluated, and restored as soon as possible.

- 6.5 Industrial Security Operations (ISO) shall cordon off and deny entry of unauthorized personnel to the affected area.
- 6.6 Response teams and their associated equipment shall be restored to full capacity.
- 6.7 Recovery functions shall be performed with the support of the ECC.
- 6.8 A critique meeting shall occur at the conclusion of any emergency, drill, and exercise.

7.0 CONTINGENCY PLAN PREPAREDNESS

7.1 Drills and Exercises:

- 7.1.1 Drills shall be conducted at a minimum of two drills per year. At least one of the drills shall be unannounced. The objectives of drills include, but are not limited, to test activation of the Dhahran ECC response and the readiness of proponent and support organizations based on pre-determined incident scenario.

7.2 Training:

- 7.2.1 Dhahran ECC key personnel and their alternates must attend and successfully complete Incident Command System Course for Managers and attend refresher courses afterward.

7.3 Dhahran ECC Facility:

- 7.3.1 The ECC must be capable of sustaining operations for an extended period of time regardless of the type, size, or complexity of the incident.
- 7.3.2 An alternate Dhahran ECC is designated for use when the Dhahran ECC is inoperative or inaccessible. The alternate facility is to be equipped with needed equipment and tools in place.
- 7.3.3 Entry to the Dhahran ECC is limited to designated members as posted on the Dhahran Area Contingency Plan – Key Personnel Roster.

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8.0 APPROVAL AUTHORITY

This General Instruction has to be reviewed by all organizations who report to the Dhahran Area Emergency Control Center.

RECOMMENDED: _____

DATE: _____

GENERAL SUPERVISOR
Engineering & Training Svcs. Div.

APPROVED: _____

DATE: _____

MANAGER
Fire Protection Department

APPROVED: _____

DATE: _____

EXECUTIVE DIRECTOR
Safety & Industrial Security

APPROVED: _____

DATE: _____

VICE PRESIDENT
Industrial Services

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SUPPLEMENT 70.500-1, Dhahran ECC Members/Organizations

1.0 The Dhahran ECC - Executive Management (or their designate) as listed:

- 1.1 Vice President, Industrial Services (Incident Manager)
- 1.2 Executive Director, Community Services (Alternate Incident Manager)
- 1.3 Technical Advisor, Fire Protection (Dhahran ECC Technical Advisor)

2.0 The Dhahran ECC - Department's Heads (or their designees) as listed:

- 2.1 Fire Protection
- 2.2 Central Community Services
- 2.3 Loss Prevention
- 2.4 Dhahran Area Industrial Security Operations
- 2.5 Aviation
- 2.6 Government Affairs – Eastern Province
- 2.7 Communication Operations
- 2.8 Materials Supply
- 2.9 Transportation & Equipment Services
- 2.10 Northern Area Power Operations
- 2.11 Personnel
- 2.12 Utilities and Technical Support
- 2.13 Corporate Emergency Management and Continuity (CEMAC)

3.0 The Dhahran ECC support teams and personnel as listed:

- 3.1 Dhahran ECC Coordinators, Fire Protection Department
- 3.2 Communication Technical Support Team - Communication Department
- 3.3 Security Personnel - Dhahran Area Industrial Security Department

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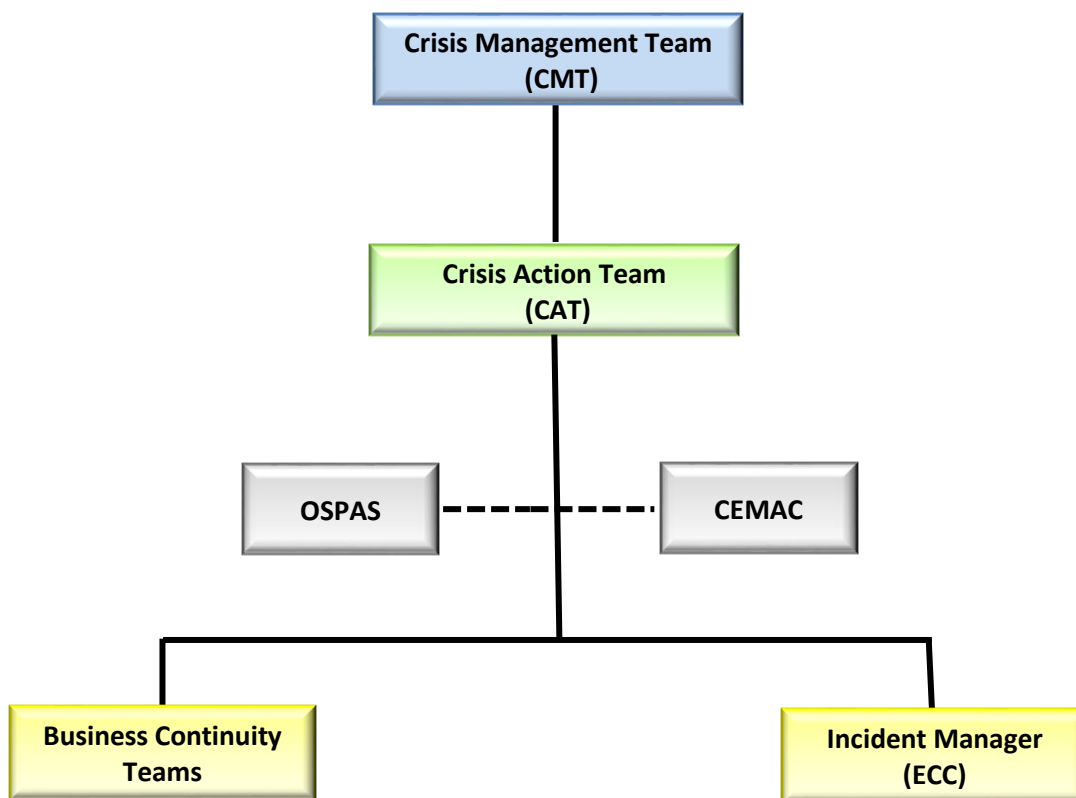
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SUPPLEMENT 70.500-2, Dhahran ECC Incident Command Chart

