



Hengyi Industries Sdn Bhd
恒逸实业（文莱）有限公司

HYBN-T9-11-0006-2025

No.2 Refinery Dept. Contact and Report Management Rules

炼油二部联系汇报管理细则

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Issued by: Jiang Xiangming Sun Weifeng
编 制：蒋翔明 孙伟锋

Checked by: Yang Fan Yang Shihai
审 核：杨帆 杨仕海

Approved by: Sun Jian Huai
批 准：孙建怀

Preface 前言

This rule is written based on "HYBN-T3-06-0003-2018-1 Production scheduling management system".

本细则依据《HYBN-T3-06-0003-2018-1 生产调度管理制度》制定。

This rule is effective as of May 13, 2020.

本细则从 2020 年 5 月 13 日起实施。

This rule is first published as of May 13, 2020 and revised on June 23, 2020, at the same time abolished "5. Emergency Response Procedures" section.

本细则于 2020 年 5 月 13 日首次发布，于 2020 年 6 月 23 日发布修订，删除原细则中“5.应急响应程序”部分。

II The fourth edition will be released on Jan 1st, 2025, and the third edition will be discontinued immediately.

第四版发布时间为 2025 年 1 月 1 日，第三版即日起废止。

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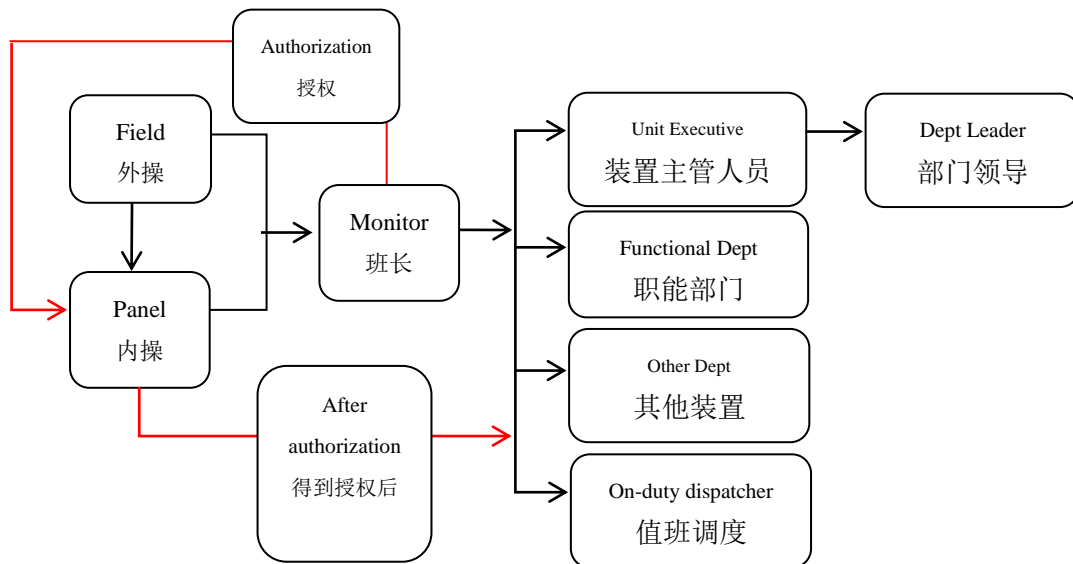
1. Purpose 目的

To implement the relevant requirements of the Contact and Report management in the company's process management system and to ensure the effective transmission of production information. The detailed rules are made according to the actual situation of the department.

为落实公司工艺管理制度中联系汇报管理的有关要求，确保生产信息的有效传递，结合本部门实际，特制定本细则。

2. Contact and Report Procedure 联系汇报程序

2.1 Diagram of Contact and Report Procedure 联系汇报程序图



3. Contact and Report Content 联系汇报内容

3.1 Contact and Report within the department

3.1 部门内部联系汇报

3.1.1 When field operation, within the shift period, discovers any type of production abnormalities, they should immediately report to the panel operation and the monitor will organize a treatment procedure and report to the unit executive and on-duty dispatcher.

3.1.1 当班期间外操在现场发现各类生产异常时，要立刻汇报内操和班长，由班长组织处理并向装置主管人员和值班调度进行汇报。

3.1.2 When panel operation, within the shift period, discovers any type of production abnormalities, they should immediately report to the monitor and the monitor will organize a treatment procedure and report to the unit executive and on-duty dispatcher.

3.1.2 当班期间内操在主控室发现各类生产异常时，要立刻汇报班长，由班长组织处理并向装置主管人员和值班调度进行汇报。

3.1.3 When the on-duty shift class is doing start-up, shutdown, production abnormality treatment handling or main operating adjustments, the on-duty monitor should report to the unit executive and the on-duty dispatcher on time.

3.1.3 当班班组进行开、停工操作、生产异常处理和主要操作调整时，当班班长应及时向装置主管人员和值班调度进行汇报。

3.1.4 When the shift class is doing process changes, the on-duty monitor should report to the unit executive and the on-duty dispatcher on time.

