

## CHAPTER 18

### SERVICE EMERGENCY MANAGEMENT

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## 18.1 INTRODUCTION

This chapter describes the procedures activated by the Storage Company when emergency situations arise due to unexpected temporary conditions, which interfere with normal operations, or that impose special constraints on operations.

This chapter does not cover general emergencies resulting from the lack of availability of Gas in the system, which will be covered in the following chapter.

## 18.2 GENERAL ORGANISATION

### 18.2.1 *Emergency situations and definitions*

A service emergency is defined as an anomalous, unexpected and temporary situation, which interferes with the security service of the storage network or which imposes special constraints on its performance, and which may be detrimental to the safety of individuals or cause damage to objects or the environment.

A service emergency is categorised according to the following types, distinguishing between cases in which an uncontrolled gas leak occurs:

- a) unscheduled downtime of pipelines, whether total or partial;
- a) unscheduled downtime of treatment and/or compression stations, whether total or partial;
- c) damage to facilities.

The emergency plan prepared by the Storage Company contains the procedures that define the actions as a function of the roles and priorities based on the emergency levels defined in paragraph 18.2.2 of this chapter.

### 18.2.2 *Emergency levels*

The actions that each party responsible for managing the emergency must undertake are a function of the severity of the emergency.

For the above, in order to establish criteria to immediately assess the emergency situation, emergencies have been divided into three levels: Minor, Average, Major.

#### 18.2.2.1. *Minor emergency*

A minor emergency situation is defined as:

- a) The resources available on-site are sufficient to quickly resolve the problem and/or
- b) The immediate and future consequences are limited and/or
- c) No impacts are expected on the Shippers' schedules.

#### 18.2.2.2. Average emergency

An average emergency situation is defined as:

- a) The resources available on-site are not sufficient to quickly resolve the emergency and/or
- b) The consequences, although possibly difficult to measure at the time, could be significant in relation to the safety of individuals and damage to objects and/or
- c) There is a reduction in the facility's performance and it is necessary to manage the storage sites in an integrated manner to minimise the impact on the Shippers' schedules.

#### 18.2.2.3. Major emergency

A major emergency situation is defined as:

- a) The resources available on-site are not sufficient to resolve the emergency and/or
- b) The consequences, in relation to the safety of individuals and damage to objects, are considered severe and/or
- c) There is a complete disruption of the facility's performance and it is necessary to manage the storage sites in an integrated manner to minimise the impact on the Shippers' schedules.

### 18.3 EMERGENCY MANAGEMENT

The Storage Company has an organisation structure, equipment and written procedures that enable it to ensure timely and effective management of service emergencies in coordination with the competent local authorities and with public safety forces in compliance with the relevant governing technical rules.

The procedures envisage, *inter alia*:

- a) the identification of an emergency manager;
- b) an emergency plan with measures to be taken to secure the affected area(s) of the facility and ensure the recovery of the former safety conditions and normal operating conditions.
- c) procedures and timing for notifying the CIG of a service emergency.

In addition, the Storage Company:

- a) has one or more fixed telephone lines dedicated exclusively to emergency services, that connect directly to an operator with needing to enter other telephone numbers;
- b) publishes on its website the number of the fixed telephone line, active 24 days a day, 7 days a week, able to receive any reports of emergencies or requests for intervention for safety reasons in relation to the reservoirs managed;

- c) includes the aforementioned telephone number on specific signs that are posted in all areas in which portions of facilities are located throughout the region and/or near populated areas;
- d) in the event of a change in the dedicated telephone number(s) for the emergency service, immediately publishes on the website the new telephone number(s) and provides a written communication to the Shippers of the storage service and transport companies, as well as updating the telephone number(s) included on the signs posted in the regions in which the various parts of the managed storage systems are located;
- e) has tools to ensure the guaranteed recording, including voice, of telephone calls received at said telephone numbers, with a switchboard autonomy of at least 24 hours in the event of an interruption to the external power supply.

The Storage Company notifies the CIG of the service emergency in accordance with the provisions of the CIG Guidelines.

In the event of a service emergency, the Storage Company ensures the necessary coordination with the natural gas transport and/or distribution companies involved.

An emergency situation during normal working hours is handled directly by the Storage Company.

An emergency situation outside normal working hours can be reported in accordance with the following procedure:

- a) by anyone who identifies an anomalous situation and communicates it to the “toll-free number” affixed to the fences of the facilities, active 24 hours a day, to which an operator responds;
- b) from the automatic system the notifies the contact persons for the facility, both through a dialler with a pre-recorded message, as well as via SMS (Short Message System). There are always at least two operators per facility acting as contact persons.

The immediate contact persons to be notified in the event of an emergency are available on the website of the Storage Company.