



## 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, subject always to the provisions of Clause 5 of the Participant Agreement and/or Clauses 3.4 and 3.5 of the Associate Agreement and/or Clauses 3.3 and 3.4 of the Associate Agreement Shipping. The Service Level Agreement (SLA) provides guidance on the level and performance of the response services, sets out the procedures for Members to utilise 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 any one of the following numbers:

	Telephone Number
<b>EMEA (Europe Africa Middle East)</b>	+44-2380-331551
<b>APAC (Asia Pacific)</b>	+65-6266-1566
<b>AMER (Americas)</b>	+1-954-983-9880

These numbers are staffed on a 24-hour basis. On placing a call, the caller should make it clear that they are reporting a 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
- 2) Name of mobilising Member company
- 3) Location of incident
- 4) Telephone number (both mobile and landline if appropriate) including country prefix

If not immediately available, the Duty Manager will establish contact with the caller within 10 minutes. Once contact has been made, further details will be collected to develop and agree a response strategy in line with industry Good Practice Guidance. Full details of the mobilisation procedure can be found at [www.oilspillresponse.com](http://www.oilspillresponse.com).

## 2.0 Mobilisation Considerations

### a) Staff Security and Safety

The safety and security of Company personnel (responders) 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 health, welfare and security protection of the Member whilst deployed. The Company personnel operate under industry aligned safety processes and procedures for the protection of their health and wellbeing and those they are working with; this includes the IOGP Life Saving Rules (<https://www.iogp.org/life-savingrules>) 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.

Details on invoicing and payment terms along with equipment and personnel rates for response activities and the associated terms and conditions are published in Schedule 1 (“Charge Out Rates and List of Equipment” or “the Scale of Fees”). Rates are reviewed on an annual basis. Supplementary Services such as a range of Subsea Well Intervention Services (SWIS), additional dispersant supplies over those contained within the Service Level Agreement held in the Global Dispersant Service (GDS) and UK Dispersant Stockpiles and access to regional surveillance aircraft for West Africa and the UKCS areas are subject to separate agreements and charges.

**c) Equipment Logistics**

The Company provides logistics support to Members but responsibility for the transportation of equipment from:

- i in the case of a Participant Member, the port/airport reasonably nominated by the Company at which the equipment is delivered to the Participant Member;
- or
- ii in the case of an Associate Member the port named in the applicable Associate Agreement

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, the threat of an oil spill, or other incident will be accompanied by Company provisioned response personnel. All associated costs of a mobilisation lies with the mobilising member.

**d) Customs Clearance**

The mobilising Member is responsible for ensuring the clearance of equipment into the country and the payment of all associated duties, importation costs 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 for Company-operated wide area aerial dispersant application aircraft, and Company-operated surveillance aircraft, where those Supplementary Services are activated, through the Company contracted aircraft service provider in each case, 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 fatigue management. In order to manage fatigue and

preserve personnel wellbeing in-field, teams will be replaced every two to three weeks with fresh personnel to allow for sufficient in-field handover at the cost of the mobilising Member.

### 3.0 Response Deliverables

Service Element	Service Standard
A	<p>Incident / Exercise Notification</p> <p>Members can call the Company's Duty Manager on any of the numbers listed in Section 1.2 at any time 24 hrs per day, 7 days per week to notify them of:</p> <ul style="list-style-type: none"> <li>• An incident,</li> <li>• A potential incident,</li> <li>• For an exercise/drill; or,</li> <li>• For advice.</li> </ul> <p>The call will be initially routed to a Duty Manager in an appropriate working-hours time zone who will either take the call directly or will normally call back within 10 minutes.</p> <p>Depending on the nature of the call the Duty Manager who initially takes the call may, after initiating all relevant Company resources, hand the incident over to a Duty Manager in the relevant region with specific knowledge of the country concerned.</p>
B	<p>Free-of-Charge Technical Advice</p> <p>Upon receipt of a call the Duty Manager will offer technical advice to the Member prior to a formal mobilisation request and participate in any reasonable exercise/drill at no additional cost.</p> <p>Where there is an incident or the potential for an incident the Company will provide, free of charge, a team of up to five specialists in field or remotely for up to five days. A confirmatory exchange of emails will be sufficient to mobilise this team. This service is for Members only and is not available for Third Parties. If these personnel are retained after the free (5 day) period, a signed Mobilisation form will be required, and these personnel may then form part of the 18 person SLA entitlement. The service is provided under the terms of either the Participants' or Associate Agreement as applicable.</p> <p>The skillset of the team will be determined by the specifics of the incident and the Member's needs. Typical initial roles of the team may include, but are not limited to the following tasks:</p> <ul style="list-style-type: none"> <li>• Technical advice and response strategy selection</li> <li>• Incident management coaching within the command centre</li> <li>• Contribution to the development of an Incident Management Plan</li> <li>• Capability review and training of contractors</li> </ul>

