



# EMERGING ROLE OF NATIONAL OIL SPILL COMBAT ORGANIZATION BEYOND BORDERS



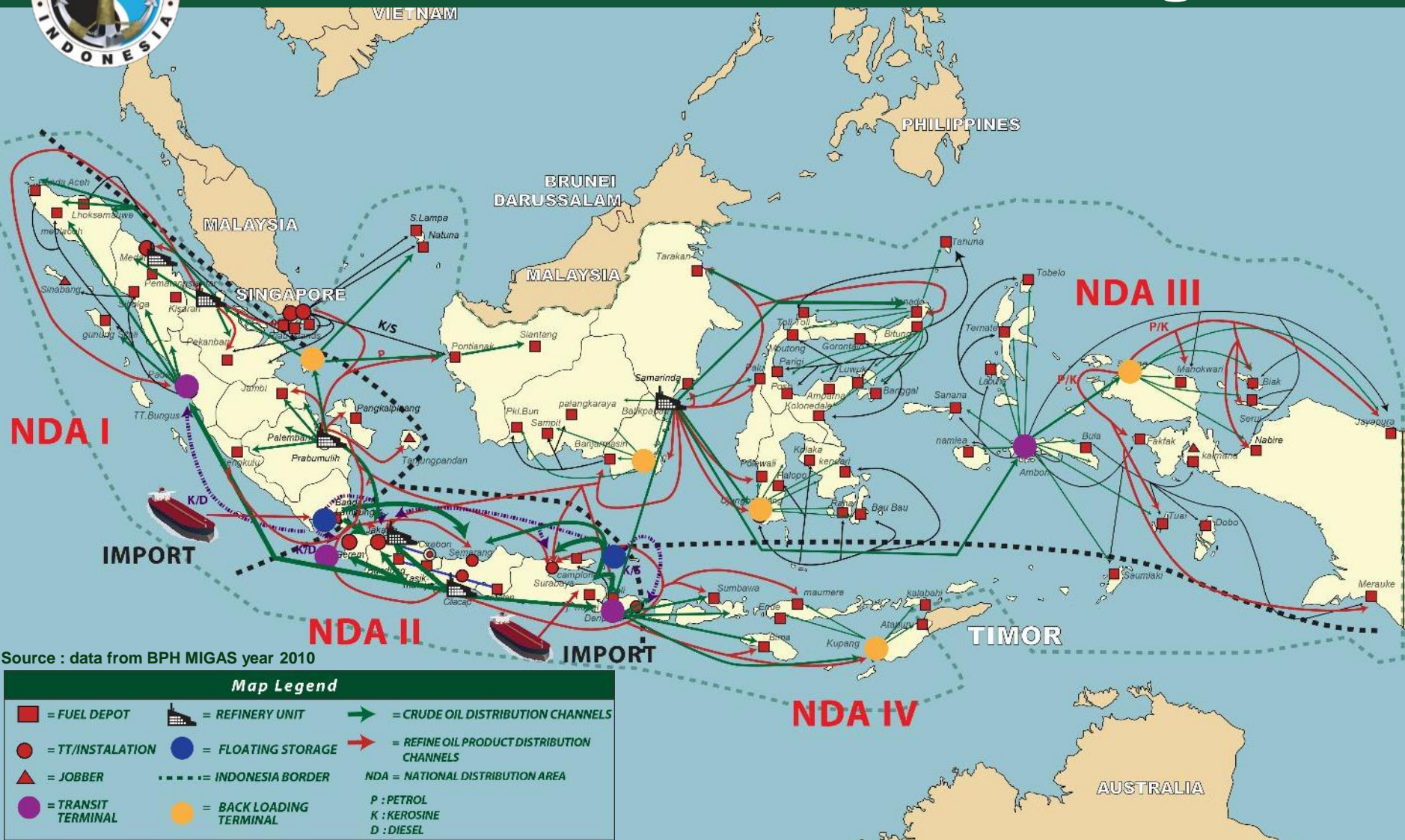
**Yodi Satya,.BSc, PG Dip EDM**  
**OIL SPILL COMBAT TEAM INDONESIA**

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# Background

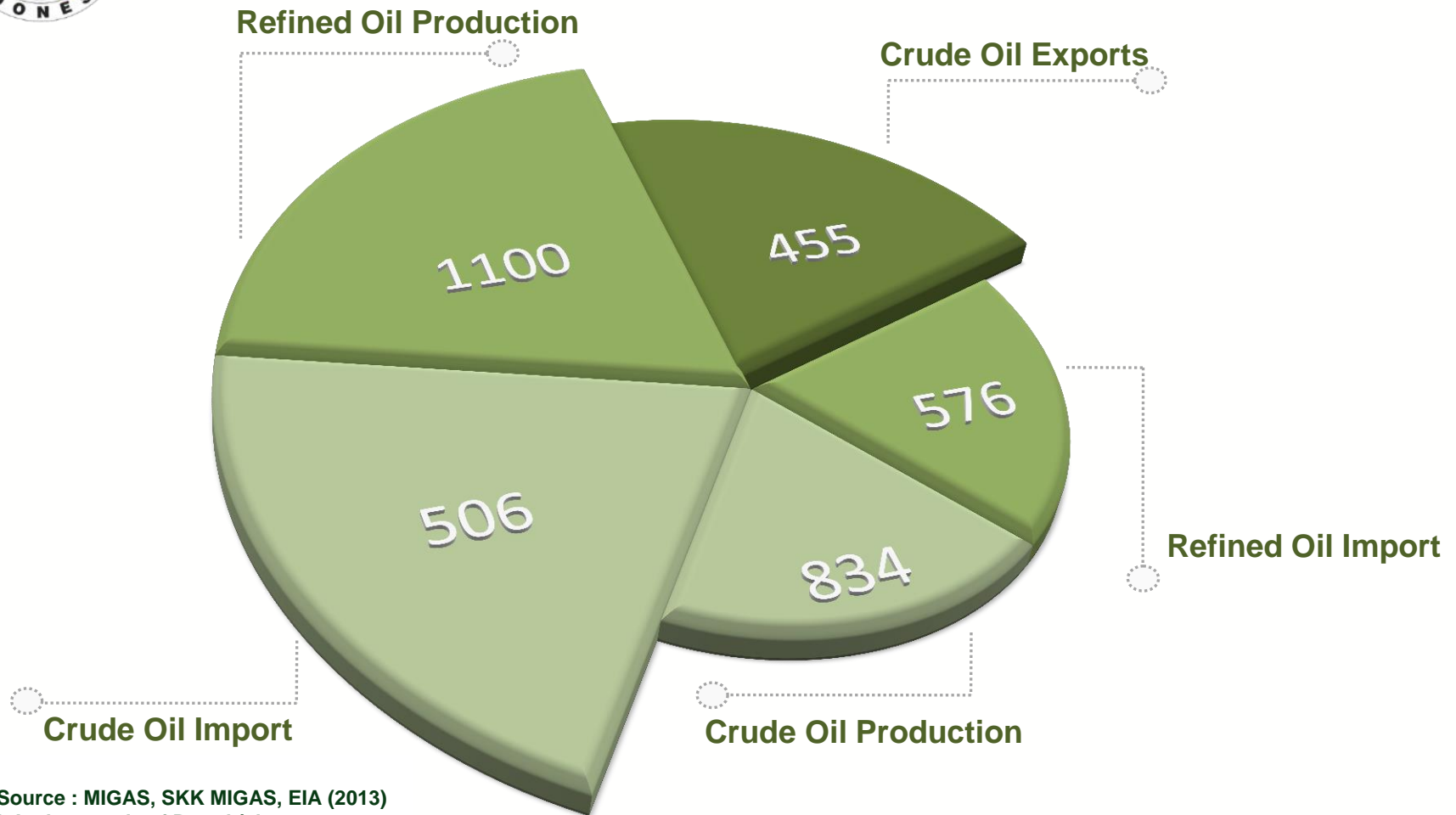


Source : data from BPH MIGAS year 2010

Indonesia is the largest archipelago in the world; with over 17,000 islands, 240 million people, and the fourth longest coastline at 95,000 km. 85% of its territory is ocean and has a big risk of oil spill pollution from major shipping routes, over 200 ports, and oil terminals.



