



RESPONSIBLE CARE[®]

**COMMUNITY AWARENESS AND
EMERGENCY RESPONSE
CODE OF MANAGEMENT PRACTICES**

Developed by
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COMMUNITY AWARENESS AND EMERGENCY RESPONSE CODE OF MANAGEMENT PRACTICES

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COMMUNITY AWARENESS AND EMERGENCY RESPONSE CODE OF MANAGEMENT PRACTICES

Introduction

The Community Awareness and Emergency Response (CAER) Code of Management Practices emphasises the providing of information to the community so as to foster understanding for the mutual benefit of everyone. Voluntary information sharing increases trust and reduces tension between the communities and the companies which result in effective response planning.

With the implementation of the Control of Industrial Major Accident Hazards Regulations, 1996 (CIMAH) on February 1, 1996, there are specific requirements to be met regarding notification of hazards in your facility to the Department of Occupational Safety and Health (DOSH) and the provision of information to the public about the hazards of the activity. Thus CAER Code highlights the management practices together with the implementation guidelines to help the industries to achieve the requirements of the regulations. A generic approach has been adopted which is applicable to most hazardous workplaces and each individual company must tailor the implementation of this Code to suit their individual needs.

The CAER Code is not a checklist that you complete and put into the file for reference or for legal compliance in some instances. It is, instead a series of practices to be incorporated into your everyday plant activities such as solving problems and addressing issues in your plant operations. The emphasis of this Code is on "what" must be done for compliance and "how" it must be done is left to the individual companies to develop to suit their specific operations.

There are

- (a) ten (10) management practices for initiating and maintaining a community outreach programme that responds to public concern for safety, health and environmental issues and
- (b) nine (9) management practices to ensure that effective emergency response programme are in place in the chemical industries.

Purpose

The main aim of the CAER Code of Management Practices is to foster understanding between the community and the plant and to assure emergency preparedness. This Code has two (2) major components :

- (a) first to assure that the plant that manufactures, processes, uses or stores hazardous materials must initiate and maintain a community outreach programme by communicating relevant and useful information about issues concerning safety, health and environment and
- (b) secondly, to help protect employees and the community by having an emergency response programme that is effective and efficient.

The community outreach component must communicate programmes that will have an on-going dialogue with employees and the community. Such programmes include information on waste minimisation, emission reduction, health effects of chemicals and efforts to ensure safe distribution of the chemicals.

SCOPE

This Code applies to land based operations of the chemical industry and include on-site and off-site emergency plans and covers the involvement of the community and the relevant authorities.

BENEFITS OF CAER

The benefits of CAER are as follows :

- Improving coordination and relationships between on-site and off-site response personnel.
- Providing a means to inform and involve the community in emergency preparedness.
- Identifying gaps in plant operations and community resources and readiness that need to be corrected in the planning processes.
- Producing an inventory of plant operations and community response resources, including both specialised and expert personnel.
- Serving as a visible demonstration by the chemical industry and community commitment to protect the public and the environment.

Relationship to Guiding Principles

The Code helps achieve several of the Responsible Care Guiding Principles :

- To recognise and respond to community concerns about chemicals and our operations.
- To report promptly to officials, employees, customers and the public, information on chemical-related health or environmental hazards and recommend protective measures.
- To participate with government and others in creating responsible laws, regulations and standards to safeguard the community, workplace and environment.
- To promote the principles and practices of Responsible Care by sharing experiences and offering assistance to others who produce, handle, use, transport, or dispose of chemicals.

(A) COMMUNITY AWARENESS AND OUTREACH

Plants and facilities that manufacture, process, use, distribute or store hazardous materials shall have a community outreach programme that includes :

MANAGEMENT PRACTICES

IMPLEMENTATION GUIDELINES

For Employees

- | | |
|---|---|
| <p>1. An on-going assessment of employee questions and concerns about the facility.</p> | <p>Gather information from employees periodically through surveys, meetings and interviews.
Example, by asking their opinion on plant operations and safety, health and environmental (SHE) matters. Set-up a SHE suggestion scheme in the plant and reward for suggestions implemented.
Action on suggestion must be immediate. Have regular meetings to discuss employee concerns e.g. safety meetings, plant shut down and start-up meetings.</p> |
| <p>2. Communication training for key plant and company personnel who communicate with employees and the public on SHE issues.</p> | <p>Identify staff for employee training by developing guidance materials through preparing manuals, instructions, brochures or newsletters.
Offer training workshops on communicating with the public, media and local authority officials.</p> |
| <p>3. Education of employees about the plants emergency response plan and safety, health and environment (SHE) programme.</p> | <p>Conduct staff training in both classroom and on-site on emergency response in both large and small groups.
Integrate emergency response in their in-house training programme.
Prepare newsletters or information packages for employees about the products and hazardous materials or use videos etc.
Prepare a system to evaluate employee knowledge and understanding about the plant's SHE plan emergency response.</p> <p>Employee familiarisation programme on plant operations by conducting drills, hosting 'open house' and family day with their families and relevant business associates.</p> |

- | | | |
|----|--|--|
| 4. | An on-going dialogue with employees to respond to their questions and concerns and involve them in community outreach efforts. | <p>Conduct informational or formal employee meetings or discussions (e.g. lunch break discussions.)</p> <p>Prepare newsletters or fact sheets that include surveys for gathering feedback and dispensing information to employees.</p> <p>Organise community outreach functions like talks or gotong-royong.</p> |
| 5. | Regular evaluation of the effectiveness of the on-going employee communications efforts. | <p>Monitor the volume of inquires including tracing the quality of response systems.</p> <p>Implement a before and after comparison of employee understanding and concern through surveys, polls or interviews. Use the employees as a resource for evaluation of feedback information.</p> |

For Community

- | | | |
|----|---|--|
| 6. | An on-going assessment of community questions and concerns about the plant. | <p>Conduct community interviews with residents, local council officials, and community organisations to gather feedback.</p> <p>Conduct dialogue with focus groups usually consisting of reasonable number from targeted community.</p> <p>Organise %open house+ and organise briefing sessions.</p> <p>Analyse the media coverage content of any of your plant so as to identify particular issues.</p> |
| 7. | An outreach programme to educate responders, government officials, the media, other businesses and the community about the facility's emergency response programme and risks to the community associated with the facility. | <p>Set up an outreach programme by identifying pool of employees to act as spokespersons for company outside the plant e.g. schools, clubs, etc.</p> <p>Set up a hotline and contact person. Involve retired employees of company in outreach programme.</p> <p>Prepare information packages, newsletters for distribution or videos for viewing.</p> <p>Host %open days+ and organise tours of your plant.</p> <p>Include community representation as observers in emergency response drills.</p> |

- | | | |
|-----|---|--|
| 8. | A continuing dialogue with local community to respond to questions and concerns about SHE and to address other issues of interest to the community. | <p>Host media meetings and include experts from your plant.
 Prepare press packages in advance. Develop a community advisory panel.
 Host special events related to issues that interest the community other than your facility, e.g. AIDs Day, Blood Donation, Gotong Royong, etc.
 Have schools or other education institutes on mailing list for safety and health matters.</p> |
| 9. | A policy of openness that provides convenient ways for interested persons to become familiar with the facility; its operations and products and the efforts to protect SHE. | <p>Identify a senior company person and make that person known to the community for SHE related matters. Provide where possible immediate response to public requests and comments.</p> |
| 10. | A regular evaluation of the effectiveness of the on-going community communications efforts. | <p>Tracking or monitoring the volume of inquires and tracing the quality of response system.
 Implement a before and after comparison of community understanding and concerns by surveys, focus groups or interviews. Use the community advisory panel as a resource for evaluation. Analyse content of media coverage on facilities and operations, if any.</p> |

(B) EMERGENCY RESPONSE

Company facilities that manufacture, process, use, distribute or store hazardous materials shall have an emergency response programme that includes the following:

MANAGEMENT PRACTICES

IMPLEMENTATION GUIDELINES

- | | | |
|----|---|--|
| 1. | An on-going assessment of potential risks to employees and local communities from accidents or other emergencies. | Conduct risk assessment studies and implement corrective measure.
Conduct SHE audits.
(See Schedule 1) |
| 2. | A current written facility emergency response plan which addresses, among other things, communications and the recovery needs of the community after the emergency. | Develop a crisis management plan and programme for events involving products and operations.
Develop an emergency planning group representing all elements of company operations.
Have a regular schedule for reassessing risk and reviewing the emergency plan.
(See Schedule 2) |
| 3. | An on-going training programme for employees involved in event of emergency. | Set aside a period each year to provide company-wide training to selected employees.
Provide specialised training in wearing personal protective equipment and operating emergency equipment.
Provide training to plant managers on the use of the incident command system for managing emergencies.
Provide emergency response training to personnel from local authorities and neighbouring companies.
Provide hands-on, on-site training on plant hazards. |
| 4. | Regular emergency exercises to test operability of the written emergency response plan. | Co-operate with state or local authorities for annual field exercises.
Enlist representatives from other plants and community as observers of drills and exercises for feedback action.
Conduct periodic drills to test selected aspects of emergency response plans.
Conduct drill to test newly developed or revised site emergency plans due to operational changes.
Invite neighbouring community representative to observe training and demonstration by plant personnel to build confidence in the preparedness. |

