

11.14 Feedback and Optimizing Emergency Response

An efficient response and feedback as problems shall be provided in order to avoid future incidents that may have the potential to result in pollution and when an incident occurs, to minimize any resulting pollution. Serious failures can cause disruption, health risks, and a loss of service, a poor image to the public and unnecessary expenses.

11.15 Emergency Response Training

O&M personnel shall be trained in safety practices and prevention strategies specific to the system and safety experts and a designated onsite safety coordinator shall provide the following training for the facility staff.

- a) General Safety Rules
- b) Plant – Restricted Area
- c) Permit to Work System
- d) Risk Assessment
- e) Electrical Safety
- f) HV Switchgear
- g) Permit to work on 11 kV
- h) Safe Vehicle Operation
- i) Site Safety Sign Boards
- j) Accident / Disease Reporting

11.16 Example Emergency Situations

11.16.1 General Emergencies

The incident and emergency response plan shall provide for Incidents, Emergencies and other events which could impact on employees, the public, environment, major stakeholders, the System and operations including:

- a) perceived or actual threats to public health,
- b) events that adversely affect the image or reputation of the Contractor or the DMAT or any of their respective servants, agents or operators,
- c) prolonged loss of power or communications,
- d) major water mains failure,
- e) major interruptions to water supply,
- f) environmental incidents, e.g. spills,
- g) fire alerts and responses,
- h) loss or unavailability of key staff, e.g. industrial stoppage or pandemic,
- i) denial of access,
- j) extortion threats, arson, vandalism, sabotage,
- k) 'extreme' weather events, such as flooding and high winds.

The incident and emergency response plan shall clearly describe the policies, procedures, protocols, authorities and responsibilities of the O&M personnel in preparing and planning for, responding to, and recovering from, Incident and Emergency situations, including arrangements for: