

Emergency response policy

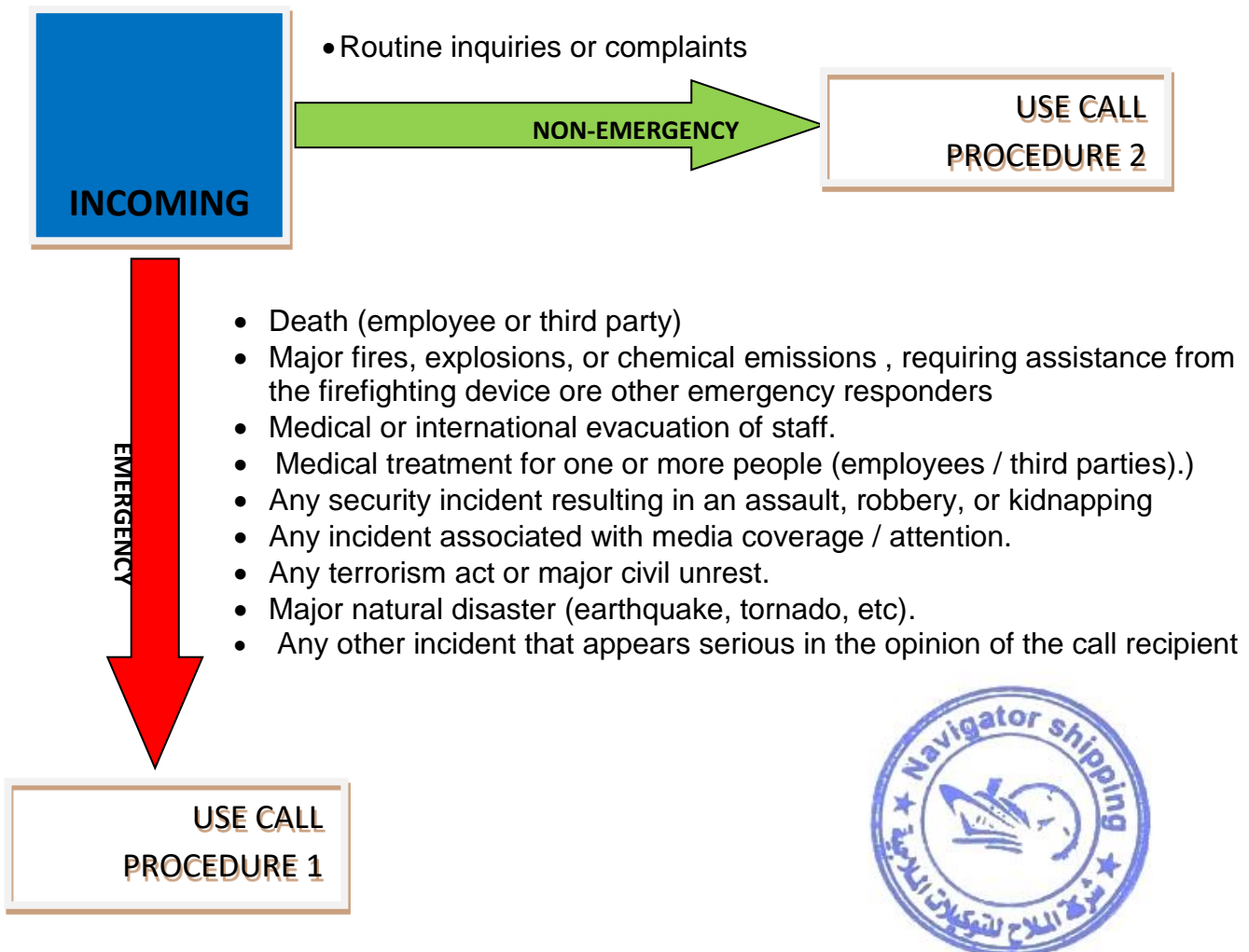
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The policy of **NSC** is to manage emergency situations in all of its activities, in order to provide services and assistance during abnormal situations as quickly as possible. During the emergency, the company must:

- Provide appropriate facilities, procedures, and qualified individuals to take any immediate action that should be taken to manage emergencies arising from their activities.
- Follow the guidelines for responding to emergencies in accordance with the requirements of laws and regulations in the Libyan state, in particular, Law No. 11 of 1971 on civil defense.
- Keeping joint emergency assistance arrangements with company clients.
- When responding to any emergencies, you should focus on the following priorities:
 - Save lives, avoid injuring people, and protect the environment.
 - Reducing damage to assets.

Emergency connection

Answer all calls using the following context:



Emergency response policy

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Contact according to Procedure No. 1:

- 1) Collect information about the caller including:
 - The caller's name.
 - Caller data and obtain an alternative contact number if possible.
 - The caller's location.
 - Available nature and details of the accident.
- 2) Enter all the information in the form of the emergency communication report.
- 3) Confirm accuracy of all information with the caller.
- 4) Thank the caller for his report and inform him that he will receive a phone call again within 30 minutes from a management of NSC.
- 5) Email report form to NSC email address. tanker@navigator.ly
- 6) Start calling the administration of NSC until a positive voice communication is made with one of the people mentioned in the list. Do not stop calling until the call is established and the official confirms that the call and information have been received.

Contact according to Procedure No. 2:

- 1) Collect information about the caller including:
 - The caller's name.
 - Caller data and obtain an alternative contact number if possible.
 - The caller's location.
 - The nature of the topic: routine, complaint, record information, non-emergency inquiries.
- 2) Confirm the accuracy of all information with the caller.
- 3) Thank the caller for his report and confirm receipt.
- 4) Email the report to info@navigator.ly

EMERGENCY CONTACT LIST

Call in order until the connection is secure

Nr	Name	mobile ¹	office	home
1	Tarek M Shokri	0912177276	0214775522	0913689452
2	Wael Othman Ben latif	0910002741	0214776685 - 112	0913731933
3	Adel Amer El azibi	0910002742	0214776486 - 113	0918773113
4	Ayman Alqilushiyah	0910002747	0214776685 - 120	0925591129

General Director