# Oil Production, Import & Export



Source : MIGAS, SKK MIGAS, EIA (2013)

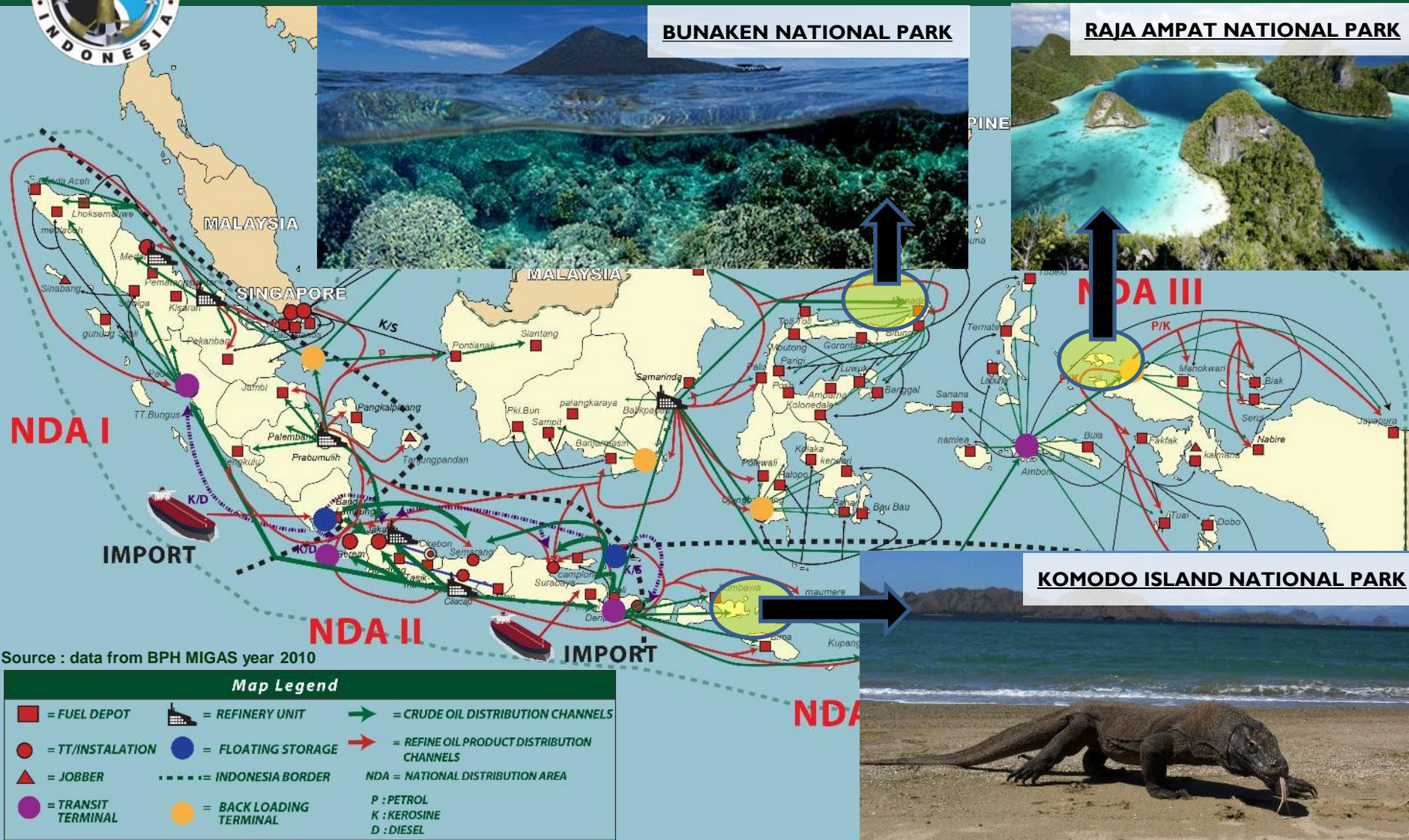
\*. In thousands of Barrel / day

**Indonesia produce, import & export oil up to 3,5 million barrels per day**





# World Heritage Sites Threatened by Oil Spill



Indonesia have over 100 marine protected areas and 6 world heritage sites, namely Bunaken that have thousands of protected marine species, Raja Ampat that have 75% of the World's coral reef species and the famous Komodo Island inhabited by more than 5,700 giant lizards





# Bunaken National Park



Bunaken National Park covers approximately 89,000 hectares of coral ecosystem is home to thousands of different species of fish, coral, marine mammals, reptiles, birds and mangrove species and is part of the diverse 2.3 million hectares of North Sulawesi ecosystem





# Raja Ampat National Park



**Raja Ampat National Park is the seascape crown jewel consisting of about 1,500 islands and is home to over 450 coral species which is over 75% of the world's Coral Reef species and is one of the most famous diving resorts in the World**





# Komodo Island National Park



Komodo Island National Park is populated of around 5,700 giant lizards that are well known as “Komodo Dragons”, the World’s largest living Lizard and exist nowhere else in the World.



# Sources of Oil Spill Response Equipment

## FOREIGN

JAPAN  
(PAJ & OSPAR)

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European  
Countries

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## NATIONAL

DIRECTORATE GENERAL  
OF SEA AND TRANSPORTATION  
(DGST)

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SPECIAL TASK FORCE FOR  
UPSTREAM Oil & Gas Business  
(SKK MIGAS)

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PERTAMINA

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PRIVATE OIL SPILL RESPONSE  
ORGANIZATION

**OIL SPILL COMBAT TEAM**  
**(OSCT) INDONESIA**

Indonesia has resources from DGST, SKKMIGAS, PERTAMINA and national OSRO.  
International Resources are from Japan and european countries





# Indonesia Tier-1 Response Preparedness



**Every company must have Oil Spill Contingency Plan (OSCP) Approved by Ministry of Sea Transportation & for oil & gas companies SKKMIGAS and then must have Minimum Tier-1 Oil Spill Response Equipment and Trained Responders**

# SKK MIGAS Tier-2 Coordination Area



## AREA I

1. EXXONMOBIL OIL INDONESIA
2. PERTAMINA EP ASET I - RANTAU
3. PERTAMINA EP ASET I - PANGKALAN SUSU
4. JOB PERTAMINA - EMP GEBANG
5. BLUE SKY ENERGY
6. TRIANGLE PASE

## AREA VI

1. CHEVRON INDONESIA COMPANY
2. PERTAMINA EP ASET V - SANGATTA
3. VICO INDONESIA
4. MEDCO E&P INDONESIA
5. TOTAL E&P INDONESIE
6. PERTAMINA EP ASET V - TANJUNG
7. PERTAMINA EP ASET V - SANGASANGA
8. PERTAMINA EP ASET V - TARAKAN
9. PERTAMINA EP ASET V - BUNYU
10. PEARL OIL / MUBADALA PETROLEUM

## AREA III

1. CONOCOPHILLIPS INDONESIA NATUNA
2. STAR ENERGY
3. PREMIER OIL NATUNA SEA
4. TAC PERTAMINA - PANATUNA

## AREA VII

JOB PERTAMINA-MEDCO TOMORI  
SULAWESI

## AREA VIIIB

1. PERTAMINA EP ASET - PAPUA
2. PETROCHINA INTERNATIONAL BERMUDA
3. JOB PERTAMINA-PETROCHINA SALAWATI

## AREA VIIIC

BP BERAU LTD.

