

CONFIDENTIAL

Incident Overview

| | | | | |
|------------------------------------|--------|------------------------|---------|--------------------|
| 215117 | Closed | Baynes Sound Connector | Level 0 | 05-Apr-17 08:52 AM |
| Unavailable for Ambulance Call Out | | | | |

Incident Types and Subtypes

| Type | Subtype | Subtype Descriptor |
|---------------|---------------|--------------------|
| Miscellaneous | Ambulance Run | |

Overview EOC Required**Incident Details**

Terminal Maintenance has called to request that the vessel not be available for ambulance call out this evening for Hull Maintenance. OSC has contacted BCAS to advise. They will pass this information on.

UPDATE - 0927 - 170405 - Vessel Lead Operator has been advised along with a message left for the Marine Superintendent. kh

Operational Impact**Incident Management Team**

| Full Name | Role |
|-----------|-------------------------|
| s. 22 | Incident Commander |
| | Incident Senior Manager |
| | OSC Response Lead |

Incident Damages

| Type | Magnitude | Description |
|------|-----------|-------------|
|------|-----------|-------------|

Recovery Personnel

| Full Name | Role |
|-----------|------|
|-----------|------|

Service Recovery Plan**Operational Recovery****Customer Recovery****Incident Specific Action Items**

| Name | Status | Completed DateTime | Description | Mandatory |
|---------|----------|--------------------|--|-------------------------------------|
| Level 1 | Complete | | Create Level 1 Incident and follow standard operating procedures | <input checked="" type="checkbox"/> |

CONFIDENTIAL

Incident Overview

| | | | | |
|-----------------------------------|--------|------------------------|---------|--------------------|
| 218011 | Closed | Baynes Sound Connector | Level 0 | 18-Jun-17 02:04 PM |
| Unavailable for Ambulance Callout | | | | |

Incident Types and Subtypes

| Type | Subtype | Subtype Descriptor |
|---------------|---------------|--------------------|
| Miscellaneous | Ambulance Run | |

Overview EOC Required

Incident Details

The Baynes Sound Connector will be unavailable for after hours ambulance callout until service tomorrow morning. BCAS has been advised.

UPDATE 14:27:05 - Lead Operator confirms that project work will be taking place tonight, and he has been advised that BCAS was contacted. Maintenance will be changing out all five cable sheaths on south side of vessel /ng

Operational Impact

Incident Management Team

| Full Name | Role |
|-----------|-------------------------|
| s. 22 | Incident Commander |
| | Incident Senior Manager |
| | OSC Response Lead |

Incident Damages

| Type | Magnitude | Description |
|------|-----------|-------------|
|------|-----------|-------------|

Recovery Personnel

| Full Name | Role |
|-----------|------|
|-----------|------|

Service Recovery Plan

Operational Recovery

Customer Recovery

Incident Specific Action Items

| Name | Status | Completed DateTime | Description | Mandatory |
|------|--------|--------------------|-------------|--------------------------|
| | | | | <input type="checkbox"/> |

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Incident Overview

| | | | | |
|-----------------------------------|--------|------------------------|---------|--------------------|
| 218148 | Closed | Baynes Sound Connector | Level 0 | 22-Jun-17 09:38 PM |
| Unavailable For Ambulance Callout | | | | |

Incident Types and Subtypes

| Type | Subtype | Subtype Descriptor |
|---------------|---------------|--------------------|
| Miscellaneous | Ambulance Run | |

Overview EOC Required

Incident Details

Lead Operator reports that the vessel will be unavailable for ambulance callout. BCAS advised.

Operational Impact

Incident Management Team

| Full Name | Role |
|-----------|-------------------------|
| s. 22 | Incident Commander |
| | Incident Senior Manager |
| | OSC Response Lead |

Incident Damages

| Type | Magnitude | Description |
|------|-----------|-------------|
|------|-----------|-------------|

Recovery Personnel

| Full Name | Role |
|-----------|------|
|-----------|------|

Service Recovery Plan

Operational Recovery

Customer Recovery

Incident Specific Action Items

| Name | Status | Completed DateTime | Description | Mandatory |
|------|--------|--------------------|-------------|--------------------------|
| | | | | <input type="checkbox"/> |

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Incident Overview

| | | | | |
|------------------------------------|--------|------------------------|---------|--------------------|
| 218290 | Closed | Baynes Sound Connector | Level 0 | 27-Jun-17 01:09 PM |
| Unavailable For Ambulance Call Out | | | | |

Incident Types and Subtypes

| Type | Subtype | Subtype Descriptor |
|---------------|---------------|--------------------|
| Miscellaneous | Ambulance Run | |

Overview EOC Required

Incident Details

Lead Operator reports that the vessel will be unavailable for ambulance call out this evening. OSC advised BCAS Supervisor.

Operational Impact

Incident Management Team

| Full Name | Role |
|-----------|-------------------------|
| s. 22 | Incident Commander |
| | Incident Senior Manager |
| | OSC Response Lead |

Incident Damages

| Type | Magnitude | Description |
|------|-----------|-------------|
| | | |

Recovery Personnel

| Full Name | Role |
|-----------|------|
| | |

Service Recovery Plan

Operational Recovery

Customer Recovery

Incident Specific Action Items

| Name | Status | Completed | DateTime | Description | Mandatory |
|------|--------|-----------|----------|-------------|--------------------------|
| | | | | | <input type="checkbox"/> |

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Incident Overview

| | | | | |
|------------------------------------|--------|------------------------|---------|--------------------|
| 218294 | Closed | Baynes Sound Connector | Level 0 | 28-Jun-17 04:00 AM |
| Unavailable For Ambulance Call Out | | | | |

Incident Types and Subtypes

| Type | Subtype | Subtype Descriptor |
|---------------|---------------|--------------------|
| Miscellaneous | Ambulance Run | |

Overview EOC Required

Incident Details

Terminal Maintenance reports that the vessel will be unavailable for ambulance call out this evening due to required maintenance.
 OSC advised BCAS Supervisor.
 UPDATE 170628 1900 - OSC reconfirmed with BCAS the vessel is not be available tonight.

Operational Impact

Incident Management Team

| Full Name | Role |
|-----------|-------------------------|
| s. 22 | Incident Commander |
| | Incident Senior Manager |
| | OSC Response Lead |

Incident Damages

| Type | Magnitude | Description |
|------|-----------|-------------|
|------|-----------|-------------|

Recovery Personnel

| Full Name | Role |
|-----------|------|
|-----------|------|

Service Recovery Plan

Operational Recovery

Customer Recovery

Incident Specific Action Items

| Name | Status | Completed DateTime | Description | Mandatory |
|------|--------|--------------------|-------------|--------------------------|
| | | | | <input type="checkbox"/> |

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Incident Overview

| | | | | |
|--------------------------------------|--------|------------------------|---------|--------------------|
| 218539 | Closed | Baynes Sound Connector | Level 0 | 04-Jul-17 03:11 PM |
| Unavailable for After Hours Call Out | | | | |

Incident Types and Subtypes

| Type | Subtype | Subtype Descriptor |
|---------------|---------------|--------------------|
| Miscellaneous | Ambulance Run | |

Overview EOC Required

Incident Details

Terminal Maintenance reports the vessel will not be available for after hours call out. BCAS notified.

Operational Impact

Incident Management Team

| Full Name | Role |
|-----------|-------------------------|
| s. 22 | Incident Commander |
| | Incident Senior Manager |
| | OSC Response Lead |

Incident Damages

| Type | Magnitude Description |
|------|-----------------------|
| | |

Recovery Personnel

| Full Name | Role |
|-----------|------|
| | |

Service Recovery Plan

Operational Recovery

Customer Recovery

Incident Specific Action Items

| Name | Status | Completed DateTime | Description | Mandatory |
|------|--------|--------------------|-------------|--------------------------|
| | | | | <input type="checkbox"/> |

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Incident Overview

| | | | | |
|-----------------------------------|--------|------------------------|---------|--------------------|
| 218565 | Closed | Baynes Sound Connector | Level 0 | 05-Jul-17 02:46 PM |
| Unavailable For Ambulance Callout | | | | |

Incident Types and Subtypes

| Type | Subtype | Subtype Descriptor |
|---------------|---------------|--------------------|
| Miscellaneous | Ambulance Run | |

Overview EOC Required

Incident Details

Little River Terminal Maintenance reports that the propulsion system will be down for repairs tonight. As a result, the vessel will not be available for after hours ambulance callout. BCAS as been advised.

Operational Impact

Incident Management Team

| Full Name | Role |
|-----------|-------------------------|
| s. 22 | Incident Commander |
| | Incident Senior Manager |
| | OSC Response Lead |

Incident Damages

| Type | Magnitude | Description |
|------|-----------|-------------|
|------|-----------|-------------|

Recovery Personnel

| Full Name | Role |
|-----------|------|
|-----------|------|

Service Recovery Plan

Operational Recovery

Customer Recovery

Incident Specific Action Items

| Name | Status | Completed DateTime | Description | Mandatory |
|------|--------|--------------------|-------------|--------------------------|
| | | | | <input type="checkbox"/> |

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Incident Overview

| | | | | |
|------------------------------|--------|------------------------|---------|--------------------|
| 218799 | Closed | Baynes Sound Connector | Level 0 | 12-Jul-17 12:04 PM |
| Unavailable For BCAS Callout | | | | |

Incident Types and Subtypes

| Type | Subtype | Subtype Descriptor |
|---------------|---------------|--------------------|
| Miscellaneous | Ambulance Run | |

Overview EOC Required**Incident Details**

Little River Terminal Maintenance performing confirmed space work on the Baynes Sound Connector after the vessel ties up at 2300. The Baynes Sound Connector is unavailable for after hours callout. BCAS has been advised.

Operational Impact**Incident Management Team**

| Full Name | Role |
|-----------|-------------------------|
| s. 22 | Incident Commander |
| | Incident Senior Manager |
| | OSC Response Lead |

Incident Damages

| Type | Magnitude | Description |
|------|-----------|-------------|
| | | |

Recovery Personnel

| Full Name | Role |
|-----------|------|
| | |

Service Recovery Plan**Operational Recovery****Customer Recovery****Incident Specific Action Items**

| Name | Status | Completed DateTime | Description | Mandatory |
|------|--------|--------------------|-------------|--------------------------|
| | | | | <input type="checkbox"/> |

CONFIDENTIAL

Incident Overview

| | | | | |
|--|--------|------------------------|---------|--------------------|
| 218962 | Closed | Baynes Sound Connector | Level 0 | 17-Jul-17 04:48 PM |
| Unavailable for After Hours Call Out (July 19) | | | | |

Incident Types and Subtypes

| Type | Subtype | Subtype Descriptor |
|---------------|---------------|--------------------|
| Miscellaneous | Ambulance Run | |

Overview EOC Required**Incident Details**

Terminal Maintenance reports they will be on board conducting shim repairs and the vessel will not be available for BCAS call out all night.

BCAS have been notified and have placed the info on their "board".