3.1.4 班组进行流程改动时，当班班长应及时向装置主管人员和值班调度进行汇报。

3.1.5 Before the on-duty shift class does operational changes such as increasing or decreasing feed capacity and feed ratio, the monitor should be reported to first. The monitor should report to the unit executive and the on-duty dispatcher on time.

3.1.5 当班期间内操进行原料提、降量和原料配比更改操作前，要汇报班长，由班长向装置主管人员和值班调度进行汇报。

3.1.6 When the on-duty shift class receives information of feed cut-off, they should immediately report to the monitor and inform the field operation. Timely send the information to the department work group to publicize. When necessary, use @(executive) text form.

3.1.6 当班期间班组接收到原料切罐信息时，要立刻汇报班长，告知外操，及时在部门工作群进行信息发布广而告之，必要时@主管人员形成信息闭环。

3.1.7 Before the shift class carries out any type of operational changes such as process indicator changes and interlock changes, they should report to the monitor first and then inform engineer. Timely send the information to the department work group to publicize.

3.1.7 当班班组执行各类工艺指标变动操作、联锁等变动操作前，要首先汇报班长，班长汇报主管工程师并及时在部门工作群进行信息发布广而告之。

3.1.8 When there are abnormalities in the product quality of the on-duty shift class, report

to the monitor first and then timely send the information to the department work group to publicize. When necessary, use @(executive) text form.

3.1.8 当班期间产品质量出现异常时，要首先汇报班长，告知外操，及时在部门工作群进行信息发布广而告之，必要时@主管人员形成信息闭环。

3.1.10 Before and after any type of high-risk operations at the site of the unit, the department's supervisor should report to the on-duty monitor, and the monitor should report to the unit executive and send the information to the department work group.

3.1.10 装置现场各类高风险作业开始前、结束后，本部门监护人需向当班班长汇报，由班长向装置主管人员进行汇报并将作业信息发布在部门工作群中。

3.1.11 Accidents or events such as emergency shutdown (including partial shutdown), catalyst overheating, overpressure, leakage, fire, personal injury or sudden illness, major environmental pollution, etc. the first person who discovered the accident should immediately report to the monitor in charge, the monitor or who arranged by the monitor to make telephone to the installation engineer in charge, and the deputy head of department in charge, the head of department, the duty officer of department and dispatcher at the first time. It is necessary to accurately describe the accident profile to facilitate timely and effective handling.

3.1.11 装置出现或可能出现停工（含局部停工）、催化剂飞温、超压、泄漏、着火、人员受伤或突发疾病、重大环境污染等事故或事件时，本部门第一发现人应马上汇报当班班长，由班长或班长安排人员在第一时间同时向装置主管工程师、分管副部长、部长、部门值班及值班调度进行电话汇报，并准确说明事故概况，以便于及时、有效处置。

3.1.12 When a class member is involved in an accident that violates the company's management system or violates the national law of Brunei, it is necessary to report to the monitor and the monitor will report to the department leader.

3.1.12 班组人员涉及违反公司管理制度和触犯文莱国家法律的事件时，需第一时间汇报班长，由班长向部门领导进行汇报。

3.1.13 When a class member needs to take leave, they should first ask the monitor for instructions. After the monitor agrees, report to the department leader.

3.1.13 班组人员需请假时，应先向班长请示，经班长同意后，再向部门领导汇报。

3.1.14 After specialist executives receives any type of information regarding abnormalities

from the shift class, they should immediately report to the department leader to ensure that the information is symmetrical, and transmission is effective

3.1.14 专业主管人员在收到班组各类异常信息后, 应及时向部门领导请示汇报, 保证信息对称、有效传递。

3.2 Contact and Report with other units 与其他装置之间的联系汇报

3.2.1 When the department unit is involved in other department operations or system of factory such as feed collection, pipeline purging, line inspection and displacement, report to the on-duty dispatcher in advance and communicate with the relevant departments. Obtain consent and record the implemented operation.

3.2.1 本部门装置在进行物料收付、管线吹扫、顶线、置换等涉及其他部门作业或与系统物料相关的作业, 应事先汇报值班调度, 并与相关部门联系沟通, 征得同意并进行记录后实施操作。

3.2.2 When the flow direction of any product line changes or any large changes occurs in parameters, timely carry out horizontal and vertical communication, report on on-duty scheduling and communicate with relevant department.

3.2.2 装置各线产品流向发生改变或流量压力等参数发生重大变化时, 应及时进行横纵向的联系沟通, 汇报值班调度, 并与相关部门联系沟通。

3.2.3 When there are abnormalities and operation condition fluctuations, report to on-duty dispatcher first, and timely notify upstream (downstream) units.

