

# Cooperative Inland Waterways Safety Programme



Promoting water safety &  
environment management



[www.inlandwaterways.gov.za](http://www.inlandwaterways.gov.za)

## INCIDENT RESPONSE ACTIVATION PROGRAMME (IRAP)

### -Operational Guidelines

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## Process: Incident Response Activation Operations

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### Abbreviations:

- APP – (Mobile) Application
- SOP - Standard Operational Procedures
- SOS - Save Our Souls (emergency call)
- TR – Task Range
- USSD – Unstructured Supplementary Service Data

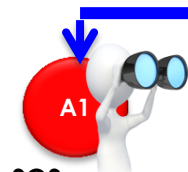
# CLIENT DELIVERY MAP:



## Legend:

Blue: Routine actions

Other colours: Client service trigger points



### SOS Life threatening Page 5-6

- Medical e.g. heart attack, stroke, shot, broken back, drowning, etc.
- Criminal e.g. attack & aggression
- Fire e.g. veld fire, buildings on fire
- Disaster e.g. flash floods
- Accidents e.g. boat, vehicle, aircraft accidents where there are serious injuries



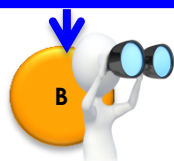
### SOS Vessel not reported back Page 7-8

- Vessel at end of visit not back from the water



### SOS Skipper & Vessel Information Request Page 9

- Skipper & Vessel info is needed in a SOS incident



### HELP Local support Not life threatening Page 10

- Need local support that doesn't include specialised services like SAPS, Disaster Management, etc.
- Vessel leaking and the skipper just need somebody at the dam to come and help like e.g. the yacht club rescue boat. SAPS or Ambulance Services doesn't need to be activated



### POLLUTION Environment Page 12-13

- Large number of fish dying
- Pollution in water
- Sewage spill
- Littering, etc.



### ENFORCEMENT Rule Transgressions Page 14

#### Waterway Rules & Zones

- Vessel crew not wearing life-jackets
- Drunk skipper
- Vessels, fishing, swimming, etc. in no-go zones
- Vessels anchoring on Buoy
- Night time activity
- Catch & Release of fish in a Catch & Destroy dam, etc.
- Public on government assets illegally e.g. dam wall

#### Wash Bay

- Vessel skip Wash Bay
- Aggression at Wash Bay (non-life threatening)



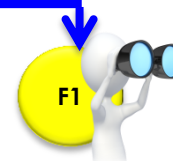
### ENFORCEMENT Tag & Voyage Form Monitoring Page 15

- Vessel without a Tag
- Ensuring Tag is linked to the correct vessel
- To confirm a Voyage Form has been completed



### ATON Buoys Monitoring Page 17

- Buoys that moved, sank, stolen, destroyed, etc.
- New dangerous obstacle in dam
- Buoy & Demarcation marker condition monitoring (buoy damaged or lost)



### SAFETY ADMIN Events Page 18

- Regattas
- Competitions
- Events
- Government tasks to be done or being done at waterway



### ADMIN False Calls Page 19

# 1 TEST IRAP RESPONSE TEAMS & GROUPS READINESS

## TEST Confirm response team members still available for a response to a incident

- IRAP Response Teams tested once (1) a month
- IRAP Monitor Group tested every three (3) months
- IRAP National Group tested every three (3) months

### 1 **TR-1: IRAP Service Provider** Responder APP Notification to IRAP Response Teams / Monitor Group / National Group

- IRAP-INCIDENT READINESS TEST
- Respond

ALL RESPOND

### 2 **TR-2: IRAP Response Teams / Monitor Group / National Group** Press on Responder APP Notification

- IRAP Response Team within 5 minutes with maximum time to respond of 48 hours
- IRAP Monitor Group within 10 minutes with maximum time to respond of 48 hours
- NIRAP National Group within 10 minutes with maximum time to respond of 48 hours

"Respond"

### **IRAP SERVICE PROVIDER** (Name / e-mail)

- Update Report 2-IRAP Response Readiness

END

# A1 SOS-APP: Life threatening

1 **TR-1: Initiator** - Activate IRAP Mobile Application

Choose "SOS"  
or  
Leave "VOICE" message

2 **TR-2: IRAP Service Provider** Send acknowledgement SMS to caller

- Your call has been received + Your Ref number
- Expect a call back soon

3 **TR-3a: IRAP Service Provider** Call caller under 1 minute

**Note**-no answer results in an automatic trigger of SOS incident

- Identify type of incident e.g. drowning, heart attack, etc.
- Identify location info (Dam name + IRAP Zone)
- Victim race, gender & age
- Identify caller name & cell

Filter false calls

➔ **TR-3a: IRAP Service Provider** Identify waterway & relevant IRAP Zone

- Incident GPS coordinates
- Identify relevant IRAP Zone + relevant OPS Point

4 **TR-4a: IRAP Service Provider** Responder APP Notification 1: to relevant IRAP Response Team / National & Monitor Groups

- IRAP Alert + SOS + Dam name + Ref number
- Type of incident e.g. drowning, boating accident, etc.
- Victim race, gender & age
- GPS Coordinates + IRAP Zone + OPS Point active
- Map link + Navigate to Incident + Navigate from OPS Point
- Caller name & cell
- Incident update (for incident updates, evidence or reference)
  - Take a photo
  - Voice update
- Respond / Deny
- Response Done
- Response Voice Debrief (What worked + what didn't + suggestions – 1 minute)

➔ **TR-4b: IRAP Service Provider** SMS to caller

- Response Teams alerted

TO THE TOP

## ALL IRAP RESPONSE TEAM MEMBERS RESPOND

5 **TR-5a: IRAP Response Team** Press on Responder APP Notification 1

"Respond" or "Deny"

**TR-5b: IRAP Service Provider** Insufficient responders (5min < 30%)

- Request for more responders

6 **TR-6: IRAP Response Team** Move to relevant OPS Point

- Perform a initial Incident Assessment to determine if responder(s) immediately go on the waterway or wait for a planned approach**
- Responders use keys at Wash Bay to get access to IRAP Response Vessel
- Response is coordinated according to responders individual SOP's. First responder takes initial responsibility until relevant experts arrive on scene – Delivery Map BI: Report 5-SOP Library
- To update on response progress use "Photo & Voice update" on Responder APP Notification 1 (IRAP Service Provider will distribute relevant updates in real time to other IRAP Response members)

## RESPONDER - RESPONSIBILITIES STOPS

7 **TR-7: IRAP Response Team** Press on Responder APP Notification 1

- "Response Done"
- Do voice "Response Debrief"

8 **TR-8: IRAP Service Provider** All Responder "Done's" received

- Close off response
- Update Report 3-IRAP Incidents

9 **TR-9: IRAP Response Team (if needed)**  
**SAPS / SAMSA / DWS / DEA: perform investigations**

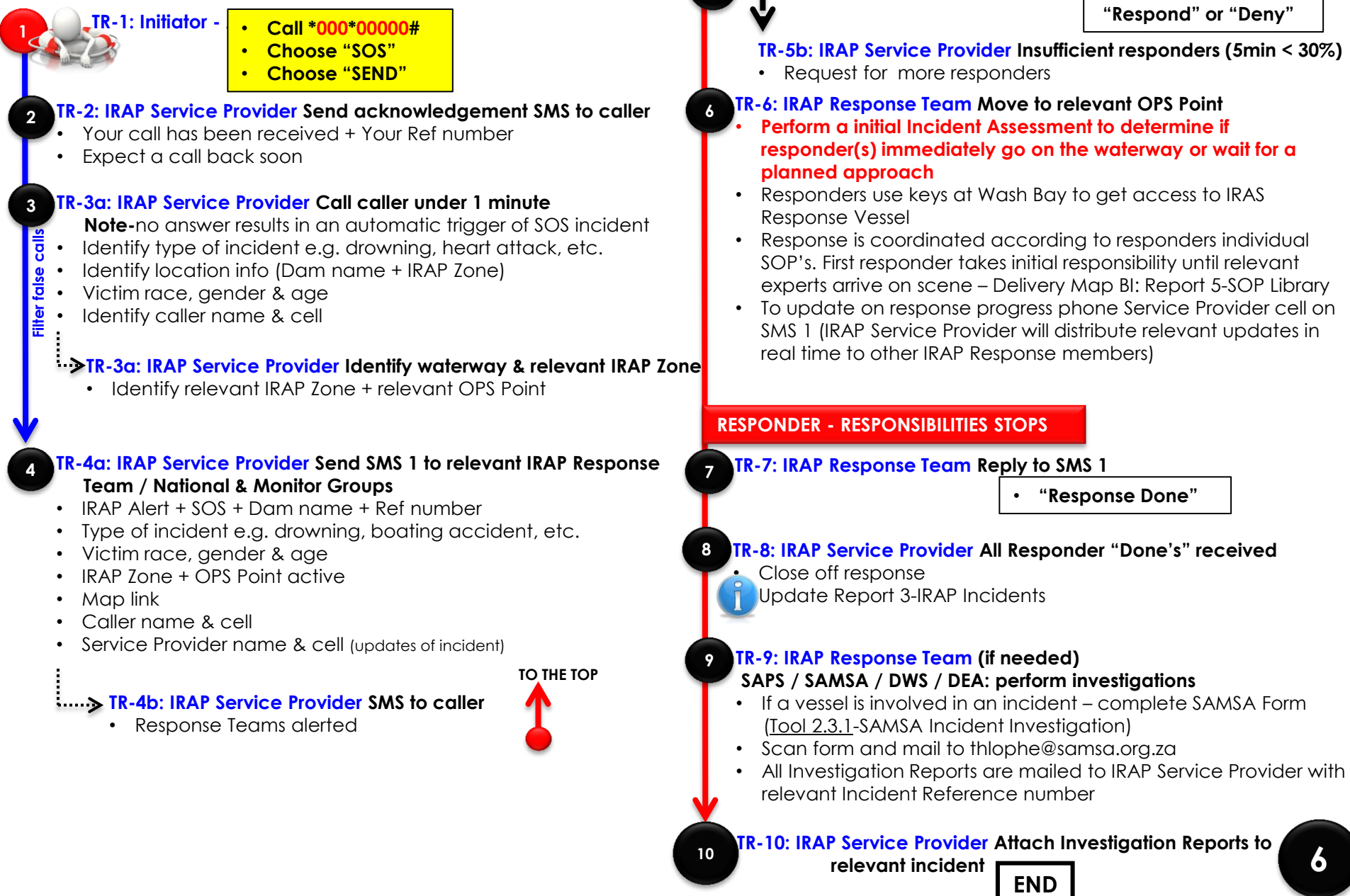
- If a vessel is involved in an incident – complete SAMSA Form (Tool 2.3.1-SAMSA Incident Investigation)
- Scan form and mail to thlophe@samsa.org.za
- All Investigation Reports are mailed to IRAP Service Provider with relevant Incident Reference number

10 **TR-10: IRAP Service Provider** Attach Investigation Reports to relevant incident

END

A1

# SOS-Alt method (BACK-UP): Life threatening (proposal)





# A2 SOS-APP: Vessel not reported back

1

TR-1: Public / DMC / Environmental Monitor - Activate IRAP Mobile Application

Choose "SOS"  
or  
Leave "VOICE" message

2

TR-2: IRAP Service Provider Send acknowledgement SMS to caller

- Your call has been received + Your Ref number
- Expect a call back soon

3

TR-3a: IRAP Service Provider Call caller under 1 minute

**Note**-no answer results in an automatic trigger of SOS incident

- Identify type of incident – vessel not reported back
- Identify location info (Dam name + IRAP Zone)
- Obtain vessel name + skipper name & cell + relevant gatekeeper (info on Wash Bay Form & Voyage Form)
- Victim race, gender & age
- Identify caller name & cell

4

TR-4a: IRAP Service Provider Call missing skipper

- Inform skipper to return to Wash Bay / Gatekeeper and send Responder APP Notification to Response Team "vessel on its way to Wash Bay / Gatekeeper"

OR

- Skipper doesn't answer, activate an "SOS" incident

From this point follow:

- SOS-APP procedures (Task Range 4) as described on page 5 of this SOP
- SOS-Alt method procedures (Task Range 4) as described on page 6 of this SOP

END

A2

# SOS-Alt method (BACK-UP): Vessel not reported back (proposal)

1

TR-1: Public / DMC / Environmental Monitor

- Call \*000\*00000#
- Choose "SOS"
- Choose "SEND"

2

TR-2: IRAP Service Provider Send acknowledgement SMS to caller

- Your call has been received + Your Ref number
- Expect a call back soon

3

TR-3a: IRAP Service Provider Call caller under 1 minute

**Note**-no answer results in an automatic trigger of SOS incident

- Identify type of incident – vessel not reported back
- Identify location info (Dam name + IRAP Zone)
- Obtain vessel name + skipper name & cell + relevant gatekeeper (info on Wash Bay Form & Voyage Form)
- Victim race, gender & age
- Identify caller name & cell

4

TR-4a: IRAP Service Provider Call missing skipper

- Inform skipper to return to Wash Bay / Gatekeeper and send Responder APP Notification to Response Team "vessel on its way to Wash Bay / Gatekeeper"

