

EMERGENCY

DON'T HANG ABOUT SHOUT!



How to Shout

How to Shout - When you notice an incident you must advise your supervisor or one of the people listed below **immediately**

Construction Site Manager: Tel no.

Project Manager: Tel no.

Customer Ops Manager /
Team Leader: Tel no.

Business Alert System

It has been proven that if incidents are highlighted immediately, it will improve our response and lessen the impact.

- Operates 24hrs / 7 days a week
- Ensures key staff within SW are made aware of a potential or actual incident
- The system relies on staff reporting potential or actual incidents to their Supervisor / Line Manager
- Line Managers can then assess and initiate emergency response plans if appropriate

Types of Incidents to Report

- Public Health Risk e.g. drinking water contamination
- Loss of Water Supply:-
 - >2,000 properties for 3hrs or more
 - >200 properties for 6hrs or more
 - >1 Property for 12hrs or more
- Severe Dirty Water, e.g. Manganese / iron
- Flooding e.g. sewage / burst water mains
- Pollution
- Reputation – Media & public interest
- Telemetry Failure
- Security Events, e.g. break-in, vandalism
- Significant disruption to transportation or other utilities
- Fatality, major injury or dangerous occurrence

Information to Report

- Details of the event / incident
- Your contact details
- Advise any contacts with external agencies e.g. SEPA, Police
- Agree update reporting (if required)
- Keep a log of events / contacts