Operational Impact**Incident Management Team**

| Full Name | Role |
|-----------|-------------------------|
| s. 22 | Incident Commander |
| | Incident Senior Manager |
| | OSC Response Lead |

Incident Damages

| Type | Magnitude | Description |
|------|-----------|-------------|
|------|-----------|-------------|

Recovery Personnel

| Full Name | Role |
|-----------|------|
|-----------|------|

Service Recovery Plan**Operational Recovery****Customer Recovery****Incident Specific Action Items**

| Name | Status | Completed DateTime | Description | Mandatory |
|------|--------|--------------------|-------------|--------------------------|
| | | | | <input type="checkbox"/> |

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Incident Overview

| | | | | |
|--------------------------------------|--------|------------------------|---------|--------------------|
| 219707 | Closed | Baynes Sound Connector | Level 0 | 13-Aug-17 11:07 AM |
| Unavailable for After Hours Call Out | | | | |

Incident Types and Subtypes

| Type | Subtype | Subtype Descriptor |
|---------------|---------------|--------------------|
| Miscellaneous | Ambulance Run | |

Overview EOC Required

Incident Details

Master reports that the vessel is unavailable for ambulance call outs Sunday August 13th evening until maintenance work is finished.

UPDATE 0139 - BCAS called and advised, reminder set in follow up to call Sunday.

Operational Impact

Incident Management Team

| Full Name | Role |
|-----------|-------------------------|
| s. 22 | Incident Commander |
| | Incident Senior Manager |
| | OSC Response Lead |

Incident Damages

| Type | Magnitude | Description |
|------|-----------|-------------|
|------|-----------|-------------|

Recovery Personnel

| Full Name | Role |
|-----------|------|
|-----------|------|

Service Recovery Plan

Operational Recovery

Customer Recovery

Incident Specific Action Items

| Name | Status | Completed DateTime | Description | Mandatory |
|------|--------|--------------------|-------------|--------------------------|
| | | | | <input type="checkbox"/> |

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Incident Overview

| | | | | |
|--------------------------------------|--------|------------------------|---------|--------------------|
| 219950 | Closed | Baynes Sound Connector | Level 0 | 17-Aug-17 11:09 PM |
| Unavailable for After Hours Call Out | | | | |

Incident Types and Subtypes

| Type | Subtype | Subtype Descriptor |
|---------------|---------------|--------------------|
| Miscellaneous | Ambulance Run | |

Overview EOC Required

Incident Details

Nightwatch reports that the vessel is unavailable for ambulance call outs this evening. BCAS advised.

Operational Impact

Incident Management Team

| Full Name | Role |
|-----------|-------------------------|
| s. 22 | Incident Commander |
| | Incident Senior Manager |
| | OSC Response Lead |

Incident Damages

| Type | Magnitude | Description |
|------|-----------|-------------|
|------|-----------|-------------|

Recovery Personnel

| Full Name | Role |
|-----------|------|
|-----------|------|

Service Recovery Plan

Operational Recovery

Customer Recovery

Incident Specific Action Items

| Name | Status | Completed DateTime | Description | Mandatory |
|------|--------|--------------------|-------------|--------------------------|
| | | | | <input type="checkbox"/> |

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Incident Overview

| | | | | |
|--------------------------------------|--------|------------------------|---------|--------------------|
| 220105 | Closed | Baynes Sound Connector | Level 0 | 22-Aug-17 10:43 PM |
| Unavailable for After Hours Call Out | | | | |

Incident Types and Subtypes

| Type | Subtype | Subtype Descriptor |
|---------------|---------------|--------------------|
| Miscellaneous | Ambulance Run | |

Overview EOC Required

Incident Details

Lead Operator reports they will not be available for after hours call out tonight due to a crew shortage. BCAS notified

Operational Impact

Incident Management Team

| Full Name | Role |
|-----------|-------------------------|
| s. 22 | Incident Commander |
| | Incident Senior Manager |
| | OSC Response Lead |

Incident Damages

| Type | Magnitude | Description |
|------|-----------|-------------|
|------|-----------|-------------|

Recovery Personnel

| Full Name | Role |
|-----------|------|
|-----------|------|

Service Recovery Plan

Operational Recovery

Customer Recovery

Incident Specific Action Items

| Name | Status | Completed DateTime | Description | Mandatory |
|------|--------|--------------------|-------------|--------------------------|
| | | | | <input type="checkbox"/> |

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Incident Overview

| | | | | |
|--------------------------------------|--------|------------------------|---------|--------------------|
| 220325 | Closed | Baynes Sound Connector | Level 0 | 29-Aug-17 10:31 AM |
| Unavailable for After Hours Call Out | | | | |

Incident Types and Subtypes

| Type | Subtype | Subtype Descriptor |
|---------------|---------------|--------------------|
| Miscellaneous | Ambulance Run | |

Overview EOC Required**Incident Details**

The Trades Supervisor reports that the Terminal Maintenance crew will be working on the BSC tonight and tomorrow night (August 29th and 30th) after tie up. Due to the nature of the work the BSC will NOT be available for ambulance runs after tie up tonight. As for tomorrow night Terminal Maintenance will update everyone tomorrow on the BSC availability after tie up.

UPDATE 170829 1710 - BCAS notified for tonight that the vessel is not available mc

Operational Impact**Incident Management Team**

| Full Name | Role |
|-----------|-------------------------|
| s. 22 | Incident Commander |
| | Incident Senior Manager |
| | OSC Response Lead |

Incident Damages

| Type | Magnitude | Description |
|------|-----------|-------------|
|------|-----------|-------------|

Recovery Personnel

| Full Name | Role |
|-----------|------|
|-----------|------|

Service Recovery Plan**Operational Recovery****Customer Recovery****Incident Specific Action Items**

| Name | Status | Completed DateTime | Description | Mandatory |
|------|--------|--------------------|-------------|--------------------------|
| | | | | <input type="checkbox"/> |

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Incident Overview

| | | | | |
|--------------------------------------|--------|------------------------|---------|--------------------|
| 220387 | Closed | Baynes Sound Connector | Level 0 | 30-Aug-17 11:04 PM |
| Unavailable for After Hours Call Out | | | | |

Incident Types and Subtypes

| Type | Subtype | Subtype Descriptor |
|---------------|---------------|--------------------|
| Miscellaneous | Ambulance Run | |

Overview EOC Required

Incident Details

Lead Operator reports that the vessel is unavailable for ambulance call outs this evening. BCAS advised.

Operational Impact

Incident Management Team

| Full Name | Role |
|-----------|-------------------------|
| s. 22 | Incident Commander |
| | Incident Senior Manager |
| | OSC Response Lead |

Incident Damages

| Type | Magnitude | Description |
|------|-----------|-------------|
|------|-----------|-------------|

Recovery Personnel

| Full Name | Role |
|-----------|------|
|-----------|------|

Service Recovery Plan

Operational Recovery

Customer Recovery

Incident Specific Action Items

| Name | Status | Completed DateTime | Description | Mandatory |
|------|--------|--------------------|-------------|--------------------------|
| | | | | <input type="checkbox"/> |

CONFIDENTIAL

Incident Overview

| | | | | |
|--------------------------------------|--------|------------------------|---------|--------------------|
| 220387 | Closed | Baynes Sound Connector | Level 0 | 30-Aug-17 11:04 PM |
| Unavailable for After Hours Call Out | | | | |

Incident Types and Subtypes

| Type | Subtype | Subtype Descriptor |
|---------------|---------------|--------------------|
| Miscellaneous | Ambulance Run | |

Overview ■ EOC Required

Incident Details

Lead Operator reports that the vessel is unavailable for ambulance call outs this evening. BCAS advised.

Operational Impact

Incident Management Team

| Full Name | Role |
|-----------|-------------------------|
| s. 22 | Incident Commander |
| | Incident Senior Manager |
| | OSC Response Lead |

Incident Damages

| Type | Magnitude | Description |
|------|-----------|-------------|
|------|-----------|-------------|

Recovery Personnel

| Full Name | Role |
|-----------|------|
|-----------|------|

Service Recovery Plan

Operational Recovery

Customer Recovery

Incident Specific Action Items

| Name | Status | Completed | DateTime | Description | Mandatory |
|------|--------|-----------|----------|-------------|--------------------------|
| | | | | | <input type="checkbox"/> |

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Incident Overview

| | | | | |
|--------------------------|--------|------------------------|---------|--------------------|
| 220685 | Closed | Baynes Sound Connector | Level 0 | 11-Sep-17 08:57 PM |
| Unavailable for Call Out | | | | |

Incident Types and Subtypes

| Type | Subtype | Subtype Descriptor |
|---------------|---------------|--------------------|
| Miscellaneous | Ambulance Run | |

Overview EOC Required

Incident Details

Terminal Maintenance reports that the vessel will not be available for ambulance call out from 2230 to 0230 while routine maintenance is performed.

BC Ambulance notified.

Operational Impact

Incident Management Team

| Full Name | Role |
|-----------|-------------------------|
| s. 22 | Incident Commander |
| | Incident Senior Manager |
| | OSC Response Lead |

Incident Damages

| Type | Magnitude | Description |
|------|-----------|-------------|
|------|-----------|-------------|

Recovery Personnel

| Full Name | Role |
|-----------|------|
|-----------|------|

Service Recovery Plan

Operational Recovery

Customer Recovery

Incident Specific Action Items

| Name | Status | Completed DateTime | Description | Mandatory |
|------|--------|--------------------|-------------|--------------------------|
| | | | | <input type="checkbox"/> |

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Incident Overview

| | | | | |
|--------------------------------------|--------|------------------------|---------|--------------------|
| 220728 | Closed | Baynes Sound Connector | Level 0 | 14-Sep-17 10:54 AM |
| Unavailable for After Hours Call Out | | | | |

Incident Types and Subtypes

| Type | Subtype | Subtype Descriptor |
|---------------|---------------|--------------------|
| Miscellaneous | Ambulance Run | |

Overview EOC Required

Incident Details

Little River Terminal Maintenance reports that the vessel is unavailable for ambulance call outs this evening due to routine maintenance.
BCAS advised.

Operational Impact

Incident Management Team

| Full Name | Role |
|-----------|-------------------------|
| s. 22 | Incident Commander |
| | Incident Senior Manager |
| | OSC Response Lead |

Incident Damages

| Type | Magnitude | Description |
|------|-----------|-------------|
|------|-----------|-------------|

Recovery Personnel

| Full Name | Role |
|-----------|------|
|-----------|------|

Service Recovery Plan

Operational Recovery

Customer Recovery

Incident Specific Action Items

| Name | Status | Completed DateTime | Description | Mandatory |
|------|--------|--------------------|-------------|--------------------------|
| | | | | <input type="checkbox"/> |

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Incident Overview

| | | | | |
|-----------------------------------|--------|------------------------|---------|--------------------|
| 221203 | Closed | Baynes Sound Connector | Level 0 | 06-Oct-17 04:47 PM |
| Unavailable for Ambulance Callout | | | | |

Incident Types and Subtypes

| Type | Subtype | Subtype Descriptor |
|---------------|---------------|--------------------|
| Miscellaneous | Ambulance Run | |

Overview EOC Required

Incident Details

Operator reports the vessel is unavailable for after hours call out tonight. BCAS has been notified.

Operational Impact

Incident Management Team

| Full Name | Role |
|-----------|-------------------------|
| s. 22 | Incident Commander |
| | Incident Senior Manager |
| | OSC Response Lead |

Incident Damages

| Type | Magnitude | Description |
|------|-----------|-------------|
|------|-----------|-------------|

Recovery Personnel

| Full Name | Role |
|-----------|------|
|-----------|------|

Service Recovery Plan

Operational Recovery

Customer Recovery

Incident Specific Action Items

| Name | Status | Completed DateTime | Description | Mandatory |
|------|--------|--------------------|-------------|--------------------------|
| | | | | <input type="checkbox"/> |

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Incident Overview

| | | | | |
|--------------------------------------|--------|------------------------|---------|--------------------|
| 221508 | Closed | Baynes Sound Connector | Level 0 | 19-Oct-17 01:41 PM |
| Unavailable for After Hours Call Out | | | | |

Incident Types and Subtypes

| Type | Subtype | Subtype Descriptor |
|---------------|---------------|--------------------|
| Miscellaneous | Ambulance Run | |

Overview EOC Required

Incident Details

Little River Terminal Maintenance reports that the vessel is unavailable for ambulance call outs this evening due to maintenance work. Estimated time required 6 hours. Night watch will contact OSC if vessel becomes available for call outs.
BCAS advised.

Operational Impact

Incident Management Team

| Full Name | Role |
|-----------|-------------------------|
| s. 22 | Incident Commander |
| | Incident Senior Manager |
| | OSC Response Lead |

Incident Damages

| Type | Magnitude | Description |
|------|-----------|-------------|
| | | |

Recovery Personnel

| Full Name | Role |
|-----------|------|
| | |

Service Recovery Plan

Operational Recovery

Customer Recovery

Incident Specific Action Items

| Name | Status | Completed Date/Time | Description | Mandatory |
|------|--------|---------------------|-------------|--------------------------|
| | | | | <input type="checkbox"/> |

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Incident Overview

| | | | | |
|-------------------------|--------|------------------------|---------|--------------------|
| 221941 | Closed | Baynes Sound Connector | Level 0 | 04-Nov-17 09:09 PM |
| Unavailable For Callout | | | | |

Incident Types and Subtypes

| Type | Subtype | Subtype Descriptor |
|---------------|---------------|--------------------|
| Miscellaneous | Ambulance Run | |

Overview EOC Required

Incident Details

L/O reports that the vessel is unavailable for callout. BCAS advised.

Operational Impact

Incident Management Team

| Full Name | Role |
|-----------|-------------------------|
| s. 22 | Incident Commander |
| | Incident Senior Manager |
| | OSC Response Lead |

Incident Damages

| Type | Magnitude | Description |
|------|-----------|-------------|
|------|-----------|-------------|

Recovery Personnel

| Full Name | Role |
|-----------|------|
|-----------|------|

Service Recovery Plan

Operational Recovery

Customer Recovery

Incident Specific Action Items

| Name | Status | Completed DateTime | Description | Mandatory |
|------|--------|--------------------|-------------|--------------------------|
| | | | | <input type="checkbox"/> |

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Incident Overview

| | | | | |
|--------------------------------------|--------|------------------------|---------|--------------------|
| 222028 | Closed | Baynes Sound Connector | Level 0 | 09-Nov-17 08:51 AM |
| Unavailable for After Hours Call Out | | | | |

Incident Types and Subtypes

| Type | Subtype | Subtype Descriptor |
|---------------|---------------|--------------------|
| Miscellaneous | Ambulance Run | |

Overview EOC Required

Incident Details

Master reports that the vessel is unavailable for ambulance call outs this evening due to scheduled maintenance.
BCAS advised.

Operational Impact

Incident Management Team

| Full Name | Role |
|-----------|-------------------------|
| s. 22 | Incident Commander |
| | Incident Senior Manager |
| | OSC Response Lead |

Incident Damages

| Type | Magnitude | Description |
|------|-----------|-------------|
|------|-----------|-------------|

Recovery Personnel

| Full Name | Role |
|-----------|------|
|-----------|------|

Service Recovery Plan

Operational Recovery

Customer Recovery

Incident Specific Action Items

| Name | Status | Completed DateTime | Description | Mandatory |
|------|--------|--------------------|-------------|--------------------------|
| | | | | <input type="checkbox"/> |

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Incident Overview

| | | | | |
|--------------------------------------|--------|------------------------|---------|--------------------|
| 222232 | Closed | Baynes Sound Connector | Level 0 | 16-Nov-17 07:49 AM |
| Unavailable for After Hours Call Out | | | | |

Incident Types and Subtypes

| Type | Subtype | Subtype Descriptor |
|---------------|---------------|--------------------|
| Miscellaneous | Ambulance Run | |

Overview ■ EOC Required

Incident Details

Master reports that the vessel is unavailable for ambulance call outs this evening due to planned maintenance.
BCAS advised.

Operational Impact

Incident Management Team

| Full Name | Role |
|-----------|-------------------------|
| s. 22 | Incident Commander |
| | Incident Senior Manager |
| | OSC Response Lead |

Incident Damages

| Type | Magnitude | Description |
|------|-----------|-------------|
|------|-----------|-------------|

Recovery Personnel

| Full Name | Role |
|-----------|------|
|-----------|------|

Service Recovery Plan

Operational Recovery

Customer Recovery

Incident Specific Action Items

| Name | Status | Completed DateTime | Description | Mandatory |
|------|--------|--------------------|-------------|--------------------------|
| | | | | <input type="checkbox"/> |

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Incident Overview

| | | | | |
|--------------------------------------|---------|------------------------|---------|--------------------|
| 222534 | Deleted | Baynes Sound Connector | Level 0 | 28-Nov-17 10:17 AM |
| Unavailable for After Hours Call Out | | | | |

Incident Types and Subtypes

| Type | Subtype | Subtype Descriptor |
|---------------|---------------|--------------------|
| Miscellaneous | Ambulance Run | |

Overview EOC Required

Incident Details

Trades Supervisor reports that the vessel is unavailable for ambulance call outs this evening. BCAS advised.

Operational Impact

Incident Management Team

| Full Name | Role |
|-----------|-------------------------|
| s. 22 | Incident Commander |
| | Incident Senior Manager |
| | OSC Response Lead |

Incident Damages

| Type | Magnitude | Description |
|------|-----------|-------------|
|------|-----------|-------------|

Recovery Personnel

| Full Name | Role |
|-----------|------|
|-----------|------|

Service Recovery Plan

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Incident Specific Action Items

| Name | Status | Completed DateTime | Description | Mandatory |
|------|--------|--------------------|-------------|--------------------------|
| | | | | <input type="checkbox"/> |

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Incident Overview

| | | | | |
|--------------------------------------|--------|------------------------|---------|--------------------|
| 222577 | Closed | Baynes Sound Connector | Level 0 | 30-Nov-17 03:22 PM |
| Unavailable for After Hours Call Out | | | | |

Incident Types and Subtypes

| Type | Subtype | Subtype Descriptor |
|---------------|---------------|--------------------|
| Miscellaneous | Ambulance Run | |

Overview EOC Required

Incident Details

L/O reports that the vessel is unavailable for ambulance call outs this evening. BCAS advised.

Operational Impact

Incident Management Team

| Full Name | Role |
|-----------|-------------------------|
| s. 22 | Incident Commander |
| | Incident Senior Manager |
| | OSC Response Lead |

Incident Damages

| Type | Magnitude | Description |
|------|-----------|-------------|
|------|-----------|-------------|

Recovery Personnel

| Full Name | Role |
|-----------|------|
|-----------|------|

Service Recovery Plan

Operational Recovery

Customer Recovery

Incident Specific Action Items

| Name | Status | Completed DateTime | Description | Mandatory |
|------|--------|--------------------|-------------|--------------------------|
| | | | | <input type="checkbox"/> |

CONFIDENTIAL

Incident Overview

| | | | | |
|--------------------------------------|--------|------------------------|---------|--------------------|
| 222725 | Closed | Baynes Sound Connector | Level 0 | 07-Dec-17 09:49 PM |
| Unavailable for After Hours Call Out | | | | |

Incident Types and Subtypes

| Type | Subtype | Subtype Descriptor |
|---------------|---------------|--------------------|
| Miscellaneous | Ambulance Run | |

Overview EOC Required

Incident Details

Lead Operator reports that the vessel is unavailable for ambulance call outs this evening. BCAS advised.

Operational Impact

Incident Management Team

| Full Name | Role |
|-----------|-------------------------|
| s. 22 | Incident Commander |
| | Incident Senior Manager |
| | OSC Response Lead |

Incident Damages

| Type | Magnitude | Description |
|------|-----------|-------------|
|------|-----------|-------------|

Recovery Personnel

| Full Name | Role |
|-----------|------|
|-----------|------|

Service Recovery Plan

Operational Recovery

Customer Recovery

Incident Specific Action Items

| Name | Status | Completed DateTime | Description | Mandatory |
|------|--------|--------------------|-------------|--------------------------|
| | | | | <input type="checkbox"/> |

CONFIDENTIAL

Incident Overview

| | | | | |
|--|--------|------------------------|---------|--------------------|
| 223018 | Closed | Baynes Sound Connector | Level 0 | 20-Dec-17 09:42 AM |
| Unavailable for After Hours Call Out - Maintenance | | | | |

Incident Types and Subtypes

| Type | Subtype | Subtype Descriptor |
|---------------|---------------|--------------------|
| Miscellaneous | Ambulance Run | |

Overview EOC Required

Incident Details

Terminal Maintenance report that they will be changing out the UHMW blocks this evening and as a result the vessel will be unavailable for ambulance call out.
 BCAS, L/O BSC and Master MV Kahloke advised.

Operational Impact

Incident Management Team

| Full Name | Role |
|-----------|-------------------------|
| s. 22 | Incident Commander |
| | Incident Senior Manager |
| | OSC Response Lead |

Incident Damages

| Type | Magnitude | Description |
|------|-----------|-------------|
| | | |

Recovery Personnel

| Full Name | Role |
|-----------|------|
| | |

Service Recovery Plan

Operational Recovery

Customer Recovery

Incident Specific Action Items

| Name | Status | Completed DateTime | Description | Mandatory |
|------|--------|--------------------|-------------|--------------------------|
| | | | | <input type="checkbox"/> |

CONFIDENTIAL

Incident Overview

| | | | | |
|--------------------------------------|--------|------------------------|---------|--------------------|
| 223037 | Closed | Baynes Sound Connector | Level 0 | 20-Dec-17 06:14 PM |
| Unavailable for After Hours Call Out | | | | |

Incident Types and Subtypes

| Type | Subtype | Subtype Descriptor |
|---------------|---------------|--------------------|
| Miscellaneous | Ambulance Run | |

Overview EOC Required

Incident Details

Master reports that the vessel is unavailable for ambulance call outs this evening until 0500 tomorrow due to planned maintenance work. BCAS advised.

UPDATE 171221 0228 - TM reports the maintenance work is past the critical stage and the vessel is available for ambulance runs again. BCAS advised.

Operational Impact

Incident Management Team

| Full Name | Role |
|-----------|-------------------------|
| s. 22 | Incident Commander |
| | Incident Senior Manager |
| | OSC Response Lead |

Incident Damages

| Type | Magnitude | Description |
|------|-----------|-------------|
|------|-----------|-------------|

Recovery Personnel

| Full Name | Role |
|-----------|------|
|-----------|------|

Service Recovery Plan

Operational Recovery

Customer Recovery

Incident Specific Action Items

| Name | Status | Completed DateTime | Description | Mandatory |
|------|--------|--------------------|-------------|--------------------------|
| | | | | <input type="checkbox"/> |

CONFIDENTIAL

Incident Overview

| | | | | |
|--------------------------------------|--------|------------------------|---------|--------------------|
| 223251 | Closed | Baynes Sound Connector | Level 0 | 28-Dec-17 03:28 AM |
| Unavailable for After Hours Call Out | | | | |

Incident Types and Subtypes

| Type | Subtype | Subtype Descriptor |
|---------------|---------------|--------------------|
| Miscellaneous | Ambulance Run | |

Overview EOC Required

Incident Details

Little River Terminal Maintenance reports the vessel will not be available for after hours call out December 28 due to scheduled maintenance. They will be changing out a hydraulic pump. T/M will advise if the job finishes early and the vessel becomes available.

BCAS to be notified DEC 28 AM.

Operational Impact

Incident Management Team

| Full Name | Role |
|-----------|-------------------------|
| s. 22 | Incident Commander |
| | Incident Senior Manager |
| | OSC Response Lead |

Incident Damages

| Type | Magnitude | Description |
|------|-----------|-------------|
|------|-----------|-------------|

Recovery Personnel

| Full Name | Role |
|-----------|------|
|-----------|------|

Service Recovery Plan

Operational Recovery

Customer Recovery

Incident Specific Action Items

| Name | Status | Completed DateTime | Description | Mandatory |
|------|--------|--------------------|-------------|--------------------------|
| | | | | <input type="checkbox"/> |

CONFIDENTIAL

Incident Overview

| | | | | |
|------------------------------------|--------|------------------------|---------|--------------------|
| 223695 | Closed | Baynes Sound Connector | Level 0 | 11-Jan-18 05:58 PM |
| Unavailable for Ambulance Call Out | | | | |

Incident Types and Subtypes

| Type | Subtype | Subtype Descriptor |
|---------------|---------------|--------------------|
| Miscellaneous | Ambulance Run | |

Overview EDC Required

Incident Details

Terminal Maintenance called to advise that they will be doing repairs tonight on the vessel and it will not be available for ambulance call out. He will advise the night watch when complete and the OSC.

OSC has also called BCAS and advised.

Operational Impact

Incident Management Team

| Full Name | Role |
|-----------|-------------------------|
| s. 22 | Incident Commander |
| | Incident Senior Manager |
| | OSC Response Lead |

Incident Damages

| Type | Magnitude | Description |
|------|-----------|-------------|
|------|-----------|-------------|

Recovery Personnel

| Full Name | Role |
|-----------|------|
|-----------|------|

Service Recovery Plan

Operational Recovery

Customer Recovery

Incident Specific Action Items

| Name | Status | Completed DateTime | Description | Mandatory |
|------|--------|--------------------|-------------|--------------------------|
| | | | | <input type="checkbox"/> |

CONFIDENTIAL

Incident Overview

| | | | | |
|--------------------------------------|--------|------------------------|---------|--------------------|
| 224062 | Closed | Baynes Sound Connector | Level 0 | 25-Jan-18 10:14 AM |
| Unavailable for After Hours Call Out | | | | |

Incident Types and Subtypes

| Type | Subtype | Subtype Descriptor |
|---------------|---------------|--------------------|
| Miscellaneous | Ambulance Run | |

Overview EOC Required**Incident Details**

Terminal Maintenance reports that the vessel is unavailable for ambulance call outs this evening. BCAS advised.

Operational Impact**Incident Management Team**

| Full Name | Role |
|-----------|-------------------------|
| s. 22 | Incident Commander |
| | Incident Senior Manager |
| | OSC Response Lead |

Incident Damages

| Type | Magnitude | Description |
|------|-----------|-------------|
|------|-----------|-------------|

Recovery Personnel

| Full Name | Role |
|-----------|------|
|-----------|------|

Service Recovery Plan**Operational Recovery****Customer Recovery****Incident Specific Action Items**

| Name | Status | Completed DateTime | Description | Mandatory |
|------|--------|--------------------|-------------|--------------------------|
| | | | | <input type="checkbox"/> |

CONFIDENTIAL

Incident Overview

| | | | | |
|--------------------------------------|--------|------------------------|---------|--------------------|
| 224956 | Closed | Baynes Sound Connector | Level 0 | 01-Mar-18 02:14 PM |
| Unavailable for After Hours Call Out | | | | |

Incident Types and Subtypes

| Type | Subtype | Subtype Descriptor |
|---------------|---------------|--------------------|
| Miscellaneous | Ambulance Run | |

Overview EOC Required

Incident Details

Terminal Maintenance reports that the vessel is unavailable for ambulance call outs this evening due to scheduled maintenance. Terminal Maintenance will advise OSC when work is complete and the vessel is operational again. BCAS advised.

UPDATE 1600 - Lead Operator reports she will provide a call out list so the vessel can perform call outs once the work is complete.

Operational Impact

Incident Management Team

| Full Name | Role |
|-----------|-------------------------|
| s. 22 | Incident Commander |
| | Incident Senior Manager |
| | OSC Response Lead |

Incident Damages

| Type | Magnitude | Description |
|------|-----------|-------------|
| | | |

Recovery Personnel

| Full Name | Role |
|-----------|------|
| | |

Service Recovery Plan

Operational Recovery

Customer Recovery

Incident Specific Action Items

| Name | Status | Completed DateTime | Description | Mandatory |
|------|--------|--------------------|-------------|--------------------------|
| | | | | <input type="checkbox"/> |

CONFIDENTIAL

Incident Overview

| | | | | |
|--------------------------------------|--------|------------------------|---------|--------------------|
| 225115 | Closed | Baynes Sound Connector | Level 0 | 08-Mar-18 04:10 PM |
| Unavailable for After Hours Call Out | | | | |

Incident Types and Subtypes

| Type | Subtype | Subtype Descriptor |
|---------------|---------------|--------------------|
| Miscellaneous | Ambulance Run | |

Overview EOC Required

Incident Details

Master reports that the vessel is unavailable for ambulance call outs this evening. BCAS advised.

UPDATE 0316 - Terminal Maintenance reports they have completed their tasks onboard and the cable ferry is available for after hours ambulance call outs now. BCAS advised.

Operational Impact

Incident Management Team

| Full Name | Role |
|-----------|-------------------------|
| s. 22 | Incident Commander |
| | Incident Senior Manager |
| | OSC Response Lead |

Incident Damages

| Type | Magnitude | Description |
|------|-----------|-------------|
|------|-----------|-------------|

Recovery Personnel

| Full Name | Role |
|-----------|------|
|-----------|------|

Service Recovery Plan

Operational Recovery

Customer Recovery

Incident Specific Action Items

| Name | Status | Completed DateTime | Description | Mandatory |
|------|--------|--------------------|-------------|--------------------------|
| | | | | <input type="checkbox"/> |

CONFIDENTIAL

Incident Overview

| | | | | |
|--------------------------------------|--------|------------------------|---------|--------------------|
| 225271 | Closed | Baynes Sound Connector | Level 0 | 15-Mar-18 10:05 AM |
| Unavailable for After Hours Call Out | | | | |

Incident Types and Subtypes

| Type | Subtype | Subtype Descriptor |
|---------------|---------------|--------------------|
| Miscellaneous | Ambulance Run | |

Overview EOC Required

Incident Details

Maintenance planner reports that the vessel is unavailable for ambulance call outs this evening. BCAS advised.

Operational Impact

Incident Management Team

| Full Name | Role |
|-----------|-------------------------|
| s. 22 | Incident Commander |
| | Incident Senior Manager |
| | OSC Response Lead |

Incident Damages

| Type | Magnitude | Description |
|------|-----------|-------------|
| | | |

Recovery Personnel

| Full Name | Role |
|-----------|------|
| | |

Service Recovery Plan

Operational Recovery

Customer Recovery

Incident Specific Action Items

| Name | Status | Completed DateTime | Description | Mandatory |
|------|--------|--------------------|-------------|--------------------------|
| | | | | <input type="checkbox"/> |

CONFIDENTIAL

Incident Overview

| | | | | |
|--------------------------------------|--------|------------------------|---------|--------------------|
| 225446 | Closed | Baynes Sound Connector | Level 0 | 21-Mar-18 09:47 PM |
| Unavailable for After Hours Call Out | | | | |

Incident Types and Subtypes

| Type | Subtype | Subtype Descriptor |
|---------------|---------------|--------------------|
| Miscellaneous | Ambulance Run | |

Overview EOC Required

Incident Details

Master reports that the vessel is unavailable for ambulance call outs this evening. BCAS advised.

Operational Impact

Incident Management Team

| Full Name | Role |
|-----------|-------------------------|
| s. 22 | Incident Commander |
| | Incident Senior Manager |
| | OSC Response Lead |

Incident Damages

| Type | Magnitude | Description |
|------|-----------|-------------|
|------|-----------|-------------|

Recovery Personnel

| Full Name | Role |
|-----------|------|
|-----------|------|

Service Recovery Plan

Operational Recovery

Customer Recovery

Incident Specific Action Items

| Name | Status | Completed DateTime | Description | Mandatory |
|------|--------|--------------------|-------------|--------------------------|
| | | | | <input type="checkbox"/> |

CONFIDENTIAL

Incident Overview

| | | | | |
|--------------------------------------|--------|------------------------|---------|--------------------|
| 225844 | Closed | Baynes Sound Connector | Level 0 | 05-Apr-18 04:23 PM |
| Unavailable for After Hours Call Out | | | | |

Incident Types and Subtypes

| Type | Subtype | Subtype Descriptor |
|---------------|---------------|--------------------|
| Miscellaneous | Ambulance Run | |

Overview ■ EOC Required

Incident Details

Terminal Maintenance reports that the vessel is unavailable for ambulance call outs this evening. BCAS advised.

UPDATE 2111 Lead Operator reports that the vessel will be available for ambulance call outs once Terminal Maintenance has completed their work. OSC will advise BCAS.

UPDATE 180406 - 0006 - Vessel available, BCAS advised.

Operational Impact

Incident Management Team

| Full Name | Role |
|-----------|-------------------------|
| s. 22 | Incident Commander |
| | Incident Senior Manager |
| | OSC Response Lead |

Incident Damages

| Type | Magnitude | Description |
|------|-----------|-------------|
|------|-----------|-------------|

Recovery Personnel

| Full Name | Role |
|-----------|------|
|-----------|------|

Service Recovery Plan

Operational Recovery

Customer Recovery

Incident Specific Action Items

| Name | Status | Completed Date/Time | Description | Mandatory |
|------|--------|---------------------|-------------|--------------------------|
| | | | | <input type="checkbox"/> |

CONFIDENTIAL

Incident Overview

| | | | | |
|--------------------------------------|--------|------------------------|---------|--------------------|
| 225943 | Closed | Baynes Sound Connector | Level 0 | 09-Apr-18 10:14 PM |
| Unavailable for After Hours Call Out | | | | |

Incident Types and Subtypes

| Type | Subtype | Subtype Descriptor |
|---------------|---------------|--------------------|
| Miscellaneous | Ambulance Run | |

Overview EOC Required

Incident Details

Master reports that the vessel is unavailable for ambulance call outs this evening. BCAS advised.
 UPDATE 0457 - Little River Terminal Maintenance reports the work is complete and the BSC is now available for after hours call outs.

