

Utility Services Division
Water Group

Incident Management
System



caring about you & your environment

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 - Flooding
 - Fire
 - Explosion
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 - Distribution System
 - Aquifer
 - Chemicals
- P.5 **Earthquake**
- P.6 **Tsunami**
- P.7 **Bomb Threat**
Sabotage

1. Purpose

The purpose of the Utility Services Division Water Group Incident Management System (IMS) is to provide an easy to understand and logical set of flow charts depicting the procedures to be followed in the event of any incident which might affect the operation of the Water Group.

2. Scope

This Water Group IMS shall cover all incidents and hazard events occurring within the geographical area in which the Water Group operates.

These incidents include but are not limited to:

Loss of Communication

Interruptions to Supply

 Mains Burst

 Loss of Power

 Flooding

 Fire

 Explosion

Detection of *Giardia* / *Cryptosporidium*

Contamination

 Distribution System

 Aquifer

 Chemicals

Earthquake

Tsunami

Bomb Threat

Sabotage

3. Responsibility

It is the responsibility of the Divisional Manager, Utility Services to ensure that the procedures, as listed within the Water Group IMS are implemented and maintained. The Divisional Manager, Utility Services has delegated these responsibilities to the Group Manager Operations. It is therefore the responsibility of the Group Manager Operations, or such persons as nominated to act on the Group Manager Operations' behalf, to ensure that all these procedures are followed in the event of an incident being notified.

In the event that the Group Manager Operations is unavailable he has nominated the following to accept responsibility for the operation of the Water Group IMS in order of availability.

- Production Manager
- Distribution Manager
- Network Manager

It is the responsibility of the Group Manager Operations, after consultation with the Divisional Manager, to appoint the "Site Incident Manager" for any particular incident.

The Site Incident Manager will be responsible for the direction of on site operations.

The Utility Services Operations Group has developed an "Out of Hours Callout Roster" that indicates the person identified as the Duty Operator on call for the particular section of Operations. These rosters are updated on a monthly basis and circulated to all interested parties.

During normal working hours contact should be made with the relevant departmental manager or their designated representative.

4. Guidance Notes

The Water Group IMS provides a *response structure* that covers all incidents, including minor occurrences that could have the potential to escalate across the geographical area in which the Water Group operates.

The Water Group IMS is structured to identify the basic decision-making process, together with the necessary actions that are required to be undertaken in the event of any incident or hazard occurrence as included within this system.

The decision-making process is based on the following steps, which are effectively common to all scales and types of incidents:

1. Identification

The process through which staff become aware that an incident has occurred.

2. Assessment/Initial Actions

Assessment of the impact of the incident, and the initial actions that need to be directly undertaken (without waiting for instructions).

3. Notification

The process of notifying and activating the Utility Services Incident Management Group and other agencies such as Regional Public Health, Territorial Local Authorities.

