ISO 24518:2015-08 (E)

Activities relating to drinking water and wastewater services - Crisis management of water utilities

Contents

Page

Foreword v

Introduction vi

1 Scope 1

2 Normative references 1

3 Termsanddefinitions 1
3.1 Terms relating to "plan" 1
3.2 Terms relating to "do" 3
3.3 Terms relating to "check" 4
3.4 Terms relating to "act" 4

4 Context of the organization 5
4.1 Understanding the organization and its context 5
4.2 Understanding the needs and expectations of interested parties 5
4.3 Determining the scope of the crisis management system 5
4.4 Crisis management system 5
4.4.1 General 5
4.4.2 Phases and activities over the course of a crisis 5

5 Leadership 6
5.1 Leadership and commitment 6
5.2 Policy 7
5.3 Structural organization for responding to crisis situations 8
5.3.1 General 8
5.3.2 Tasks and structure of the crisis management team 8
5.4 Organization roles, responsibilities and authorities 8

6 Planning 9
6.1 Actions to address risks and opportunities 9
6.2 Elements of the crisis management plan -- Pre-Crisis phase 10
6.3 Crisis objectives and planning to achieve them 10

7 Support 11
7.1 Resources 11
7.2 Competence 11
7.3 Awareness 12
7.4 Communication 12
7.4.1 General 12
7.4.2 Crisis management system communications -- Internal 12
7.4.3 Crisis management system communications -- External 12
7.5 Documented information 13
7.5.1 General 13
7.5.2 Creating and updating 13
7.5.3 Control of documented information 14

8 Operation 14
8.1 Operational planning and control 14
8.2 Response 14

8.2.1 General 14
8.2.2 Activating the crisis management team 15
8.2.3 Work flow of the crisis management team 16
8.2.4 Communications and cooperation 17
8.3 Recovery to normal operation 17

9 Performance evaluation 18
9.1 Monitoring, measurement, analysis and evaluation 18
9.1.1 Monitoring and review of the implementation of the crisis management system 18

9.2 Internal audit 19
9.3 Management review 20

10 Improvement 20
10.1 Nonconformity and corrective action 20
10.2 Continual improvement 21

Bibliography 22