Operational Impact

Incident Management Team

| Full Name | Role |
|-----------|-------------------------|
| s. 22 | Incident Commander |
| | Incident Senior Manager |
| | OSC Response Lead |

Incident Damages

| Type | Magnitude | Description |
|------|-----------|-------------|
| | | |

Recovery Personnel

| Full Name | Role |
|-----------|------|
| | |

Service Recovery Plan

Operational Recovery

Customer Recovery

Incident Specific Action Items

| Name | Status | Completed | DateTime | Description | Mandatory |
|------|--------|-----------|----------|-------------|--------------------------|
| | | | | | <input type="checkbox"/> |

CONFIDENTIAL

Incident Overview

| | | | | |
|--------------------------------------|--------|------------------------|---------|--------------------|
| 226135 | Closed | Baynes Sound Connector | Level 0 | 17-Apr-18 02:51 PM |
| Unavailable for After Hours Call Out | | | | |

Incident Types and Subtypes

| Type | Subtype | Subtype Descriptor |
|---------------|---------------|--------------------|
| Miscellaneous | Ambulance Run | |

Overview EOC Required

Incident Details

Terminal Maintenance reports that the vessel is unavailable for ambulance call outs this evening as they are upgrading the cable wash system. BCAS advised.

Operational Impact

Incident Management Team

| Full Name | Role |
|-----------|-------------------------|
| s. 22 | Incident Commander |
| | Incident Senior Manager |
| | OSC Response Lead |

Incident Damages

| Type | Magnitude | Description |
|------|-----------|-------------|
|------|-----------|-------------|

Recovery Personnel

| Full Name | Role |
|-----------|------|
|-----------|------|

Service Recovery Plan

Operational Recovery

Customer Recovery

Incident Specific Action Items

| Name | Status | Completed DateTime | Description | Mandatory |
|------|--------|--------------------|-------------|--------------------------|
| | | | | <input type="checkbox"/> |

CONFIDENTIAL

Incident Overview

| | | | | |
|--------------------------------------|--------|------------------------|---------|--------------------|
| 226331 | Closed | Baynes Sound Connector | Level 0 | 26-Apr-18 01:47 PM |
| Unavailable for After Hours Call Out | | | | |

Incident Types and Subtypes

| Type | Subtype | Subtype Descriptor |
|---------------|---------------|--------------------|
| Miscellaneous | Ambulance Run | |

Overview EOC Required

Incident Details

Terminal Maintenance reports that the vessel is unavailable for ambulance call outs this evening. BCAS advised.

UPDATE 1515 - Lead Operator advises she will have TM contact the OSC when the vessel is ready for call outs again.

Operational Impact

Incident Management Team

| Full Name | Role |
|-----------|-------------------------|
| s. 22 | Incident Commander |
| | Incident Senior Manager |
| | OSC Response Lead |

Incident Damages

| Type | Magnitude | Description |
|------|-----------|-------------|
|------|-----------|-------------|

Recovery Personnel

| Full Name | Role |
|-----------|------|
|-----------|------|

Service Recovery Plan

Operational Recovery

Customer Recovery

Incident Specific Action Items

| Name | Status | Completed DateTime | Description | Mandatory |
|------|--------|--------------------|-------------|--------------------------|
| | | | | <input type="checkbox"/> |

CONFIDENTIAL

Incident Overview

| | | | | |
|--------------------------------------|--------|------------------------|---------|--------------------|
| 226547 | Closed | Baynes Sound Connector | Level 0 | 03-May-18 07:16 PM |
| Unavailable for After Hours Call Out | | | | |

Incident Types and Subtypes

| Type | Subtype | Subtype Descriptor |
|---------------|---------------|--------------------|
| Miscellaneous | Ambulance Run | |

Overview EOC Required

Incident Details

Master reports that the vessel is unavailable for ambulance call outs this evening. BCAS advised.

Operational Impact

Incident Management Team

| Full Name | Role |
|-----------|-------------------------|
| s. 22 | Incident Commander |
| | Incident Senior Manager |
| | OSC Response Lead |

Incident Damages

| Type | Magnitude | Description |
|------|-----------|-------------|
|------|-----------|-------------|

Recovery Personnel

| Full Name | Role |
|-----------|------|
|-----------|------|

Service Recovery Plan

Operational Recovery

Customer Recovery

Incident Specific Action Items

| Name | Status | Completed DateTime | Description | Mandatory |
|------|--------|--------------------|-------------|--------------------------|
| | | | | <input type="checkbox"/> |

CONFIDENTIAL

Incident Overview

| | | | | |
|--------------------------------------|---------|------------------------|---------|--------------------|
| 226896 | Deleted | Baynes Sound Connector | Level 0 | 15-May-18 07:10 PM |
| Unavailable for After Hours Call Out | | | | |

Incident Types and Subtypes

| Type | Subtype | Subtype Descriptor |
|---------------|---------------|--------------------|
| Miscellaneous | Ambulance Run | |

Overview EOC Required

Incident Details

Master reports that the vessel is unavailable for ambulance call outs this evening. BCAS advised.

Operational Impact

Incident Management Team

| Full Name | Role |
|-----------|-------------------------|
| s. 22 | Incident Commander |
| | Incident Senior Manager |
| | OSC Response Lead |

Incident Damages

| Type | Magnitude | Description |
|------|-----------|-------------|
|------|-----------|-------------|

Recovery Personnel

| Full Name | Role |
|-----------|------|
|-----------|------|

Service Recovery Plan

Operational Recovery

Customer Recovery

Incident Specific Action Items

| Name | Status | Completed DateTime | Description | Mandatory |
|------|--------|--------------------|-------------|--------------------------|
| | | | | <input type="checkbox"/> |

CONFIDENTIAL

Incident Overview

| | | | | |
|--------------------------------------|--------|------------------------|---------|--------------------|
| 226916 | Closed | Baynes Sound Connector | Level 0 | 16-May-18 02:05 PM |
| Unavailable for After Hours Call Out | | | | |

Incident Types and Subtypes

| Type | Subtype | Subtype Descriptor |
|---------------|---------------|--------------------|
| Miscellaneous | Ambulance Run | |

Overview EOC Required

Incident Details

Terminal Maintenance reports that the vessel is unavailable for ambulance call outs this evening. BCAS advised.

Operational Impact

Incident Management Team

| Full Name | Role |
|-----------|-------------------------|
| s. 22 | Incident Commander |
| | Incident Senior Manager |
| | OSC Response Lead |

Incident Damages

| Type | Magnitude | Description |
|------|-----------|-------------|
|------|-----------|-------------|

Recovery Personnel

| Full Name | Role |
|-----------|------|
|-----------|------|

Service Recovery Plan

Operational Recovery

Customer Recovery

Incident Specific Action Items

| Name | Status | Completed DateTime | Description | Mandatory |
|------|--------|--------------------|-------------|--------------------------|
| | | | | <input type="checkbox"/> |

CONFIDENTIAL

Incident Overview

| | | | | |
|--------------------------------------|--------|------------------------|---------|--------------------|
| 226947 | Closed | Baynes Sound Connector | Level 0 | 17-May-18 03:26 PM |
| Unavailable for After Hours Call Out | | | | |

Incident Types and Subtypes

| Type | Subtype | Subtype Descriptor |
|---------------|---------------|--------------------|
| Miscellaneous | Ambulance Run | |

Overview ■ EOC Required

Incident Details

Terminal Maintenance reports that the vessel is unavailable for ambulance call outs this evening due to a scheduled dive ops and maintenance.

Terminal Maintenance further reports the vessel will tie up at BUK overnight. The PM crew will transit back to Denman in the work boat once the vessel is secure in berth. TM will pick up the AM crew in the morning to transit them back to BUK to pick up the vessel.

Operational Impact

Incident Management Team

| Full Name | Role |
|-----------|-------------------------|
| s. 22 | Incident Commander |
| | Incident Senior Manager |
| | OSC Response Lead |

Incident Damages

| Type | Magnitude | Description |
|------|-----------|-------------|
|------|-----------|-------------|

Recovery Personnel

| Full Name | Role |
|-----------|------|
|-----------|------|

Service Recovery Plan

Operational Recovery

Customer Recovery

Incident Specific Action Items

| Name | Status | Completed DateTime | Description | Mandatory |
|------|--------|--------------------|-------------|--------------------------|
| | | | | <input type="checkbox"/> |

CONFIDENTIAL

Incident Overview

| | | | | |
|--------------------------------------|--------|------------------------|---------|--------------------|
| 227304 | Closed | Baynes Sound Connector | Level 0 | 29-May-18 11:22 AM |
| Unavailable for After Hours Call Out | | | | |

Incident Types and Subtypes

| Type | Subtype | Subtype Descriptor |
|---------------|---------------|--------------------|
| Miscellaneous | Ambulance Run | |

Overview ■ EOC Required

Incident Details

Engineering Superintendent reports that the vessel is unavailable for ambulance call outs this evening. BCAS advised.

Operational Impact

Incident Management Team

| Full Name | Role |
|-----------|-------------------------|
| s. 22 | Incident Commander |
| | Incident Senior Manager |
| | OSC Response Lead |

Incident Damages

| Type | Magnitude | Description |
|------|-----------|-------------|
|------|-----------|-------------|

Recovery Personnel

| Full Name | Role |
|-----------|------|
|-----------|------|

Service Recovery Plan

Operational Recovery

Customer Recovery

Incident Specific Action Items

| Name | Status | Completed DateTime | Description | Mandatory |
|------|--------|--------------------|-------------|--------------------------|
| | | | | <input type="checkbox"/> |

CONFIDENTIAL

Incident Overview

| | | | | |
|--------------------------------------|--------|------------------------|---------|--------------------|
| 227567 | Closed | Baynes Sound Connector | Level 0 | 07-Jun-18 04:31 PM |
| Unavailable For After Hours Call Out | | | | |

Incident Types and Subtypes

| Type | Subtype | Subtype Descriptor |
|---------------|---------------|--------------------|
| Miscellaneous | Ambulance Run | |

Overview EOC Required

Incident Details

Terminal Maintenance reports the vessel will be unavailable for call out due to vessel maintenance. BCAS advised.

UPDATE 180608 0430 - Terminal Maintenance reports the work is complete and the vessel is available for call out. BCAS advised.

Operational Impact

Incident Management Team

| Full Name | Role |
|-----------|-------------------------|
| s. 22 | Incident Commander |
| | Incident Senior Manager |
| | OSC Response Lead |

Incident Damages

| Type | Magnitude | Description |
|------|-----------|-------------|
|------|-----------|-------------|

Recovery Personnel

| Full Name | Role |
|-----------|------|
|-----------|------|

Service Recovery Plan

Operational Recovery

Customer Recovery

Incident Specific Action Items

| Name | Status | Completed DateTime | Description | Mandatory |
|------|--------|--------------------|-------------|--------------------------|
| | | | | <input type="checkbox"/> |

CONFIDENTIAL

Incident Overview

| | | | | |
|--------------------------------------|--------|------------------------|---------|--------------------|
| 227679 | Closed | Baynes Sound Connector | Level 0 | 11-Jun-18 03:23 PM |
| Unavailable for After Hours Call Out | | | | |

Incident Types and Subtypes

| Type | Subtype | Subtype Descriptor |
|---------------|---------------|--------------------|
| Miscellaneous | Ambulance Run | |

Overview ■ EOC Required

Incident Details

Master reports that the vessel is unavailable for ambulance call outs this evening. BCAS advised.

