

## 2.9.2 Emergency Plan Responsibilities

Typical responsibilities in an emergency plan are:

a) SCADA Operator

- Responsible to monitor the system.
- Responsible to receive calls from customers, O&M team and other stakeholders.
- To request and record the following from the caller: name, phone number, mobile number, place and type of the problem, other needed information.
- To report to the relevant person as per responsibility matrix about the problems and any abnormal conditions.
- To document the event in the log book.

b) Consultant

- Responsible to mobilize and move the maintenance team, as well as, following up the work until the completion.
- Coordinates with DMAT and Contractor inspectors to process and finalize the work to match the contract requirements.

c) DMAT

- Receives information about the problem via the Contract Manager (CM) and/or the contractors' technical team and forwards instructions, suggestions or recommendations.
- Supervises the Contractors' performance.

d) Contractors Maintenance Team

- To take action and perform the work as per the Consultant instructions.

e) Operations Team

- To take action and perform the work as per the Consultant instructions.

f) Contract Manager

- Review the event/information with the relevant people, plan and take action to avoid such a problem in future.
- Supervise the technical part of the work to ensure proper performing of the job.
- Support and monitor the event to ensure proper communications are achieved.
- Liaise with the DMAT, Consultant and other stakeholders.
- Ensure such problems do not occur in future.

## 2.9.3 Emergency Repairs

Emergency repairs are defined as repairs that must be accomplished immediately, regardless of time of day. The Maintenance Team(s) shall at all times be staffed, qualified, equipped and shall have sufficient spare parts to complete full or partial emergency repairs and/or successfully address the emergency in a manner that mitigates the impact of the emergency. For the compulsory breaks permits shall be obtained from the appropriate department.