## AREA VIIIA

1. KALREZ PETROLEUM SERAM
2. CITIC SERAM ENERGY

## AREA IV

1. PERTAMINA EP ASET III - JATIBARANG
2. CNOOC SES LTD
3. PERTAMINA HULU ENERGI ONWJ
4. PERTAMINA EP ASET III

## AREA V

1. JOB PERTAMINA-PETROCHINA EAST JAVA
2. KANGEAN ENERGY INDONESIA
3. PERTAMINA HULU ENERGI WMO
4. SAKA PANGKAH LTD.
5. SANTOS MADURA/SAMPANG PTY LTD.
6. CAMAR RESOURCES CANADA

## AREA IIA

1. PERTAMINA EP ASET - LIRIK
2. PETROCHINA INTERNATIONAL JABUNG
3. CHEVRON PACIFIC INDONESIA
4. EMP MALACCA STRAIT S.A.
5. BOB PT. BUMI SIAK PUSAKO - PERTAMINA HULU
6. PETROSELAT
7. PERTAMINA EP ASET I - JAMBI
8. MEDCO E&P INDONESIA (LIRIK)

## AREA IIB

1. JOB PERTAMINA - TALISMAN JAMBI MERANG
2. PERTAMINA EP ASET II - PRABUMULIH
3. PERTAMINA EP ASET - PENDOPO
4. MEDCO E&P INDONESIA (SSE)
5. MEDCO E&P INDONESIA (RIMAU)
6. CONOCOPHILLIPS GRISSIK
7. PT SELE RAYA MERANGIN II
8. JOB PERTAMINA-TALISMAN (OK)

SKKMIGAS Oil & gas areas are divided into 8 areas with mutual assistance agreement in each area to release about 25% of Tier-1 resources to assist for Tier-2 Incident





# Tier-2 Resources (25% Release)

## SANTOS INDONESIA

Equipment	Quantity
I. DEDICATED OIL SPILL RESPONSE VESSEL	-
II. OFFSHORE INFLATABLE OIL BOOM	1 Unit
III. OFFSHORE OIL SKIMMER	1 Unit
IV. OFFSHORE OIL BOOM & SKIMMER POWERPACK	1 Unit
V. OFFSHORE TEMPORARY FLOATING OIL STORAGE TANK	1 Unit
VI. OIL SPILL DISPERSANT SYSTEM	-
VII. NEARSHORE OIL BOOM	-
VIII. NEARSHORE OIL SKIMMER	-
IX. TEMPORARY ON-LAND OIL STORAGE TANK	-
X. ABSORBENT & CHEMICALS	-
XI. SUPPORTING DEVICE	-

## JOB PERTAMINA PETROCHINA EAST JAVA

Equipment	Quantity
I. DEDICATED OIL SPILL RESPONSE VESSEL	-
II. OFFSHORE INFLATABLE OIL BOOM	1 Unit
III. OFFSHORE OIL SKIMMER	-
IV. OFFSHORE OIL BOOM & SKIMMER POWERPACK	1 Unit
V. OFFSHORE TEMPORARY FLOATING OIL STORAGE TANK	-
VI. OIL SPILL DISPERSANT SYSTEM	-
VII. NEARSHORE OIL BOOM	-
VIII. NEARSHORE OIL SKIMMER	1 Unit
IX. TEMPORARY ON-LAND OIL STORAGE TANK	-
X. ABSORBENT & CHEMICALS	-
XI. SUPPORTING DEVICE	-

## PERTAMINA HULU ENERGY WEST MADURA OFFSHORE

Equipment	Quantity
I. DEDICATED OIL SPILL RESPONSE VESSEL	-
II. OFFSHORE INFLATABLE OIL BOOM	1 Unit
III. OFFSHORE OIL SKIMMER	1 Unit
IV. OFFSHORE OIL BOOM & SKIMMER POWERPACK	1 Unit
OFFSHORE TEMPORARY FLOATING OIL STORAGE	
V. TANK	1 Unit
VI. OIL SPILL DISPERSANT SYSTEM	1 Unit
VII. NEARSHORE OIL BOOM	-
VIII. NEARSHORE OIL SKIMMER	1 Unit
IX. TEMPORARY ON-LAND OIL STORAGE TANK	-
X. ABSORBENT & CHEMICALS	-
XI. SUPPORTING DEVICE	1 Unit

## CAMAR RESOURCES CANADA

Equipment	Quantity
I. DEDICATED OIL SPILL RESPONSE VESSEL	-
II. OFFSHORE INFLATABLE OIL BOOM	1 Unit
III. OFFSHORE OIL SKIMMER	2 Unit
IV. OFFSHORE OIL BOOM & SKIMMER POWERPACK	1 Unit
OFFSHORE TEMPORARY FLOATING OIL STORAGE	
V. TANK	1 Unit
VI. OIL SPILL DISPERSANT SYSTEM	-
VII. NEARSHORE OIL BOOM	-
VIII. NEARSHORE OIL SKIMMER	-
IX. TEMPORARY ON-LAND OIL STORAGE TANK	-
X. ABSORBENT & CHEMICALS	-
XI. SUPPORTING DEVICE	1 Unit

## KANGEAN ENERGY INDONESIA Ltd.

Equipment	Quantity
I. DEDICATED OIL SPILL RESPONSE VESSEL	-
II. OFFSHORE INFLATABLE OIL BOOM	1 Unit
III. OFFSHORE OIL SKIMMER	-
IV. OFFSHORE OIL BOOM & SKIMMER POWERPACK	-
OFFSHORE TEMPORARY FLOATING OIL STORAGE	
V. TANK	-
VI. OIL SPILL DISPERSANT SYSTEM	-
VII. NEARSHORE OIL BOOM	-
VIII. NEARSHORE OIL SKIMMER	-
IX. TEMPORARY ON-LAND OIL STORAGE TANK	-
X. ABSORBENT & CHEMICALS	-
XI. SUPPORTING DEVICE	-

## SAKA ENERGY PANGKAH

Equipment	Quantity
I. DEDICATED OIL SPILL RESPONSE VESSEL	-
II. OFFSHORE INFLATABLE OIL BOOM	1 Unit
III. OFFSHORE OIL SKIMMER	1 Unit
IV. OFFSHORE OIL BOOM & SKIMMER POWERPACK	1 Unit
OFFSHORE TEMPORARY FLOATING OIL STORAGE	
V. TANK	1 Unit
VI. OIL SPILL DISPERSANT SYSTEM	-
VII. NEARSHORE OIL BOOM	-
VIII. NEARSHORE OIL SKIMMER	-
IX. TEMPORARY ON-LAND OIL STORAGE TANK	-
X. ABSORBENT & CHEMICALS	-
XI. SUPPORTING DEVICE	-