Operational Impact

Incident Management Team

| Full Name | Role |
|-----------|-------------------------|
| s. 22 | Incident Commander |
| | Incident Senior Manager |
| | OSC Response Lead |

Incident Damages

| Type | Magnitude | Description |
|------|-----------|-------------|
|------|-----------|-------------|

Recovery Personnel

| Full Name | Role |
|-----------|------|
|-----------|------|

Service Recovery Plan

Operational Recovery

Customer Recovery

Incident Specific Action Items

| Name | Status | Completed DateTime | Description | Mandatory |
|------|--------|--------------------|-------------|--------------------------|
| | | | | <input type="checkbox"/> |

CONFIDENTIAL

Incident Overview

| | | | | |
|--------------------------------------|--------|------------------------|---------|--------------------|
| 227959 | Closed | Baynes Sound Connector | Level 0 | 21-Jun-18 02:55 PM |
| Unavailable for After Hours Call Out | | | | |

Incident Types and Subtypes

| Type | Subtype | Subtype Descriptor |
|---------------|---------------|--------------------|
| Miscellaneous | Ambulance Run | |

Overview EOC Required

Incident Details

Master reports that the vessel is unavailable for ambulance call outs this evening. BCAS advised.

Operational Impact

Incident Management Team

| Full Name | Role |
|-----------|-------------------------|
| s. 22 | Incident Commander |
| | Incident Senior Manager |
| | OSC Response Lead |

Incident Damages

| Type | Magnitude | Description |
|------|-----------|-------------|
|------|-----------|-------------|

Recovery Personnel

| Full Name | Role |
|-----------|------|
|-----------|------|

Service Recovery Plan

Operational Recovery

Customer Recovery

Incident Specific Action Items

| Name | Status | Completed DateTime | Description | Mandatory |
|------|--------|--------------------|-------------|--------------------------|
| | | | | <input type="checkbox"/> |

CONFIDENTIAL

Incident Overview

| | | | | |
|--|--------|------------------------|---------|--------------------|
| 228407 | Closed | Baynes Sound Connector | Level 0 | 05-Jul-18 04:27 PM |
| Unavailable for After Hours Call Out 2330-0300 | | | | |

Incident Types and Subtypes

| Type | Subtype | Subtype Descriptor |
|---------------|---------------|--------------------|
| Miscellaneous | Ambulance Run | |

Overview EOC Required

Incident Details
 Master reports that the vessel is unavailable for ambulance call outs this evening. BCAS advised.

Operational Impact

Incident Management Team

| Full Name | Role |
|-----------|-------------------------|
| s. 22 | Incident Commander |
| | Incident Senior Manager |
| | OSC Response Lead |

Incident Damages

| Type | Magnitude | Description |
|------|-----------|-------------|
|------|-----------|-------------|

Recovery Personnel

| Full Name | Role |
|-----------|------|
|-----------|------|

Service Recovery Plan

Operational Recovery

Customer Recovery

Incident Specific Action Items

| Name | Status | Completed DateTime | Description | Mandatory |
|------|--------|--------------------|-------------|--------------------------|
| | | | | <input type="checkbox"/> |

CONFIDENTIAL

Incident Overview

| | | | | |
|--------------------------------------|--------|------------------------|---------|--------------------|
| 228597 | Closed | Baynes Sound Connector | Level 0 | 12-Jul-18 09:08 AM |
| Unavailable for After Hours Call Out | | | | |

Incident Types and Subtypes

| Type | Subtype | Subtype Descriptor |
|---------------|---------------|--------------------|
| Miscellaneous | Ambulance Run | |

Overview EOC Required

Incident Details

Terminal Maintenance reports that the vessel is unavailable for ambulance call outs this evening due to scheduled maintenance.
BCAS advised.

Operational Impact

Incident Management Team

| Full Name | Role |
|-----------|-------------------------|
| s: 22 | Incident Commander |
| | Incident Senior Manager |
| | OSC Response Lead |

Incident Damages

| Type | Magnitude | Description |
|------|-----------|-------------|
|------|-----------|-------------|

Recovery Personnel

| Full Name | Role |
|-----------|------|
|-----------|------|

Service Recovery Plan

Operational Recovery

Customer Recovery

Incident Specific Action Items

| Name | Status | Completed DateTime | Description | Mandatory |
|------|--------|--------------------|-------------|--------------------------|
| | | | | <input type="checkbox"/> |

CONFIDENTIAL

Incident Overview

| | | | | |
|--------------------------------------|--------|------------------------|---------|--------------------|
| 229155 | Closed | Baynes Sound Connector | Level 0 | 27-Jul-18 12:27 AM |
| Unavailable for After Hours Call Out | | | | |

Incident Types and Subtypes

| Type | Subtype | Subtype Descriptor |
|---------------|---------------|--------------------|
| Miscellaneous | Ambulance Run | |

Overview EOC Required

Incident Details

The vessel is unavailable for ambulance call outs this evening due to necessary repair work. BCAS advised.

Operational Impact

Incident Management Team

| Full Name | Role |
|-----------|-------------------------|
| s. 22 | Incident Commander |
| | Incident Senior Manager |
| | OSC Response Lead |

Incident Damages

| Type | Magnitude | Description |
|------|-----------|-------------|
|------|-----------|-------------|

Recovery Personnel

| Full Name | Role |
|-----------|------|
|-----------|------|

Service Recovery Plan

Operational Recovery

Customer Recovery

Incident Specific Action Items

| Name | Status | Completed DateTime | Description | Mandatory |
|------|--------|--------------------|-------------|--------------------------|
| | | | | <input type="checkbox"/> |

CONFIDENTIAL

Incident Overview

| | | | | |
|--------------------------------------|--------|------------------------|---------|--------------------|
| 229571 | Closed | Baynes Sound Connector | Level 0 | 07-Aug-18 09:03 PM |
| Unavailable for After Hours Call Out | | | | |

Incident Types and Subtypes

| Type | Subtype | Subtype Descriptor |
|---------------|---------------|--------------------|
| Miscellaneous | Ambulance Run | |

Overview EOC Required

Incident Details

Terminal Maintenance reports that the vessel is unavailable for ambulance call outs this evening. BCAS advised.

Operational Impact

Incident Management Team

| Full Name | Role |
|-----------|-------------------------|
| s. 22 | Incident Commander |
| | Incident Senior Manager |
| | OSC Response Lead |

Incident Damages

| Type | Magnitude | Description |
|------|-----------|-------------|
|------|-----------|-------------|

Recovery Personnel

| Full Name | Role |
|-----------|------|
|-----------|------|

Service Recovery Plan

Operational Recovery

Customer Recovery

Incident Specific Action Items

| Name | Status | Completed DateTime | Description | Mandatory |
|------|--------|--------------------|-------------|--------------------------|
| | | | | <input type="checkbox"/> |

CONFIDENTIAL

Incident Overview

| | | | | |
|--------------------------------------|--------|------------------------|---------|--------------------|
| 229894 | Closed | Baynes Sound Connector | Level 0 | 16-Aug-18 03:08 PM |
| Unavailable for After Hours Call Out | | | | |

Incident Types and Subtypes

| Type | Subtype | Subtype Descriptor |
|---------------|---------------|--------------------|
| Miscellaneous | Ambulance Run | |

Overview EOC Required

Incident Details

Terminal Maintenance reports that the vessel is unavailable for ambulance call outs this evening due to scheduled repair work.
BCAS advised.

Operational Impact

Incident Management Team

| Full Name | Role |
|-----------|-------------------------|
| s. 22 | Incident Commander |
| | Incident Senior Manager |
| | OSC Response Lead |

Incident Damages

| Type | Magnitude | Description |
|------|-----------|-------------|
|------|-----------|-------------|

Recovery Personnel

| Full Name | Role |
|-----------|------|
|-----------|------|

Service Recovery Plan

Operational Recovery

Customer Recovery

Incident Specific Action Items

| Name | Status | Completed | DateTime | Description | Mandatory |
|------|--------|-----------|----------|-------------|--------------------------|
| | | | | | <input type="checkbox"/> |

CONFIDENTIAL

Incident Overview

| | | | | |
|--------------------------------------|--------|------------------------|---------|--------------------|
| 230739 | Closed | Baynes Sound Connector | Level 0 | 13-Sep-18 01:19 PM |
| Unavailable for After Hours Call Out | | | | |

Incident Types and Subtypes

| Type | Subtype | Subtype Descriptor |
|---------------|---------------|--------------------|
| Miscellaneous | Ambulance Run | |

Overview EOC Required

Incident Details

Terminal Maintenance reports that the vessel is unavailable for ambulance call outs this evening due to overnight work.
BCAS advised.

Operational Impact

Incident Management Team

| Full Name | Role |
|-----------|-------------------------|
| s. 22 | Incident Commander |
| | Incident Senior Manager |
| | OSC Response Lead |

Incident Damages

| Type | Magnitude | Description |
|------|-----------|-------------|
|------|-----------|-------------|

Recovery Personnel

| Full Name | Role |
|-----------|------|
|-----------|------|

Service Recovery Plan

Operational Recovery

Customer Recovery

Incident Specific Action Items

| Name | Status | Completed | Date/Time | Description | Mandatory |
|------|--------|-----------|-----------|-------------|--------------------------|
| | | | | | <input type="checkbox"/> |

CONFIDENTIAL

Incident Overview

| | | | | |
|--------------------------------------|--------|------------------------|---------|--------------------|
| 230872 | Closed | Baynes Sound Connector | Level 0 | 18-Sep-18 05:49 PM |
| Unavailable for After Hours Call Out | | | | |

Incident Types and Subtypes

| Type | Subtype | Subtype Descriptor |
|---------------|---------------|--------------------|
| Miscellaneous | Ambulance Run | |

Overview ■ EOC Required

Incident Details

Uplands Trade Supervisor reports the vessel is unavailable for call outs this evening due to scheduled maintenance. BCAS advised.

Lead Operator reports the vessel will depart at 2130 with the the night watch and one less crew member. Once they arrive in BUK and tie up the Terminal Maintenance work boat will return them to DNW.

Operational Impact

Incident Management Team

| Full Name | Role |
|-----------|-------------------------|
| s. 22 | Incident Commander |
| | Incident Senior Manager |
| | OSC Response Lead |

Incident Damages

| Type | Magnitude | Description |
|------|-----------|-------------|
|------|-----------|-------------|

Recovery Personnel

| Full Name | Role |
|-----------|------|
|-----------|------|

Service Recovery Plan

Operational Recovery

Customer Recovery

Incident Specific Action Items

| Name | Status | Completed DateTime | Description | Mandatory |
|------|--------|--------------------|-------------|--------------------------|
| | | | | <input type="checkbox"/> |

CONFIDENTIAL

Incident Overview

| | | | | |
|--------------------------------------|--------|------------------------|---------|--------------------|
| 230903 | Closed | Baynes Sound Connector | Level 0 | 19-Sep-18 08:06 PM |
| Unavailable for After-Hours Call Out | | | | |

Incident Types and Subtypes

| Type | Subtype | Subtype Descriptor |
|---------------|---------------|--------------------|
| Miscellaneous | Ambulance Run | |

Overview EOC Required

Incident Details
 Lead Operator reports that the vessel is unavailable for ambulance call outs this evening. BCAS advised.

