

11.5.1 Management of Specific Types of Incidents on Whole System

An incident is defined as an unexpected, unplanned and undesired event that results in physical harm (injury or disease):

- a) to individual,
- b) damage to property,
- c) near miss,
- d) any combination of these effects.

The management of the incident shall follow a procedure that shall be agreed between all parties taking into consideration the local law.

An effective incident management procedure should be an essential element of the DMAT'S strategy for dealing with operational emergencies. Included in this should be systems for avoiding, or at worst, minimizing contamination during emergencies.

The type of emergency reported will vary from incidents such as a blockage and flooding to less defined problems such as depression in the road. Such reports may be from customers, contractors, from highway authorities or others.

In case of a fatal or major accident, immediate notification shall made to DMAT.

11.5.2 Site Specific Emergency Planning

A site specific emergency plan shall be prepared to effectively deal with and return operations to normal status from adverse condition that may be encountered at the work site facilities during all phases of work. This plan shall provide the guidelines for actions, assignments and responsibilities that will apply in case of any emergency at sites and include, but not limited to:

- a) an Emergency Response Team with designated roles and responsibilities for specific actions to be undertaken in case of an emergency.
- b) The Emergency Plan is exercised and reviewed regularly, at least every six months.
- c) Conduct hazard analysis for possible emergencies at work sites/facilities.
- d) Conduct regular drills to check effectiveness of emergency response plan.
- e) Carry out regular training of emergency response team.

Where applicable, reference should also be made to DMAT Emergency Procedures.

11.5.3 Site Specific Procedures

Irrespective of the site and/or location of an incident all emergency enquiries and demands should be reacted to promptly and appropriately. Notice of incident will come from one of the following sources:

- a) Customer/public complaint
- b) Operations notification
- c) DMAT notice (pumping station breakdown)

A well prepared ERP will define the organization, the methods of intervention and the courses of action in the case of incident or accident, with least possible delay, following any unforeseen damage or safety problem. Actions taken within the framework of the ERP would intend to: