



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

Issued Date: Sep 2025

颁布日期: 2025 年 9 月

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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 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。

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。

The fifth edition will be released on Sep 1, 2025, and the fourth edition will be discontinued immediately.

第五版发布时间为 2025 年 9 月 1 日，第四版即日起废止。

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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, these detailed rules are formulated 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 Content 联系汇报内容

2.1 Contact and Report within the department

2.1 部门内部联系汇报

2.1.1 When incidents or events such as shutdowns (including partial shutdowns), catalyst runaway, overpressure, leaks, fires, personnel injuries or sudden illnesses, or significant environmental pollution occur or are likely to occur, the first person in this department to discover the incident should immediately report to the shift leader. The shift leader or an assigned person by the shift leader, shall then promptly report the incident by phone to the Head of Department (or to the Deputy Head of the unit if the Head of Department is on leave) and the on-duty dispatch personnel at the earliest possible time, providing an accurate description of the incident situation to facilitate a timely and effective response. The Head of Department or Deputy Head of the unit shall notify other relevant personnel.

2.1.1 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部长（部长休假时联系装置副部长）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，由部长或装置副部长通知其他相关人员。

2.1.2 When a shift team member is involved in an incident that violates company management regulations and breaches the laws of Brunei, they must report to the shift leader immediately, who will then report to the Head of Department.

2.1.2 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，由班长向部长进行汇报。

2.1.3 Before the on-duty shift team executes any changes to process indicators and

interlocking operations, they must first report to the shift leader, who then reports to the Head of Department and the Deputy Head of the unit, and timely disseminates this information in the departmental work group.

2.1.3 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，班长汇报部长、装置副部长并及时在部门工作群进行信息发布广而告之。

2.1.4 During the shift, if production anomalies are discovered by field operators on-site (excluding major accidents or incidents), they must immediately report to the panel operators and the shift leader. The shift leader shall organize the handling of the situation and report to the Deputy Head of the unit and the on-duty dispatch personnel.

2.1.4 当班期间外操在现场发现生产异常时（非重大事故或事件），要立刻汇报内操和班长，由班长组织处理并向装置副部长和值班调度进行汇报。

2.1.5 During the shift, if various production abnormalities are discovered by panel operators in the central control room (excluding major accidents or incidents), they must immediately report to the shift leader. The shift leader shall organize the handling of the situation and report to the Deputy Head of the unit and the on-duty dispatch personnel.

2.1.5 当班期间内操在中控室发现各类生产异常时（非重大事故或事件），要立刻汇报班长，由班长组织处理并向装置副部长和值班调度进行汇报。

2.1.6 When the on-duty shift team is performing start-up, shut-down operations, and major operational adjustments, the shift leader shall promptly report to the Deputy Head of the unit and the on-duty dispatch personnel.

2.1.6 当班班组进行开、停工操作和主要操作调整时，当班班长应及时向装置副部长和值班调度进行汇报。

2.1.7 Professional supervisors should promptly report to the Deputy Head of the unit after receiving various abnormal information from the shift team, to ensure symmetrical and effective communication of information.

2.1.7 专业主管人员在收到班组各类异常信息后，应及时向装置副部长请示汇报，保证信息对称、有效传递。

2.1.8 When shift members need to take leave, they shall first report to the shift leader, and after receiving the shift leader's approval, the shift leader or deputy shift leader will inform the Deputy Head of the unit.

2.1.8 班组人员需请假时，应先向班长请示，经班长同意后，由班长或副班长向装置副部长汇报。

2.1.9 When the shift team makes changes to the process, the on-duty shift leader should promptly report to the Deputy Head of the unit or the engineers of the unit and to the on-duty dispatch personnel.

2.1.9 班组进行流程改动时，当班班长应及时向装置副部长或装置工程师和值班调度进行汇报。

2.1.10 Before conducting operations to increase or decrease the raw material quantities or to change the raw material ratios during the shift, the panel operator shall report to the shift leader, who will then report to the process engineer of the unit and the on-duty dispatch personnel.

2.1.10 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，由班长向装置工程师和值班调度进行汇报。

2.1.11 During the shift, when the team receives information about switching of raw material tank, they must immediately report to the shift leader, inform the field operators, and promptly disseminate the information in the department work group. If necessary, the process engineer of the unit shall be tagged @ to ensure information closure.

2.1.11 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@装置工程师形成信息闭环。

2.1.12 When product quality abnormalities occur during the shift, the on-duty shift member shall first report to the shift leader, inform the field operators, and timely disseminate the information in the department work group to notify all personnel. If necessary, the process engineer of the unit shall be tagged @ to ensure information closure.