Since Tier-1 OSRE that can be mobilized for Tier-2 is limited, resources from National Oil Spill Response Organization (OSRO) such as Oil Spill Combat Team (OSCT) Indonesia are required to respond to major oil spills



# National OSRO History



Oil Spill Combat Team (OSCT) Indonesia was founded and established as the first private oil spill response centre in Indonesia

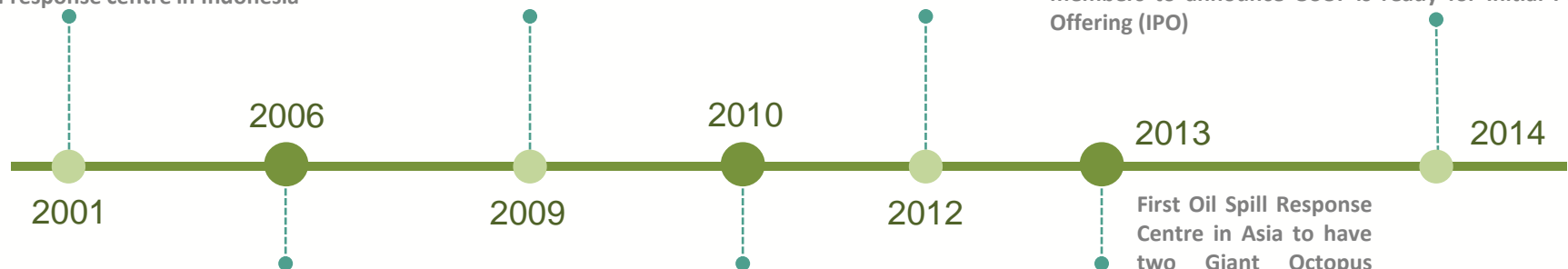


OSCT Indonesia meet requirements of ISO 14001:2004 and OHSAS 18001:2007

The Memorandum of Understanding between Oil Spill Combat Team (OSCT) Indonesia and Oil Spill Response Ltd (OSRL) acknowledges OSCT Indonesia as a capable oil spill response centre and a crucial part of any response to oil spills in Indonesia



First Oil Spill Response Centre in the World with over 40 members to announce OSCT is ready for Initial Public Offering (IPO)



moved to new 10,000 m2 facility, the largest oil response centre in Indonesia and one of the largest in the World



OSCT Indonesia launched membership program for Tier-2 Oil Spill Response support in Indonesia with headquarters in West Java and 4 bases in Surabaya, Balikpapan, Natuna area and Sorong

First Oil Spill Response Centre in Asia to have two Giant Octopus skimmer







# National OSRO Profile



OSCT Indonesia is a private Oil Spill Response Organization with experts that have 32 years of experience providing Tier-2 membership in Indonesia. Headquarters located in West Java with 4 bases across Indonesia and operations in Thailand



# National OSRO Capability



**Over 10,000 meters of boom, 40 skimmers including Two Large Offshore Skimmers with 500 tons / hour recovery capacity and special purpose equipment like fire boom and fast current boom and fast current skimmers**





# National OSRO Members



Oil Spill Combat Team Indonesia serves over 40 members from the oil & gas industry upstream, downstream and private companies responding to about 6 oil spills per year

# Oil Spill Combat Experiences



**OSCT Indonesia has been combating more than 25 oil spills in Indonesia, China, Qatar and Thailand.**





# Tier-3 Response Preparedness DGST Marine Disaster Prevention Ships (MDPS)



DGST operates 15 Marine Disaster Prevention Ships that is equipped with oil spill response equipment systems on each ship to assist with Tier-3 Response if Tier-2 resources have been exhausted



# Indonesia Response Resources

OIL SPILL RESPONSE EQUIPMENT RESOURCES	OFFSHORE BOOM	OFFSHORE SKIMMERS	ONSHORE BOOM	ONSHORE SKIMMERS	DISPERSANT
Area I	300 m	-	450 m	3	-
Area II	400 m	1	985 m	25	4400 Liter
Area III	450 m	4	600 m	1	7250 Liter
Area IV	800 m	6	766 m	9	13600 Liter
Area V	750 m	9	N/A	1	8400 Liter
Area VI	600m	3	1300 m	6	1200 Liter
Area VII	400 m	1	-	-	1963 Liter
Area VIII	250 m	2	300 m	8	8100 Liter
OSCT Surabaya	400 m	5	1500 m	4	1200 Liter
OSCT Headquarters	5400 m	20	6000 m	30	10000 Liter
OSCT Balikpapan	400 m	5	1500 m	4	1200 Liter
OSCT Sorong	400 m	5	1500 m	3	-
<b>TOTAL</b>	<b><u>11,550 m</u></b>	<b><u>61</u></b>	<b><u>14,901 m</u></b>	<b><u>94</u></b>	<b><u>57,313 Liter</u></b>

**There are about 12 km of offshore boom and 15 km of shoreline boom available in-country for Tier-2/3 Response. OSCT Indonesia resources covers over 75% of the national oil spill response resources to respond to major oil spill incidents.**





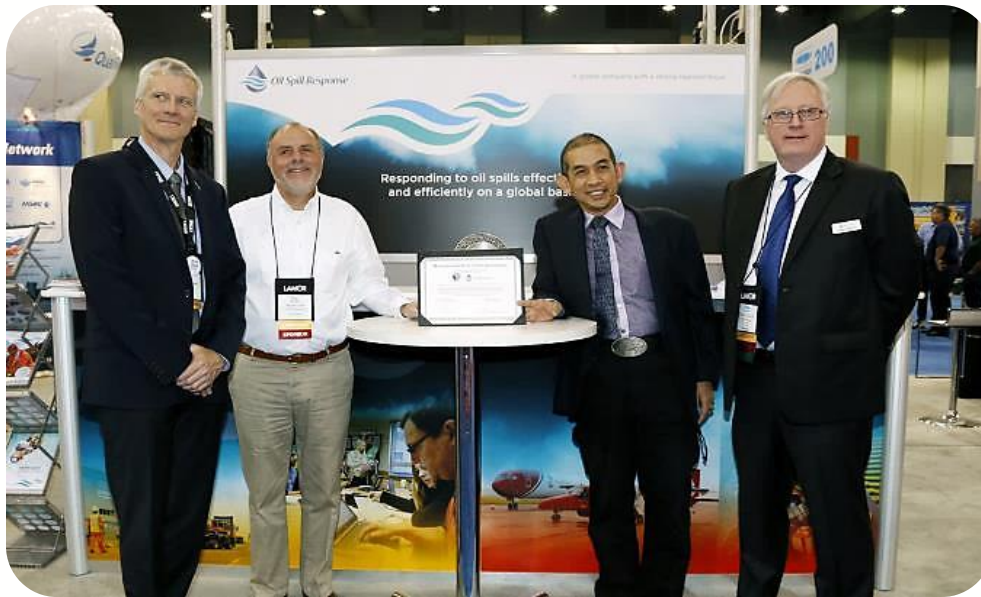
# National OSRO Tier-2 Resources in 2015



In 2015, OSCT Indonesia plans to upgrade to up total 20KM of boom, with new bases in Medan & Natuna Area and will have a twin propeller airplane for aerial surveillance and dispersant spraying



# Emerging Role of National OSRO for Tier-3 Response



**Emerging role of National OSRO such as OSCT Indonesia is shown by the signing a MoU with OSRL and other Response Centres around Asia such as IESG (Thailand), NASOS (Vietnam) and CPSE (Vietnam) for the spirit of protecting the World's Natural Environment**





# Emerging Role of National OSRO for Tier-3 Response

**Oil Spill Incident escalates from Tier-2 to International Tier-3 Incidents if national Tier-2/3 resources is exhausted and not sufficient**

## **International Assistance Mobilization Procedure**

## **National OSRO Role**

**1**

Customs clearance permit with bank guarantee may cause 1-2 days delay before equipment arrive in-country.



