

**Procedure 08**  
**EMERGENCY PROCEDURE**

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Reviewed by: Ricardo B. Perez-GM

Approved by: Danilo T. Castro-BOD Chairman

## **1.0 OBJECTIVES**

1.1 To identify possible unforeseen circumstances and to enhance the operational readiness of employees in responding to any emergency situations.

## **2.0 SCOPE**

2.1 These procedures cover the actions that must be taken by various personnel from the time an incident or emergency. This procedure gives the general structure for the management of a variety of foreseeable emergency situations.

## **3.0 REFERENCES**

- 3.1 ISO 9001:2015 Section 8.3-8.4
- 3.2 Procedure for Resource Management

## **4.0 RESPONSIBILITIES AND AUTHORITIES**

ALL

## **5.0 PROCESS**

### **5.1 General**

- a) Emergency – Sudden, unexpected, or impending situation that may cause injury or illness, loss of life, damage to the property, and/or interference with the normal activities of a person or firm and which, therefore, requires immediate attention and remedial action.
- b) Disaster – “An unforeseen and often sudden event that causes great damage, serious harm to safety, health and welfare of people or a destruction and damage to the property or environment.



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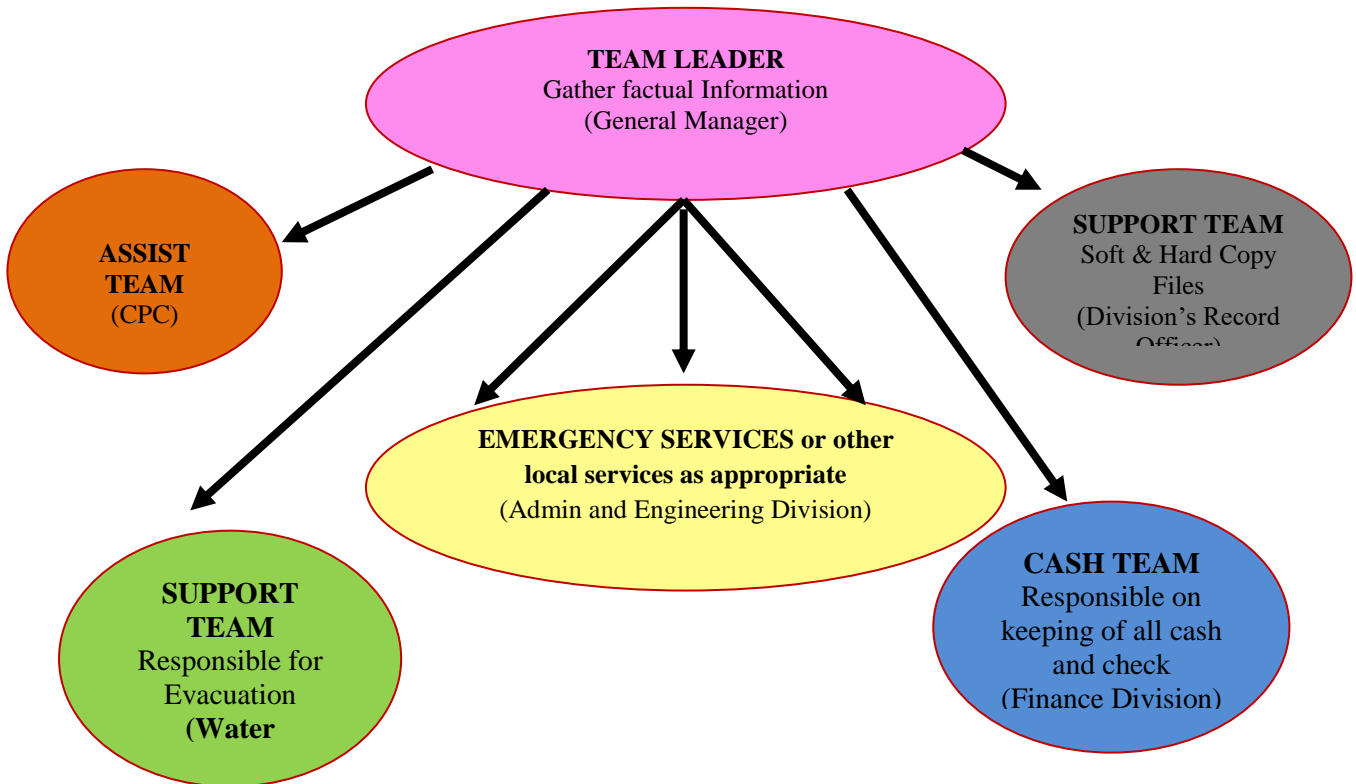
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**5.2 Emergency Team - Designation**

