

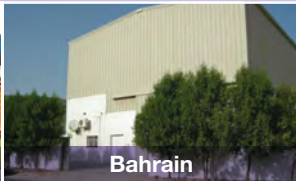


SERVICE LEVEL AGREEMENT

The Service Level Agreement (SLA) defines the level and performance of the response services offered by **Oil Spill Response** to its Members. It sets the key performance standards for the delivery of response services and establishes expectations for those using our services. The SLA is defined and approved by the Shareholders.

Service	Service Standard
<p>Response Notification Service / Advice</p>	<p>Available 24 hours a day, 365 days a year</p> <p>In the event of an oil spill incident a call should be placed to one of the following numbers:</p> <p>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 Duty Manager • Out of hours, the Security Officer will make contact with the Duty Manager who will call the Member back <div style="border-left: 2px solid red; border-right: 2px solid red; padding: 0 10px; margin: 10px 0;"> <p>Emergency Contact TELEPHONE numbers</p> <p>UK / Bahrain +44 (0)23 8033 1551</p> <p>Singapore +65 6266 1566</p> <p>Emergency Contact FAX numbers (Please call our Duty Managers before faxing)</p> <p>UK / Bahrain +44 (0)23 8072 4314</p> <p>Singapore +65 6266 2312</p> </div>
<p>Technical Advice / Spill Management</p>	<p>Spill management and advice is available 24 hours a day, 365 days a year. This service is available in conjunction with the people services highlighted under "Response Services" or separately. The staff will be selected dependent upon the skills required.</p>
<p>Spill Response Equipment</p>	<p>Available 24 hours a day, 365 days a year. Response equipment housed in secure facilities, customs cleared where required, ready for deployment.</p>
<p>World-wide Transportation of Equipment</p>	<p>Available 24 hours a day, 365 days per year. Two Hercules L382G aircraft (1 in UK, 1 in Singapore), available for loading within a maximum 4 hours from notification.</p> <p>Round-the-clock access to a global network of cargo and passenger charter services through a dedicated broker.</p> <p>Access to non-dedicated aircraft in Middle East to support aerial dispersant operations and equipment freight.</p>
<p>Oil Spill Trajectory and Tracking</p>	<p>On request and as part of spill response service. OSIS, OILMAP, ADIOS: trajectory, stochastic and backtrack modelling.</p>

Service	Service Standard		
Guaranteed Response Capability	<p>Available 24 hours a day, 365 days a year</p> <p>Oil Spill Response retains sufficient response packages to meet a wide range of response scenarios. Response is on a first come first served basis regardless of membership level.</p> <p>Oil Spill Response will always endeavour to</p>	<p>provide some level of response to all Members within the constraints of the available resources.</p> <p>Response to Non-members is at the discretion of the Board and is not guaranteed. Non-members are not authorised to quote Oil Spill Response resources in their contingency plans.</p>	
Response Services	<p>Global commitment</p> <p>Oil spill response teams available 24 hours a day, 365 days a year. Equipment and logistics support to initiate, mobilise and sustain a response of all types of oil spill incidents.</p> <p>Oil Spill Response is also required to be able to respond to a second incident with a team comprising 1 Manager and 5 Responders.</p> <p>The response is provided from the total pool of trained response personnel funded from agreed SLA budgets and self funding preparedness activities.</p> <p>Equipment will be taken from the most appropriate location to provide the most effective response.</p>	<p>Technical Advisor</p> <p>On request and at its discretion, Oil Spill Response will dispatch a Technical Advisor to support any Member that has an incident or potential incident. This will be provided at no cost for the initial assessment period normally of up to 48 hours.</p> <p>A confirmatory exchange of emails will be sufficient to mobilise the Technical Advisor. The service is provided under the terms of the Participant and Associate Agreements as applicable.</p> <p>In the event that a full response is subsequently initiated, terms and conditions, including rates, will be as per the relevant Participant or Associate Agreement. If the Technical Advisor is retained after the free (48 hour) period travel costs and expenses will be passed back to the Member.</p>	
<p>Oil spill response teams are available 24 hours a day, 365 days a year comprising:</p>	 <p>Southampton</p>	 <p>Singapore</p>	 <p>Bahrain</p>
Response Team			
Team Manager	1	1	1
Field Operations Manager	1	X	X
Duty Administrator	1	1	1
Spill Response Specialists	11	11	3
Equipment			
Pre-packaged equipment for range of spill scenarios	✓	✓	✓
Aerial dispersant systems with trained operators	2 (ADDS Pack and Nimbus)	1 (ADDS Pack)	1 (ADDS Pack)
Response Catamaran (20m)	1	2	X
Logistics			
Dedicated response vehicles to mobilise response equipment	✓	X	✓
Hercules L382G aircraft ready for loading within 4 hours of call	✓	✓	X
Charter aircraft from dedicated broker	✓	✓	✓
<p>It is Company policy that response staff will be deployed from Southampton or Singapore to support any response mounted by the Bahrain base unless the incident is of such a nature that it can be handled solely with in-country resources.</p>			