OR

- Skipper doesn't answer, activate an "SOS" incident

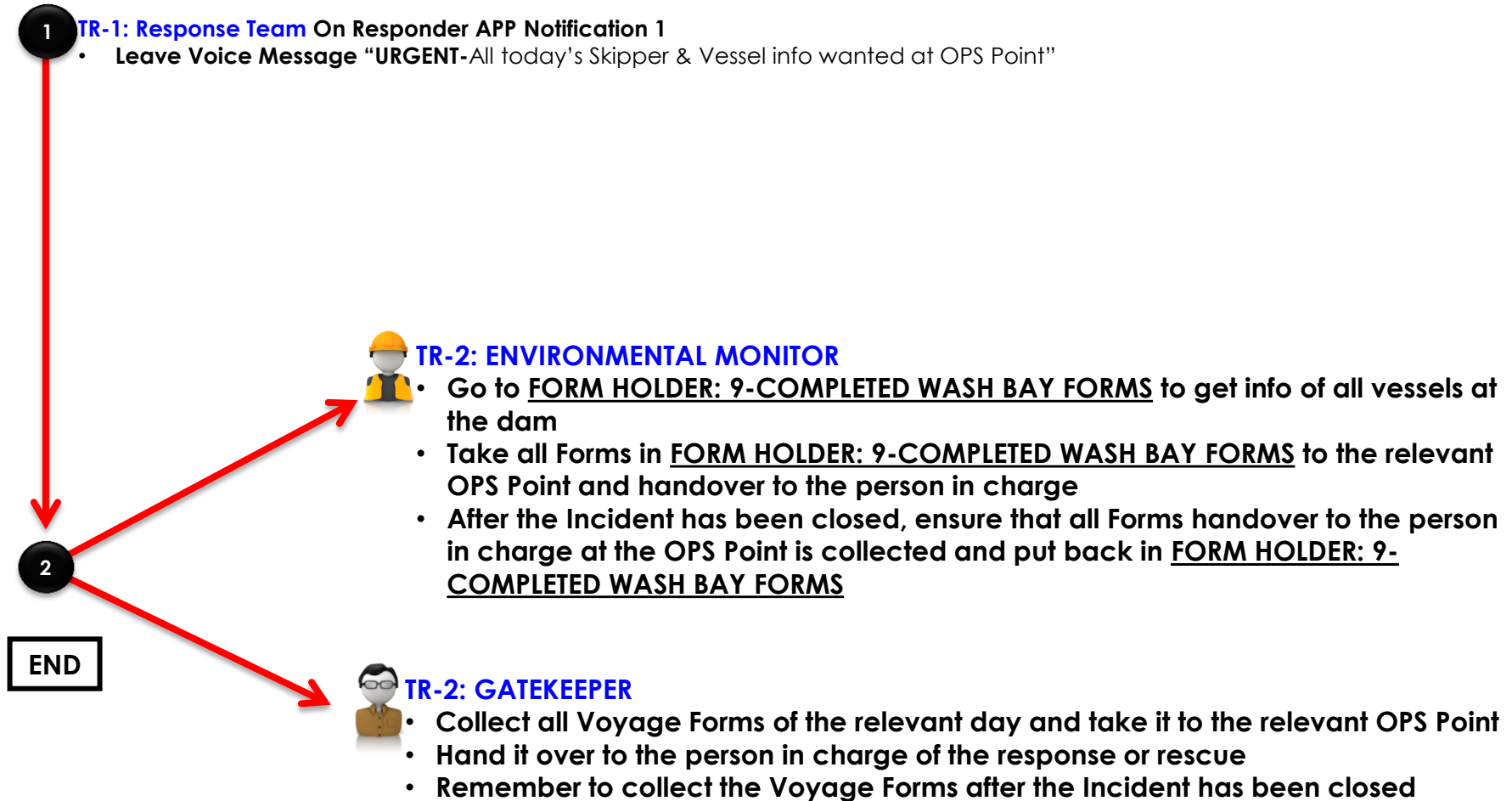
From this point follow:

- SOS-APP procedures (Task Range 4) as described on page 5 of this SOP
- SOS-Alt method procedures (Task Range 4) as described on page 6 of this SOP

END



In an SOS Incident the Response Team can request information of Skippers & Vessels currently at the dam in order to support a response or rescue



B

# HELP-APP: Local support – Not life threatening

Choose "HELP"  
or  
Leave "VOICE" message

1

2

3

4

5

**TR-4b: IRAP Service Provider SMS to caller**

- Response Teams alerted

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**TR-2: IRAP Service Provider Send acknowledgement SMS to caller**

- Your call has been received + Your Ref number
- Expect a call back soon

**TR-3a: IRAP Service Provider Call caller under 1 minute**

**Note**-no answer results in an automatic trigger of SOS incident

- Identify type of incident e.g. boat leaking, boat on sandbank, etc.
- Identify location info (Dam name + IRAP Zone)
- Victim race, gender & age
- Identify caller name & cell

**TR-3a: IRAP Service Provider Identify waterway & relevant IRAP Zone**

- Incident GPS coordinates
- Identify relevant IRAP Zone + relevant OPS Point

**TR-4a: IRAP Service Provider Responder APP Notification 1: to relevant IRAP Response Team (just responders at dam) & Monitor Group**

- IRAP Alert + SOS + Dam name + Ref number
- Type of incident e.g. drowning, boating accident, etc.
- Victim race, gender & age
- GPS Coordinates + IRAP Zone + OPS Point active
- Map link + Navigate to Incident + Navigate from OPS Point
- Caller name & cell
- Incident update (for incident updates, evidence or reference)
  - Take a photo
  - Voice update
- Respond / Deny
- Response Done
- Response Voice Debrief (What worked + what didn't + suggestions – 1 minute)

ALL IRAP RESPONSE TEAM MEMBERS RESPOND

5

**TR-5a: IRAP Response Team Press on Responder APP Notification 1**

"Respond" or "Deny"

**TR-5b: IRAP Service Provider Insufficient responders (5min < 30%)**

- Request for more responders

6

**TR-6: IRAP Response Team Move to relevant OPS Point**

- Perform a initial Incident Assessment to determine if responder(s) immediately go on the waterway or wait for a planned approach**
- Responders use keys at Wash Bay to get access to IRAP Response Vessel
- To update on response progress use "Photo & Voice update" on Responder APP Notification 1 (IRAP Service Provider will distribute relevant updates in real time to other IRAP Response members)

RESPONDER - RESPONSIBILITIES STOPS

7

**TR-7: IRAP Response Team Press on Responder APP Notification 1**

- "Response Done"
- Do voice "Response Debrief"

8

**TR-8: IRAP Service Provider All Responder "Done's" received**

- Close off response
- Update Report 3-IRAP Incidents

9

**TR-9: IRAP Response Team (if needed) SAPS / SAMSA / DWS / DEA: perform investigations**

- If a vessel is involved in an incident – complete SAMSA Form (Tool 2.3.1-SAMSA Incident Investigation)
- Scan form and mail to thlophe@samsa.org.za
- All Investigation Reports are mailed to IRAP Service Provider with relevant Incident Reference number

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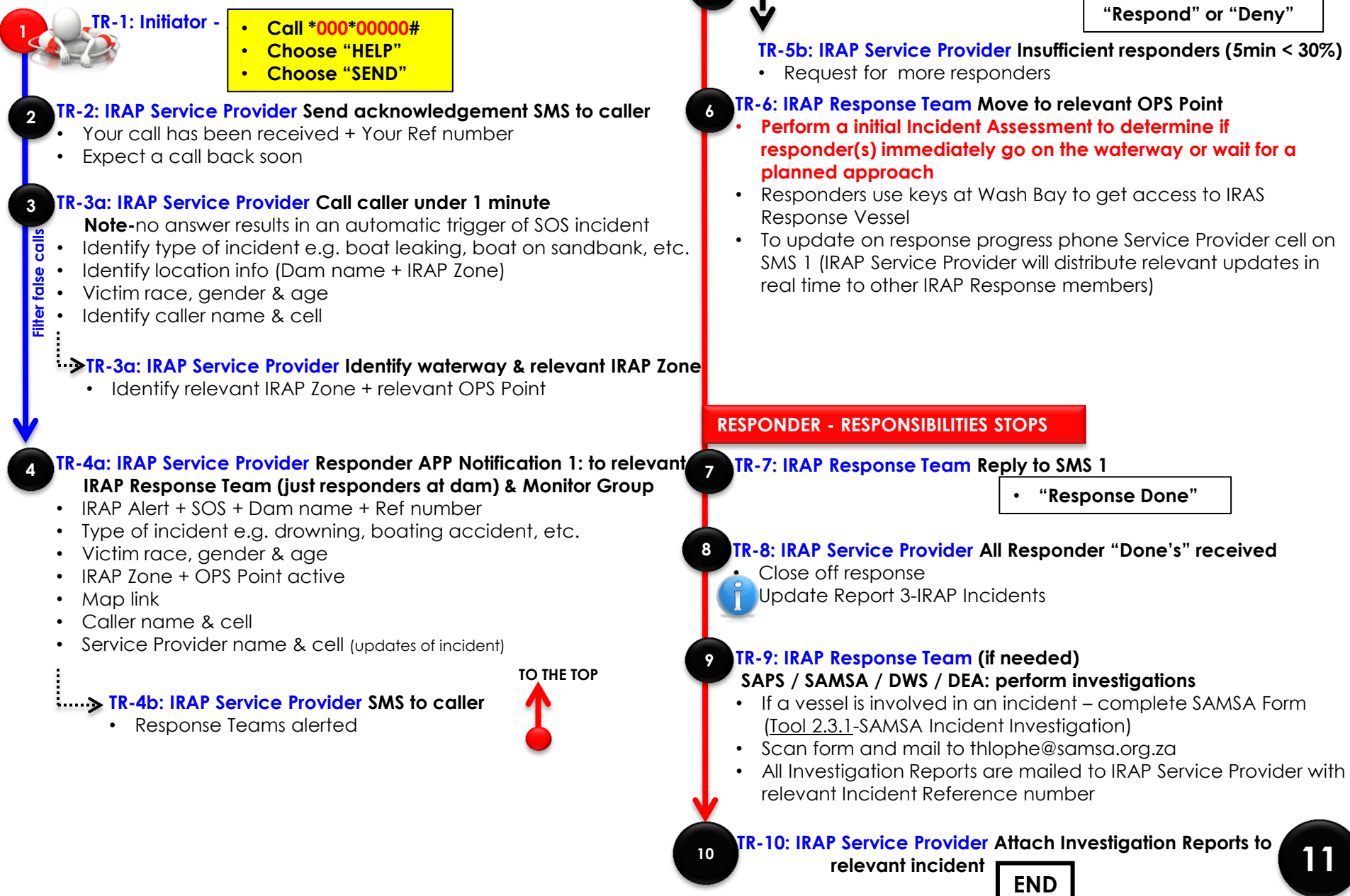
**TR-10: IRAP Service Provider Attach Investigation Reports to relevant incident**

