



Oil Spill Response Limited Service Level Agreement

Purpose of document



This document outlines the scope of response services provided by Oil Spill Response Limited (the Company) to its Participant and Associate members (herein collectively referred to as Members) and acts as a schedule to the Participant and Associate Agreements. The Service Level Agreement (SLA) defines the level and performance of the response services, sets the key performance indicators for their delivery and establishes expectations for those using the services. The SLA is defined and approved by the shareholders of the Company.

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1.0 Mobilisation Procedures

In the event of an oil spill incident a call should be placed to one of the following numbers:

	 Telephone Number	 Fax Number
EMEA (Europe Africa Middle East)	+44-2380-331551	+44-238072-4314
APAC (Asia Pacific)	+65-6266-1566	+65-6266-2312
AMER (Americas)	+1-954-983-9880	+1-954-987-3001

These numbers are manned on a 24 hour basis. On placing a call the caller should make it clear that they are reporting an oil spill incident (or potential incident) and wish to make contact with the **Duty Manager**. They will be asked to provide the following information:

- 1) Name of caller and position
- 2) Name of mobilising company
- 3) Location of caller - country and facility
- 4) Telephone number (both mobile and landline if appropriate) including country prefix
- 5) Fax number including country prefix
- 6) Email address
- 7) Brief details of incident

The Duty Manager will attempt to establish contact with the caller within 10 minutes. Once contact has been made, further details will be collected to agree a response strategy. Full details of the mobilisation procedure can be found at www.oilspillresponse.com.

2.0 Mobilisation Considerations a) Staff Security and Safety

The safety and security of Company personnel is of paramount importance and must be assured prior to departure. The Company will enlist the assistance of the mobilising Member to verify the security situation and responders must be placed under the security protection of the Member whilst deployed. The Company adheres to a set of life saving rules which form the baseline minimum standard for safety.

b) Costs

Weekly cost sheets will be provided to the mobilising Member to monitor the costs of ongoing operations. The Member is responsible for identifying and bringing any errors or omissions in the cost sheets to the attention of the Company on a timely basis.

Equipment and personnel rates for response activities and the associated terms and conditions are published in the Scale of Fees and the annual Mobilisation Fact File. Rates are reviewed on an annual basis.

c) Equipment Logistics

The Company provides logistics support to Members but responsibility for the inward transportation of equipment and all associated costs lies with the mobilising Member. A safe and secure storage area for equipment must be identified. Any equipment supplied to a Member to respond to an oil spill or threat of an oil spill will be accompanied by response personnel.

d) Customs Clearance

The mobilising Member is responsible for ensuring the clearance of equipment into the country and the payment of all associated duties, imposts, etc. The Company will provide full documentation for the equipment and will give all possible assistance in the process.

e) Flight Clearances

The Company will arrange for flight / landing clearances but may request support from the Member to expedite the process where necessary. Costs will be the responsibility of the mobilising Member.

f) Immigration

Immigration arrangements for the entry of Company personnel into a country are the responsibility of the mobilising Member. In practice the Company will apply for the travel documents where possible but in some circumstances may require assistance from the Member to facilitate access for response staff into country. All costs will be for the account of the mobilising Member.

g) Continuity of Response Staff

The Company will apply reasonable endeavours to maximise the continuity of response staff for any incident, but reserves the right to select the most appropriate personnel based on a number of factors including availability, competence level, other work commitments and work life balance.

3.0 Response Deliverables

Service		Service Standard
A	Response Notification Service / Advice	<p>Available 24 hours a day, 365 days a year using contact details shown in section 1.2 above The Duty Manager will call the Member back within 10 minutes of receiving notification of the call.</p> <ul style="list-style-type: none"> • During normal office hours, calls will be transferred directly to the OSRL Duty Manager • Out of hours, the switchboard will immediately make contact with the OSRL Duty Manager
B	Guaranteed Response	<p>The Company retains sufficient types and quantities of response equipment to meet a wide range of oil spill scenarios. Access to this equipment is on a first come first served basis regardless of membership level. The Company will always endeavour to provide some level of response to all Members within the constraints of the available resources. Response to non-Members is at the discretion of the Board and is not guaranteed. Non-Members are not authorised to quote the Company resources in their plans.</p>