- | | | |
|----|---|--|
| 5. | Communication of relevant and useful emergency response planning information to the Local Authority. | <p>Provide information to local authorities officials on the properties of company products, transportation routes and other related response information.</p> <p>Participate in or assist community planning and emergency response activities.</p> <p>Meet regularly with the local emergency planning committee (LEPC) to formally share information and develop hazardous material database for use in planning.</p> <p>Develop list of available industry owned cleanup equipment and response expertise.</p> |
| 6. | Facility tours for relevant authorities to promote emergency preparedness and update knowledge of facility operations. | <p>Organise regular plant tours to familiarise local authorities with plant hazards.</p> <p>Include safety talks and other relevant information during plant tours.</p> |
| 7. | Co-ordination of the written emergency response plan with the comprehensive local authorities emergency response plan and other facilities. | <p>If no local planning mechanism exists, create a CAER group to begin the planning process.</p> <p>Take a lead role in updating and revising the local emergency plan.</p> |
| 8. | Participation in the community emergency response planning process to develop and periodically test the comprehensive emergency response plan developed by the Local Emergency Planning Committee (LEPC). | <p>Work with other facilities to form a LEPC for mutual assistance where none exists.</p> <p>Provide technical assistance to LEPC in developing a co-ordinated plan. Host periodic exercises to test local plans and educate public and relevant officials.</p> <p>(See Schedule 3)</p> |
| 9. | Sharing of information and experience relating to emergency response planning, exercises and the handling incidents with other facilities in the community. | <p>Form an industry committee to share information among plants in the area.</p> <p>Develop courses for local community on hazards associated with specific chemicals found in the community. Develop mutually beneficial arrangement amongst several plants to share specific cost of response equipment.</p> <p>Develop list of emergency response equipment and expertise available for mutual aid.</p> |

SCHEDULE 1

1. **Guidelines For Preparation Of On-Site And Off-Site Emergency Plan For A Specific Site Which Can Cause Major Accident Hazard**

1.1 **Purpose**

- 1.1.1 To localise the emergency within the site and if possible to eliminate it.
- 1.1.2 To minimise the effects of the accident on the employee within the site, community surrounding the site and the property.

1.2 **Components of On-Site and Off-Site Emergency Response Plan for a Specific Site**

1.2.1 Plant Emergency Organisation

- ~ Designated person in charge/alternates
- ~ Functions of each key individual and group
- ~ Telephone numbers (office and home for key people/alternates)
- ~ On going emergency preparedness committee

1.2.2 Plant Risk Evaluation

- ~ Quantity of hazardous materials
- ~ Location of hazardous materials
- ~ Properties of each material (MSDS sheets)
- ~ Location of isolation valves
- ~ Special firefighting procedures (if any)
- ~ Special handling requirements
- ~ Risk assessment of possible incidents
 - * Quantity of hazardous materials which could be released, the rate of release and the effects of that release e.g. as thermal radiation from a fire or fireball or as a toxic gas cloud - as a function of distance from the plant.

1.2.3 Area Risk Evaluation (other industries near plant)

- ~ Properties of hazardous materials at nearby plants
- ~ Contacts (names, telephone numbers) at other sites
- ~ Established procedure for notification of chemical releases at other sites in area

1.2.4 Notification Procedures and Communications Systems

- “ Alarm system
- “ Communication equipment (radios, hot lines, etc.)
 - * Local Authority
 - * Outside Emergency Services (1st responder such as Bomba, Ambulance, Bulan Sabit Merah)
 - * Plant management
 - * Neighbouring industry
- “ Names and telephone number (with alternate) list
- “ Designated person for media contacts
- “ Procedure for notifying families of injured employees

1.2.5 Emergency Control Centre

1.2.6 Emergency Equipment and Facilities

- “ Firefighting equipment
- “ Emergency medical supplies
- “ Toxic gas detectors (where needed)
- “ Wind direction/speed indicators
- “ Self-contained breathing apparatus
- “ Protective clothing

1.2.7 Procedure of Returning to Normal Operations

- “ Interface and lines of communication with offsite Officials (e.g. Bomba, Police, Local Authority)

1.2.8 Training and Drills

- “ Knowledge of chemicals (properties, toxicity, etc.)
- “ Procedures for reporting emergencies
- “ Knowledge of alarm systems
- “ Location of firefighting equipment
- “ Use of firefighting equipment
- “ Use of personal protective equipment (respirators, breathing air, clothing, etc.)
- “ Decontamination procedures for protective clothing and equipment
- “ Evacuation procedures - designated routes
- “ Frequent, documented simulated emergencies

1.2.9 Regular Tests of Emergency Organisation/Procedures

- “ Simulated emergencies
- “ Documented, frequent alarm system checks
- “ Frequent tests of firefighting equipment
- “ Evacuation practice of employee
- “ On-going emergency preparedness committee

1.2.10 Plan Updates

- ~ Annual or more frequent if needed
- ~ Reflect results of drills and tests

1.2.11 Emergency Response Procedures

- ~ Communications
- ~ Evacuation
- ~ Medical (include handling of multiple injuries)
- ~ Special procedures for toxic gas releases (chlorine, etc.)
- ~ Utility failure procedures
- ~ Individual unit emergency procedures
- ~ Bomb threat procedures