END

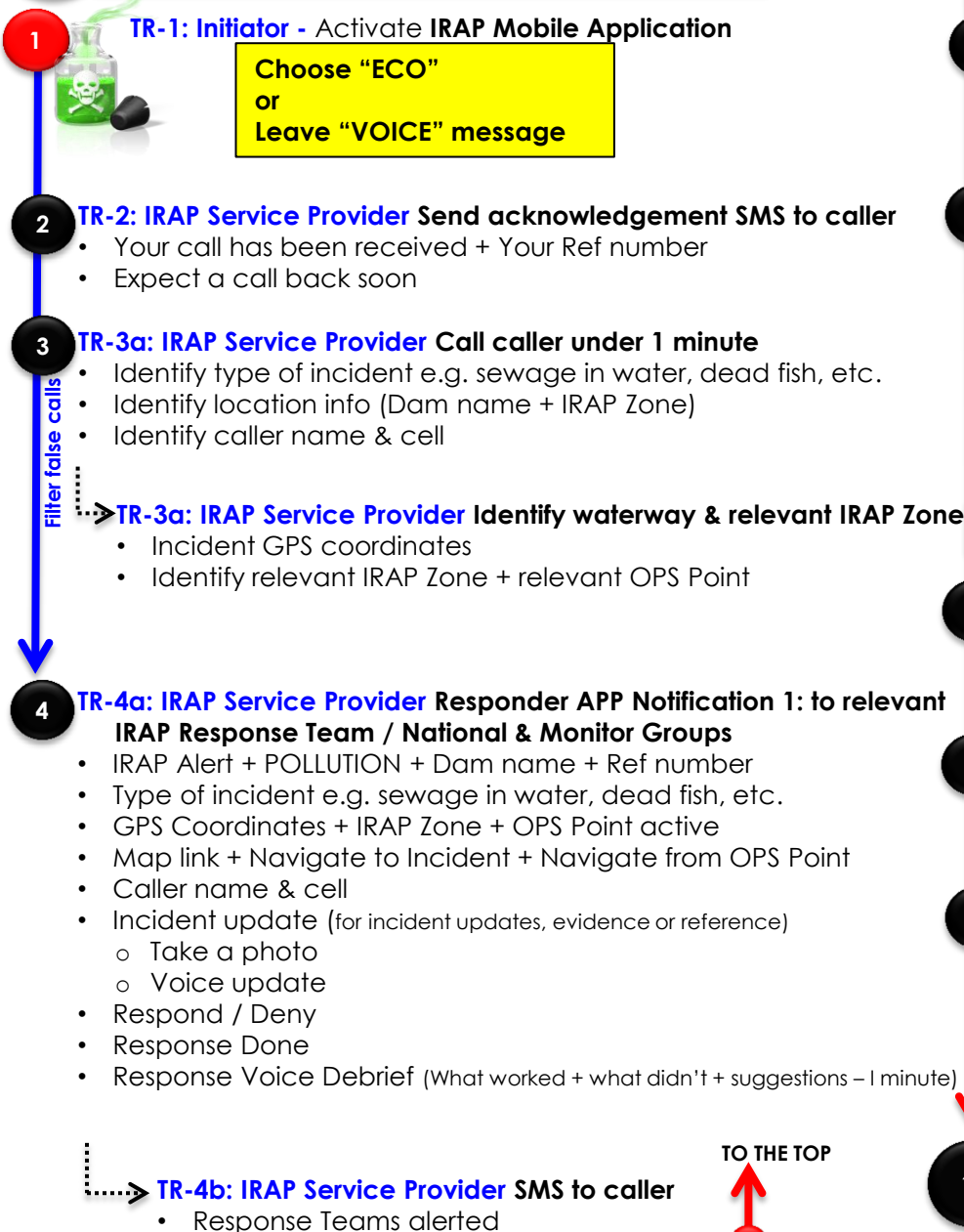
10

Filter false calls

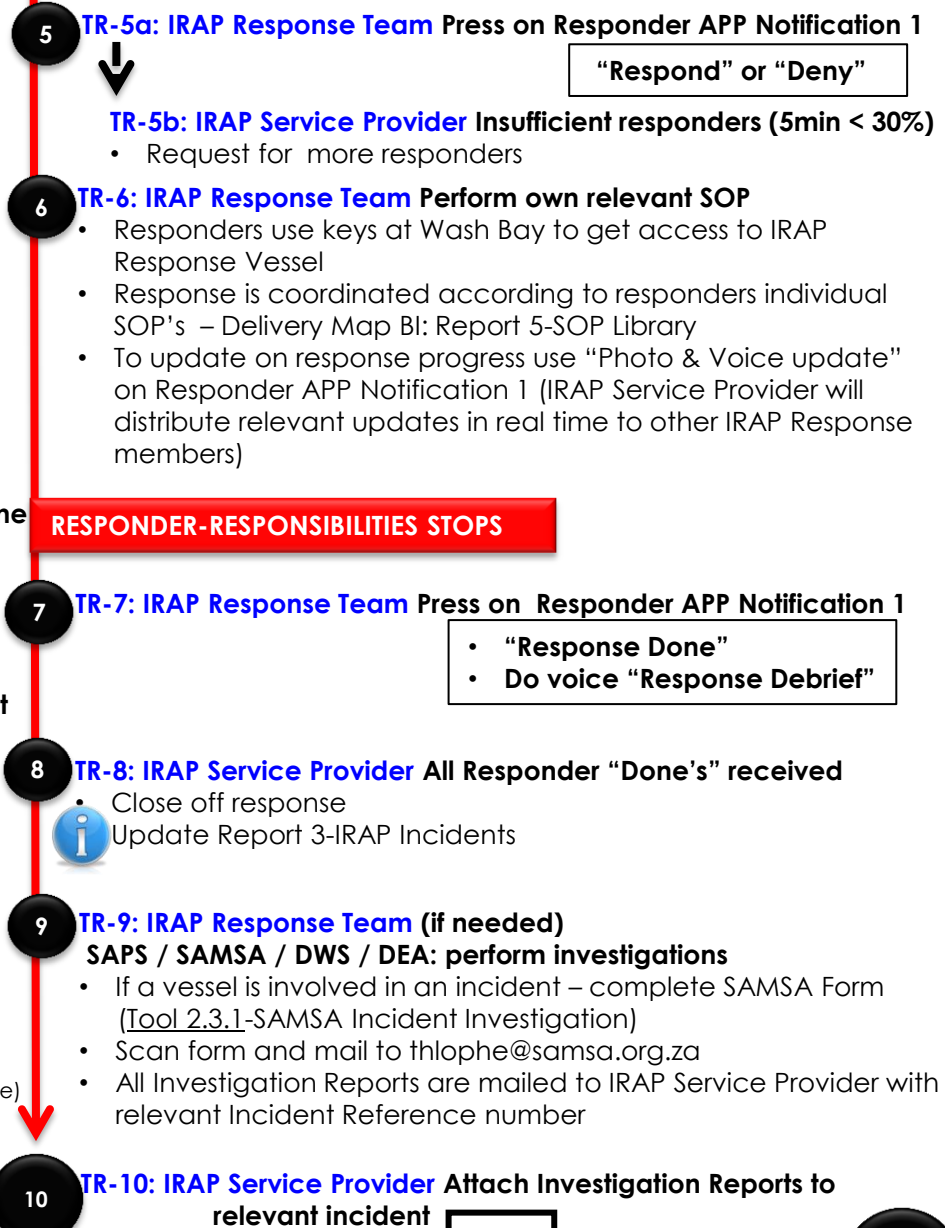
# SOS-Alt method (BACK-UP): Life threatening (proposal)



# C POLLUTION-APP: Environment



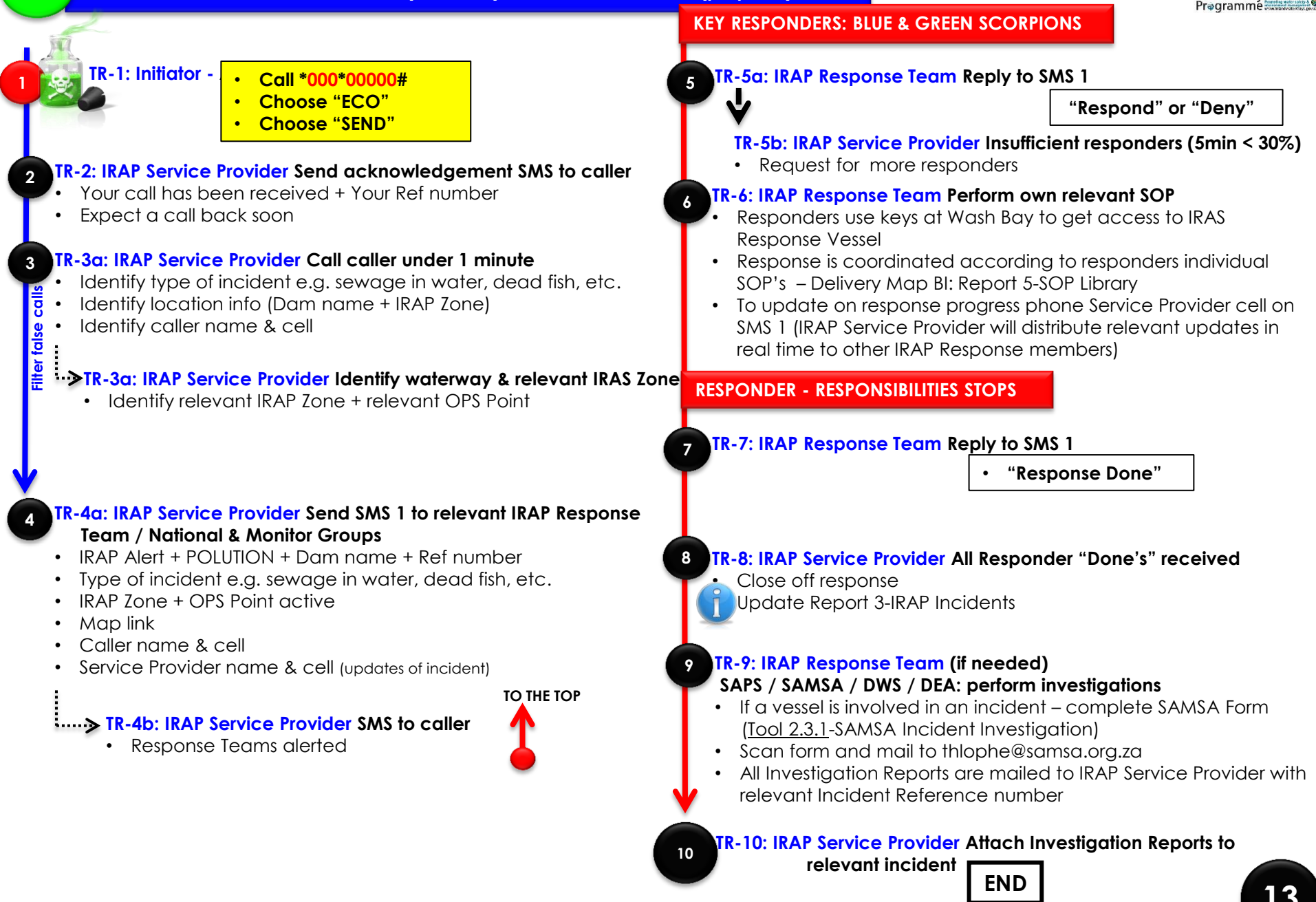
## KEY RESPONDERS: BLUE & GREEN SCORPIONS



END

C

# POLLUTION-Alt method (BACK-UP): Environment (proposal)



**DMC / Enforcement Officer** When someone is breaking the rules or endangering him/herself or others, go to the transgressor and make him/her aware of the transgression. See ENFORCEMENT LIST (Form Holder-2 at Wash Bay Office). If Transgressor still doesn't adhere to instructions:

**1 TR-1: DMC / Enforcement Officer - Activate IRAP Mobile Application**

Choose "LAW"  
or  
Leave "VOICE" message

**2 TR-2: IRAP Service Provider Send acknowledgement SMS to caller**

- Your call has been received + Your Ref number
- Expect a call back soon

**3 TR-3a: IRAP Service Provider Call caller under 1 minute**

- Identify type of incident e.g. night time activity, no life-jackets, etc.
- Identify location info (Dam name + IRAP Zone)
- Identify caller name & cell
- Identify what type of support is needed

Filter false calls

**TR-3a: IRAP Service Provider Identify waterway & relevant IRAP Zone**

- Incident GPS coordinates
- Identify relevant IRAP Zone + relevant OPS Point

**4 TR-4a: IRAP Service Provider Responder APP Notification 1: to relevant IRAP Response Team & Monitor Group**

- IRAP Alert + ENFORCEMENT + Dam name + Ref number
- Type of incident e.g. night time activity, no life-jackets, etc.
- Type of support needed
- GPS Coordinates + IRAP Zone + OPS Point active
- Map link + Navigate to Incident + Navigate from OPS Point
- Caller name & cell
- Incident update (for incident updates, evidence or reference)
  - Take a photo
  - Voice update
- Respond / Deny
- Response Done
- Response Voice Debrief (What worked + what didn't + suggestions – 1 min)

**TR-4b: IRAP Service Provider SMS to caller**

- Response Teams alerted

## RELEVANT RESPONSE SERVICES RESPOND

**5 TR-5a: IRAP Response Team Press on Responder APP Notification 1**

"Respond" or "Deny"

**TR-5b: IRAP Service Provider Insufficient responders (5min < 30%)**

- Request for more responders

**6 TR-6: IRAP Response Team Perform own relevant SOP**

- Responders use keys at Wash Bay to get access to IRAP Response Vessel
- Response is coordinated according to responders individual SOP's – Delivery Map BI: Report 5-SOP Library
- To update on response progress use "Photo & Voice update" on Responder APP Notification 1 (IRAP Service Provider will distribute relevant updates in real time to other IRAP Response members)

## RESPONDER-RESPONSIBILITIES STOPS

**7 TR-7: IRAP Response Team Press on Responder APP Notification 1**

- "Response Done"
- Do voice "Response Debrief"

**8 TR-8: IRAP Service Provider All Responder "Done's" received**

- Close off response
- Update Report 3-IRAP Incidents

**9 TR-9: IRAP Response Team (if needed) SAPS / SAMSA / DWS / DEA: perform investigations**

- If a vessel is involved in an incident – complete SAMSA Form (Tool 2.3.1-SAMSA Incident Investigation)
- Scan form and mail to thlophe@samsa.org.za
- All Investigation Reports are mailed to IRAP Service Provider with relevant Incident Reference number

**10 TR-10: IRAP Service Provider Attach Investigation Reports to relevant incident**

END

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## TR-1: DMC / ENFORCEMENT OFFICER

- Stop vessel and ask Skipper to show Tag
- If there is a need to confirm that the Tag belongs to vessel or that a Voyage Form for the vessel has been completed, follow one of the next procedures

### CONFIRM CORRECT TAG

#### 2 TR-2: DMC / ENFORCEMENT OFFICER Obtain following info from Skipper:

- Tag number & colour
- Vessel name & number

#### 3 TR-3: DMC / ENFORCEMENT OFFICER Phone Wash Bay and provide following info:

- Tag number & colour

#### 4 TR-4: ENVIRONMENTAL MONITOR Confirm data in

- (Coloured Tag) FORM HOLDER: 11-COMPLETED WASH BAY FORMS
- (Black Tag) FORM HOLDER: 15-APPROVED BLACK TAG APPLICATIONS and give caller the following information:
  - Owner name
  - Vessel name & number
  - Relevant Gatekeeper

**IF SKIPPER HAS NO or WRONG TAG or A VOYAGE FORM IS NOT COMPLETED**

**Note:** Skipper without Tag or wrong Tag or no completed Voyage Form must leave the water. It is proposed that the DMC member or Enforcement Officer follow the vessel to the Gatekeeper it has launched from and also try to get the registration & vessel numbers on the relevant trailer



TR: DMC / ENFORCEMENT OFFICER: Activate IRAP

### CONFIRM VOYAGE FORM COMPLETED (delayed process)

#### 2 TR-2: DMC / ENFORCEMENT OFFICER SMS to SAMSA the following at (cell number to be confirmed)

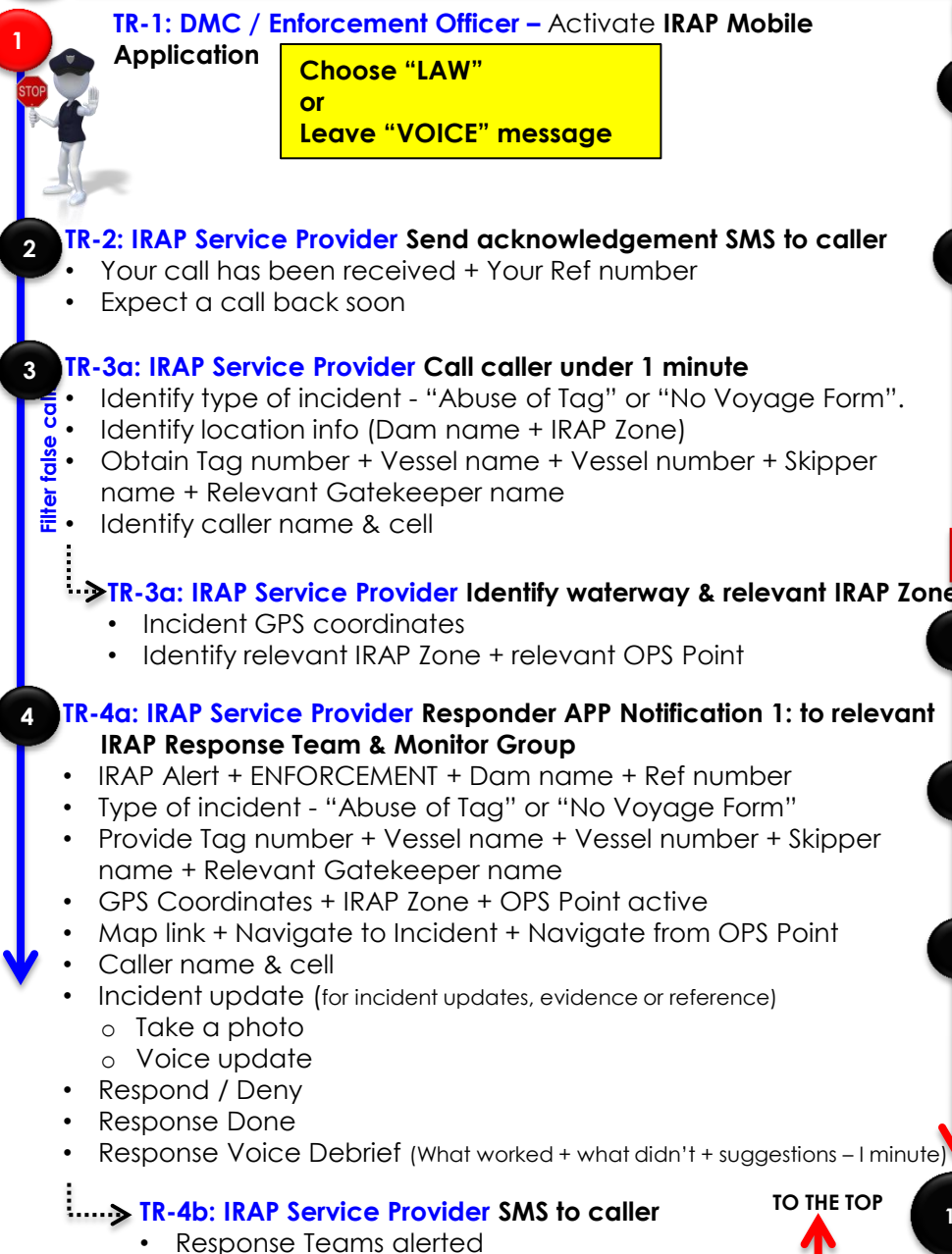
- "Check Voyage Form on (date)"
- Dam Name
- Tag number
- Vessel number & name
- (Attach photo of vessel if possible)

#### 3 TR-2: SAMSA Respond to SMS

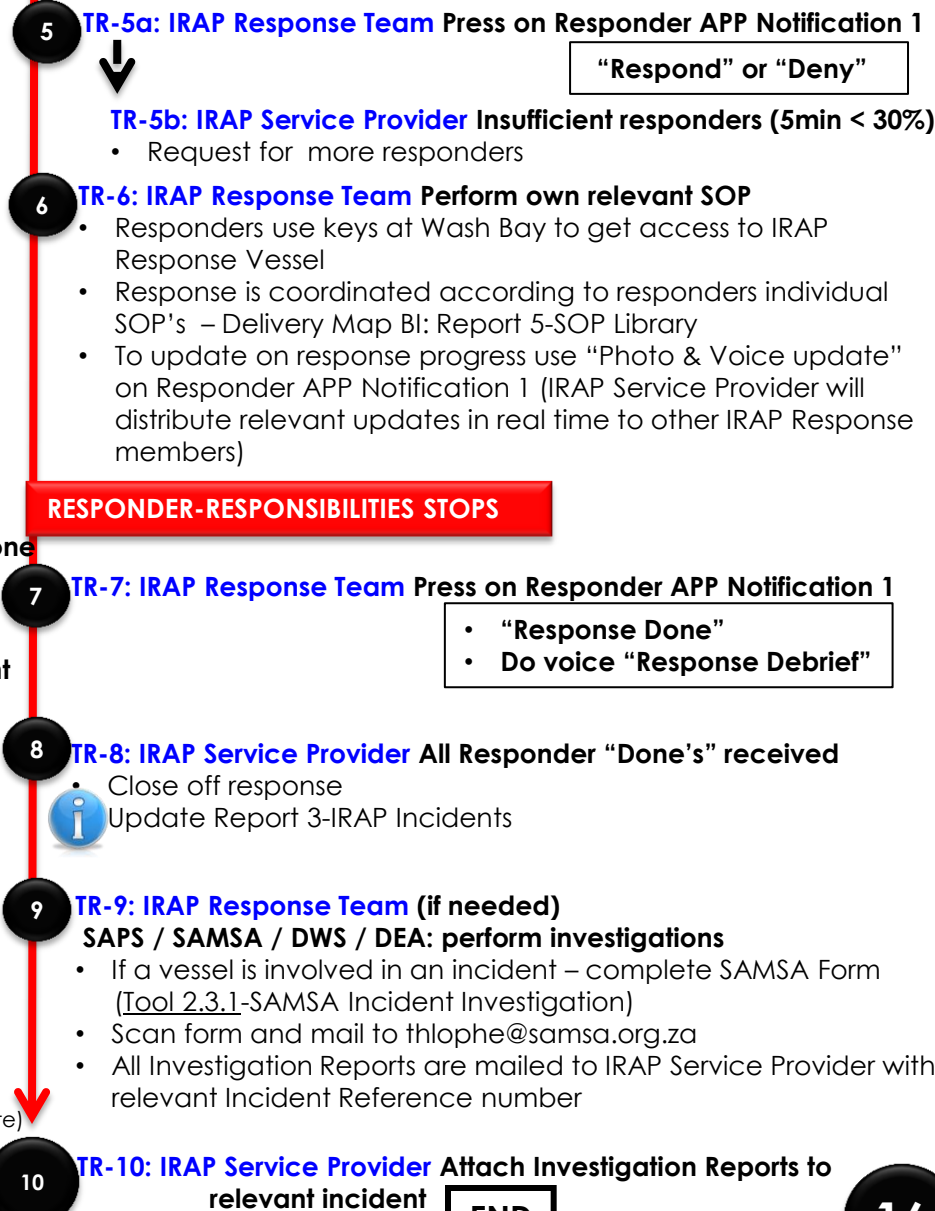
- Voyage Info request (date)
  - Tag number
  - Vessel number & name
  - Voyage Form – Yes / No
- Note: if the caller doesn't get feedback within two (2) weeks from SAMSA he/she must call the CIWSP Project Manager at 0828856774 to activate a follow up

SEE NEXT PAGE





## KEY RESPONDER: GATEKEEPER



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END

# E ATON-APP: Buoys Monitoring

1 **TR-1: Initiator** - Activate IRAP Mobile Application

Choose "AtoN"  
or  
Leave "VOICE" message

2 **TR-2: IRAP Service Provider** Send acknowledgement SMS to caller

- Your call has been received + Your Ref number
- Expect a call back soon

3 **TR-3a: IRAP Service Provider** Call caller under 1 minute

- Identify type of incident e.g. buoy sank, dangerous obstruction, etc.
- Identify location info (Dam name + IRAP Zone)
- Identify caller name & cell

Filter false calls

→ **TR-3a: IRAP Service Provider** Identify waterway & relevant IRAP Zone

- Incident GPS coordinates
- Identify relevant IRAP Zone + relevant OPS Point

4 **TR-4a: IRAP Service Provider** Responder APP Notification 1: to relevant IRAP Response Team & Monitor Group

- IRAP Alert + AtoN + Dam name + Ref number
- Type of incident e.g. buoy sank, dangerous obstruction, etc.
- GPS Coordinates + IRAP Zone + OPS Point active
- Map link + Navigate to Incident + Navigate from OPS Point
- Caller name & cell
- Incident update (for incident updates, evidence or reference)
  - Take a photo
  - Voice update
- Respond / Deny
- Response Done
- Response Voice Debrief (What worked + what didn't + suggestions – 1 minute)

→ **TR-4b: IRAP Service Provider** SMS to caller

- Response Teams alerted

TO THE TOP

## KEY RESPONDERS: DWS, SAMSA & GATEKEEPERS

5 **TR-5a: IRAP Response Team** Press on Responder APP Notification 1

"Respond" or "Deny"

**TR-5b: IRAP Service Provider** Insufficient responders (5min < 30%)

- Request for more responders

6 **TR-6: IRAP Response Team** Perform own relevant SOP

- Responders use keys at Wash Bay to get access to IRAP Response Vessel
- Response is coordinated according to responders individual SOP's – Delivery Map BI: Report 5-SOP Library
- To update on response progress use "Photo & Voice update" on Responder APP Notification 1 (IRAP Service Provider will distribute relevant updates in real time to other IRAP Response members)

## RESPONDER-RESPONSIBILITIES STOPS

7 **TR-7: IRAP Response Team** Press on Responder APP Notification 1

- "Response Done"
- Do voice "Response Debrief"

8 **TR-8: IRAP Service Provider** All Responder "Done's" received

- Close off response
- Update Report 3-IRAP Incidents

9 **TR-9: IRAP Response Team (if needed)**

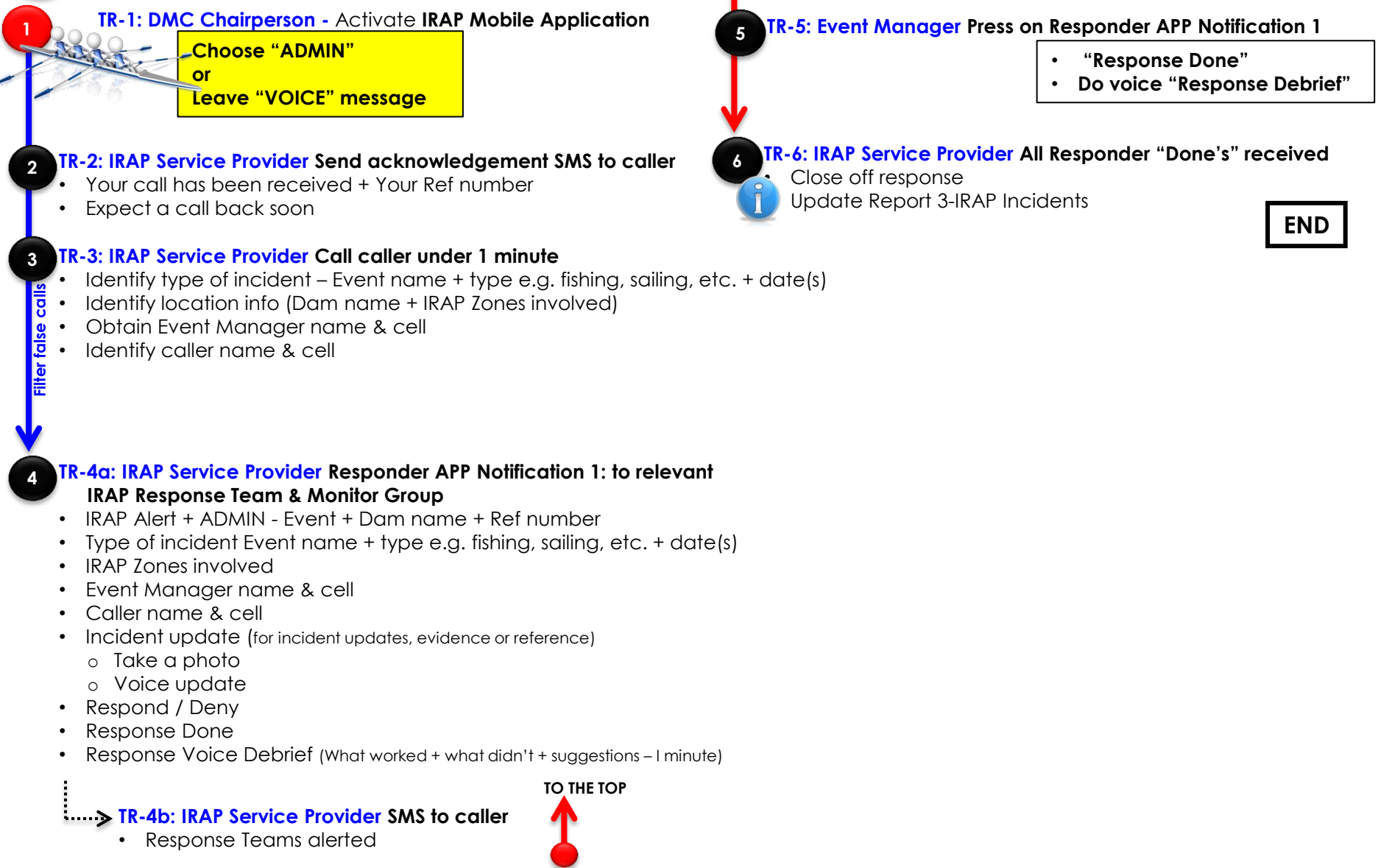
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- If a vessel is involved in an incident – complete SAMSA Form (Tool 2.3.1-SAMSA Incident Investigation)
- Scan form and mail to thlophe@samsa.org.za
- All Investigation Reports are mailed to IRAP Service Provider with relevant Incident Reference number

10 **TR-10: IRAP Service Provider** Attach Investigation Reports to relevant incident

END

# F1 SAFETY ADMIN-APP: Events



F2

## ADMIN: False Incident alert activation



### IRAP Service Provider Update Report

- Update Report 3-IRAP Incidents



END

### GOVERNMENT EMPLOYEE FALSE INCIDENT ACTIVATION

#### TR-2: CIWSP At Steering Committee

- Relevant department representative is tasked to address the situation and to ensure the caller won't commit offense again

### PUBLIC FALSE INCIDENT ACTIVATION

#### TR-2: IRAS Service Provider Sends warning SMS

- "If a another False Incident Response Activation call is made again from this number the number will be blocked for a month"