THE REGIONAL COUNCIL

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Report to Utility Services Committee
from Dan Roberts, Group Manager Operations

Utility Services Division, Water Group, Incident Management System

1. Purpose

To outline to the Committee The Water Group's Incident Management System.

2. Background

During the past few years emergency procedures have been developed to cover specific incidents. These procedures have been detailed in the Environmental Management System, the Quality Plan and in various other event related plans.

In developing these procedures it became apparent that an overarching document should be prepared detailing staff responsibilities, their duties and where they should report.

3. Introduction

The Incident Management System is intended to identify the major incidents which could affect the supply of water to our customers and to formulate the responsibilities and actions to be followed by Water Group employees. It also defines the interaction which should occur between Water Group employees and those of the neighbouring Territorial Authorities and emergency services.

4. The Incident Management System

The Incident Management System has been developed in conjunction with David Brunsdon of Spencer Holmes Ltd who was engaged as a consultant on this project.

It is believed that any Incident Management System should and can be split down to four basic activities:

- Identification
- Assessment/Initial Action
- Notification/Incident Management
- Specific Actions

The initial step taken to develop this system was to look at one particular incident and to develop a process that could be developed for any other possible occurrence. This incident was taken to be the outbreak of *Giardia* or *Cryptosporidium* within the catchment or treated water. It was also accepted that this Incident Management System should be related to a high level of response and should not be too detailed in its content.

It was considered essential that we did not attempt to reinvent the wheel and that in the Specific Action section the user would be directed to relevant documentation from which they could obtain guidance for future management of the incident.

Flow charts have been developed to guide the user through the various identified incidents which include:

- Loss of Communication
- Interruption to Supply (mains burst, loss of power, flooding, fire, explosion)
- Detection of *Giardia* / *Cryptosporidium*
- Contamination (distribution system, aquifer, chemicals)
- Earthquake
- Tsunami
- Bomb Threat / Sabotage

This listing and the Incident Management System can be readily developed.

5. Responsibility

It is the responsibility of the Divisional Manager, Utility Services to ensure that the procedures, as listed within The Water Group Incident Management System are implemented and maintained. The Divisional Manager, Utility Services has delegated these responsibilities to the Group Manager Operations.

6. Environmental Considerations

Any major incident can produce an effect on the environment and our acknowledgement of this statement can be seen within the Specific Action sections of the system that directs the system user to The Water Group's Environmental Management System.

7. Communications

This is a system intended for use by staff of The Water Group and as such there are no requirements for any external notifications or press release to publicise this presentation.

8.   **Summary**

The Incident Management System has been produced in a manual format and will be issued to all relevant Water Group employees.

Attached to this report is a copy of the introduction to the Incident Management System and a copy of the sample flow chart relating to "the occurrence of *Giardia* or *Cryptosporidium* within the catchment area or within the treated water".

9.   **Recommendations**

That the report be received.

Report prepared by: Approved for submission:

DAN ROBERTS   DAVID BENHAM
Group Manager Operations   Divisional Manager, Utility Services

Attachment 1:   Introduction to IMS
Attachment 2:   Flow Diagram: Detection of *Giardia* / *Cryptosporidium*