		<ul style="list-style-type: none"> <li>• Readiness assessment and integration of available Tier 1 and Tier 2 equipment</li> <li>• In-country logistics planning and support for inbound equipment</li> <li>• Aviation asset integration</li> <li>• Site prioritisation and assessment of potential environmental impact</li> <li>• SCAT and aerial surveillance / quantification surveys</li> <li>• Tactical response planning</li> </ul>		
C	Remote Support	In the time between mobilisation and arrival in country or where, in agreement with the Member, Health, Safety or Security issues prevent some or all personnel from travelling to the incident location, The Company is able to work across multiple software platforms to deliver effective remote support to any incident.		
D	Response 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 of up to 18 personnel is also available in the event of a second incident call-out for a different incident from another Member.</p> <p>The response team will be mobilised from within the Company’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, visa requirements initial availability and continuity of response.</p> <p>Typical roles for OSRL personnel include:</p> <table border="0"> <tr> <td style="vertical-align: top;"> <p><u>Command Centre</u></p> <ul style="list-style-type: none"> <li>• Advisor to IC and Section Chiefs</li> <li>• IMS facilitator / coach</li> <li>• Situational Awareness</li> <li>• Surveillance, Modelling, Visualisation</li> <li>• Decision support &amp; justification</li> <li>• Application of Good Practice</li> <li>• NEBA/SIMA assessment of response strategies</li> <li>• Development of Incident Action Plans</li> <li>• Logistics advice</li> </ul> <p><u>Stakeholder Liaison</u></p> <ul style="list-style-type: none"> <li>• Support to public/government affairs</li> <li>• Regulatory approvals</li> </ul> </td> <td style="vertical-align: top;"> <p><u>In Field</u></p> <ul style="list-style-type: none"> <li>• Offshore containment and recovery</li> <li>• Shoreline protection / clean-up</li> <li>• SCAT surveying</li> <li>• Dispersant application and monitoring</li> <li>• In-Situ burning operations</li> <li>• Wildlife response management</li> <li>• Surveillance</li> <li>• Asset coordination</li> </ul> <p><u>Interface Management</u></p> <ul style="list-style-type: none"> <li>• Command to in-field operations</li> <li>• Planning to Operations</li> </ul> </td> </tr> </table>	<p><u>Command Centre</u></p> <ul style="list-style-type: none"> <li>• Advisor to IC and Section Chiefs</li> <li>• IMS facilitator / coach</li> <li>• Situational Awareness</li> <li>• Surveillance, Modelling, Visualisation</li> <li>• Decision support &amp; justification</li> <li>• Application of Good Practice</li> <li>• NEBA/SIMA assessment of response strategies</li> <li>• Development of Incident Action Plans</li> <li>• Logistics advice</li> </ul> <p><u>Stakeholder Liaison</u></p> <ul style="list-style-type: none"> <li>• Support to public/government affairs</li> <li>• Regulatory approvals</li> </ul>	<p><u>In Field</u></p> <ul style="list-style-type: none"> <li>• Offshore containment and recovery</li> <li>• Shoreline protection / clean-up</li> <li>• SCAT surveying</li> <li>• Dispersant application and monitoring</li> <li>• In-Situ burning operations</li> <li>• Wildlife response management</li> <li>• Surveillance</li> <li>• Asset coordination</li> </ul> <p><u>Interface Management</u></p> <ul style="list-style-type: none"> <li>• Command to in-field operations</li> <li>• Planning to Operations</li> </ul>
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		<ul style="list-style-type: none"> <li>• Dispersant advocacy</li> <li>• Community liaison</li> </ul> <p>The Company maintains a minimum pool of 80 dedicated response staff but can also draw from suitably experienced and qualified personnel in other roles throughout the business. Members are entitled to the number of response staff stated above (18), 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> <p>All Company response personnel maintain a suite of relevant vaccinations for travel, BOSET/HUET and MIST certification.</p>
D	Equipment Resources	<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 band/category. A Member is entitled to mobilise up to 50% of the available equipment by generic type as per Schedule 1 (“Charge Out Rates and List of Equipment” or “the Scale of Fees”) for any incident.</p> <p>Equipment is distributed across the Company’s bases, which are strategically located around the world. Equipment for any one incident may be provided from a number of different bases.</p> <p>Regardless of the resources already deployed, the Company will always endeavour to provide some level of response to all Members within the constraints of the available resources</p>
E	Dispersant Usage	<p>The Company hold sufficient dispersant (circa 750 m<sup>3</sup>) within the SLA stockpile to support most surface response scenarios. Additional stocks are available for sustained subsea injection / ongoing release scenarios via separate Supplementary Agreements. Subject to re-supply considerations, a Member may access up to 100% of the global SLA dispersant stockpile if required. The Company’s stocks include mainly dispersants from three manufacturers complying to UK, US and French standards; at least one of which are approved in most jurisdictions around the world. The company also maintain a database of global industry and government stocks which may be accessed if required and subject to agreement with the relevant stockholder.</p> <p>The Company can supply wide area dispersant application aviation platforms equipped with dedicated dispersant application systems with pilots/crew trained and experienced in low-level spray mission flying as follows:</p> <ul style="list-style-type: none"> <li>• Hercules C-130A equipped with 12te payload RIDSS dispersant application system, based Malaysia</li> <li>• Boeing 727-2S2F (RE) equipped with 15te payload TERSUS dispersant application system, based UK</li> </ul> <p>The Company hold a variety of vessel-mounted and helicopter-mounted dispersant application systems, for the latter appropriately equipped and licenced helicopters / pilots will need to be sourced by the Member.</p>

