

# **OFF - SITE EMERGENCY PLAN**

## **SOUTH DURBAN BASIN**

**PRELIMINARY VERSION**

**APPROVED – DCM FORUM 10-10-2011**

# FORWARD

The following preliminary version of the plan is still subject to multidisciplinary in-puts. Consequently, the document is to be regarded as “work-in-progress” until the contents thereof is agreed upon and is “signed off” by all stake-holders.

## **GLOSSARY OF ABBREVIATIONS**

1. **DM** Disaster Management
2. **DOC** Disaster Operations Centre
3. **DCM** Deputy City Manager
4. **EMACC** Emergency Mobilising and Communications Centre
5. **EMRS** Emergency Medical Rescue Service
6. **EOC** Emergency Operations Centre [On-site JOC/Command Centre]
7. **FCP** Forward Command Post
8. **GIS** Geographical Information Systems
9. **JPC** Joint Planning Committee
10. **MDMC** Municipal Disaster Management Centre
11. **MDMAF** Municipal Disaster Management Advisory Forum
12. **MIMMS** Major Incident Medical Management Systems
13. **SOP** Standard Operating Procedures
14. **SAPS** South African Police Services

**CHAPTER 1****Preamble**

The South Durban Basin contains bulk chemical facilities, pipelines, oil refineries and a high volume of road / rail transportation of hazardous freight. Several major hazard industries [MHI] are located in the basin, and some of these industrial complexes are registered as National Key Points.

The industries and surrounding residential communities exist in close proximity to each other, and an emergency incident occurring inside a premises, could have consequences which may spread off-site.

If an event takes place on the premises of an Industrial complex, and the effects are felt outside the premises, the situation thus generated is termed an 'off-site emergency'.

The industries each have an 'On-Site Emergency Plan' which includes internal response capability and the roles and responsibilities of municipal and other government and private agencies.

The 'Off-Site Emergency Plan' is an extension of the particular industries "On-Site Emergency Plan' and in most instances the off-site consequences will be managed by the on-site Emergency Operations Centre [EOC], also referred to in some industry plans as the Emergency Headquarters [EHQ] or as the Joint Operations Command [JOC]. The initial management of off-site consequences by the EOC is based on two critical factors namely:

- Key municipal staff should be on scene at both the Forward Command Post [FCP], as well as at the EOC, prior to the DOC being activated
- If immediate action is required, then the EOC on-site command personnel will be first on scene to co-ordinate overall strategy in dealing with the emergency

Where circumstances dictate, the Municipal Disaster Management Centre [MDMC], namely the Disaster Operations Centre [DOC] will be activated. The levels and structures for managing an off-site emergency are dealt with in greater detail in Chapter 2 – Command and Control Structures.

The review and revision of the South Durban Basin 'Off-Site Emergency Plan' will be an ongoing process. The following initiatives will inform and drive the review and revision process.

During 2011 the eThekweni Municipality is appointing a consulting agency to undertake a comprehensive city risk assessment. The Terms of Reference for the risk assessment has identified the South Durban Basin as a key focus area. The risk assessment will provide detailed information which will inform on risk reduction strategies and disaster management planning.

Further to above the Disaster Management Act [Act 57 of 2002] assigns discretion as to whether a Metropolitan Council constitutes formal structures such as a Municipal Disaster Management Advisory Forum [MDMAF] for the purposes of external stakeholder participation.

Consequently the eThekweni Municipality has elected to establish the necessary institutional arrangements to give effect to the principles of co-operative governance, and inter-departmental co-operation by establishing a MDMAF.

The MDMAF is collaboration between a range of stakeholders from key sectors for example government, business, academic and civil society, to support and enhance the Cities' efforts to reduce risk where possible and to assist in the development of actions to address all aspects of disaster risk reduction.

The MDMAF will establish a multi disciplinary technical task team, dedicated to the ongoing review of the 'Off-Site Emergency Plan'.

The MDMAF multi disciplinary task team will serve as the vehicle for ongoing review and developmental improvements to the 'Off-Site Emergency Plan'.