**EMERGENCY RESPONSE TEAM**





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### **5.3 TELEPHONE DIRECTORY**

**Telephone Directories of the following must be posted on every division office:**

1. General Manager
2. Administrative Division
3. Police Station
4. Fire Station
5. Security Guard
6. Engineering Division
7. Pumping Station

### **5.4 PLANNED RESPONSES - ACTION GUIDES**

- a) Functional Protocols-Immediate Response Actions
  - Evacuation Procedures
  - Reverse Evacuation
  - Lockdown
  - Drop, Cover and Hold Procedures
  - Off-Building Evacuation
- b) Incident Specific Procedures
  - Bomb Threat/Suspicious Packages
  - Fires
  - Severe Weather
  - Earthquakes



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### Evacuation

**Purpose:** *Whenever it is determined that it is safer outside than inside the building (i.e., fire, explosion, structural failure, etc.)*

#### Emergency Team Committee

- Team leader will instruct all staff to evacuate the building, using designated routes, and report to their assigned Assembly Area.
- Close your door, turn off your lights.
- If the exit route is blocked, follow an alternate exit route.
- At the assembly area, all will stay in place until further instructions are given.

#### Reverse Evacuation

**Purpose:** *When conditions are safer inside the building than outside such as: severe weather, community emergency, gang activity, hazardous material release outside, etc.)*

#### Emergency Team Committee

- Immediately move back to office or safe areas (if it is safe to do so) using the closest entry.
- No employees are allowed outside the building.
- Close and lock all exterior doors and windows. Wait an instruction from the emergency committee.



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### **Lockdown**

***Purpose:** Used when there is a threat of violence or serious incident that could jeopardize the safety of staff (Intruder, shooting, hostage incident, gang fights, civil disturbance, etc.)*

#### **Emergency Team Committee**

- Direct staff to deactivate the fire alarm.
- Direct staff to turn off alarms and bells
- Stay by the phones to wait for additional procedures from the emergency committee.
- Remotely check status via PA., telephone, computer or other methods

#### **FIRE**

##### **In the event a fire or smoke from a fire has been detected:**

- Any staff discovering fire or smoke will signal the fire alarm, and report the fire to the Emergency Team Leader.
- The Assist Team will immediately initiate an EVACUATION announcement, and notify the municipal fire station.
- All employees will immediately vacate the building
- No one may re-enter the building until it is declared safe by the fire department
- Cash Team will immediately bring with them all petty cash and important financial matter.
- The Support Team (Soft and Hard Files) will bring all necessary files of the company if necessary.



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### **SEVERE WEATHER**

When a Severe Weather Watch or Warning has been issued in the area within the region, city or near the office

#### **Severe Weather Watch has been issued:**

- Bring all persons inside the building.
- Close windows and blinds.
- Assign support staff to monitor all entrances and weather conditions.

### **EARTHQUAKE**

Earthquakes generally occur without warning and may cause minor to serious ground shaking, damage to building and injuries.

- in the first indication of an earthquake, Division Managers should direct all employees to DROP, COVER and HOLD, seek shelter under desks and move away from windows and overhead hazards
- After the shaking stops, the Emergency Team Leader will initiate an EVACUATE BUILDING alert. All employees will evacuate using designated routes or alternate routes to the outside Assembly Area(s).
- If EVACUATION is ordered, Support Team (Water Resource Man) together with the Emergency Services, takes attendance at the Assembly Area, and will report any missing or injured employee.
- Support Team will check for injuries and provide appropriate first aid.
- The Emergency Team Leader will direct staff to shut off utilities.
- Support Team will check all pump stations if there's any damage occurred in pump setting due to earthquake.
- The Assist Team will consult with emergency management and public safety officials to determine if the buildings are safe for preoccupancy.
- Be prepared to relocate to a remote site



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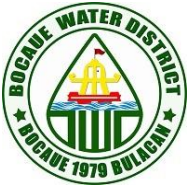
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**II- CONTINGENCY PLAN**  
**WATER SERVICE INTERRUPTION/ LOW PRESSURE**

**A. BROWNOUT**

**A.1.Short Brownout (Power Fluctuations up to 2 hours brownout)**

ACTION TO BE DONE	RESPONSIBLE PERSON	DURATION / REASONABLE RESPONSE TIME
1. Alert Operator on duty and then call the Electric utility to report fluctuations in Voltages or inquire for the duration of the power outage	Operator on duty	10-20mins
2. Check water radiator, oil level, diesel and battery before starting up the Gen Set and log hour counter of the Gen set	Operator on duty	1 min
3. Warm up the engine while in preparation for Gen Set operation. Flush water from the main line and then close the discharge valve leaving the bypass valve open.	Operator on duty	2 mins
4. Switch on the circuit breaker of the Gen Set. Switch the Manual Transfer Switch to Gen Set position	Operator on duty	30 secs
5. Log pressure and flow meter reading. Start the pump and flush water for 3 mins. or as long as needed.	Operator on duty	2-5mins



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6. Record pressure and flow meters reading.	Operator on duty	5 mins
7. Check Gen Set operation, oil pressure, temperature, voltages and the cycle or frequency	Operator on duty	3 mins
8. Once Gen Set operation and pressure stabilized proceed to other affected pumping stations.	Operator on duty	20-30 mins





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A.2 Power Supply Restoration

ACTION TO BE DONE	RESPONSIBLE PERSON	DURATION / REASONABLE RESPONSE TIME
1. Allow the Gen Set to run for at least 30 minutes if brownout is less than 30 minutes or still the voltage and pressure is stable	Operator on duty	Minimum 30 mins.
2. Turn the test line valve to "1/4" open and fully close distribution line.	Operator on duty	3 mins.
3. Push Stop button to stop the pump	Operator on duty	5 secs
4. Shift the double throw switch for normal electric power operation.	Operator on duty	10 secs
5. Push Start button to start the pump.	Operator on duty	5 secs
6. Open fully the distribution line and gradually close the test line.	Operator on duty	2-5 mins
7. Stop Gen Set.	Operator on duty	10 secs
8. Record all data of hour and flow meter reading	Operator on duty	4 mins
9. Once operation stabilized proceed to other affected pumping stations	Operator on duty	20-30 mins



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A.3 Major Brownout (2 hours of brownout or longer)

<b>ACTION TO BE DONE</b>	<b>RESPONSIBLE PERSON</b>	<b>DURATION / REASONABLE RESPONSE TIME</b>
1. Notify Commercial Division for them to give advisory to concessionaires		
2. In case of major brownout please refer to A.1.1 or A.1.2	Operators	Round the clock
3. Closely monitor diesel level, coolant of Gen Set, and radiator water. Strictly observe maximum running time of 10 hours per Gen Set with 3 hours rest before re-starting	Operators	Round the clock
4. Closely monitor all pumping equipments.	Operators	Round the clock



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**B. GEN SET FAILURE DURING OPERATIONS**

<b>ACTION TO BE DONE</b>	<b>RESPONSIBLE PERSON</b>	<b>DURATION / REASONABLE RESPONSE TIME</b>
1. Inspect the Gen Set Failure	DM – Engineering / WMF/ WUMO-A	30 mins – 40 mins
2. Immediately call technician.	DM – Engineering	1 min
3. Supervise the repair/replacement of damaged part.	DM – Engineering / WUMO-A	Immediate but depending on the extent of damage
4. Monitor pressure of Pumping Station to regulate water supply.	Operator on duty	Round the clock
5. Request for the transfer of reserved or rented GenSet to location.	DM – Engineering	1 min
6. Transport reserve or rented GenSet to location.	Driver	30 mins-1 hr depending on traffic and location of GenSet.
7. Switch to reserved or rented movable Gen Set.	Operator on duty	10-15 mins
8. Follow the procedure on GenSet operation.	Operator on duty	5 mins

***NOTE:** In case requested spare parts are not readily available in our inventory make an emergency purchase in coordination with BAC*



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<b>ACTION TO BE DONE</b>	<b>RESPONSIBLE PERSON</b>	<b>DURATION / REASONABLE RESPONSE TIME</b>
1. Immediate call Technician	DM – Engineering/ WUMO-A	1 min.
2. Supervise the repair/replacement of damaged part.	DM – Engineering/WUMO-A	Immediate but depending on the extent of damage
3. Information dissemination through “pasayo” if necessary	Engineering division staff	4 hours
4. Request for the transfer of reserve or rented GenSet to location.	DM- Engineering	1 min.
5. Follow the procedure on GenSet operations	Operator on duty	5 mins.

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**C. BREAKDOWN OF PUMPING EQUIPMENT**

CAUSES:

- C.1 Burnout motor
- C.2 motor control failure
- C.3 worn-out shafting/impeller
- C.4 malfunctioning / breakdown of VFD

ACTION TO BE DONE	RESPONSIBLE PERSON	DURATION / REASONABLE RESPONSE TIME
1. Switch off circuit breaker	Operator on duty	5 secs.
2. Close distribution line and open test line.	Operator on duty	2 secs.
3. Utilize other pumping stations and inform the Division Manager to assess the extent of damage for immediate repair	Operator on duty/ WUMO-A	30 mins.
4. If the extent of the damage cannot be repaired by the district personnel, immediately call the technician.	DM – Engineering	1 min.
5. Coordinate with WMF for any possible diversion of water supply.	DM – Engineering	15 secs



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<b>ACTION TO BE DONE</b>	<b>RESPONSIBLE PERSON</b>	<b>DURATION / REASONABLE RESPONSE TIME</b>
6. Information dissemination through "pasayo" if necessary.	Engineering division staff	4 hours
7. Pull-out damaged part and replace by the spare unit	DM- Engineering/ WUMO-A	8 hrs maximum
8. Switch on circuit breaker and conduct test run.	Operator on duty	30 mins
9. Resume normal operation if all indicators show stable signs.	Operator on duty	Immediately after test run



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**D.BUSTED MAIN DISTRIBUTION LINES**

<b>ACTION TO BE DONE</b>	<b>RESPONSIBLE PERSON</b>	<b>DURATION / REASONABLE RESPONSE TIME</b>
1. Inform WMF / Personnel on monitor of the incident.	CSA (office hours) Guard (5 after 5 pm & weekends)	1 min
2. Order WMM to proceed to site and excavate affected area to determine the extent of damage	WMF/WMM	Minimum of 1 hr.
3. If damage needs major repair, close gate valves and notify the affected areas.	WMM	20 mins
4. Immediately request materials needed for the repair.	WMF	5 mins
5. Release requested materials.	Storekeeper	5 mins
6. Repair the damage.	WMM	Minimum of 4 hrs
7. Upon completion open all gate valves around the affected areas and conduct leak test and flushing.	WMM	25 mins
8. Determine possible claims from the party who caused the damage.	WMF	Within the day

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**E. DISASTER**

- E.1 Typhoon
- E.2 Earthquake
- E.3 Floods
- E.4 Fire

<b>ACTION TO BE DONE</b>	<b>RESPONSIBLE PERSON</b>	<b>DURATION / REASONABLE RESPONSE TIME</b>
1. Call assistance from the authorities, if necessary	Personnel involved	Immediately
2. Safe keep all properties and tools within the premises	All employees	Immediately
3. Convene to address urgent matters and implement measures for the safety of employees and preservation of all BWD properties.	GM and CPC members	Immediately
4. If disaster causes brown-outs, please refer to Contingency Plan A	Personnel involved in Contingency Plan A	
5. If disaster causes busted main distribution lines, please refer to Contingency Plan D	Personnel involved in Contingency Plan B	
6. If disaster causes busted main distribution lines, please refer to Contingency Plan D	Personnel involved in Contingency Plan D	



7. Determine possible water contamination	DM - Engineering	24 hours
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A. Due to Flood

<b>ACTION TO BE DONE</b>	<b>RESPONSIBLE PERSON</b>	<b>DURATION / REASONABLE RESPONSE TIME</b>
1. Shut down the pumping equipment of the affected pumping station and close gate valves of the distribution lines.	Operator	30 mins.
2. Switch off all circuit breaker and double throw switch.	Operators	5 mins.
3. Notify the public through Commercial Division	Commercial Division	Immediately after determination of contamination
4. After the flood, conduct flushing of well	Operators	4 hours or until clear water comes out
5. Disinfect well for at least 8 hours.	Operators	8 hours
6. After disinfect, flush out water for at least one hour.	Operators	24 hours