3.2.3 当生产操作出现异常和操作工况出现波动时, 应先汇报值班调度, 并及时通知上(下)游装置。

3.2.4 When there is no horizontal communication or an abnormality occurs, report to on-duty dispatcher and the executive leader on time.

3.2.4 当横向联系不通或出现异常时, 应及时汇报值班调度和部门主管领导。

3.3 Contact and Report with functional departments

3.3 与职能部门之间的联系汇报

3.3.1 When extra sample analysis is required, timely contact quality inspection department and explain the reasons for extra sample.

3.3.1 当班期间需增加样品分析时, 应及时与质检部进行联系并说明原因。

3.3.2 When there is a delay in the release of the sample analysis results during the shift

period or the analysis results need to be released in advance, contact the quality inspection department in time and explain the reason.

3.3.2 当班期间有样品分析结果发布滞后或需提前出分析结果时,应及时与质检部进行联系并说明原因。

3.3.3 When there are equipment abnormalities, contact equipment maintenance department on time and explain the situation.

3.3.3 当班期间出现设备异常时,应及时与设备检修部进行联系并说明情况。

3.3.4 Before the key equipment is put into use, switched or stopped, contact equipment maintenance department on time.

3.3.4 当班期间重点设备投用、切换和停用前,应及时与设备检修部进行联系。

3.3.5 When there are instrument, control valve and system abnormalities, contact instrument control department on time and explain the reasons.

3.3.5 当班期间出现仪表、控制阀和系统异常时,应及时与仪控部进行联系并说明情况。

3.3.6 Before electrical equipment are put in use, switched and stopped, contact electrical operation department on time and report to the electrical dispatcher.

3.3.6 当班期间用电设备投用、切换和停用前,应与电气运行部进行联系,并汇报电力调度。

3.3.7 When there are electrical equipment abnormalities, contact electrical operation department on time and explain the situation.

3.3.7 当班期间出现用电设备异常时,应及时与电气运行部进行联系并说明情况。

3.3.8 When accidents such as leakage or fire occurs, contact the fire-fighting station and explain the situation.

3.3.8 当班期间出现泄漏、着火等事故时,应及时联系消防队并说明情况。

3.3.9 When widespread environmental pollution accident occurs, contact HSE department immediately and explain the situation.

3.3.9 当班期间出现重大环境污染事故时,应及时联系 HSE 部并说明情况。

3.3.10 In case of any injury or sudden illness, immediately contact the HSE department and the general management department and explain the situation.

3.3.10 当班期间出现人员受伤或突发疾病时,应及时联系 HSE 部、综合管理部并说明情况。

3.3.11 When horizontal communication is blocked or abnormalities occur, report to the on-duty dispatcher and department executive leader on time for coordination.

3.3.11 当横向联系不通或出现异常时，应及时汇报值班调度和部门主管领导进行协调处理。

4. Contact and Report Requirements 联系汇报要求

4.1 Contact and report should be done on time to ensure the timeliness of information.

4.1 联系汇报要及时，保证信息的时效性。

4.2 When contacting and reporting with other units and functional departments, the departments, units, posts and contact contents should be actively notified so as to achieve mutual respect, civility and courtesy, act in accordance with the rules and actively cooperate. The contact content should be clear, accurate and concise, and a record should be made.

4.2 与其他装置、职能部门进行联系汇报时，应主动通报部门、装置、岗位和联系内容，做到相互尊重，文明礼貌，按章办事，主动配合。联系内容应清晰、准确、扼要，做好通话记录。

4.3 When there is no communication channel with other units or functional departments or the other party does not accept the operation content or there is a dispute, etc, the department leader and the on-duty dispatcher should be reported to.

4.3 与其他装置或职能部门出现联系渠道不通、对方不接受作业内容或发生争议等情况时，应向本部门领导和值班调度汇报。

5. Supervision and Assessment 监督及考核

5.1 Report and Contact management details will be managed by the process specialist

5.1 联系汇报管理细则，由工艺专业归口管理。

5.2 The department leader is responsible for supervision checking.

5.2 部门领导负责监督检查。

5.3 The assessment is based on the "Rules for Rewards and Penalties of Employees in Refinery Dept No. 2".

5.3 考核依据《炼油二部职工绩效考核细则》。

6. Supplementary Rules 附则

6.1 The rules are managed by the No.2 Refinery Dept. For the unfinished matters, please refer to the company's professional management systems.

本细则由炼油二部归口管理，未尽事宜参照公司各专业管理制度等执行。

6.2 The preparation and approval of the version of these rules are shown in Table 1.

本细则版本编制和审批情况见表 1。

Table 1 Document version preparation and approval

表 1 文件版本编制和审批情况

4	01/01/2025	Jiang Xiangming Sun Weifeng 蒋翔明 孙伟峰	Yang Fan Yang Shihai 杨帆 杨仕海	Sun Jian Huai 孙建怀
Version 版本	Issued Date 颁布日期	Compiler 编制人	Reviewer 审核人	Approval 批准人