1.2.12 Detailed Operations Manuals (for each process unit and utility system)

- ~ Start-up/Shut-down emergency procedures
- ~ Analysis of potential incidents
- ~ Emergency response and action to be taken for each incident

SCHEDULE 2

Chemical Company Self-Assessment Checklist

EMERGENCY PREPAREDNESS

Date :	Assessor :
Person(s) Interviewed :	

1. For which of the following occurrences does your facility have a documented emergency plan ?

		Date of Last Drill
A.	Fire	
B.	Flood, landslide	
C.	Chemical releases/Spillage	
D.	Explosion	
E.	Employee chemical exposure	
F.	Power failure/Lightning	
G.	Evacuation	
H.	Bomb Hoax	
I.	Other (please specify)	

2. How often do you formally update these plans ? _____

Date :	Assessor :
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3. Are these plans clearly dated and indexed ?

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> NA
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4. Are these plans readily available to employees ?

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> NA
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5. Do you provide the local fire department with a pre-fire plan for your facility ?

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> NA
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6. Where do you display the emergency call list for your facility ?

	A. Bulletin board
	B. Receptionist desk
	C. By the telephone
	D. On the (card) emergency information
	E. In the Safety Emergency Response Manual
	F. In the Emergency Response Plan
	G. Company Phone Directory
	H. Guard House
	I. Entrance Gate
	J. Others (Car)

Chemical Company Self-Assessment Checklist

Date :	Assessor :
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7. Does your emergency contact list include both plant personnel and outside agencies ?

<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	NA
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8. Which telephone numbers are found on your emergency call list ?

		Date of Last Revision
	A. CEO	
	B. Supervisor/Safety Officer	
	C. Company Headquarters	
	D. Fire Services Department (Bomba)	
	E. Police Department	
	F. Ambulance	
	G. Hospital	
	H. Company Doctor	
	I. Company Emergency Response Centre	
	J. State Emergency Contact	
	K. Local Emergency Response Centre	
	L. National Response Centre (SMART)	
	M. Emergency cleanup contractor	
	N. Others (DOE/DOSH)	

Date :	Assessor :
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9. Have you identified a hospital/clinic near your facility with chemical trauma treatment capabilities ?

	Yes		No		NA
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If yes, please indicate which hospital : _____

How distant is it, in minutes of response time ? _____

10. In the event of an emergency, how do you provide necessary information to the emergency responders ?

	A. MSDS accompanies injured employee to emergency care facility
	B. MSDS are on file at the emergency care facility
	C. Emergency Response Guide accompanies injured employee to emergency care facility
	D. MSDS is faxed to the emergency care facility
	E. Others (please describe)

Date :

Assessor :

11. For which of the following emergencies is there a documented policy or procedure at your facility ?

	A. A spill from a tank truck involved in an accident
	B. A spill from a container truck or van
	C. Release from a storage tank
	D. A warehouse fire
	E. An in-plant spill
	F. A rail car leak
	G. Pipeline leak
	H. Marine spillage
	I. Other emergencies (please describe)

Date :

Assessor :

12. At which of the following locations are your transportation emergency numbers posted ?

	A. Near the guard room
	B. On a bulletin board
	C. On the loading platform
	D. Inside the trucks
	E. On the bills of lading
	F. On the labels for drums and other containers
	G. In training manuals
	H. On the truck exteriors
	I. Along pipelines
	J. Others (please specify)

Date :

Assessor :

13. Which of your facility personnel have been trained to handle incoming calls involving an emergency ?

	A. Receptionist
	B. Sales
	C. Customer Service
	D. Plant Emergency Co-ordinator
	E. Drivers
	F. Safety Officers
	G. Public Relations Officer
	H. Security Guards
	I. Others

SCHEDULE 3

1. Community Emergency Response Plan (CERP) For District/State Level

1.1 Purpose

The purpose is to integrate On-site and Off-site Emergency Plan into an overall plan for the community to handle the major emergencies.

1.2 Objective

The overall objective is to develop a unified and co-ordinated approach to emergency response planning for the community at a District/State Level. The specific objectives are :

1.2.1 To outline the organisation structure for planning the Community Emergency Response Plan at District/State Level.

1.2.2 To provide the Local Authority and other involved parties on the steps of implementation process in planning the CERP and the issues to be considered during planning stages.

1.2.3 To provide guidelines on the elements of CERP.

1.3 Organisation Structure

1.3.1 The Community Emergency Response Plan (CERP) for District/State level is based upon the concept that the Local Authority will serve as the catalyst for initiating the intergrated community emergency planning process.