2.1.12 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@装置工程师形成信息闭环。

2.1.13 Before and after any high-risk operations at the site, the designated guardianship personnel of the department shall report to the on-duty shift leader, who will then report to the engineer of the unit and publish the operation information in the department's work group.

2.1.13 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

长向装置工程师进行汇报并将作业信息发布在部门工作群中。

2.2 Contact and Report with Other Units 与其他装置之间的联系汇报

2.2.1 When the department's unit carries out operations such as material in and out, pipeline purging, line venting, or displacement, which involve other departments or are related to system materials, it shall be reported in advance to the on-duty dispatch personnel. Communication shall be made with the relevant departments, and operations may only be implemented after obtaining consent and making proper records.

2.2.1 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。

2.2.2 When the product flow direction of the unit's pipelines changes, or when parameters such as flow rate and pressure undergo significant changes, communication along the reporting line and across departments shall be carried out in time, the on-duty dispatch personnel shall be reported to, and relevant departments shall be contacted for coordination.

2.2.2 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。

2.2.3 When production abnormalities or fluctuations in operating conditions occur, report to on-duty dispatch personnel first, and timely notify upstream (or downstream) units.

2.2.3 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。

2.2.4 When communication along the reporting line and across departments is disrupted or abnormalities occur, the on-duty dispatch personnel and the Deputy Head of the unit shall be promptly notified.

2.2.4 当横向联系不通或出现异常时，应及时汇报值班调度和装置副部长。

2.3 Contact and Report with Functional Departments

2.3 与职能部门之间的联系汇报

2.3.1 When additional sample analysis is required during the shift, timely contact Quality Analysis Department and the reasons for additional sample shall be explained.

2.3.1 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。

2.3.2 During the shift, if the release of sample analysis results is delayed or if the results need to be released in advance, contact the Quality Analysis Department promptly, and the reasons shall be explained.

2.3.2 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。

2.3.3 During the shift, if equipment abnormalities occur, the Equipment Maintenance Department shall be contacted promptly, and the situation shall be explained.

2.3.3 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。

2.3.4 During the shift, before key equipment is put into operation, switched, or shut down, the Equipment Maintenance Department shall be contacted promptly.

2.3.4 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。

2.3.5 During the shift, if instrument, control valve, or system abnormalities occur, the Instrument Control Department shall be contacted promptly, and the reasons shall be explained.

2.3.5 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。

2.3.6 During the shift, before electrical equipment is put into operation, switched, or shut down, the Electrical Operation Department shall be contacted, and the Electrical Dispatch personnel shall be informed.

2.3.6 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。

2.3.7 During the shift, if electrical equipment abnormalities occur, the Electrical Operation Department shall be contacted promptly, and the situation shall be explained.

2.3.7 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。

2.3.8 During the shift, if accidents such as leaks or fires occur, the Fire-Fighting Station shall be contacted promptly, and the situation shall be explained.

2.3.8 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。

2.3.9 During the shift, if a major environmental pollution incident occurs, the HSE Department shall be contacted immediately, and the situation shall be explained.

2.3.9 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。

2.3.10 During the shift, in the event of any personnel injury or sudden illness, the HSE Department and the Integrated Management Department shall be contacted immediately,

and the situation shall be explained.

2.3.10 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。

2.3.11 During the shift, if communication along the reporting line and across departments is disrupted or abnormalities occur, it shall be promptly reported to the on-duty dispatch personnel and the Deputy Head of the unit for coordination and handling.

2.3.11 当横向联系不通或出现异常时,应及时汇报值班调度和装置副部长进行协调处理。

3. Contact and Report Requirements 联系汇报要求

3.1 Contact and reporting shall be carried out promptly to ensure the timeliness of information.

3.1 联系汇报要及时,保证信息的时效性。

3.2 When contacting and reporting with other units and functional departments, the relevant departments, units, positions, and the content of communication shall be actively notified to ensure mutual respect, civility, compliance with rules, and proactive cooperation. The communication content shall be clear, accurate, and concise, and records shall be maintained.

3.2 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。

3.3 During the shift, if communication channels with other units or functional departments have issues, or if the other party does not accept the work content, or if disputes arise, the situation shall be reported to the Deputy Head of the unit and the on-duty dispatch personnel.

3.3 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,应向装置副部长和值班调度汇报。

4. Supervision and Assessment 监督及考核

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

4.1 联系汇报管理细则,由工艺专业归口管理。

4.2 The Head of Department is responsible for supervision checking.

4.2 部门领导负责监督检查。

4.3 The assessment is based on the "No.2 Refinery Dept. Performance Appraisal

Management Rules”.

4.3 考核依据《炼油二部职工绩效考核细则》。

5. Supplementary Rules 附则

5.1 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。

5.2 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

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