**Custom clearance permit prepared valid for one year, no delay for custom clearance**

**2**

After custom clearance permit issued, equipment is inspected at entry port or airport and may cause further delay



**Documentations at port or airport prepared, valid for one year. No delay at port or airport**

**3**

Equipment mobilized from port or airport to incident location need logistics and local support that may cause delays



**Logistics and infrastructure support prepared, uses existing national resources**

**4**

International response team takes time to integrate with national response team due to different equipment, operating procedures and coordination



**Standard operating procedure (SOP) prepared for seamless integration between national & international resources**



# Pre-arranged Customs Clearance Permit



1. Temporary Import Permit Prepared issued by Ministry of Trade valid for one year



2. Directorate General of Customs notified and documents prepared for equipment to be cleared at port of entry valid for one year

**DIREKTORAT JENDERAL PERDAGANGAN LUAR NEGERI**  
Jalan M.J. Rindia Park No. 5 Jakarta 10110  
Telp. 021-23528563, 021-3885191, 021-3881371 Ext. 3990, 35160  
Fax. 021-23509370

Nomor : 04.PI-04.14.0767  
Sifat : Biasa  
Lampiran : --  
Hal : Impor Barang Bukan Baru Untuk Penggunaan Sementara

Jakarta, 20 Agustus 2014

Yth. PT. OSCT Indonesia  
L1.2 Gedung Slickbar Inds.  
Delta Silicon II Industrial Park F2/D1,  
Cibatu, Cikarang Selatan  
di Bekasi

**MOU Dated 10 July 2014 between Oil Spill Response Limited and PT. OSCT Indonesia.**

Dapat disetujui Impor Barang Bukan Baru Untuk Penggunaan Sementara dengan ketentuan sebagai berikut:

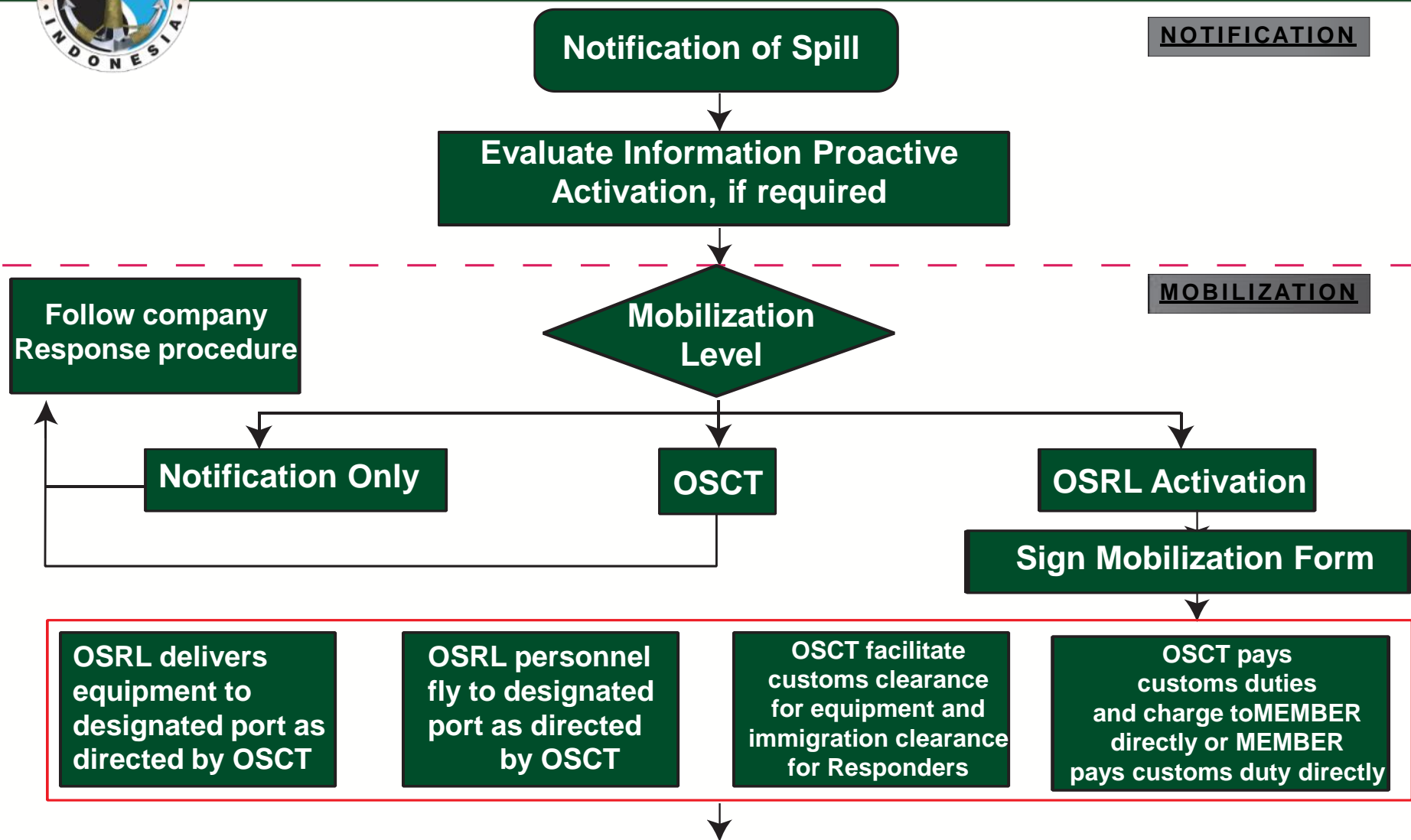
1. Barang tersebut akan digunakan dalam rangka penanggulangan bencana tumpahan minyak.
2. PT. OSCT Indonesia wajib melaporkan realisasi pemasukan barang tersebut kepada Direktur Jenderal Perdagangan Luar Negeri c.q. Direktur Impor, Kementerian Perdagangan, tembusan kepada Kepala Dinas Perindag Pemerintah Provinsi Jawa Barat, paling lambat 3 (tiga) bulan terhitung sejak dikeluarkan surat ini.