## CHAPTER 2

## COMMAND, CONTROL AND COORDINATION

General Outline

A major emergency or disaster that has occurred or threatens to occur will invariably result in a multi-disciplinary / multi-dimensional response to re-establish normality.

Multi-Agency incident management requires a clear understanding of the differences between command, control and coordination.

- **Command:** The direction of members and resources in the performance of that agency's role and task
- **Control:** The overall direction of emergency management activities in an emergency or disaster situation
- **Coordination:** The bringing together of agencies and resources to ensure an effective emergency response. It operates vertically within agencies as a function of the authority to command, and horizontally across agencies as a function of the authority to control

The procedures adopted by each of the participating agencies in response to a major incident are devoted to the role of the service concerned. The purpose of this chapter is to describe the agreed upon procedures and arrangement for the effective coordination of their joint efforts.

**FORWARD COMMAND POST: OPERATIONAL LEVEL – BRONZE COMMAND**

In the instance of a site-specific release /event the specific company within whose area the incident has occurred will implement its own on-site emergency plan and related response procedures. This will include the summoning of assistance from designated municipal service departments and other support agencies.

A Forward Command Post [FCP] is located close to the site of operations, and the incident management team will operate in this area. The Incident Management Team who operates from the FCP will generally be made up of first responders from the involved/deployed agencies and consequently tend to be the first to arrive at the emergency event.

Any on-site emergency is generally managed by higher levels of the command structure. If the immediate risk poses a threat to off-site areas, and the higher levels are still being set up, then the FCP will have to issue instructions and implement public warning and protective action strategies.

During most incidents, direct control will usually be exercised at the incident site by the Incident Manager through the Incident Management Team. In the event of a serious incident

an on-site Emergency Operations Centre [EOC] will be established. The on-site emergency plans for the respective industrial sites each contain the detailed arrangements for the setting up of that particular on-site EOC.

#### EMERGENCY OPERATIONS CENTRE – SILVER OR GOLD COMMAND LEVEL

The next level of command and coordination shall exist when a formal on-site joint EOC is established. The EOC shall consist of individual commanders of 'on scene' services, and technical specialists representing the organizations on whose premises the emergency has occurred.

The EOC manages the 'On-Site Emergency Plans'.

The Off-Site Emergency Plan is an extension of the on-site plan. As many of the senior municipal and other agency staff will be at the EOC, it may be required that any off-site impact be managed by the EOC. Circumstances that would require the EOC to implement and manage the off-site plan would be when the incident poses an immediate risk to the community, and where the DOC has not yet been activated. In such instances the EOC manages both the On-Site and the Off-Site Emergency Plans.

#### STRATEGIC LEVEL – GOLD COMMAND

Depending on the severity of the incident, it may be required to initiate a city strategic response / command. This will be characterized by the activation of the Municipal Disaster Management Centre [MDMC] at which the strategic command group will be established. The Disaster Operations Centre [DOC] is located at the premises of the MDMC.

If the city's Disaster Management Operations Centre [DOC] is to be activated then the commanders of the EOC and DOC will liaise regarding the transfer of strategic command of off-site scene management. The determination of role and function between the EOC and DOC must be integrated, however decisions are circumstance-directed and are informed by the location of key operational, technical and strategic services and staff.

Once the DOC is activated then the EOC is required to arrange for a product / process technical specialist to be sent to the DOC.

The on-site EOC must provide the DOC with ongoing information regarding any product which has gone off site or has potential to go off site. This includes the tracking of any toxic cloud dispersion, direction and parameters of spread.

**CHAPTER 3    INFORMING THE PUBLIC AND IMPLEMENTING PUBLIC PROTECTIVE STRATEGIES**

There are currently no early warning siren and public address systems installed in the residential areas of the South Durban Basin.

Public education programs inform the public to go inside and turn on the radio. The primary means of communication with the public will be through local radio stations.

- East Coast Radio - FM 93.9- 96.95MHZ
- Ukhozi -
- Lotus FM – FM 87.6 – 90.6
- Igagsi FM – FM 99.5 MHZ

The messages will inform the public what the hazard is, and what they should do and what they should avoid doing. The notification messages will be sent from the DOC, however should the circumstances pose an immediate danger to an affected area then the messages must be sent from the EOC.

Emergency messages and updates (see example) should be prepared and made ready to fax or E-mail to the local radio stations/ public media.

Messages will be drafted according to the nature and circumstances of the emergency incident.

**EXAMPLE****FIRST WARNING**

The Emergency Operations Centre/Disaster Operations Centre has just issued notification of a hazardous materials incident in the \_\_\_\_\_ area. The affected area encompasses \_\_\_\_\_ [road names], \_\_\_\_\_ [meters/kilometres from the] \_\_\_\_\_ [facility]. Residents in the affected area are advised to take immediate shelter in their homes or in any public building until the danger has passed. Close all doors and windows and switch off all heating and air conditioning systems. Seal all gaps or openings with plastic sheeting, using masking tape or wet towels. Stay tuned to this station for more details.

Initial message must indicate when updates will be given. [Hourly/half-hourly and thereafter]

**UPDATE MESSAGE**

The Emergency Operations Centre/Disaster Operations Centre has advised that the emergency response crews are dealing with the hazardous materials incident in the \_\_\_\_\_ area. The emergency is under control, however, you are advised to remain indoors with your doors and windows closed and air conditioners turned off. This is a precaution to keep any possibly contaminated air from entering your home. We will advise you as soon as it is safe to go back outside. Stay tuned to this station for more information.



## NOTIFICATION OF EVACUATION

The Emergency Operation Centre/Disaster Operations Centre has just issued notification of a hazardous materials incident in the \_\_\_\_\_ area. The affected area encompasses \_\_\_\_\_ (road names) \_\_\_\_\_ [metres / kilometres] from the \_\_\_\_\_ facility. Residents in the affected area are instructed to evacuate immediately. If you have your own means of transport then proceed to the designated reception shelters at \_\_\_\_\_. Keep unnecessary cars off the road. Additional information will be provided at the reception shelter /s. Please evacuate immediately. Should you not have access to transport then make your way to the Public Assembly Area located at \_\_\_\_\_ where the authorities will assist with transportation to a Reception Shelter. Should you require assistance then you must phone 031-361 0000.

Transportation arrangements will be communicated over this radio station immediately after each emergency update notification.

ALL CLEAR

The Emergency Operations Centre / Disaster Operations Centre have announced that the hazardous materials incident at the \_\_\_\_\_ facility is now under control. All residents who have been evacuated can now return to their homes. If you have been sheltering in your home, you can now open doors and windows and let in fresh air.

## CONTACT DETAILS

RADIO STATION		EAST COAST RADIO	
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Ismail Jinnah	031 3625388	0825729025	0313328328	jinnahis@sabc.co.za	SABC News Researcher

**CHAPTER 4 PUBLIC PROTECTIVE STRATEGY – SHELTERING IN PLACE**

The two basic public protection strategies are EVACUATION and SHELTERING-IN-PLACE. As part of the emergency response, the public must be adequately informed and advised.

The concept of sheltering-in-place involves seeking to limit an individual's exposure to hazardous materials by seeking refuge within a relatively contained environment. This refers to leaving residents in the protection of their homes with instructions to close windows / doors, shut down outside vent systems and other agent-excluding precautions.

Under certain conditions evacuation is the preferred protective action. This is subject to evacuation being accomplished prior to reaching the tip-over point of exposure risk. During some hazardous material releases there will not be enough time to evacuate because airborne toxicants have been released and are travelling rapidly downwind.

Depending on the nature of the emergency, the decision to evacuate or shelter in place will be site driven. This means that it must be decided and coordinated on site at the EOC. If the city's DOC is activated, and is in operational mode then they will liaise with the EOC in terms of who takes responsibility for managing the public protection plan.

In most circumstances sheltering in place will be the preferred protective action. This is a Go-In / Stay- In / Tune-In / advisory to the affected communities.

