

**DEE VALLEY WATER**

**EMERGENCY PLAN**

**DECLARATION OF INCIDENT**

**PROCEDURE MANAGER  
EMERGENCY PLANNER**

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## 1. INTRODUCTION

### 1.1 Definitions

Throughout the Emergency Plan reference will be made to events, incidents and non-incidents, these are defined in DWI Information letter 12/04. In brief:-

**Event** – is an occurrence which by its nature is required to be notified.

**Incident** – is a sub set of events.

**Non-Incident** – all other events not classed as incidents and are neither notified nor reported.

Additionally “**Incident**” is a Company definition to describe an event so severe that its handling requires the activation of Incident Management and/or the convening of a Multi-Agency Co-ordinating Group.

### 1.2 Objective

The specific objective of this procedure is to cover actions leading up to the investigation and/or notification of events/incidents, the declaration of an Incident and the decision to activate Incident Management.

## 2. AWARENESS AND/OR DETECTION OF AN EVENT/INCIDENT

### 2.1 Initial Information

An initial or suspected event may be reported or identified in the first instance by:-

- Routine monitoring by the Company (eg Control Room/telemetry)
- Members of the public/customers
- Environment Agency (EA)/Local Authorities/Health Authorities

- Emergency Services (Police, Fire etc)
- Security Services

Events fall into the following broad categories:-

- No water
- Contamination (or threat of)
- General Security
- Reservoir safety

## 2.2 Responsibility for Action

It is the responsibility of each and every member of staff to ensure that no reported event, however trivial it may seem, is allowed to develop to the state of an incident because of over-optimism of the extent or likely duration of the situation, or the want of decisive action at an early stage. In the event that the responsible officer (standby or call-out) is unavailable reports are to be made to the next level or the manager of a different function if necessary, but **someone must be told.**

## 2.3 Investigation

Once the details of the event have been passed to the appropriate function the receiving Manager/member of staff (or after hours the standby/call out member of staff) will be responsible for carrying out on-site investigation and take whatever action he deems necessary to alleviate the situation.

## 2.4 Actions

2.4.1 The investigating member of staff shall complete an assessment (on site if necessary) as soon as possible and report back to the manager of his department, or to the Control Room, with his findings and take whatever action is necessary and to instigate works to completion. For minor repair works this will entail:-

- for mains bursts, contacting the Services Division Standby Manager to mobilise a repair gang, and

- for non-infrastructure work, contacting the company Operations & Engineering Department to organise a suitable contractor.

- 2.4.2 Should the problem not be the Company's responsibility then the Control Room must be informed to notify the organisation which holds the responsibility.
- 2.4.3 If the investigating member of staff finds the problem is too extensive or complicated for him to handle then he will immediately contact his operational manager or the Control Room to request higher level assistance.
- 2.4.4 At this stage the Investigating Officer will consult the DSM and any other relevant and available internal source to determine the nature and scale of the problem and come to the decision whether or not to involve other senior managers or the Executive Directors as a pre-cursor to activating the Incident Response Team. At this stage the DSM will attend the control room in preparation for a potential declaration of incident.

## 2.5 **Sampling**

Where relevant the Water Quality staff will take all necessary samples to demonstrate whether there has been a breach of Water Supply (Water Quality) Regulations 1989 and to assist in the decision process.

## 3. **POTENTIAL INCIDENT**

### 3.1 **Recommended Categorisation Minimum Benchmarks**

The following minimum benchmarks will determine incidents:

Recommended Categorisation Minimum Benchmarks

<b><i>Internal Reporting</i></b>	<b><i>Up to Executive Team Incident Manager Declared Major Incident</i></b>
Drinking Water Quality	Possible Health Risk, prohibition notice likely  URGENT Action Required  Any number of properties or people
Cryptosporidium	Any detection of Cryptosporidium in water supplied to customers or notification from Public Health regarding waterborne Cryptosporidiosis cases
Aesthetic issue with water (discoloured, taste or heavily chlorinated) – significant customer contact	<ul style="list-style-type: none"> <li>&gt; 500 properties</li> <li>&gt; 1500 people</li> </ul>
Loss or threat of loss of Supply  > 6 hours	<ul style="list-style-type: none"> <li>&gt; 1000 properties</li> <li>&gt; 2500 people</li> </ul>
Loss of Critical Potable Water Asset	Actual or possible loss of critical asset that could result in the disruption to supply
Pollution of rivers (Deepol)	Shutdown of abstractions due to category 1 or 2 Deepol

Incidents at impounding reservoirs	Significant problem with some leakage Pollution notification from NRW Major structural failure URGENT Action Required
Telemetry Failure	Loss of a number of key sites
Deliberate contamination, suspected or actual of potable water supplies	Nautilus Level 2 or 3 Incident
Sabotage, Vandalism	Confirmed & part of a co-ordinated attack
Change in Water Industry Threat Level	Change from Normal to Heightened or Heightened to Exceptional
Explosive/IED	Threat or suspicious item
Public Interest	Significant local or regional interest
Failure of supply at a strategic hospital	Loss of supply to Countess of Chester Hospital or Wrexham Hospital

Health & Safety Incident	Critical injury or death to a member of staff or the public
Severe Weather Warning	RED warning irrespective of type of weather (snow, wind, rain etc)

### 3.2 Declaration of Incident

3.2.1 Where the ongoing review shows that the situation is deteriorating and that the Recommended Categorisation Minimum Benchmarks levels have been or are likely to be exceeded, the personnel in attendance must urgently determine the severity and declare an incident. The purpose of the recommended categorisation minimum benchmarks is to provide the DSM with clear guidance as to what may be a major incident. There may, however, be circumstances when an incident does not fall within one of the named categories or if it does, the consequences do not meet the minimum benchmark but the DSM believes that if the Company does not respond quickly and effectively in a co-ordinated response there may be a significant impact on the confidence of our customers. In these circumstances the DSM may consider it appropriate to declare a major incident.

**Keynote – at this stage the incident is “internal” and “over reaction” will not be criticized as it is always easier to scale down the response to an incident than it is to scale up when an incident has been on-going for numerous hours.**

### 3.3 Activation of Incident Management

3.3.1 On declaration of an Incident, the Duty Standby Manager shall, initially, assume the role of the Incident Manager and shall immediately:-

- activate the Incident Control Team.
- establish the Incident room in the boardroom.
- inform an Executive Team Incident Manager

## 4. INCIDENT MANAGEMENT (See IM2)

- 4.1 The management of all incidents will be under the direct control of an Incident Manager, who will be supported by teams of named and trained personnel forming the Response Teams.
- 4.2 For incidents above the capability of the Company, the local authority shall be consulted to determine whether or not a Multi-Agency Co-ordinating Group should be convened.

## Appendix A (IM1)

### **GUIDELINES FOR PERSONS RECEIVING MESSAGES**

#### **1. General**

Messages, particularly in emergencies, are often originated by people under stress with no experience of passing information. A logical sequence of interrogation should be employed in order to extract from them the maximum amount of useful and relevant information. The guidance contained under the following headings may be useful. Remember "Customer Care".

#### **2. Details Of Caller**

- 2.1 Record the name, address, postcode and telephone number of the caller and whether it is a private or business address. If a call box is being used record its number and location. Check how the caller may be re-contacted.
- 2.2 Record whether the caller is acting in a private capacity or as a member of a firm or other organisation. If relevant, record the position in the organisation and involvement in the incident.

#### **3. Details Of Incident**

- 3.1 Details of the incident should be recorded. It is important to ascertain whether it is sufficiently urgent to require immediate attention or whether it may take its turn with other incidents and be dealt with later, possibly the next day.
- 3.2 The exact location of the incident is not always easy to obtain. Quite possibly the caller is some way distant from the recipient and the latter is not familiar with the area involved. Local pronunciations of place names may cause difficulty. Ask the caller to spell names if in doubt. Read back as a double check. Different approaches may be necessary to pinpoint locations in urban as opposed to rural areas:-
  - 3.2.1 In urban areas it may help to ask for:
    - house number and name
    - Street name

- Town, post code and district.

3.2.2. In rural areas locations are often more difficult, for obvious reasons and the following sequence may be more effective.

- Name of town or village, if village, name of parish or nearest town.
- Direction from town.

3.3 Check whether the caller has reported the incident elsewhere - eg Police, Fire Service, Environment Agency?  
Appendix A (IM1))

#### 4. **Timing of Messages**

It is most important that the time a message is received should be accurately recorded when the message is taken.

#### 5. **Processing the Message**

Having recorded a clear and sensible message, the recipient may deal with it or may need to pass it on to someone else. Messages concerning water quality should be passed to the appropriate officer in accordance with the instructions contained in these procedures.

#### 6. **Record of Action**

All information received, action taken and subsequent occurrences should be meticulously recorded by means of the formal logging system.

#### 7. **General treatment of callers**

7.1 It should be the normal practice that the recipient of a call from the general public should take the necessary action in connection with the call rather than, for insurance, give the caller another telephone number to call.

7.2 Where possible the caller should be told of the probable action to be taken and, if considered appropriate, kept in touch with subsequent progress.

- 7.3 At all times callers should be treated with patience and courtesy. Apart from being good public relations such an approach is most likely to result in the recording of a message containing useful and accurate information.