

- Contractor Senior Networks Engineer should evaluate the situation in coordination with the Networks Engineer
- Contractor Senior Networks Engineer should declare Level II incident after evaluation
- Contractor Networks Engineer should stay on site and supervise during the operation till it is called off.
- Contractor Senior Networks Engineer should visit the site, plan the actions and manage the operation.
- Contractor Senior Networks Engineer must 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 (III) – Priority A**

Level III 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 Foreman. Level III is declared if:

1. Incident is in VIP location, which cannot be rectified within 6 hours.
2. Severe damage to network assets, due to ground settlement caused by heavy rains reducing its operating ability.
3. External flooding affecting many properties.
4. Severe rain obstructing main roads & highway traffic.
5. Power loss in multiple stations due to heavy rain.
6. If there is high risk to public & property.

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

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