Sheltering-in-place must be seen as the preferred option for the following reasons:

1. Evacuation will cause higher than normal traffic flows. This creates the need for traffic-direction and control. Under ideal conditions, the movement of traffic can result in gridlocks. When combined with the complications of major emergency conditions, moving traffic out of the area is extraordinarily challenging, probably exposing citizens to additional exposure periods and further risk types. Congested conditions could defeat the purpose of evacuation.
2. Arrangement for resources such as buses will be time consuming and leaving people stranded in open areas which will heighten the extent of exposure.
3. The needs of special populations such as non-ambulatory, the elderly and handicapped will further tax available resources. Vulnerable populations sustain more injury during evacuation than they would by staying inside and putting simple countermeasures in effect.
4. Dislocation and the potential hazard-related dangers people may be facing are likely to place them under considerable stress. People may be unwilling to leave their property.
5. Consider the response / exposure durations, where risk may have passed the evacuees prior to evacuation.

## THE ALL CLEAR MESSAGE

Product and Process Specialists from the affected site will be located at the EOC of the site involved. They will be required to track the spread of the plume [product that has gone off-site] from source to endpoint, and determine when this has dispersed and the area is safe. The DOC must be kept informed of this critical information, so that the 'All-Clear' notification message can be broadcast to the public as soon as possible.

**CHAPTER 5****EVACUATION**

Evacuation is the process of removing persons from an area that is or may pose a threat to life and limb, to an area of safety. Depending on the nature and scope of the event, evacuation may be either local affecting a small area or widespread affecting a whole community.

Ordering an evacuation for all or part of an emergency area is a very serious step, and presents its own risks. The risk benefit values must definitively indicate evacuation as the greater benefit before EOC/DOC Commander issues instruction. This instruction must only be given after careful consideration of all factors involved and with life safety paramount.

**EVACUATION ALERT**

If the hazard poses an immediate risk to residents then the EOC is to determine which public protective strategy to implement.

If the DOC has been activated and is in operational mode then the decision will be taken by the DOC in consultation with the EOC.

The method of alerting the public regarding protective action will be dependent upon the time available, hazard area, and resources available. The primary means of alerting the public would be by radio, but other available options are: [subject to sufficient early warning and the hazard not posing a threat to emergency services personnel]

- Police / Fire vehicles using vehicle mounted public address systems
- Door to door visiting / notification

**EVACUATION ROUTES**

The EOC Commander and / or DOC Commander will select the best routes for evacuation from the threatened area. The best routes may have to be selected at the time of the incident.

The EOC will undertake plume dispersion modelling and track the extent of spread from source to endpoint, which will inform decision makers as to the selection of routes.

**TRAFFIC CONTROL POINTS**

Traffic controls may be established at key intersections and at access control points to evacuation routes. In some cases it may be necessary to control traffic on other routes to minimize the impact on the evacuation traffic.

Traffic management plan must ensure that responding agencies have access to the area and the facility where the incident has occurred.

This is the role and responsibility of the Metropolitan Police and may be supported by the South African Police Force.

## ACCESS CONTROL

Whilst an area is being evacuated, access controls must be established. The objectives of access control are:

- To provide a controlled area from which an emergency evacuation can take place
- To prevent entry by unauthorised persons
- To protect lives by controlling entry into a hazardous area
- To provide security and protection of property in evacuated areas

This is a function of the South African Police Force, and they may be assisted by the Metropolitan Police, and Security Management Department.

## ASSEMBLY AREA FCP

An Assembly Area [point] is an area that is identified for picking up people who do not have their own transportation.

The South African Police Force, Metropolitan Police, Fire Services and Emergency Medical and Rescue Services must set up an Assembly Area FCP. This FCP must be set up outside of the threatened area.

The FCP must be established in an area which will also serve as an Assembly Area. The FCP will coordinate and manage the area to be evacuated.

If the EOC and/ or DOC decides to evacuate an area, then they must immediately identify an area for assembly and an FCP location, dispatch identified agencies and resources and inform the radio station newsrooms for public information broadcast.

The severity of the incident, prevailing wind conditions and size of area might require that more than one off-site FCP / Assembly Area be established.

## TRANSPORTATION

Buses will be routed to the identified Assembly Area [s] to transport evacuees who do not have private transport. These evacuees will be transported from the identified Assembly Areas [s] to the Reception Shelter [s].