C	Dedicated Resources: Personnel	<p>Personnel are on standby and available 24 hours a day, 365 days a year with equipment and logistics support to initiate, mobilise and sustain a response comprising of up to 18 fully trained and competent response personnel.</p> <p>A second team is also available in the event of a further incident from another Member.</p> <p>The response team will be mobilised from within OSRL's global pool of expertise by applying reasonable endeavours to provide the most appropriate competence and experience as determined by the Member requirements. Due consideration will be given to response travel time, initial availability and continuity of response.</p> <p>Technical Advice</p> <p>On request and at its discretion, the Company will dispatch a technical advisory and response expertise to support any Member that is responding to an incident or potential incident. This resource of up to five personnel will be provided at no cost for the initial period normally of up to 5 days from arrival in-country. A confirmatory exchange of emails will be sufficient to mobilise this team. If these personnel are retained after the free (5 day) period, a signed Mobilisation form will be required and these personnel will form part of the 18 person SLA entitlement. The service is provided under the terms of either the Participant's or Associate Agreement as applicable.</p> <p>The skill set of the team will be determined by the specifics of the incident and your needs.</p> <p>Typical initial roles of the team may include, but are not limited to the following tasks:</p> <ul style="list-style-type: none"> • <i>Technical advice and incident management coaching within the command centre</i> • <i>Development of an Incident Management Plan</i> • <i>Tier 1 / 2 equipment readiness and training of contractors</i> • <i>In-country logistics planning and support for inbound equipment</i> • <i>Impact assessment and advice on response strategy selection</i> • <i>SCAT and aerial surveillance / quantification surveys</i> • <i>Tactical response planning</i>
		<p>In the event that a full response is subsequently initiated, terms and conditions, including rates, will be as per the mobilising party's Participant or Associate Member Agreement</p> <p>The Company maintains a minimum pool of 80 dedicated response staff. Members are entitled to the number of response staff shown above, however, in the event that more are required, this may be approved on a case by case basis. If additional staff are provided, it is on the condition that they may be recalled by the Company in the event of a further incident response.</p>

D	Dedicated Resources: Equipment	<p>Response equipment is housed in secure facilities, customs cleared where required, ready for deployment. Equipment will be mobilised from the most appropriate location to provide the most timely and effective response.</p> <ul style="list-style-type: none"> • Wide range of pre-packaged equipment suited to a range of spill scenarios, including access to stocks of various dispersant types stored throughout our main response bases. These stocks are separate to those accessed through individual supplementary agreements, such as the GDS (Global Dispersant Stockpile), UKCS (UK Continental Shelf) and WACAF (West and Central Africa). • Global aerial dispersant coverage is provided through a range of aerial platforms and application systems. <p>Logistics support including:</p> <ul style="list-style-type: none"> • Access to global cargo network via contracted broker for aircraft of opportunity or access to OSRL's dedicated dispersant aircraft, the most appropriate option will be agreed with the member • Vehicles and vessels for local equipment mobilisation • Access to aircraft of opportunity for passenger charter services through a contracted broker <p>For an up-to-date list of OSRL equipment stocks please refer to www.oilspillresponse.com</p> <p>Access to equipment is restricted to 50% of the equipment by type available at the time of the request per member company. Additional equipment can be considered for release on request that is highly specialised or applicable to very specific response scenarios but may be subject to recall in the event of a further incident.</p> <p>An OSRL member may access 50% of the SLA dispersant stockpile. Access to more than 50% will be considered on a case by case basis and subject to the resupply of SLA dispersant stocks.</p>
E	Oil Spill Trajectory and Tracking	3D and 2D modelling available on request providing trajectory, stochastic and backtrack modelling.
F	Satellite Surveillance	Access to satellite imagery on a global basis through the agreement with our dedicated satellite provider.
G	Oiled Wildlife Advice	Access to expert oiled wildlife advice via our contracted provider Sea Alarm Foundation (SAF).
H	Unmanned Aerial Vehicles	Access to unmanned aerial vehicles (UAV's) through strategic partnerships on a best endeavours basis.

4.0 Response Integration Programme To assist in ensuring a response is truly effective there is a need to integrate the response plan of the mobilising Member and the Company. This is achieved through conducting an Integration Workshop when an organisation first becomes a Member followed up by an Annual Preparedness Review (APR) at the location nominated by the member. These meetings are carried out at the Company's expense.

Key deliverables of the Response Integration Programme

- Integration Meeting on joining to ensure the Company and the new Member fully understand the role each party plays in a response, provide details of the Company's mobilisation processes and develop integration plans with Members to ensure the most effective response
- Annual Preparedness Review meeting with Members' nominated business units or at an agreed office location to discuss common issues and exchange updates on ongoing and future operations and understand Members needs
- Assist in the validation of arrangements using the 'READY check' and 'PREP check' proforma documents and associated web-based platforms to identify areas for development and improvement where necessary

5.0 Industry Outreach

The Company has a role in promoting Tiered Preparedness and Response, Net Environmental Benefit Analysis* and Overcoming Barriers on behalf of industry and to build collaborative partnerships between industry, governments and other stakeholders as required to encourage effective preparedness and response.

Key deliverables

- Support to industry through participation in key conferences and seminars promoting Tiered Preparedness and Response and Net Environmental Benefit Analysis* and Overcoming Barriers as the three fundamentals upon which OSRL stands
- Collaborate with the global oil and gas industry association for environmental and social issues (IPIECA), the International Maritime Organization (IMO) to provide assistance and support to the regional Global Initiative (GI) programmes, the International Association of Oil and Gas Producers (IOGP).
- Drive and provide leadership to the Industry Technical Advisory Committee (ITAC) and other industry technical working groups, forums and associations to share good practice throughout the wider response community
- Provide resources to support the dissemination of the Joint Industry Project outputs including the IOGP/IPIECA Good Practice Guides

* Net Environmental Benefit Analysis is being redefined as "Spill Impact Mitigation Assessment" ("SIMA") in 2017 as an output from the IOGP / IPIECA Joint Industry Project (Oil Spill Response)