4. Specific Actions

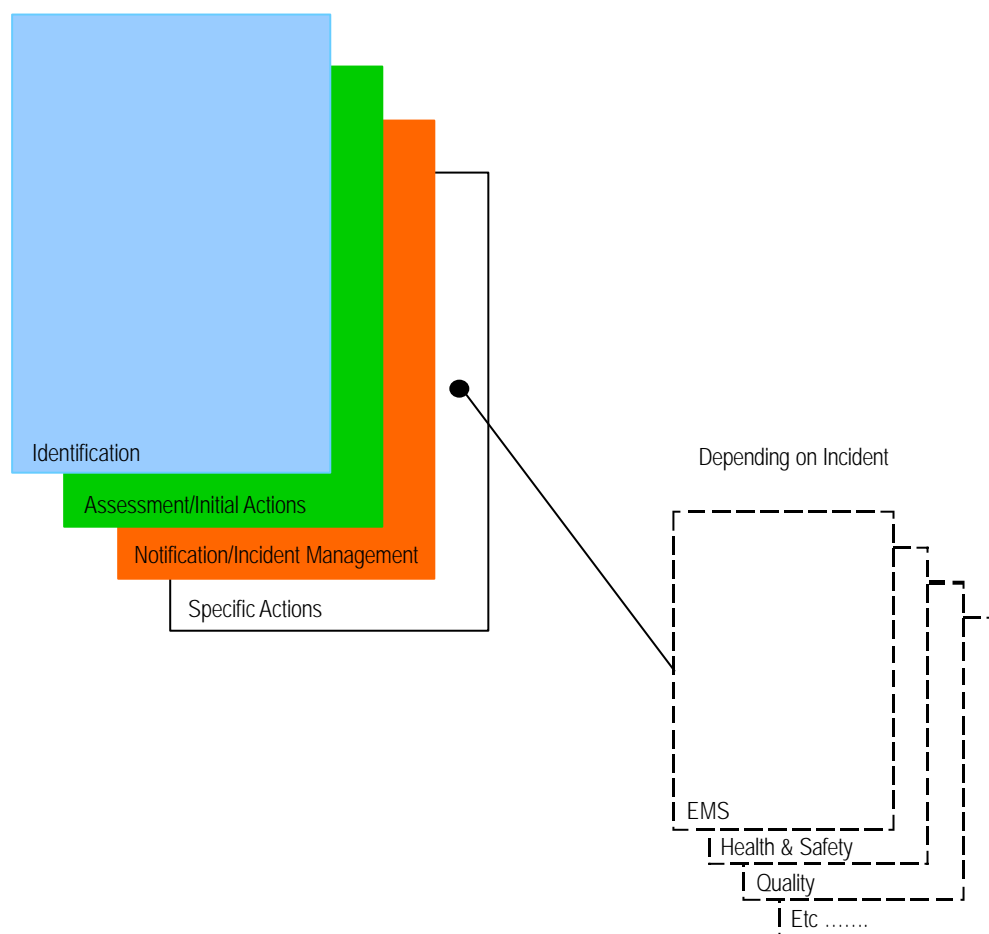
Reference to technical actions/procedures that are specific to the scope and nature of the particular incident.

As it is not possible to identify all specific actions necessary for all incidents covered by this system, reference is made to the following documents and procedures:

- WRC Operations Group Earthquake Response Plan
- Utility Services Division, Water Group, Health and Safety Plan
- Environmental Management Procedures
- Quality Procedures
- Ministry of Health NZ Drinking-Water Standards 2000
- Te Marua Lakes Emergency Action Plan
- Orongorongo Railway Safety System

The Water Group IMS is presented as a series of linked flowcharts for various incident categories, with colour coding being used to reflect the broad steps, as follows.

- **Identification** – *blue*
- **Assessment/Initial Actions** – *green*
- **Notification/Incident Management** – *orange*
- **Specific Actions** – *white*



5. Incident Management Group

The key management element of the Water Group IMS is the Incident Management Group (IMG). This group is built around the day-to-day management structure, but is flexible to reflect the need for both *strategic* and *tactical* direction within a rapid time frame.

This group is drawn from the following people, depending on the circumstances of the particular incident:

Designation	Name
Divisional Manager	David Benham
Group Manager Operations	Dan Roberts
Manager Strategy and Assets	Murray Kennedy
Manager Engineering Consultancy	John Morrison
Manager Laboratory Services	Peter Nugent
Manager Support Services	Ian Sells
Communications Department Representative	Mike Bodnar

The activation of the IMG will depend on the incident circumstances.