City Fleet will co-ordinate arrangements between themselves and Bus Operators to dispatch and / or re-route busses as required. This includes sourcing vehicles for transportation of physically challenged evacuees.

Other emergency sources of transportations are: EMRS, Metro Police, and Fire Services. These services each own a few buses/transport vehicles for their internal needs; these can be sourced as a means of transportation. As these vehicles are not staffed all the time there may be delays in sourcing drivers for these vehicles.

## RECEPTION CENTRES

RECEPTION CENTRE	LOCATION	ADDRESS	MAXIMUM CAPACITY	KEY HOLDER[s] CONTACT PERSON[s] 24 hrs per day	CONTACT TELEPHONE NUMBERS
Austerville Community Hall	AUSTERVILLE	Cnr	350	Sipho Ndlovu  Ronnie Govender  HALL	0833753531  0736812599  031-4612852
Lotus Park Hall	LOTUS PARK	No 4 Araucaria Road, Lotus Park	250	Nolwazi Luqhide  Sipho Nyantumbo	071 032 6741  082 707 6805
Umlazi Indoor Sport Centre	UMLAZI D SECTION	D 1436, Mangosuthu Highway	1000	Nolwazi Luqhide  Sipho Khuzwayo	071 032 6741  072 385 6694
Isipingo Beach 2 <sup>nd</sup> Avenue	ISIPINGO BEACH	No 2, Second Avenue	200	Nolwazi Luqhide  Sipho Nyantumbo	071 032 6741  082 707 6805
Amanzimtoti Town Hall	AMANZIMTOTI	Riverside Road and Hutchinson Road	700	Mathew Subramany  Morgan Kuppan	0834468981 031 3222004  0834469053 031 3115878

The EOC /DOC must contact the Parks, Recreation and Culture Department key-holder to open the Reception Centre. The following Services / Agencies are required to send a delegation to the Reception Centres which have been activated:

- Safer Cities
- South African Police Services
- Emergency Medical Rescue Services
- Health Department

The Services / Agencies which have been sent to the Reception Centres are to establish a Venue Operations Command Post and jointly manage the Reception Centre, and liaise with and report to the EOC or DOC [if activated].

**CHAPTER 6****AGENCY ROLES AND FUNCTIONS**

In addition to continuing with their primary on-going functions the agencies listed below are to prepare themselves to undertake those tasks as outlined below.

**INTERNAL AGENCIES****Health**

1. Provide a representative at the EOC
2. Provide a representative at the DOC
3. Determine health risks and prepare counter measures
4. Assist with interpretation of technical information and provide guidance in terms of remedial / response procedures
5. Assist with early warning of public
6. Assist with evacuation of public
7. Assist Safer Cities with the registration of persons temporarily housed at evacuation reception centres Community.
8. Evaluate and attend to evacuees' minor medical requirements
9. Provide resources to meet sanitation requirements.

**Fire and Rescue Services**

1. Provide a representative at the EOC
2. Provide a representative at the DOC
3. Carry out fire and emergency services as dictated by legislation and internal procedures
4. Set up Assembly Area FCP if an evacuation is ordered
5. Notify public of evacuation procedures through alternate means such as vehicle public address systems
6. Assist with directing the evacuation of public
7. Assist with plume dispersion modelling and tracking

**Disaster Management**

1. Initiate Disaster Management notification procedures
2. Activate the DOC
3. Secure resources as required
4. Liaise with EOC
5. Assist the Disaster Management Committee in the strategic decision making process
6. Maintain ongoing assessment of the threat/hazard and co-ordinate appropriate responses.
7. Check that identified Assembly points and Reception Areas are prepared to receive displaced persons and co-ordinate the deployment of necessary support structures and resources.



