

In responding to emergencies that do not directly or indirectly threaten the health and wellbeing of the public, any and all methods to control, mitigate or eliminate the impact of the emergency shall be immediately employed.

When an emergency situation has been secured, controlled and/or mitigated, the DMAT shall determine if full rectification of the emergency or parts thereof fall within the contract cost of the services and shall proceed accordingly and appropriately.

2.10 Reporting Equipment Deficiencies

Any equipment deficiencies noted by the Contractor during operational checks, preventive maintenance inspections, service request/service work, or at any other time shall be reported and a Defect Notification Report submitted to the Central Control Center (CCC). Deficiencies discovered that could potentially jeopardize the operation of items of equipment in critical facilities or processes shall be reported by phone immediately, but not more than 24 hours after discovery, and followed up by written notice within 48 hours.

All non-operation threatening deficiencies noted shall be reported on completed Service Order Forms and Preventive Maintenance Completion Reports.

2.11 Safety in O&M Operations

There is a need for safety practices to be followed by the O&M personnel. Adoption of safe practices and use of safety equipment may largely minimize accidents. Many accidents occur due to the human factor. Though the ultimate responsibility may be that of management, the operator cannot also be relieved of his responsibility. Hence a safety program is to be written down for every organization and it must be ensured that everyone in the organization scrupulously follows the safety practices in compliance with EHSMS codes of practice.

2.12 Operations Records

The detailed operations records and related information shall be maintained. Records shall, but not limited to, include:

- Flows at various key installations.
- Daily chemical, physical, and bacteriological characteristics at key points.
- Daily hours of operation (run times) of all major equipment.
- Daily amount of total electricity consumed.
- Daily amount of total electricity consumed during peak electricity demand periods.
- Daily amount of chemicals consumed.
- Daily record of unusual events or occurrences.
- Daily record of deliveries.
- Daily record of visitors.

In addition to those requirements listed above it will be necessary to establish and maintain a daily log or diary at every work site. Entries in these daily logs shall include, names of on duty staff, signed statements verifying that all routine duties were completed, and a description of all non-routine tasks, or repairs undertaking. Each daily entry shall contain all significant information that on-call staff may or may not need to appropriately respond to call outs.