

14.3.2 SCADA Contractor

The SCADA Contractor will be informed of a failure or a number of events which are not normal. The SCADA Contractor will contact the Duty Manager through the Central Control Center.

- a) Assess the alarms or information displayed on the screen
- b) Inform the appropriate Control Center
- c) Give the Contractor's Duty Manager any other relative information
- d) Keep a log of actions taken and instructions received

14.3.3 Duty Manager

The Duty Manager will be the focal point in the early stages of the incident until the Incident Coordinator is appointed. The Duty Manager will assess the situation from the information received from the Call Center and/or the Incident Officer. The Duty Manager will categorize the level of the incident and decide on appropriate action. Depending on the level of the incident the Duty Manager will inform the DMAT / Consultant's Duty Engineer.

- a) Assess the situation and confirm level of incident
- b) Contact the duty Co-coordinator
- c) Inform the Co-coordinator of the situation
- d) Take the appropriate action (see relevant Incident Plan) until Co-coordinator takes control
- e) Contact the DMAT / Consultant's Duty Engineer if level 2 or higher

14.3.4 Incident Co-coordinator

The Incident Co-coordinator will assess the information received from the Duty Manager. If the level of incident is confirmed, the Co-coordinator will instruct the Duty Manager to carry out particular tasks until he takes his position in the incident room. The Co-coordinator will liaise with the DMAT / Consultant's Duty Manager.

Depending on the level of the incident the Co-coordinator will arrange manning of the Contractor's Incident Team so that tasks can be delegated to, and managed by, various members of the Team.

The Co-coordinator will remain in the office from where the incident is being controlled. It is only in exceptional circumstances that the Co-coordinator will leave the office. If this is the case, another member of staff will take the role of the Co-coordinator.

The Co-coordinator will inform the DMAT / Consultant Duty Manager of the incident. Lines of communication shall be established between the Incident Officer on site and the Co-coordinator.

The Co-coordinator will select the appropriate Incident Plan or Plans which will assist in dealing with the incident.

Any media enquiries or requested interviews shall be referred to the Incident Leader if he is in post. Failing that, the DMAT should be informed so that they can deal with the media.