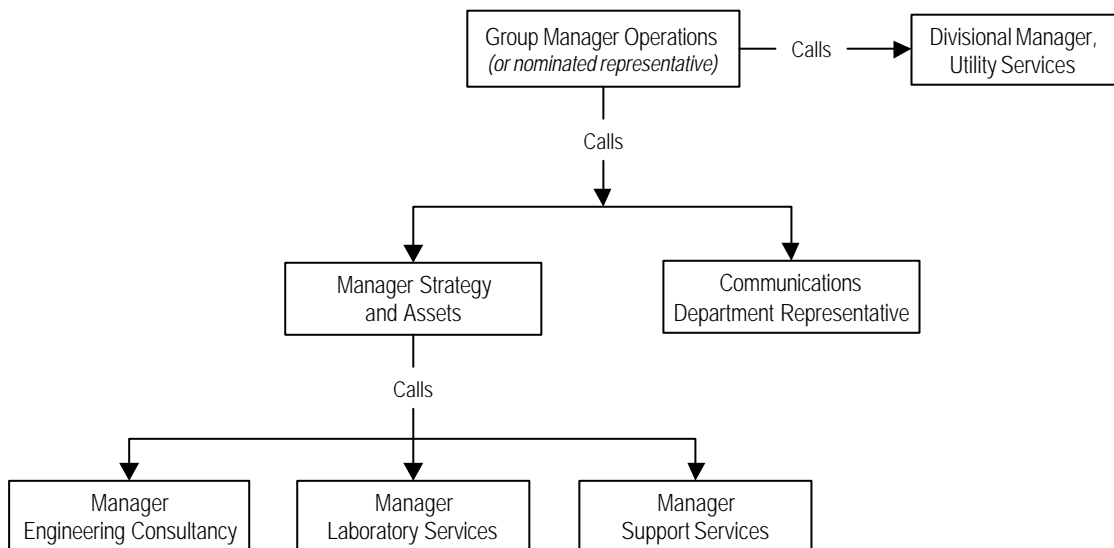
Contact details for members of the IMG are included in Appendix 2.

(See Appendix 2a and Appendix 2b for other relevant contacts and telephone numbers.)

5.1 Activation of Incident Management Group

The Incident Management Group are to assemble on Level 4 of the Regional Council Centre, 142-146 Wakefield Street in Wellington, or in accordance with the *Out of Hours Reporting Matrix* as included in Appendix 1.

Calling Tree



5.2 Request for Assistance from Territorial Authorities

Dependent on the type and scale of the incident the IMG will request assistance from the Water Manager or the representative of the affected Territorial Authority who will normally have been alerted that an incident exists during the Assessment/Initial Actions stage of the process.

It will be the responsibility of the Divisional Manager or his nominated representative to request the assistance from the relevant Territorial Authority Water Manager(s).

The timing, location and details of any meeting will be determined in consultation with the Territorial Authority Water Manager(s) or their nominated representative(s).

Contact details are identified within Appendix 2.

6. Form of Documentation

A complete hard copy in a single ring binder volume – issued on a controlled distribution basis.

7. Maintenance of Incident Management System

Updates, changes or enhancements made to any part of the Water Group IMS will be distributed by a controlled hard copy to each holder using a *Document Amendment Form*.

Any recommendations or suggested changes should be identified on an *Improvement Opportunity Form* (Appendix 5). The responsibility for authorisation of any changes to the Water Group IMS has been delegated to the Group Manager Operations or his nominated representative.

A review of the complete Water Group IMS will be carried out on a six-monthly basis. The Group Manager Operations is responsible for facilitating this review.

An annual exercise is to be conducted involving staff to ensure staff are well prepared in the event of incidents as identified within the Water Group IMS. Staff will also be able to review the system fully during this time.

8. Emergency Radio Operations

Guidelines for the use and operation of the Regional Radio Network are included under Appendix 6.

9. Staff Training

Managers and supervisors are responsible for ensuring that staff under their control are fully aware of the requirements of this system and carry out training in accordance with Procedure No. 7 included within the Environmental Management System and as recorded on the *QPulse* database.

A *Training Event Record* form is to be filled out upon the completion of any training. The information recorded on the *Training Event Record* shall be entered and stored on the *QPulse* database.