		<p>Where the use of dispersants are technically justified, the Company will support the Member in obtaining permissions for dispersant use with the relevant authorities through NEBA/SIMA justification supported by test spray or other in-field assessment as appropriate.</p> <p>The Company will monitor and report on dispersant effectiveness utilising industry-standard SMART protocols in line with Good Practice Guidance.</p>
F	Oiled Wildlife Management	<p>The Company's stockpile includes first strike oiled wildlife capture and treatment equipment. This equipment is standardised across the Company's base locations and is designed to provide equipment critical to the initial phase of a response, although other locally sourced supplies and equipment will also be required in a wildlife response.</p> <p>Via the Company's contract with the Sea Alarm Foundation, two oiled wildlife response technical advisors are on call to support Members with one person in-field or at the Command Post and the second supporting remotely. The oiled wildlife response technical advisor would typically support the Wildlife Branch Director or the Planning and Operations Section as appropriate.</p> <p>Furthermore, through the Company's ongoing funding of the Global Oiled Wildlife Response System (GOWRS) Project, a wildlife assessment team of four wildlife experts can be mobilised in-field in addition to the Sea Alarm resources noted above. There is also access to additional oiled wildlife resources on a 'reasonable endeavours' only basis through the GOWRS partners. The GOWRS project comprises ten well-respected international wildlife rescue and rehabilitation organisations working to common Good Practice standards.</p>
G	Logistics Support	<p>Although the mobilising Member holds responsibility for the movement of equipment and personnel from the point of delivery of equipment specified in 2.c) to the incident location, the Company has a dedicated in-house logistics team to support the deployment of personnel and equipment. Through the Company's support contracts with travel agencies, logistics providers and aviation cargo brokers, a range of deployment options can be explored with Members.</p> <p>The Company will work with the mobilising Member's logistics and government affairs teams to provide support in obtaining visas, customs clearances and other logistics requirements in-country.</p> <p>Where the Company's contracted wide area dispersant aircraft, or where applicable surveillance aircraft under Supplementary Agreements are mobilised, the Company will arrange for flight / landing clearances and permissions for flying related to the aircrafts' missions in field through the Company contracted aircraft service provider. Support to obtain these clearances and permission shall be provided by the Member where required.</p>
H	Surveillance Services	<p>All the Company's response personnel are trained and experienced in aerial observation and quantification of oil spills and are supported with in-house software in surveillance tasks. The Company will work with the Member to identify</p>



		<p>suitable aircraft of opportunity for aerial surveillance missions which offer crucial situational awareness for strategic planning and operational tasking.</p> <p>Dedicated fixed-wing aerial surveillance platforms are available via separate Supplementary Agreements in UKCS waters and West &amp; Central Africa.</p> <p>The Company holds a contract with a Satellite provider for Synthetic Aperture Radar (SAR) imagery on demand, 24/7. Speed of provision of imagery will depend on location, satellite coverage and timing of next pass to task the satellite accordingly. This is typically 6 to 24 hrs, with enhanced near-real time processing delivery of an emergency oil tracker report.</p> <p>The Company have call-off contracts with a global network of Unmanned Aerial Vehicles/Systems (UAV/S) with trained operators who are familiar with local flying regulations. The UAV/S network includes Line of Sight and Beyond Visual Line of Sight operators. These can offer further situational awareness, especially at a tactical level. The Company can also offer aerostat and kite-mounted surveillance platforms which have particular merit in enhancing encounter rates in offshore containment and recovery operations.</p> <p>The Company can supply tracking buoys to follow and report on oil slick drift and have access to prototype Autonomous Underwater Vehicles to provide further information from the field.</p>
I	Modelling	<p>The Company's geomatics specialists can provide 2D and 3D spill modelling.</p> <p>2D modelling is typically used to create an oil spill forecast, predicting oil spill movement over a 3 to 5-day horizon. These forecasts support a variety of planning requirements including directing aerial surveillance assets or predicting shoreline impact or transboundary scenarios.</p> <p>Back track modelling is also available, forecasting backwards in time allowing potential sources of spills of unknown origin to be shortlisted.</p> <p>More advanced 3D modelling is used for sub-sea releases or where the behaviour of the oil subsurface is of particular interest. They are commonly tailored to a specific challenge faced in the response rather than as a standard output in the very early stages of a spill.</p> <p>2D models are typically produced in 2 to 3hrs whereas 3D models take commensurately longer to run; typically 24-48hrs.</p> <p>Models rely on good input data in order to offer meaningful outputs. This includes not only access to extensive databases of oil, weather and ocean data but also ensuring that live spill observations or surveillance data is fed to the modelling team.</p>