1.3.2 The main organisational step to develop the Community Response Plan at District/Statelevel is the formation of the Emergency Response Committee (ERC). The ERC should include representatives of the various parties that will be involved in the emergency situations that can address all significant issues in emergency preparedness for the particular District/State. Appendix 1 shows the list of participants that can be included in the ERC.

1.3.3 ERC may be chaired by the Chief of the Local Authority who has the overall responsibility to prepare the Emergency Response Plan at District level. It should be clear that the Emergency Response Committee has not itself a direct operational role during an emergency, but is preparing the various parties involved to be ready and know their tasks should an accident occur.

1.3.4 At planning stage, ERC must identify the Leading Authority and the Emergency Co-ordination Officer who would take overall command of the off-site activities during major emergencies. (See Figure 1)

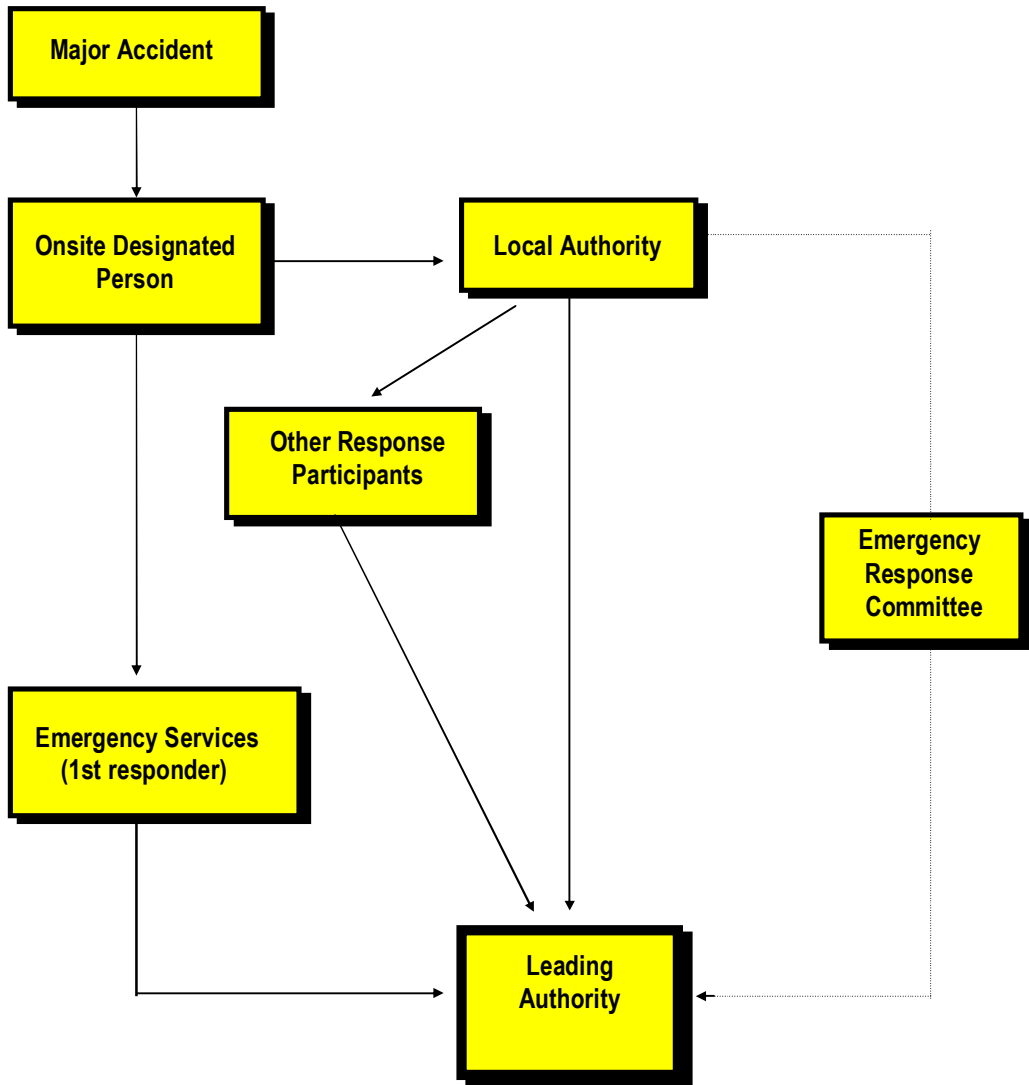


Figure 1 - Typical Organisation Response For Major Emergencies

List of Likely Participants in Emergency Response Committee

] **Industry**

- " nuclear, industrial and research sources
- " chemical plants
- " warehouses
- " other industries that use chemicals
- " Utilities - Tenaga Nasional Bhd, Jabatan Bekalan Air, Telekom Bhd
- " transportation companies
- " Gas/oil supply companies

] **Government**

- " Local Authority
- " Bomba
- " Police
- " Health and Medical Department
- " Public Works Department
- " Department of Occupational Safety and Health
- " Department of Environment
- " Chemistry Department
- " Transportation
 - Highway Authority
 - Malaysian Railway
 - Maritime (Port authorities, Marine Police)
- " Disaster & Crisis Management Unit, National Security Division, Prime Minister's Department

] **Other Institutions**

- " Red Crescent
- " Hospitals, clinics and ambulance services
- " Material and equipment resource suppliers
- " Professional Bodies (physician, engineer, toxicologist)
- " Mass media

] **Public and Community Associations**

- " advisory committees
- " public interest groups
- " high density areas (hospitals, schools, residential, etc.)

SCHEDULE 4

EMERGENCY RESPONSE PROCEDURE CHECK LIST

CALLER'S NAME	
CALLER'S ADDRESS	
CALLER'S TEL NO.	
DESCRIPTION	
WHAT (TYPE OF CHEMICAL)	
WHEN	
WHERE	
HOW	
EXTENT OF INCIDENT	
QTY INVOLVED	
AREA AFFECTED	
ANY INJURIES	
IMPACT ON ENVIRONMENT	
AUTHORITIES NOTIFIED	
CO. PERSONNEL NOTIFIED	

SCHEDULE 5

LIST OF FIRE STATIONS (BALAI BOMBA) IN MALAYSIA

No.	State	Balai Bomba	Telephone No.
1	Perlis	Balai Bomba Padang Besar Balai Bomba Kangar	04-9490094 04-7560544
2	Kedah	Balai Bomba Alor Setar Balai Bomba Sungai Petani Balai Bomba Kulim Balai Bomba Baling Balai Bomba Jitra Balai Bomba Tikam Batu Balai Bomba Guar Cempedak Balai Bomba Langkawi Balai Bomba Sik Balai Bomba Kuala Nerang	04-7344444 04-4214444 04-4904444 04-4701444 04-9171444 04-4388444 04-4686444 04-9666444 04-4695859 04-7867584
3	Penang	Balai Bomba Jalan Perak Balai Bomba Bayan Baru Balai Bomba Bagan Jermal Balai Bomba Leboh Pantai Balai Bomba Balik Pulau Balai Bomba Butterworth Balai Bomba Kepala Batas Balai Bomba Bukit Mertajam Balai Bomba Nibong Tebal	04-2825544/2825744 04-6434444 04-8907335 04-2614444 04-8669444 04-3314444 04-3314444 04-5754444 04-5931444
4	Perak	Balai Bomba Ipoh Balai Bomba Parit Balai Bomba Kampar Balai Bomba Batu Gajah Balai Bomba Kuala Kangsar Balai Bomba Sungai Siput Balai Bomba Slim River Balai Bomba Tanjung Malim Balai Bomba Tapah Balai Bomba Teluk Intan Balai Bomba Taiping Balai Bomba Selama Balai Bomba Pantai Remis Balai Bomba Pulau Pangkor Balai Bomba Sitiawan Balai Bomba Bagan Serai Balai Bomba Parit Buntar Balai Bomba Kuala Kurau Balai Bomba Gerik Balai Bomba Pengkalan Hulu Balai Bomba Lenggong Balai Bomba Bidor Balai Bomba Sri Manjung Balai Bomba Pengkalan	05-5474444 05-3714444 05-4664444 05-3664444 05-8084444 05-5982444 05-4528444 05-9711444 05-4596444 05-6221444 05-8084444 05-8394444 05-6771444 05-6851144 05-6914444 05-4011444 05-7164444 05-7277444 05-4778344 05-7677444 05-7215444 05-4340444 05-6884444/6884754 05-3229549/3229548

No.	State	Balai Bomba	Telephone No.
5	Selangor	Balai Bomba Shah Alam Balai Bomba Sabak Bernam Balai Bomba Kuala Kubu Bahru Balai Bomba Tanjung Karang Balai Bomba Kuala Selangor Balai Bomba Batang Berjuntai Balai Bomba Batu Arang Balai Bomba Rawang Balai Bomba Kajang Balai Bomba Banting Balai Bomba Klang Utara Balai Bomba Klang Selatan Balai Bomba Pelabuhan Klang Balai Bomba Sepang Balai Bomba Ampang Balai Bomba Seksyen 7, P/Jaya Balai Bomba Damansara Balai Bomba Bangi Balai Bomba Selayang	03-5594444/5596444 03-8861444 03-8041444 03-8798444 03-8891444 03-8719444 03-6052444 03-6916564 03-8364444 03-8671444 03-3424444 03-3314444 03-3684444/3689764 03-8471333 03-4924444 03-7584444 03-7194444 03-8254444 03-6167944
6	W.P. Kuala Lumpur	Balai Bomba Jalan Hang Tuah Balai Bomba Sentul Balai Bomba Taman Tun Dr. Ismail Balai Bomba Setapak Balai Bomba Jinjang Balai Bomba Sungai Besi Balai Bomba Tun Razak Balai Bomba Pudu Balai Bomba Pantai Balai Bomba Menara Kota	03-2217222/2217395 03-4413949 03-7184444 03-4235544 03-6274444 03-9584444 03-9312440 03-2217002 03-2824444 03-2910192
7	N. Sembilan	Balai Bomba Seremban Balai Bomba Senawang Balai Bomba Mantin Balai Bomba Kuala Pilah Balai Bomba Jelebu Balai Bomba Gemas Balai Bomba Bahau Balai Bomba Tampin Balai Bomba Rembau Balai Bomba Port Dickson Balai Bomba Serting	06-7624444/7629446 06-779202 06-758398/758399 06-4811333 06-6136333 06-9481333 06-841333 06-4411333 06-9851233 06-6471444 06-4881484
8	Malacca	Balai Bomba Melaka Tengah Balai Bomba Alor Gajah Balai Bomba Masjid Tanah Balai Bomba Jasin Balai Bomba Merlimau	06-2838481/2838482 06-562444 06-542444 06-5291444 06-2631444

No.	State	Balai Bomba	Telephone No.
9	Johor	Balai Bomba Johor Bahru Balai Bomba Muar Balai Bomba Batu Pahat Balai Bomba Kluang Balai Bomba Segamat Balai Bomba Pontian Balai Bomba Pasir Gudang Balai Bomba Kota Tinggi Balai Bomba Mersing Balai Bomba Kulai Balai Bomba Renggam Balai Bomba Tangkak Balai Bomba Yong Peng Balai Bomba Pekan Nenas Balai Bomba Labis Balai Bomba Endau	07-2243444/2247444 07-9522611 07-4341060 07-7724444 07-9314444 07-6874444 07-2510886 07-8831444 07-7994444 07-6634444 07-7535444 07-9781288 07-4671275 07-6994444 07-9251333 07-7943204
10	Pahang	Balai Bomba Kuantan Balai Bomba Bentong Balai Bomba Temerloh Balai Bomba Karak Balai Bomba Triang Balai Bomba Jengka Balai Bomba Jerantut Balai Bomba Peramu Balai Bomba Kuala Lipis Balai Bomba Raub Balai Bomba Mentakab Balai Bomba Pekan Balai Bomba Kuala Rompin Balai Bomba Muadzam Shah Balai Bomba Cameron Highlands Balai Bomba Maran	09-5130994 09-2224444 09-2961444 09-2314444 09-2554444 09-4662277 09-2663444 09-4268804 09-3114444 09-3554444 09-2771444 09-4224444 09-4146444 09-4522444 09-4911003 09-4771444
11	Terengganu	Balai Bomba Kuala Terengganu Balai Bomba Dungun Balai Bomba Kerteh Balai Bomba Kuala Berang Balai Bomba Besut Balai Bomba Chukai Balai Bomba Kemaman Balai Bomba Marang Balai Bomba Al-Muktafibilah Shah Balai Bomba Setiu	09-6243103/6243104 09-8444444 09-8261444 09-6811444 09-6956444 09-8598744 09-8594444 09-6183444 09-8221841 09-6090444

No.	State	Balai Bomba	Telephone No.
12	Kelantan	Balai Bomba Kota Bharu Balai Bomba Kota Darul Naim Balai Bomba Tumpat Balai Bomba Bachok Balai Bomba Pasir Puteh Balai Bomba Pasir Mas Balai Bomba Rantau Panjang Balai Bomba Kuala Krai Balai Bomba Gua Musang Balai Bomba Tanah Merah Balai Bomba Machang	09-7484444/7487444 09-7475444 09-7257444 09-7788444/7788909 09-7862444 09-7909444 09-7950444 09-9666444 09-9121444 09-9556444 09-9752444
13	W.P. Labuan	Balai Bomba Labuan	087-414444
14	Sabah	Balai Bomba Jalan Sembulan Balai Bomba Tawau Balai Bomba Keningau Balai Bomba Tenom Balai Bomba Beaufort Balai Bomba Sandakan Balai Bomba Papar Balai Bomba Lahad Datu Balai Bomba Kudat Balai Bomba Semporna Balai Bomba Kota Belud	088-210214/211837 089-774444 087-331396 087-735646 088-212025 089-214444 088/913521 089-884444 088-611301 089-781699 088-976504
15	Sarawak	Balai Bomba Kuching Balai Bomba Bau Balai Bomba Serian Balai Bomba Simunjan Balai Bomba Saratok Balai Bomba Sarikei Balai Bomba Mukah Balai Bomba Kanowit Balai Bomba Kapit Balai Bomba Sibul Balai Bomba Miri	082-241033/245788 082-763444 082-874190 082-803680 083-436453 083-654444 084-871808 084-752444 084-796444 084-334444/330343/330133 085-420991/420972

