

Appendix H-1: Emergency Plan for Flooding Event

An emergency could be declared when the Contractor receives a weather report indicating probable rainfall, or the Customer Call Center receives information about rainfall.

Levels of Emergency

Probable level (I) – Priority C

Level I is an incident that is identified or develops during work either as routine maintenance or non-routine maintenance that cannot be managed by the Team Leader. Level I is declared if the flooding which cannot be cleared by routine maintenance team requires emergency civil team, and there is no risk to public or properties.

In case of level I emergency the following should be done:

- Contractor Foreman should visit the location of rainfall and check if any flooding
- Contractor Foreman should inform the Networks Engineer of the condition and its effect on the site
- Contractor Networks Engineer should evaluate the situation in coordination with the foreman
- Contractor Networks Engineer should declare Level I incident after evaluation
- Contractor Foreman should stay on site and supervise during the operation till it is called off.
- Contractor Networks Engineer should inform the Project Manager / Consultant about the operation.
- Contractor Project Manager should coordinate with the Consultant during the emergency operation.
- Contractor Project Manager should coordinate with other services departments to check if affected due to the operation.

Probable level (II) – Priority B

Level II is an incident that is identified or develops during work either as routine maintenance or non-routine maintenance or as a result of information received, and it cannot be managed by the Contractor Foreman. Level II is declared if:

1. Incident is in VIP location, which can be rectified within 6 hours.
2. Internal property flooding.
3. Potential media interest.
4. Emergency services disrupted.
5. Any networks isolated for not more than 6 hours.
6. Flood is affecting traffic in branch roads.
7. If there is risk to public or properties.

In case of level II emergency, the following should be done:

- Contractor Networks Engineer should visit the location of rainfall and check if any flooding
- Contractor Networks Engineer should inform the Contractor Senior Networks Engineer of the condition and its effect on the site