

14 INCIDENT MANAGEMENT

14.1 General

The standard procedure for the notification of an incident or potential incident shall be established.

The flow of information between appropriate Contractor or DMAT persons will ensure that correct action is taken which corresponds to the level of the Incident.

It is important that the procedure is adhered to so that information about an event can be verified and actioned by the appropriate person, and is not directed to a person who would have to pass it on to another person to action.

14.2 Incident Notification

14.2.1 Initial Information

Information concerning an event or a potential incident will reach the DMAT and their Contractors in a number of ways but it is important that the notification is processed into the system in the same way.

Reports can come from O&M personnel, the Consultant, , the DMAT'S employees or from the Public and Third Parties via the Central Control Center. All incidents which are reported shall be recorded and reported to the responsible line manager. If incidents are discovered by O&M personnel, the Consultant or DMAT they shall be recorded so that notification can be passed on to the appropriate responsible manager. If there is any doubt, the Control Center should be contacted.

14.2.2 Assessment of an Incident

Once an event has been notified to management staff, to the DMAT / Consultant, the event is assessed and the incident is categorized from Level 1 to 4. Categorizing an incident will lead to the necessary response for dealing with the incident. The appropriate incident teams will be convened depending on the category given to the incident.

14.2.3 DMAT Call Center

All of the Public's and Third Party's telephone calls will be received at the DMAT Call Center for the operating area where the event is occurring. The DMAT Call Center operators will ask questions in an effort to receive the most complete information about the event.

The operators will log the information and pass it on to the appropriate contractor. Any further calls will be logged and new or additional information will be passed on to the contractor.

If the event does not relate to any contractor's area of activity, the operators will contact the Duty Manager of the DMAT.

The Contractor will use the notification procedure even if the incident has been discovered by employees of the Consultant or DMAT. This ensures that:

- a) The appropriate people are aware of the incident and are not missed out.