SCHEDULE 6

List of Department of Occupational Safety and Health offices

HEADQUARTERS

Director General
Department of Occupational, Safety and Health
(Headoffice), Ting. 10, 15 dan 22,
Wisma KWSSG, Jalan Kg. Attap
50534 Kuala Lumpur
Tel : 03-2735208
Fax : 03-2735492

NEGERI SEMBILAN/MALACCA

Director
Department of Occupational, Safety and Health
3rd Floor, Wisma Persekutuan
Jalan Dato Abdul Kadir
70000 Seremban
Tel : 06-7612828
Fax : 06-7643143

KUALA LUMPUR/SELANGOR

Director
Department of Occupational, Safety and Health
1st Floor, Wisma Perdana
Jalan Dungun, Damansara Heights
50534 Kuala Lumpur
Tel : 03-2538400/2538312 (P.Am)
Fax : 03-2532880

PERAK

Director
Department of Occupational, Safety and Health
2nd Floor, Bangunan Pejabat Kerajaan
Jalan Panglima Bukit Gantang
30000 Ipoh
Tel : 05-2549711/2417735
Fax : 05-2555219

PENANG

Director
Department of Occupational, Safety and Health
4th Floor, Bangunan Bank Negara
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10534 Pulau Pinang
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Fax : 04-2631007

KEDAH

Director
Department of Occupational, Safety and Health
3rd Floor, Wisma Persekutuan
Jalan Kampung Baru
05534 Alor Setar
Tel : 04-7308081
Fax : 04-729659

TERENGGANU

Director
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3rd Floor, Wisma Persekutuan
Jalan Sultan Ismail
20200 Kuala Terengganu
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Fax : 09-6236654

PAHANG

Director
Department of Occupational, Safety and Health
9th Floor, Bangunan Persekutuan
Jalan Gambut
25000 Kuantan
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Fax : 09-553215

KELANTAN

Director
Department of Occupational, Safety and Health
8th Floor, Bangunan Persekutuan
Jalan Bayam
15534 Kota Bahru
Tel : 09-7482875
Fax : 09-7462809

SARAWAK

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Department of Occupational, Safety and Health
12th Floor, Bangunan Sultan Iskandar
Jalan Simpang Tiga
93300 Kuching
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SABAH

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Department of Occupational, Safety and Health
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49, Jalan Karamunsing
88000 Kota Kinabalu
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Fax : 088-233367

JOHOR

Director
Department of Occupational, Safety and Health
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Jalan Ayer Molek
80000 Johor Bahru
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SCHEDULE 7

List of Department of Environment Offices in Malaysia

HEADQUARTERS

Director General
Department of Environment
12th & 13th Floor, Wisma Sime Darby
Jalan Raja Laut
50662 Kuala Lumpur
Tel : 03-2947844 Tol Free : 800-3434
Fax : 03-2931480
Cable : %SEKITAR+Kuala Lumpur
E-mail : SEKITAR @ Jas.sains.my

JOHOR

Department of Environment
23rd Floor, Kompleks Tun Abd. Razak
Jalan Wong Ah Fook
80000 Johor Bahru
Tel : 07-2224431
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KEDAH/PERLIS

Department of Environment
1st Floor, Bangunan Zakat
Jalan Teluk Wanjah
05200 Alor Setar
Tel : 04-7332832
Fax : 04-7337530

KELANTAN

Department of Environment
4th Floor, Wisma Ilmu
Bangunan Tabung Haji
Jalan Doktor
15000 Kota Bharu
Tel : 09-7479010
Fax : 09-7479014

MELAKA

Department of Environment
2nd Floor, Bangunan Graha Maju
Jalan Tan Chay Yan
75300 Melaka
Tel : 06-2847825
Fax : 06-2847845

NEGERI SEMBILAN

Department of Environment
5 Floor, Block C
Wisma Negeri
70503 Seremban
Negeri Sembilan
Tel : 06-7622311
Fax : 06-7649019

PAHANG

Department of Environment
4th Floor, Bangunan Asia Life
Jalan Teluk Sisek
25000 Kuantan
Tel : 09-529211
Fax : 09-529075

PERAK

Department of Environment
9th Floor, Bangunan Seri Kinta
Jalan Sultan Idris Shah
30000 Ipoh
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PULAU PINANG

Department of Environment
5th & 6th Floor, Wisma Peladang
Jalan Kampong Gajah
12200 Butterworth
Tel : 03-3334441
Fax : 03-3316078

SABAH

Department of Environment
7th Floor, Block E
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Jalan Karamunsing
88000 Kota Kinabalu
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Fax : 088-241170

SARAWAK

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9th Floor, Bangunan Sultan Iskandar
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93592 Kuching
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SELANGOR

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17th Floor, Wisma MPSA
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TERENGGANU

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