11.3   Classification of Emergencies

An incident can be defined according to the alarm levels that trigger an emergency response:

i.   *Minor (Level 1) Incidents* arising on a daily basis, e.g. flooding or surcharge imminent or occurring.

After intervention and action by the Contractor, the situation returns to normal with no resultant effect on the system. This type of emergency does not require other organizations to be notified immediately. However, a procedure will exist to record the incident in order to allow recognition that these problems can exist.

ii.   *Intermediate (Level 2) Incidents limited to a well-defined area that completely halt the operation of that area, e.g. damage / collapse of a pipeline.*

Level 2 Incidents concern well defined zones of the system and during these incidents the affected zone in non-operational. Irrespective of the severity of the situation, the Contractor in charge of the problem will provide an account as soon as possible to the management. Further actions may involve:

- coordinating the actions with the Contractor,
- contacting emergency works services,
- informing the relevant authorities.

For incidents of this level, the management takes complete control of the problem.

iii.   *Major or Associated (Level 3) Incidents that completely prevent the collection or discharge of stormwater, and requiring some coordination with external organizations, e.g. damage/collapse of pipelines, pumping station breakdown.*

Level 3 incidents adopt the same concept as emergency Level 2. As a priority the main actions to solve the problem and identify as quickly as possible the most probable delay in the restitution of works will be undertaken.

During this type of crises the role of the contractor management is essential, in that, all resources, personnel, emergency works services and relevant authorities shall be assigned to control the crisis in the best possible way. Each of these three levels is defined using three criteria:

- zone of influence
- seriousness
- management of the emergency