Operational Impact

Incident Management Team

| Full Name | Role |
|-----------|-------------------------|
| s. 22 | Incident Commander |
| | Incident Senior Manager |
| | OSC Response Lead |

Incident Damages

| Type | Magnitude | Description |
|------|-----------|-------------|
| | | |

Recovery Personnel

| Full Name | Role |
|-----------|------|
| | |

Service Recovery Plan

Operational Recovery

Customer Recovery

Incident Specific Action Items

| Name | Status | Completed DateTime | Description | Mandatory |
|------|--------|--------------------|-------------|--------------------------|
| | | | | <input type="checkbox"/> |

CONFIDENTIAL

Incident Overview

| | | | | |
|--------------------------------------|--------|------------------------|---------|--------------------|
| 231226 | Closed | Baynes Sound Connector | Level 0 | 03-Oct-18 04:41 AM |
| Unavailable for After Hours Call Out | | | | |

Incident Types and Subtypes

| Type | Subtype | Subtype Descriptor |
|---------------|---------------|--------------------|
| Miscellaneous | Ambulance Run | |

Overview EOC Required

Incident Details

Master reports that the vessel is unavailable for ambulance call outs this evening. BCAS advised. Hornby Island Fire Chief advised via email for both nights they are not available Oct 3 and Oct 4.

Operational Impact

Incident Management Team

| Full Name | Role |
|-----------|-------------------------|
| s. 22 | Incident Commander |
| | Incident Senior Manager |
| | OSC Response Lead |

Incident Damages

| Type | Magnitude | Description |
|------|-----------|-------------|
|------|-----------|-------------|

Recovery Personnel

| Full Name | Role |
|-----------|------|
|-----------|------|

Service Recovery Plan

Operational Recovery

Customer Recovery

Incident Specific Action Items

| Name | Status | Completed DateTime | Description | Mandatory |
|------|--------|--------------------|-------------|--------------------------|
| | | | | <input type="checkbox"/> |

CONFIDENTIAL

Incident Overview

| | | | | |
|--------------------------------------|--------|------------------------|---------|--------------------|
| 231243 | Closed | Baynes Sound Connector | Level 0 | 04-Oct-18 02:00 AM |
| Unavailable for After Hours Call Out | | | | |

Incident Types and Subtypes

| Type | Subtype | Subtype Descriptor |
|---------------|---------------|--------------------|
| Miscellaneous | Ambulance Run | |

Overview EOC Required

Incident Details

Lead Operator reports that the vessel is unavailable for ambulance call outs this evening. (night of Oct 4)
 BCAS advised.
 Homby Island Fire Chief advised via email.
 RT 21 and 22 advised via email.

Operational Impact

Incident Management Team

| Full Name | Role |
|-----------|-------------------------|
| s. 22 | Incident Commander |
| | Incident Senior Manager |
| | OSC Response Lead |

Incident Damages

| Type | Magnitude | Description |
|------|-----------|-------------|
| | | |

Recovery Personnel

| Full Name | Role |
|-----------|------|
| | |

Service Recovery Plan

Operational Recovery

Customer Recovery

Incident Specific Action Items

| Name | Status | Completed DateTime | Description | Mandatory |
|------|--------|--------------------|-------------|--------------------------|
| | | | | <input type="checkbox"/> |

CONFIDENTIAL

Incident Overview

| | | | | |
|--------------------------------------|--------|------------------------|---------|--------------------|
| 231443 | Closed | Baynes Sound Connector | Level 0 | 11-Oct-18 02:52 PM |
| Unavailable for After Hours Call Out | | | | |

Incident Types and Subtypes

| Type | Subtype | Subtype Descriptor |
|---------------|---------------|--------------------|
| Miscellaneous | Ambulance Run | |

Overview EOC Required

Incident Details

Terminal Maintenance Supervisor reports that the vessel is unavailable for ambulance call outs this evening due to scheduled maintenance.

BCAS, Hornby Fire Chief, and RT 22 vessel advised.

Operational Impact

Incident Management Team

| Full Name | Role |
|-----------|-------------------------|
| s. 22 | Incident Commander |
| | Incident Senior Manager |
| | OSC Response Lead |

Incident Damages

| Type | Magnitude | Description |
|------|-----------|-------------|
|------|-----------|-------------|

Recovery Personnel

| Full Name | Role |
|-----------|------|
|-----------|------|

Service Recovery Plan

Operational Recovery

Customer Recovery

Incident Specific Action Items

| Name | Status | Completed DateTime | Description | Mandatory |
|------|--------|--------------------|-------------|--------------------------|
| | | | | <input type="checkbox"/> |

CONFIDENTIAL

Incident Overview

| | | | | |
|--------------------------------------|--------|------------------------|---------|--------------------|
| 231741 | Closed | Baynes Sound Connector | Level 0 | 25-Oct-18 10:33 AM |
| Unavailable for After Hours Call Out | | | | |

Incident Types and Subtypes

| Type | Subtype | Subtype Descriptor |
|---------------|---------------|--------------------|
| Miscellaneous | Ambulance Run | |

Overview ■ EOC Required

Incident Details

Master reports that the vessel is unavailable for ambulance call outs this evening due to routine maintenance work.
BCAS advised.

****If RT 21 or 22 please advise Hornby Island Fire Chief via Custom Form email in Outlook****

email sent

Operational Impact

Incident Management Team

| Full Name | Role |
|-----------|-------------------------|
| s. 22 | Incident Commander |
| | Incident Senior Manager |
| | OSC Response Lead |

Incident Damages

| Type | Magnitude | Description |
|------|-----------|-------------|
|------|-----------|-------------|

Recovery Personnel

| Full Name | Role |
|-----------|------|
|-----------|------|

Service Recovery Plan

Operational Recovery

Customer Recovery

Incident Specific Action Items

| Name | Status | Completed DateTime | Description | Mandatory |
|------|--------|--------------------|-------------|--------------------------|
| | | | | <input type="checkbox"/> |

CONFIDENTIAL

Incident Overview

| | | | | |
|--------------------------------------|--------|------------------------|---------|--------------------|
| 231827 | Closed | Baynes Sound Connector | Level 0 | 28-Oct-18 09:43 PM |
| Unavailable for After Hours Call Out | | | | |

Incident Types and Subtypes

| Type | Subtype | Subtype Descriptor |
|---------------|---------------|--------------------|
| Miscellaneous | Ambulance Run | |

Overview EOC Required

Incident Details

Master reports that the vessel is unavailable for ambulance call outs this evening due to required maintenance. BCAS, RT 22, and Hornby Island Fire Chief advised.

Operational Impact

Incident Management Team

| Full Name | Role |
|-----------|-------------------------|
| s. 22 | Incident Commander |
| | Incident Senior Manager |
| | OSC Response Lead |

Incident Damages

| Type | Magnitude | Description |
|------|-----------|-------------|
|------|-----------|-------------|

Recovery Personnel

| Full Name | Role |
|-----------|------|
|-----------|------|

Service Recovery Plan

Operational Recovery

Customer Recovery

Incident Specific Action Items

| Name | Status | Completed Date/Time | Description | Mandatory |
|------|--------|---------------------|-------------|--------------------------|
| | | | | <input type="checkbox"/> |

CONFIDENTIAL

Incident Overview

| | | | | |
|--------------------------------------|---------|------------------------|---------|--------------------|
| 231871 | Deleted | Baynes Sound Connector | Level 0 | 30-Oct-18 05:40 PM |
| Unavailable for After Hours Call Out | | | | |

Incident Types and Subtypes

| Type | Subtype | Subtype Descriptor |
|---------------|---------------|--------------------|
| Miscellaneous | Ambulance Run | |

Overview EOC Required

Incident Details

Terminal Maintenance reports that the vessel is unavailable for ambulance call outs this evening due to , BCAS advised.

****If RT 21 or 22 please advise Hornby Island Fire Chief via Custom Form email in Outlook****

Operational Impact

Incident Management Team

| Full Name | Role |
|-----------|-------------------------|
| s. 22 | Incident Commander |
| | Incident Senior Manager |
| | OSC Response Lead |

Incident Damages

| Type | Magnitude | Description |
|------|-----------|-------------|
|------|-----------|-------------|

Recovery Personnel

| Full Name | Role |
|-----------|------|
|-----------|------|

Service Recovery Plan

Operational Recovery

Customer Recovery

Incident Specific Action Items

| Name | Status | Completed | DateTime | Description | Mandatory |
|------|--------|-----------|----------|-------------|--------------------------|
| | | | | | <input type="checkbox"/> |

CONFIDENTIAL

Incident Overview

| | | | | |
|--------------------------------------|--------|------------------------|---------|--------------------|
| 231874 | Closed | Baynes Sound Connector | Level 0 | 30-Oct-18 06:59 PM |
| Unavailable for After Hours Call Out | | | | |

Incident Types and Subtypes

| Type | Subtype | Subtype Descriptor |
|---------------|---------------|--------------------|
| Miscellaneous | Ambulance Run | |

Overview EOC Required

Incident Details

Master reports that the vessel is unavailable for ambulance call outs Oct 31 due to work being completed by Terminal Maintenance.
 Homby Island Fire Chief and BCAS advised.

Operational Impact

Incident Management Team

| Full Name | Role |
|-----------|-------------------------|
| s. 22 | Incident Commander |
| | Incident Senior Manager |
| | OSC Response Lead |

Incident Damages

| Type | Magnitude | Description |
|------|-----------|-------------|
|------|-----------|-------------|

Recovery Personnel

| Full Name | Role |
|-----------|------|
|-----------|------|

Service Recovery Plan

Operational Recovery

Customer Recovery

Incident Specific Action Items

| Name | Status | Completed DateTime | Description | Mandatory |
|------|--------|--------------------|-------------|--------------------------|
| | | | | <input type="checkbox"/> |

CONFIDENTIAL

Incident Overview

| | | | | |
|--------------------------------------|--------|------------------------|---------|--------------------|
| 231874 | Closed | Baynes Sound Connector | Level 0 | 30-Oct-18 06:59 PM |
| Unavailable for After Hours Call Out | | | | |

Incident Types and Subtypes

| Type | Subtype | Subtype Descriptor |
|---------------|---------------|--------------------|
| Miscellaneous | Ambulance Run | |

Overview EOC Required

Incident Details

Master reports that the vessel is unavailable for ambulance call outs Oct 31 due to work being completed by Terminal Maintenance.
 Hornby Island Fire Chief and BCAS advised.

