

- b) The incident is logged in the incident register.
- c) Receive calls concerning an event in the system
- d) Log the information on the incident register
- e) Pass on information to the appropriate contractor by telephone
- f) Confirm by sending email/fax
- g) Pass on any new information from subsequent calls
- h) Receive calls from contractor's control center with updated information
- i) Pass on information to the DMAT for non-contractual activity

14.2.4 Contractor's Control Center

Where applicable, the O&M personnel at the Contractor's Control Center will record calls received concerning events in the system. The information will be passed on to the Duty Manager. Confirmation of the information from the Municipality Call Center will be received by email/fax. The Call Center will update the Central Control Center with new information.

Once the initial investigation is completed by the O&M personnel, the Contractors Control Center will inform the Call Center on site. Periodic updates will be required for both the Call and the Central Control Centers.

The notification procedure even if the incident has been discovered by O&M personnel ensures that:

- a) the appropriate people are aware of the incident and are not missed out
- b) the incident is logged in the incident register
- c) Receive call and confirmation from Municipality's Call Center
- d) Log information received in the incident register
- e) Inform Duty Manager
- f) Receive updates from site staff
- g) Update Call Center

14.3 Incident Roles and Responsibilities

14.3.1 Incident Officer

The Incident Officer will be dispatched to the site of the event and will report back to the Duty Manager. The Duty Manager will declare the level of the incident. The Incident Officer will discuss the situation with the Duty Manager and agree remedial action.

If the event takes place on a manned site, the most senior member of staff will be the Incident Officer. The Incident Officer shall give regular situation reports to the Incident Coordinator.

- a) Report exact location of the event
- b) Report type of occurrence, e.g. main failure, mechanical or electrical breakdown, flooding
- c) Inform hazards presented by the event
- d) State any other agency on site
- e) Take preliminary steps to deal with the situation
- f) Give an initial assessment of additional resources required
- g) Advise best access route and rendezvous point
- h) Warn the general public
- i) Keep a log of actions taken and instructions received