The Emerging Role of National OSRO like Oil Spill Combat Team Indonesia including pre-arranged customs clearance permit to speed up clearance of international OSRE





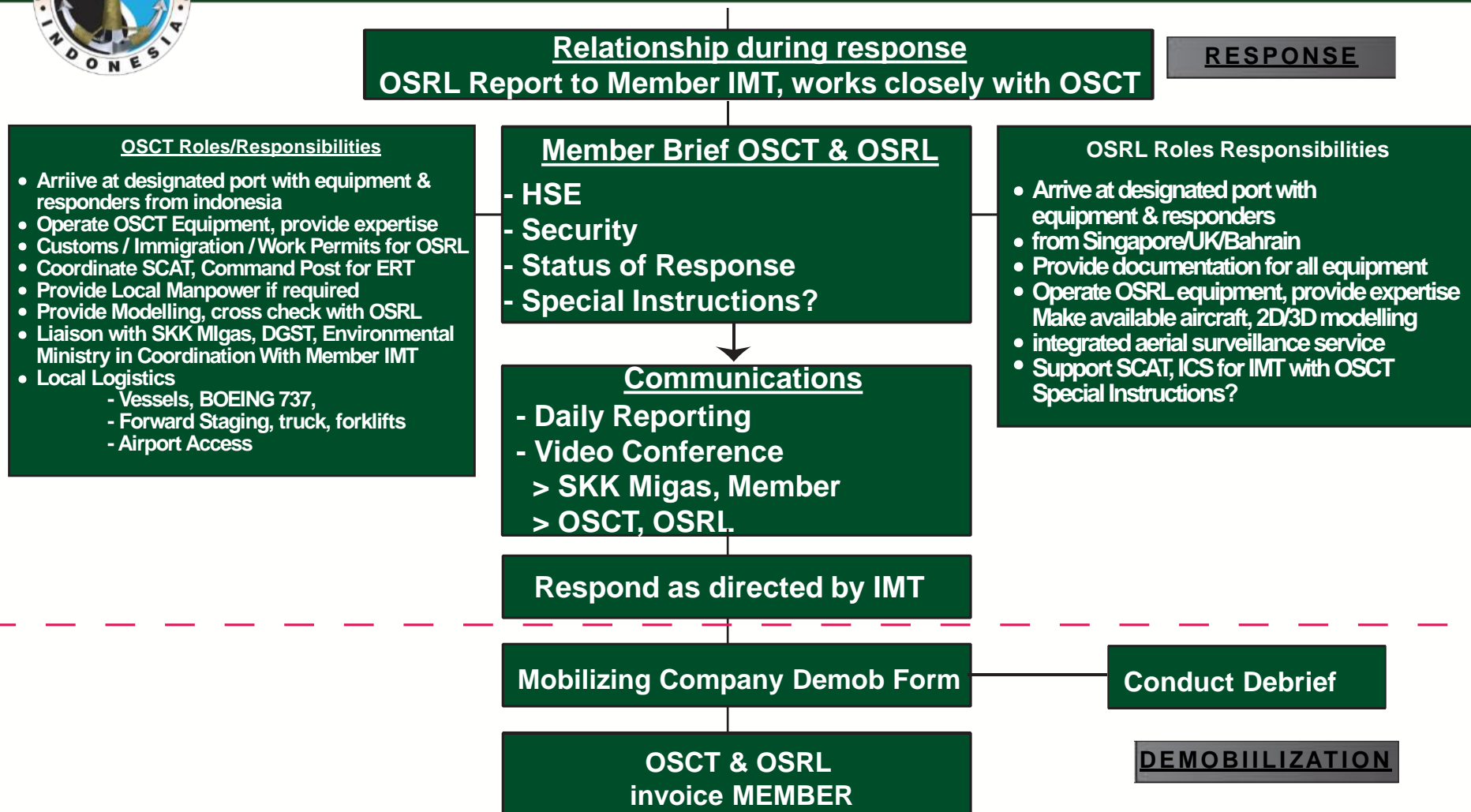
# Standard Operating Procedure OSCT & OSRL



The Emerging Role of National OSRO like Oil Spill Combat Team Indonesia including pre-arranged Standard Operating Procedure for seamless integration of national & international team in the field



# Standard Operating Procedure OSCT & OSRL

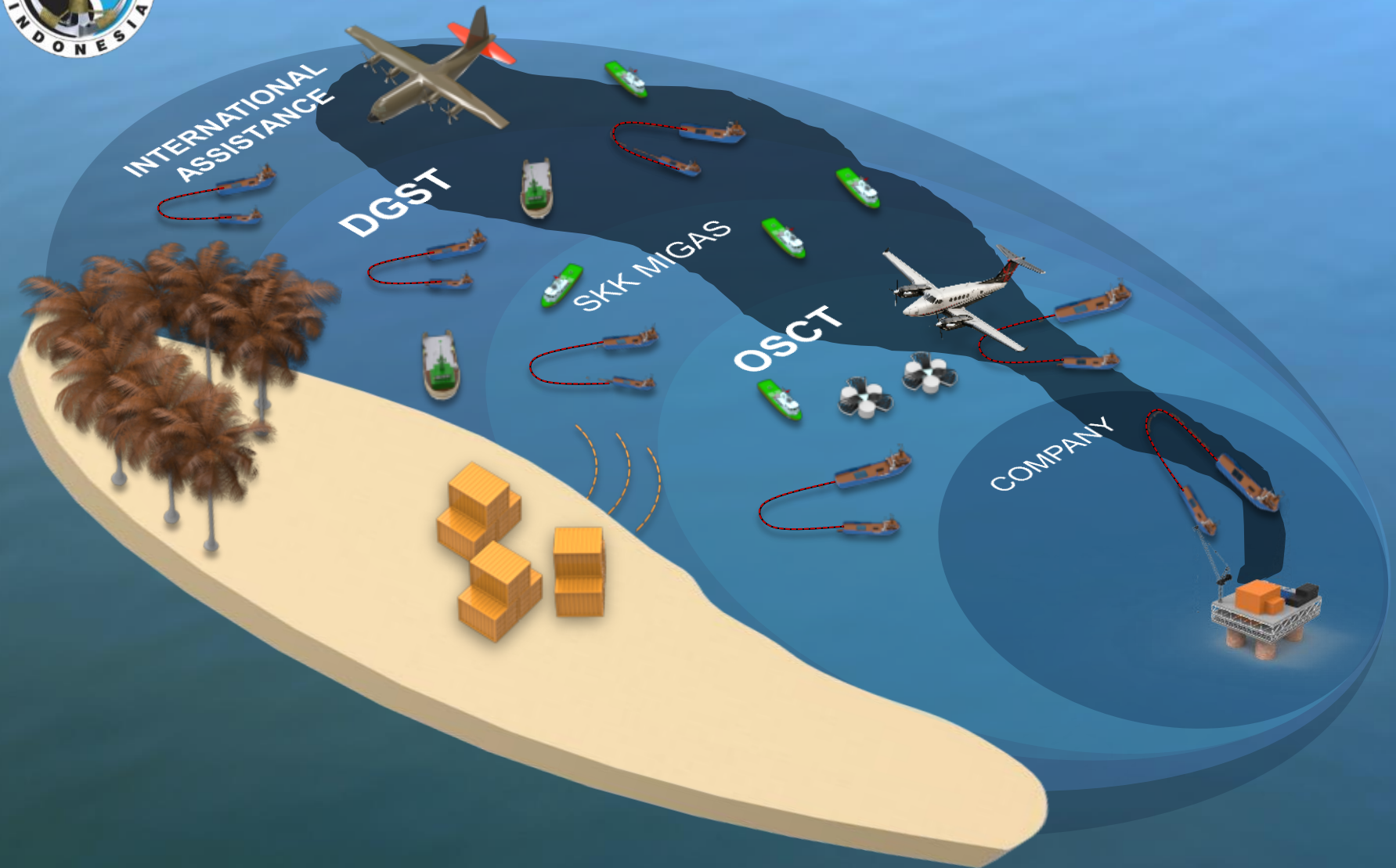


The Emerging Role of National OSRO like Oil Spill Combat Team Indonesia including pre-arranged Standard Operating Procedure to avoid confusion, overlapping procedures and inconsistent recommendations or advise to members





# Response Arrangements Summary



Each Tier level in Indonesia have sources of oil spill response equipment to mitigate risk of oil spill incident. Tier-1 response is the key to rapid response



# Major Oil Spill Incident - Japanese Chemical Carrier

**MT SOUTHERN MERMAID  
(OIL SPILL SOURCE)**

$6^{\circ} 1'45.00''S - 105^{\circ}54'31.32''E$



## INITIAL CONDITION

**Cigading Port**

*Impact time: 1 day*

**Ciwandan Port**

*Impact time: 8 hours*

**CILEGON**

**8 hours**

**5 hours**

**3 hours**

## OIL SPILL INFORMATION

Spill resources	Leaking Vessel (MT Southern Mermaid)
Location Description	MT Southern Mermaid hit the jetty of PT Asahimas Chemical (ASC) – Ciwandan
Date	November 17 <sup>th</sup> , 2013
Oil Properties	Marine Fuel Oil (MFO)
Spill Volume	20 tones
Impact Area	Industrial Port (Cigading & Ciwandan)
Sensitive Area Impacted	Industrial Port (Cigading & Ciwandan)

**There is no existing Oil Spill Response Equipment (OSRE) on site**

**SUNDA STRAIT**



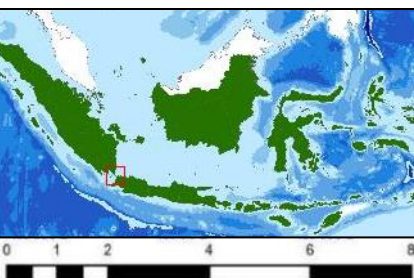
### Legend :

- Lake
- Plantation
- Mangrove
- Settlement
- Swamp
- Brushwood

- Forest
- Rice Field

### Minimum time before exposure

- < 1 day
- 1 – 2 days



**Oil Spill Combat Team Indonesia responded to an Marine Fuel Spill from a Chemical Carrier collision incident at Anyer, near Java Island monitoring the spill with trajectory modelling and satellite. Oil Spill impacted the shoreline in 8 hours.**





# Major Oil Spill Incident - Japanese Chemical Carrier

## LEAKING VESSEL

**MT SOUTHERN MERMAID  
(OIL SPILL SOURCE)**

6° 1'45.00"S - 105°54'31.32"E



## IMPACT OF OIL SPILL



Spilled oil hit impacted rocky beach near the port. Flushing technique/pressure washer is required to recover the spilled oil.

Oil Spill impacted the shoreline of Cigading and Ciwandan Port within 8 hours. Monitored from command center with satellite, and live updates by mobile command centre

### Command Centre



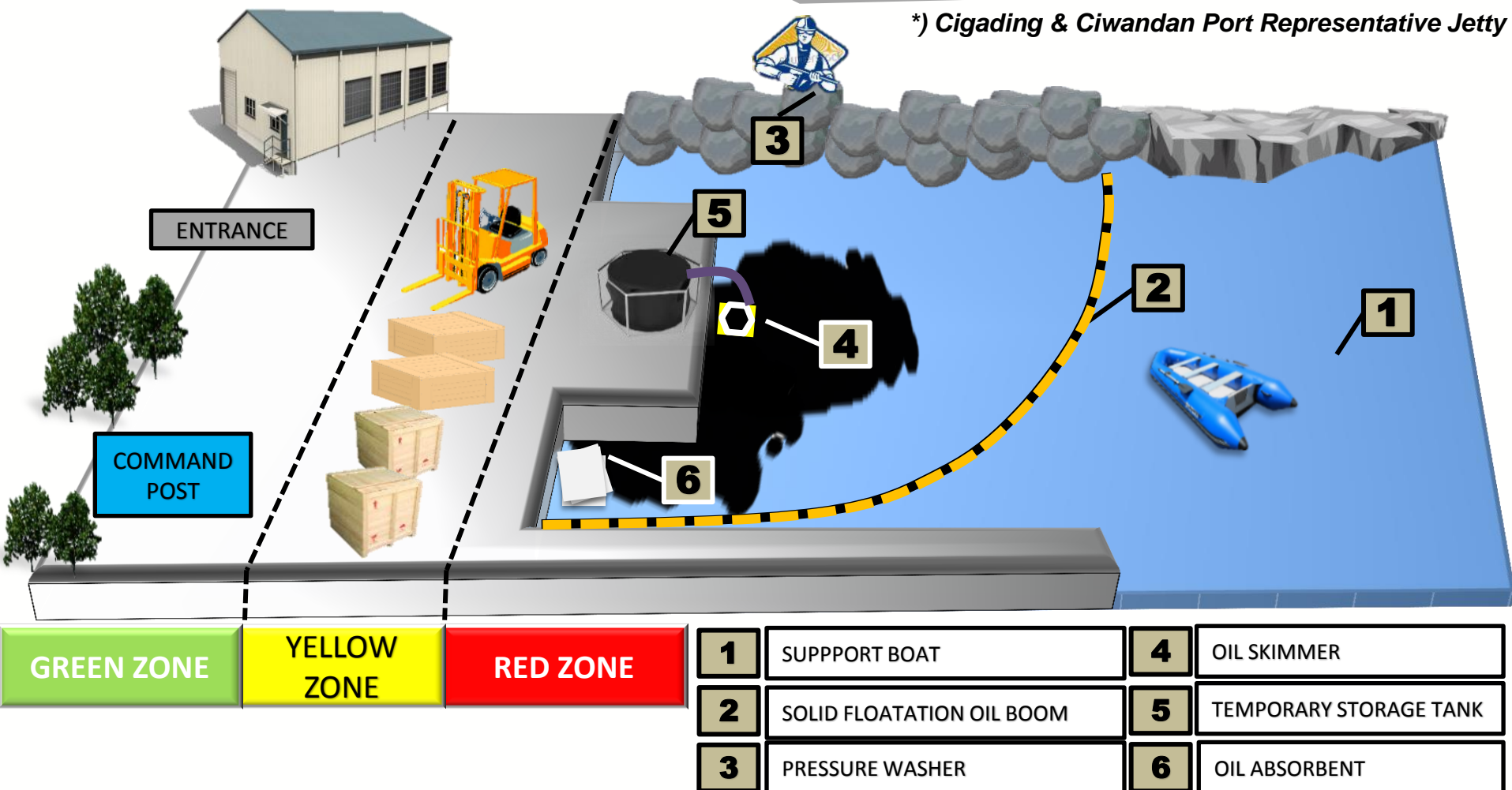
### Mobile Command Centre





# Major Oil Spill Incident - Japanese Chemical Carrier

## INITIAL DEPLOYMENT STRATEGY







# Major Oil Spill Incident - Japanese Chemical Carrier



**OSCT Indonesia arrived on location on the same day after being mobilized by TOKIO MARINE (P&I of Vessel Southern Mermaid) and conducted response activity for 12 days**





# Major Oil Spill Incident – Selat Panjang (Tier-2)

## INITIAL CONDITION

**Fishing Ground along Rawa River**  
Impact Time: 2 hours

**Mangrove along Rawa River**  
Impact Time : less than 1 hour

3 hours

4 hours

2 hours

1 hour

## OIL SPILL INFORMATION

Spill resources	Well blow out
Activity	Drilling well
Location Description	Well location near the estuary which affected by tidal current.
Date	May, 2014
Oil Properties	Light crude oil
Spill Volume	3000 bbls
Impact Area	River with mangroves in the riverside
Sensitive Area Impacted	Mangroves, Fishing Ground
River Conditions	Intertidal zone
	Current is variety from 0.5 – 2 knots

### Well Blowout (Oil Spill Source)

202606.035 E – 98720.669 N

RAWA RIVER

### Legend :

- River
- Mangrove
- Settlement
- Palm Plantation
- Brushwood

### Minimum time before exposure

- < 1 hour
- 1 – 2 hours
- 2 – 3 hours
- 3 – 4 hours
- 4 – 5 hours



**There is no existing Oil Spill Response Equipment (OSRE) on site**

**Oil Spill Combat Team Indonesia responding to Oil Spill from well blowout incident at Selat Panjang, Rawa River, Riau Province. Oil Spill would impact sensitive area within less 1 hour.**





# Major Oil Spill Incident – Selat Panjang (Tier-2)

## TIER-2 ASSISTANCE



*Tier-2 assistance from National OSRO  
by BOEING 737*



*Deployment of Tier-2 additional oil spill response  
equipment from SKKMIGAS Area II assistance*

**Recent Tier-2 Oil Spill in Indonesia, where National OSRO were mobilized by BOEING 737. Area assistance was mobilized by sea-freight but limited to only 25% of available Tier-1 OSRE**



# Major Oil Spill Incident – Selat Panjang (Tier-2)

## WELL BLOW OUT



**Oil spill impact Rawa River and mangrove less than 1 hour**



**Rawa River**



**Mangrove**



## IMPACT OF OIL SPILL



**Oil spill retained in the sediment surface at low tide and settles into sediments**



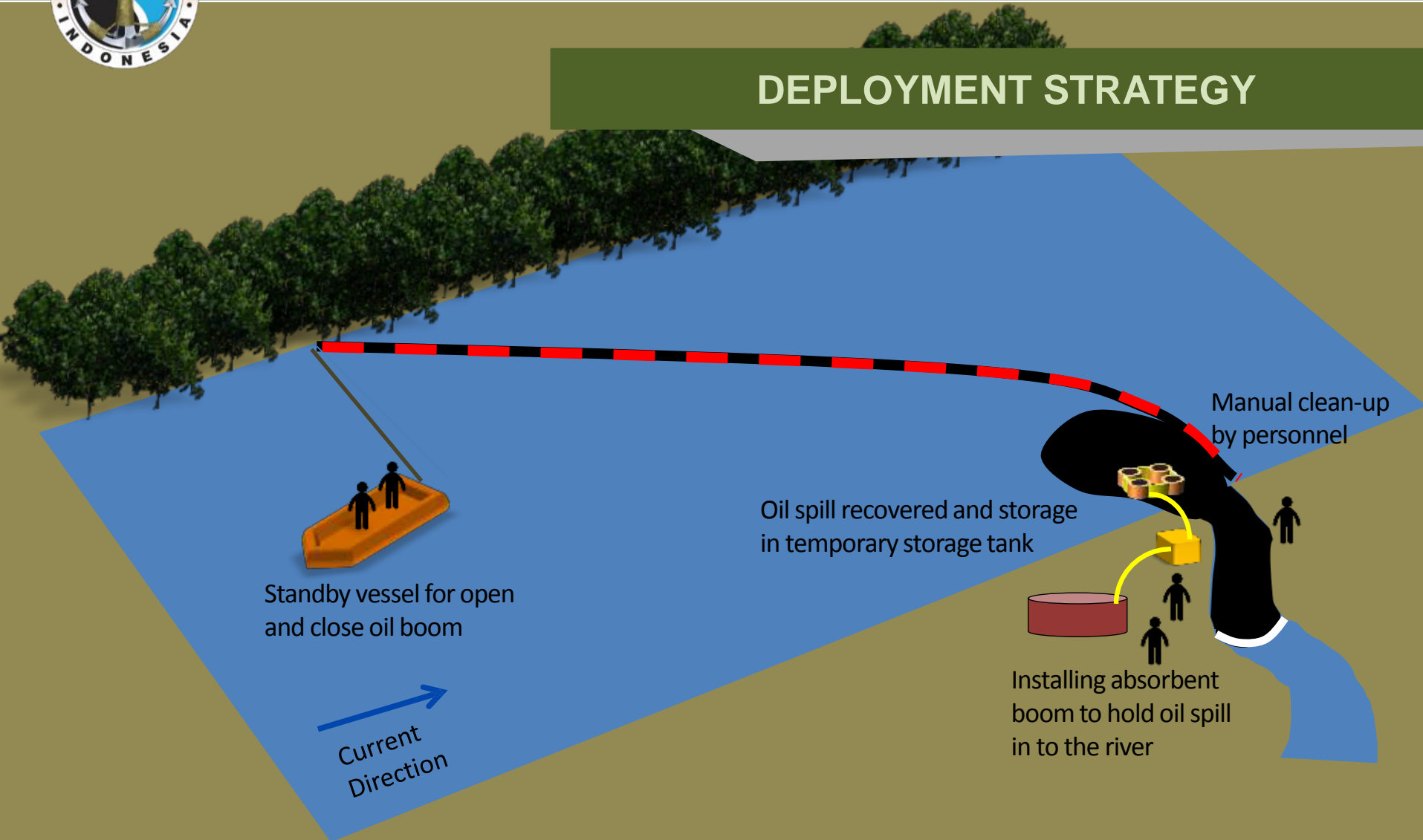
**Oil spill attached to the roots, rods, and leaves of mangrove**





# Major Oil Spill Incident – Selat Panjang (Tier-2)

## DEPLOYMENT STRATEGY





# Major Oil Spill Incident – Selat Panjang (Tier-2)



**8<sup>th</sup> of May 2014**  
***Oil boom deployment in Rawa River***



**17<sup>th</sup> of May 2014**  
***Deflection oil spill to pond as a collection point in Rawa River***



**19<sup>th</sup> of May 2014**  
***Response oil spill with skimmer***



**24<sup>th</sup> of May 2014**  
***Cleanup oil that sticks to vegetation using pressure hot water***





# International Oil Spill Incident – Thailand



*27<sup>th</sup> of July 2013  
Spill due to leak in pipe between a vessel and refinery*



*28<sup>th</sup> of July 2013  
Oil spill hits Koh Samet (northwest coast). The navy deployed at least 300 soldiers to help clean up the spill*



*31<sup>st</sup> of July 2013  
Oil Spill Combat Team Indonesia assisted an international oil spill incident with OSRL and IESG*



*2<sup>nd</sup> of August 2013  
Continue cleaning Ao Phrao bay. Oil slick there has significantly decreased.*

**Recent Tier-3 Oil Spill in Thailand, where Oil Spill Combat Team Indonesia assisted an international oil spill incident with OSRL and the Thailand national team and IESG**

## Emerging Role of National OSRO for Tier-1 First Response



- Based on oil spill incidents like the Japanese chemical carrier collision, national OSRO is emerging to assist private companies as first response as some companies does not have complete Tier-1 resources on-site

## Emerging Role of National OSRO for Tier-2 In-Country Response



- Based on Tier-2 Oil Spill incidents like in Sumatra, Selat Panjang, assistance from Area is limited(25% of Tier-1 OSRE)
- National OSRO with membership program is required to respond to major Tier-2 oil spills quickly

## Emerging Role of National OSRO for Tier-3 International Response



- Based on international oil spill incidents like in Thailand, MOU between Tier-2 and Tier-3 Oil Spill Response Centres allow access to more resources
- National OSRO to pre-arrange customs clearance, logistics and SOP for international assistance



ありがとう  
THANK YOU

24 HOUR EMERGENCY CALL

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