		<p>The Company have access to global databases of oil properties, wind forecasts, ocean forecasts and historic datasets. However up-to-date information and/or authoritative versions on all of these is needed where possible from the mobilising member.</p> <p>In areas of complex current patterns such as near-shore and near major river outflows, more granular metocean data may be required at an extra cost which the Company can assist in sourcing.</p>
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#### 4.0 Response Integration Programme

New Members are entitled to a free of charge integration workshop. Held at a location of their choosing, the purpose of the meeting is to incorporate OSRL into Members' existing emergency plans and in-turn promote efficient, effective response. Organised by the Company, the workshop explains service entitlements, response activation processes and the respective roles and responsibilities of each party. We endeavour to deliver Integration workshops within 30 days of New Members joining.

Each subsequent year of renewed membership, Members are entitled to a review meeting, performed by OSRL free of charge, at a time and location of the Member's choosing. Aimed at adding value to Member's preparedness levels, the meeting format is flexible with content being agreed in advance by both parties. Typical subjects covered by the review should include but are not limited to callout authority verification, service updates, new / future operations and changing spill risk. This can be achieved through discussion, presentation or location-specific table-top exercise with a verbal report on Member readiness as an output.

Up to 10 working days per Member per year are available free-of-charge to Members for these integration activities.

Members can at any time and free-of-charge utilise a simple web-based "Ready Check" to self-assess their preparedness levels. This tool can be accessed here: <https://www.oilspillresponse.com/tools/ready-check/>

The outputs of the integration programme are:

- Clarity of roles and responsibilities in the event of an incident to facilitate seamless integration of resources
- Insight into the range of services available to Members as part of their Membership, including any subscribed Supplementary Services
- Clear understanding of how and when to contact the Company in the event of an incident or potential incident
- Identification of areas for development and improvement for the Member / Affiliate to improve readiness
- Appreciation for OSRL of the Member / Affiliate's risks and environmental & socio-economic sensitivities

#### 5.0 Industry Outreach

The Company has an agreed role in supporting its Members' in dialogue with governments, regulators, the scientific community and other stakeholders, especially in the promotion of Good Practice as defined in the IOGP/IPIECA report series: <https://www.iogp.org/bookstore/product-category/environment/oil-spills/>. In particular, the Company focusses on the themes of Tiered Preparedness & Response, use of Net Environmental Benefit Analysis and Spill Impact Mitigation

Assessment (NEBA/SIMA) and Overcoming Barriers; especially in relation to dispersant approvals. These activities are required to encourage efficient and effective science-based preparedness and response decision-making.

The outputs from the Industry Outreach programme are:

- Participation in relevant conferences, seminars and other forums to promote key industry messages as described; taking a lead role in the organisation and delivery of the Triennial Conference Series of the International Oil Spill Conference, Interspill and SpillCon.
- Support to Members engaging directly with governments, regulators and other stakeholders in the promotion of the key messages, overcoming barriers in gaining permission to use a full set of tools from the response toolbox and in the maintenance of licence to operate
- Collaboration with key international organisations, industry associations and other stakeholder groups such as the global oil and gas industry association for environmental and social issues (IPIECA), the International Maritime Organization (IMO), the International Association of Oil and Gas Producers (IOGP) and the American Petroleum Institute (API).
- Support to the IPIECA/IMO Global Initiative (GI) programmes to enhance oil spill preparedness and response capacity for marine spills at priority locations around the world
- Management of the Industry Technical Advisory Committee (ITAC) to provide a forum for industry to engage with the scientific community, bridging research to response. Using this and other forums to share Good Practice with the scientific / academic community.