## Communications

1. Provide a representative at the DOC
2. Liaise with media liaison officer from the agency on whose premises the incident occurred so as to ensure consolidated media information management
3. Assist DOC commander with dissemination of public notification messages to radio stations such as [East Coast Radio, Radio Lotus, Igagasi FM, Ukhozi FM]

## City Fleet

1. Provide a representative at the DOC
2. Sourcing emergency modes of transportation to move evacuees to identified Reception Areas

## Metropolitan Police

1. Provide a representative at the EOC
2. Provide a representative at the DOC
3. Set up an Assembly Area FCP if an evacuation is ordered
4. Implement the traffic management plan and cordon off roads and control access / egress to and from the affected areas
5. Notify the public of evacuation procedures through alternate means such as vehicle public address systems, warning sirens or door to door notification
6. Assist with directing the evacuation of public
7. Assist the SAPS with securing the evacuated area
8. Establish and control emergency resource vehicle and equipment staging points.

## eThekweni Transport Authority

1. Provide representative at the DOC
2. In conjunction with the Metropolitan Police determine evacuation and emergency access / egress routes. Consider alternate routes as well
3. Install directional sign-boards indicating evacuation routes
4. Assist in sourcing emergency modes of transportation such as "Dial-a-Ride" or the taxi industry, to move physically challenged evacuees

## Water and Sanitation

1. Provide a representative at the EOC
2. Provide a representative at the DOC
3. Monitor pollution levels
4. Maintain / divert water supply for fire fighting
5. Provide a supply of water to assembly/reception areas

## Engineering [Roads and Storm-water Maintenance

Be prepared to:

1. Provide a representative at the EOC
2. Provide a representative at the DOC
3. Provide a heavy plant and equipment as required

### Electricity Department

Be prepared to:

1. Provide a representative at the EOC
2. Provide a representative at the DOC
3. Restoration of electrical power to the affected area
4. Provision of vehicles and staffing as required
5. Set up temporary supply to assembly/reception points if required

### Solid Waste and Cleansing

Be prepared to:

1. Provide a representative at the EOC
2. Provide a representative at the DOC
3. Provision of refuse bags and/or skips for the collection of debris and waste from affected area
4. Maintain a schedule for waste removal from Assembly/Reception Area.

### Emergency Mobilising and Communications Centre

1. Activation and notification of relevant role players according to and beyond the call-out rosters
2. Sourcing and mobilising information and resources as required
3. Updating the FCP/EOC and DOC with relevant information
4. Sourcing additional staff on an overtime basis
5. Sending EMACC and CCTV staff to DOC if activated
6. Maintain a data base of contact details of all departments and staff identified in this Plan.

### Parks, Recreation and Culture

1. Provide a representative at the DOC
2. Open identified municipal facilities to serve as Reception Centres
3. Assist Health Department , and Safer Cities with the registration of evacuees
4. Ensure that services at these facilities are in working order.

### Security Management

1. Provide a representative at the DOC
2. Deploy a team/s to secure the facilities which serve as Assembly/Reception Areas
3. Maintain order at these points
4. Deploy contract guards for protracted incidents
5. Maintain liaison with Metropolitan Police and SAPS

## Safer Cities

1. Provide a representative at the DOC
2. Deploy staff to selected Reception Centre[s] and manage the Centre, assisted by staff from Health, EMRS, SAPS, Parks and Recreation and Security Management

## EXTERNAL AGENCIES

### Emergency Medical Rescue Services

1. Provide a representative at the EOC
2. Provide a representative at the DOC
3. Set up Assembly Area FCP if an evacuation is ordered
4. Initiate MIMMS [Major Incident Medical Management Systems]
5. Co-ordinate hospital services
6. Activate / co-ordinate patient aerial evacuation
7. Ensure the provision of medical services to evacuees in reception centres

### South African Police Force

1. Provide a representative at the EOC
2. Provide a representative at the DOC [Cluster Commander or Principal Officer]
3. Set up an Assembly Area FCP if an evacuation has been ordered
4. Act in accordance with legislated responsibilities and internal regulations
5. Notify the public of evacuation procedures through alternate means such as vehicle public address systems, warning sirens or door to door notification
6. Secure the affected area
7. Control egress and access to the affected area
8. If necessary, initiate a curfew in the evacuated zone
9. Provide staff at Reception Centres.