Operational Impact

Incident Management Team

| Full Name | Role |
|-----------|-------------------------|
| s. 22 | Incident Commander |
| | Incident Senior Manager |
| | OSC Response Lead |

Incident Damages

| Type | Magnitude | Description |
|------|-----------|-------------|
|------|-----------|-------------|

Recovery Personnel

| Full Name | Role |
|-----------|------|
|-----------|------|

Service Recovery Plan

Operational Recovery

Customer Recovery

Incident Specific Action Items

| Name | Status | Completed DateTime | Description | Mandatory |
|------|--------|--------------------|-------------|--------------------------|
| | | | | <input type="checkbox"/> |

CONFIDENTIAL

Incident Overview

| | | | | |
|--------------------------------------|--------|------------------------|---------|--------------------|
| 232049 | Closed | Baynes Sound Connector | Level 0 | 08-Nov-18 04:08 AM |
| Unavailable for After Hours Call Out | | | | |

Incident Types and Subtypes

| Type | Subtype | Subtype Descriptor |
|---------------|---------------|--------------------|
| Miscellaneous | Ambulance Run | |

Overview EOC Required

Incident Details

Master reports that the vessel is unavailable for ambulance call outs this evening due to work being performed by Terminal Maintenance.
 BCAS advised. Fire Chief advised via email

Operational Impact

Incident Management Team

| Full Name | Role |
|-----------|-------------------------|
| s. 22 | Incident Commander |
| | Incident Senior Manager |
| | OSC Response Lead |

Incident Damages

| Type | Magnitude | Description |
|------|-----------|-------------|
|------|-----------|-------------|

Recovery Personnel

| Full Name | Role |
|-----------|------|
|-----------|------|

Service Recovery Plan

Operational Recovery

Customer Recovery

Incident Specific Action Items

| Name | Status | Completed | Date/Time | Description | Mandatory |
|------|--------|-----------|-----------|-------------|--------------------------|
| | | | | | <input type="checkbox"/> |

CONFIDENTIAL

Incident Overview

| | | | | |
|--------------------------------------|---------|------------------------|---------|--------------------|
| 232090 | Deleted | Baynes Sound Connector | Level 0 | 09-Nov-18 02:52 PM |
| Unavailable for After Hours Call Out | | | | |

Incident Types and Subtypes

| Type | Subtype | Subtype Descriptor |
|---------------|---------------|--------------------|
| Miscellaneous | Ambulance Run | |

Overview EOC Required

Incident Details

Crewing reports that the vessel is unavailable for ambulance call outs this evening as they could not schedule a night watch.
BCAS advised.

The vessel will not be available for Nov 9/10/11. Other iSails will be open for next two nights.
Hornby Island Fire Chief emailed today for all three dates.

Operational Impact

Incident Management Team

| Full Name | Role |
|-----------|-------------------------|
| s. 22 | Incident Commander |
| | Incident Senior Manager |
| | OSC Response Lead |

Incident Damages

| Type | Magnitude | Description |
|------|-----------|-------------|
|------|-----------|-------------|

Recovery Personnel

| Full Name | Role |
|-----------|------|
|-----------|------|

Service Recovery Plan

Operational Recovery

Customer Recovery

Incident Specific Action Items

| Name | Status | Completed DateTime | Description | Mandatory |
|------|--------|--------------------|-------------|--------------------------|
| | | | | <input type="checkbox"/> |

CONFIDENTIAL

Incident Overview

| | | | | |
|--------------------------------------|--------|------------------------|---------|--------------------|
| 232741 | Closed | Baynes Sound Connector | Level 0 | 05-Dec-18 02:24 PM |
| Unavailable for After Hours Call Out | | | | |

Incident Types and Subtypes

| Type | Subtype | Subtype Descriptor |
|---------------|---------------|--------------------|
| Miscellaneous | Ambulance Run | |

Overview EOC Required

Incident Details

Terminal Maintenance reports that the vessel is unavailable for ambulance call outs this evening. BCAS and Hornby Fire Chief advised.

Operational Impact

Incident Management Team

| Full Name | Role |
|-----------|-------------------------|
| s. 22 | Incident Commander |
| | Incident Senior Manager |
| | OSC Response Lead |

Incident Damages

| Type | Magnitude | Description |
|------|-----------|-------------|
|------|-----------|-------------|

Recovery Personnel

| Full Name | Role |
|-----------|------|
|-----------|------|

Service Recovery Plan

Operational Recovery

Customer Recovery

Incident Specific Action Items

| Name | Status | Completed DateTime | Description | Mandatory |
|------|--------|--------------------|-------------|--------------------------|
| | | | | <input type="checkbox"/> |

CONFIDENTIAL

Incident Overview

| | | | | |
|--------------------------------------|--------|------------------------|---------|--------------------|
| 233122 | Closed | Baynes Sound Connector | Level 0 | 19-Dec-18 03:08 AM |
| Unavailable for After Hours Call Out | | | | |

Incident Types and Subtypes

| Type | Subtype | Subtype Descriptor |
|---------------|---------------|--------------------|
| Miscellaneous | Ambulance Run | |

Overview EOC Required

Incident Details

Master reports that the vessel is unavailable for ambulance call outs this evening.
 BCAS advised.
 Hornby Island Fire Chief advised

Maintenance work expected to last 3-4 hours. Crew will advise when work is complete and call outs may resume.

Operational Impact

Incident Management Team

| Full Name | Role |
|-----------|-------------------------|
| s. 22 | Incident Commander |
| | Incident Senior Manager |
| | OSC Response Lead |

Incident Damages

| Type | Magnitude | Description |
|------|-----------|-------------|
|------|-----------|-------------|

Recovery Personnel

| Full Name | Role |
|-----------|------|
|-----------|------|

Service Recovery Plan

Operational Recovery

Customer Recovery

Incident Specific Action Items

| Name | Status | Completed DateTime | Description | Mandatory |
|------|--------|--------------------|-------------|--------------------------|
| | | | | <input type="checkbox"/> |

CONFIDENTIAL

Incident Overview

| | | | | |
|--------------------------------------|--------|------------------------|---------|--------------------|
| 233493 | Closed | Baynes Sound Connector | Level 0 | 31-Dec-18 06:33 PM |
| Unavailable for After Hours Call Out | | | | |

Incident Types and Subtypes

| Type | Subtype | Subtype Descriptor |
|---------------|---------------|--------------------|
| Miscellaneous | Ambulance Run | |

Overview EOC Required

Incident Details

Master reports that the vessel is unavailable for ambulance call outs this evening until 0500. BCAS advised.

Hornby Fire Chief and KAH advised via email.

Operational Impact

Incident Management Team

| Full Name | Role |
|-----------|-------------------------|
| s. 22 | Incident Commander |
| | Incident Senior Manager |
| | OSC Response Lead |

Incident Damages

| Type | Magnitude | Description |
|------|-----------|-------------|
|------|-----------|-------------|

Recovery Personnel

| Full Name | Role |
|-----------|------|
|-----------|------|

Service Recovery Plan

Operational Recovery

Customer Recovery

Incident Specific Action Items

| Name | Status | Completed DateTime | Description | Mandatory |
|------|--------|--------------------|-------------|--------------------------|
| | | | | <input type="checkbox"/> |

CONFIDENTIAL

Incident Overview

| | | | | |
|--------------------------------------|--------|------------------------|---------|--------------------|
| 233698 | Closed | Baynes Sound Connector | Level 0 | 10-Jan-19 03:23 PM |
| Unavailable for After Hours Call Out | | | | |

Incident Types and Subtypes

| Type | Subtype | Subtype Descriptor |
|---------------|---------------|--------------------|
| Miscellaneous | Ambulance Run | |

Overview ■ EOC Required

Incident Details

Little River Terminal Maintenance Planner reports that the vessel is unavailable for ambulance call outs this evening due to work being performed on the BSC tonight.
 BCAS advised.
 Homby Island Fire Chief was sent an email.

Operational Impact

Incident Management Team

| Full Name | Role |
|-----------|-------------------------|
| s. 22 | Incident Commander |
| | Incident Senior Manager |
| | OSC Response Lead |

Incident Damages

| Type | Magnitude | Description |
|------|-----------|-------------|
| | | |

Recovery Personnel

| Full Name | Role |
|-----------|------|
| | |

Service Recovery Plan

Operational Recovery

Customer Recovery

Incident Specific Action Items

| Name | Status | Completed | DateTime | Description | Mandatory |
|------|--------|-----------|----------|-------------|--------------------------|
| | | | | | <input type="checkbox"/> |

CONFIDENTIAL

Incident Overview

| | | | | |
|--------------------------------------|--------|------------------------|---------|--------------------|
| 233870 | Closed | Baynes Sound Connector | Level 0 | 19-Jan-19 08:12 PM |
| Unavailable for After Hours Call Out | | | | |

Incident Types and Subtypes

| Type | Subtype | Subtype Descriptor |
|---------------|---------------|--------------------|
| Miscellaneous | Ambulance Run | |

Overview EOC Required

Incident Details

Lead Operator reports that the vessel is unavailable for ambulance call outs this evening. Hornby Island Fire Chief and BCAS advised.

Operational Impact

Incident Management Team

| Full Name | Role |
|-----------|-------------------------|
| s. 22 | Incident Commander |
| | Incident Senior Manager |
| | OSC Response Lead |

Incident Damages

| Type | Magnitude | Description |
|------|-----------|-------------|
|------|-----------|-------------|

Recovery Personnel

| Full Name | Role |
|-----------|------|
|-----------|------|

Service Recovery Plan

Operational Recovery

Customer Recovery

Incident Specific Action Items

| Name | Status | Completed DateTime | Description | Mandatory |
|------|--------|--------------------|-------------|--------------------------|
| | | | | <input type="checkbox"/> |

CONFIDENTIAL

Incident Overview

| | | | | |
|--------------------------------------|--------|------------------------|---------|--------------------|
| 233947 | Closed | Baynes Sound Connector | Level 0 | 24-Jan-19 01:58 PM |
| Unavailable for After Hours Call Out | | | | |

Incident Types and Subtypes

| Type | Subtype | Subtype Descriptor |
|---------------|---------------|--------------------|
| Miscellaneous | Ambulance Run | |

Overview EOC Required

Incident Details

Master reports that the vessel is unavailable for ambulance call outs this evening. BCAS and Homby Island Fire Chief advised.

Operational Impact

Incident Management Team

| Full Name | Role |
|-----------|-------------------------|
| s. 22 | Incident Commander |
| | Incident Senior Manager |
| | OSC Response Lead |

Incident Damages

| Type | Magnitude | Description |
|------|-----------|-------------|
|------|-----------|-------------|

Recovery Personnel

| Full Name | Role |
|-----------|------|
|-----------|------|

Service Recovery Plan

Operational Recovery

Customer Recovery

Incident Specific Action Items

| Name | Status | Completed | Date/Time | Description | Mandatory |
|------|--------|-----------|-----------|-------------|--------------------------|
| | | | | | <input type="checkbox"/> |

CONFIDENTIAL

Incident Overview

| | | | | |
|--------------------------------------|--------|------------------------|---------|--------------------|
| 234705 | Closed | Baynes Sound Connector | Level 0 | 28-Feb-19 12:20 PM |
| Unavailable for After Hours Call Out | | | | |

Incident Types and Subtypes

| Type | Subtype | Subtype Descriptor |
|---------------|---------------|--------------------|
| Miscellaneous | Ambulance Run | |

Overview EOC Required

Incident Details

Terminal Maintenance Planner reports that the vessel is unavailable for ambulance call outs this evening. BCAS and Hornby Fire Chief advised.

Operational Impact

Incident Management Team

| Full Name | Role |
|-----------|-------------------------|
| s. 22 | Incident Commander |
| | Incident Senior Manager |
| | OSC Response Lead |

Incident Damages

| Type | Magnitude | Description |
|------|-----------|-------------|
|------|-----------|-------------|

Recovery Personnel

| Full Name | Role |
|-----------|------|
|-----------|------|

Service Recovery Plan

Operational Recovery

Customer Recovery

Incident Specific Action Items

| Name | Status | Completed DateTime | Description | Mandatory |
|------|--------|--------------------|-------------|--------------------------|
| | | | | <input type="checkbox"/> |