Emergency Management System



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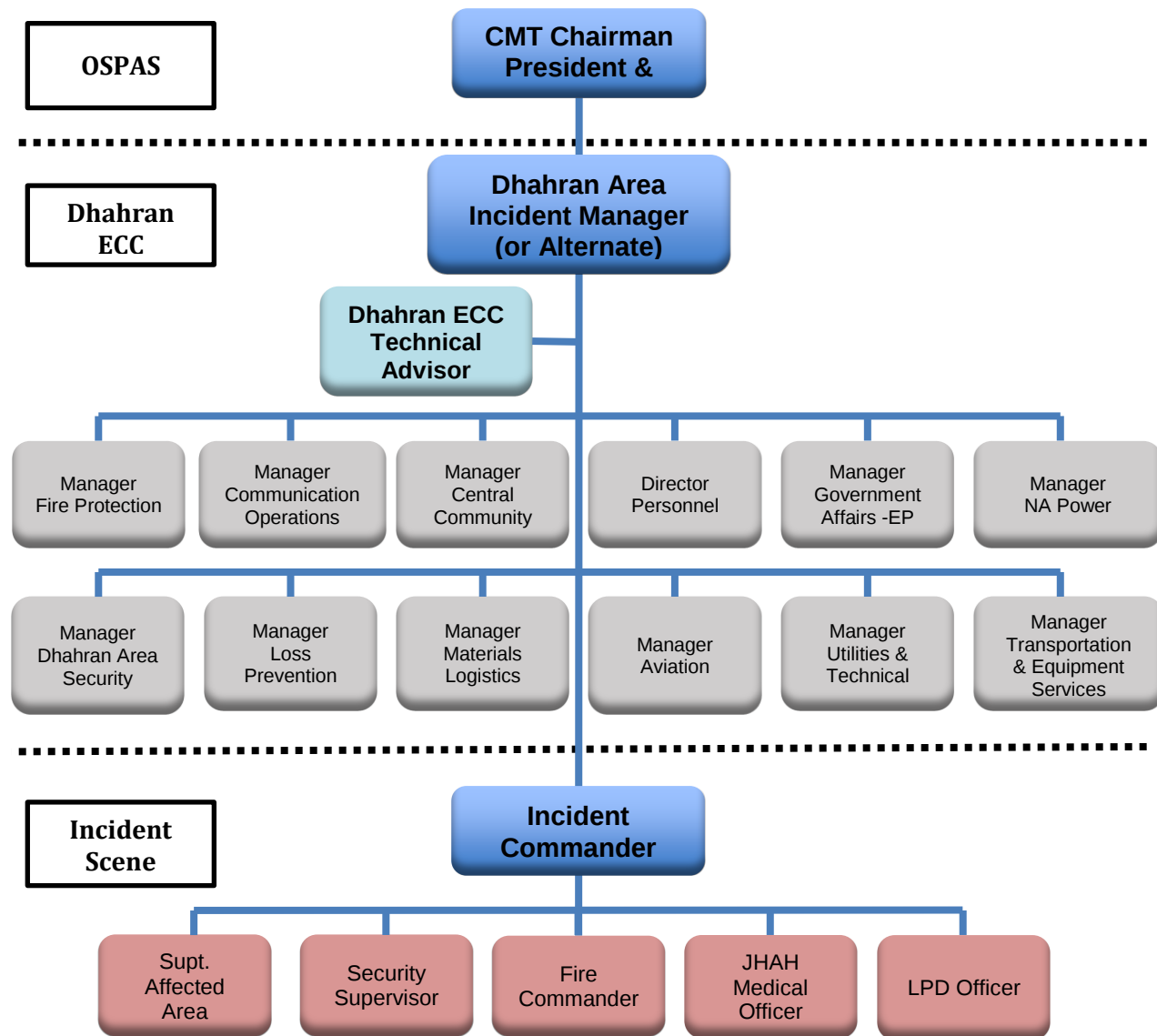
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SUPPLEMENT 70.500-3, Out-of-Dhahran Camp Facilities under the Jurisdiction of Dhahran Fire Control Unit



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