### Road Traffic Inspectorate

1. Provide a representative at the EOC
2. Provide a representative at the DOC
3. Provide access and egress control to affected area on National routes
4. Assist the Metropolitan Police in their function

### South African National Defence Force

1. Provide a representative at the EOC
2. Provide a representative at the DOC
3. Give assistance with regard to protection of people and property
4. Support the South African Police Force where required
5. Military Medical Services to act in support of EMRS
6. Provide Staff and other resources support.

### SPCA

1. Provide vehicles and human resources to capture and transport animals / pets from affected area
2. Provide accommodation for rescued pets/ animals
3. Co-ordinate other animal rescue agencies

### Spoornet

1. Notify rail traffic of an incident
2. Stop rail traffic where required
3. Respond to rail tanker emergencies

### Metro Rail

1. Notify rail traffic of an emergency
2. Stop rail traffic where required
3. Respond to commuter emergencies
4. Assist where possible with the transportation of affected persons.

### EOC

1. Advise on the activation of the DOC
2. Provide DOC with Product Specialist / and Technical Advisors
3. Liaise and maintain communication links with DOC

**CHAPTER 7****DISASTER OPERATIONS CENTRE**

A technological incident which impacts communities and results in the implementation of public protection strategies will require the activation of the DOC. The Disaster Management Department has a Standard Operating Procedure [SOP] which prescribes the procedures to be followed for activating the DOC. This chapter supports the SOP and is included in this Plan for the purposes of expediting the initial actions for DOC activation.

The DOC will be activated either by instruction from the Principal Disaster Management Officer or request from on site EOC.

**Emergency Mobilising and Communications Centre**

The Emergency Mobilising and Communications Centre [EMACC] will be informed that the DOC is to be activated. The Supervisor on duty is to implement the following action steps:

1. Keep all senior staff of Safety and Security Cluster informed of incident status through bulk SMS notification
2. Secure additional off duty EMACC staff, as required
3. Send a senior EMACC operator to the DOC
4. Inform CCTV Supervisor to send a senior operator to the DOC
5. Consult with senior Principal Disaster Management Officer, and determine who needs to be contacted and informed that they are required at the DOC

EMACC is to maintain a data base of contact details of all agencies, standby staff, persons to be notified or required to participate in this Plan

The Principal Disaster Management Officer will advise the EMACC Supervisor as to which City and other agency staff are to be notified to report to the DOC. These will include but are not limited to:

- DCM on Standby
- Head: Disaster Management and Emergency Control or Senior Principal Standby Officer
- Head: Fire Services or Senior Principal Standby Officer
- Head: Metro Police or Senior Principal Standby officer
- Head: Security Management or Senior Principal Standby Officer
- Manager: EMACC
- Manager: Disaster management
- Disaster Management Officers and Administration Support Staff
- Head: City Fleet or Technical / Operational Manager
- Head: Parks and Recreation Department or Technical / Operational Manager

- Head: eThekweni Transport Authority or a Technical / Operational Manager
- Head: Health Department or a Technical / Operational Manager
- Head: Community Participation or a Technical / Operational Manager
- Head: Water and Sanitation or a Technical / Operational Manager
- Head: Engineering or a Technical / Operational Manager
- Head: Electricity or a Technical / Operational Manager
- Head: Solid Waste and Cleansing or a Technical / Operational Manager
- Environmental Health Officer
- Mervyn Govender – Systems Coordinator
- Vuyo Gwala – Communications
- Gregory Day – GIS Dept
- Steve Hendrikse – Disaster Management and Emergency Control
- Ben Ngweya – City Fleet
- Alex Gloster – Manager: Training Fire Services
- South African Police Services
- Emergency Medical and Rescue Services [EMRS]
- Representative from effected site [Product and/or Process Specialist
- Dr Debra Roberts

### **Role of the DOC**

The DOC's main operational role is to establish a platform to manage incident related information and response in support of the Strategic Co- ordination Group established to direct the major emergency.

The Chairman at the DOC and the Chairman at EOC must liaise regarding status of incident, and deployment of resources. Based on circumstances they will decide on whether a phased handover of off-site scene management from the EOC to the DOC is necessary.