

## Intro

Remote surveys should be limited to cases where the history (quality grading, recommendations, claims) and circumstances of the site in question requires an information update to the insurance market and where a proper market survey cannot be planned before renewal.

Independent of the remote survey, a market survey with site attendance should be scheduled in addition as soon as this is possible.

## Points to consider for organization of remote surveys

### Before

- We consider it critical for the success of the process that all presented documents are made available to the participating parties at least five days in advance electronically, either by e-mail or in a data room. Participating parties are responsible to review the data and prepare relevant questions for the remote survey session, ideally communicated to the broker in advance of the remote survey.
- Have a brief informal introduction session before remote survey via a video call. This is to introduce all participants and reduce the human barrier that will be in place during most of the remote sessions.
- Test audio connection of all participants.
- People on call should put full name in profile so it's clear who speaks.
- Acceptable / workable technology preferred for Allianz is MS Teams and Webex.

### During

- Focus on the big picture and do not deep dive until a general overview has been established.
- Remote survey sessions should consist of one or two (depending on scope) video conferences, each lasting not longer than ½ day, in which clear slots are scheduled to the individual departments of the client (see agenda).
- The remote survey is led by the broker engineer in liaison with a nominated insurance engineer who ideally has been on site before. The broker engineer ensures technical requirements (video conference software) are available to everybody and tested in advance with the client; he also briefs the client that the remote survey should rather be hallmarked by discussions than purely by presentations from the client. Good teleconference discipline will be required (virtual “hand raising” for questions). Questions to be shared via chat.

## Agenda

The agenda can be extended by topics where field verification is typically not required, if the client provides access to relevant databases (e. g. inspection database, incident database or SAP etc.) during the video conference. Topics that typically require field verification should be excluded from the agenda. Closing of recommendations mostly requires field verification or evidence by digging into data systems (e. g. inspection database), so this should not be expected from the remote survey.

Any remote survey session should focus on

- Current operating status of facility
- Review of incidents / near misses since last physical survey
- Review of PSM KPIs
- Contingency plans for ongoing Corona crisis
- Status of risk improvement recommendations

The agenda of a remote survey (two ½ day sessions) could cover below topics:

- Introduction
  - Operational status of the site
  - Staffing situation
  - Achievement since last survey (projects, major changes in process units)
  - Incidents since last survey (LoCs, Fires, etc.)
  - What has been the impact of the current situation on production rates, and are any units operating at/or near minimum safe turndown rates?
  - What has been the impact on feedstock supply and product distribution?
  - What large CAPEX has been deferred?
- Have any processing sections and facilities been temporarily shutdown? - Reference should be made to LMA 9142 Questionnaire Section 1 for extended shutdowns, i.e. >6 months.
- Recommendation Update
  - Discussion of every open recommendation with the site expert to get a clear view how far progress has been made
  - Supported by “evidence documentation” (pictures, live access to data systems like eMoC, inspection database, etc.) as far as possible
- Process Safety & HSE
  - HAZOP/ MOC database online show status and actions
  - Process Safety KPIs
  - Root Cause investigations of major incidents
  - MOC
    - How have the individual & cumulative impacts of Covid-19 been subject to risk assessment, mitigation and approval?
    - What third parties been involved in supporting the changes made – OEMs, licensors etc.?
    - How are existing Business Continuity Plans reflecting the effects of Covid-19, and being updated?
    - What duration of impact has currently been planned for?
- Operations Department
  - LOTO Philosophy
  - What has been the impact on organization, staffing and staff location?
  - What minimum plant safe staffing levels for short/medium-term operation (Operations/Maintenance/Inspection) have been agreed, and what action would be taken if these cannot be met?
- Shift Handover Protocoll
- Maintenance Department
  - Maintenance KPIs
  - We would also like to see online access to SAP etc. not only KPI's
  - Budget cuts
  - Contractors under COVID 19
  - What essential Maintenance actions have been deferred, and what impact will this have on safety critical equipment and testing?
  - How is planned major equipment maintenance and future turnarounds been scheduled? Are these being deferred or brought forward?
  - What impact has there been to availability and delivery of spares and equipment?
- Inspection Department
  - Inspection KPIs
  - Testing of PSVs
  - Latest inspection findings / current overdues & deferments

- Live access to inspection database for spot checks / open discussion
- What essential Inspection actions have had to be deferred, and what impact will this have on the planned replacement of equipment and piping that was close to retirement?
- What provision has been made to maintain monitoring of: online corrosion probes; corrosion inhibitor injection; and integrity operating windows?
- Emergency Response / Fire Brigade
  - Impact of COVID 19
  - Fire Pre Plans
- Fire Pump Test according to NFPA25 (documentation)
- BI
  - Use a process flow diagram for the discussion. If not available use bird eye view from google to run through process.
- Live Video control room and field walk
  - I would go that far that an online video call showing documents and standing alarms in control room could be an option – challenging
  - This would move this somewhat from an only paper exercise
  - Focus on control room alarms and permits, PID, SOP and EOP at least date and signatures

#### **Documentation of Remote Surveys**

Due to the nature of remote surveys as described above a full update of the market report will not be sensible. Therefore it will be appropriate to issue rather a separate document summarizing the information provided during the remote survey. The report should clearly emphasize, that all the information contained has been received during a video conference and that nobody of the survey team was on site for any form of field verification.