

ISO/TS 24520:2017-09 (E)

Service activities relating to drinking water supply systems and wastewater systems - Crisis management - Good practice for technical aspects

Contents		Page
Foreword		v
Introduction		vi
1	Scope	1
2	Normative references	1
3	Terms and definitions	1
4	Concepts and principles	7
4.1	General	7
4.2	Crisis management phases	8
5	Preparedness	10
5.1	General	10
5.2	Establishing the context	11
5.3	Commitment	12
5.4	Risk assessment	12
5.5	Procedures and plans, responding, repairing and restoring	12
5.6	Structure and organization	13
5.7	Procedures and tools to identify a crisis and initiate the crisis management team	13
5.8	Training and exercise	15
5.9	Crisis management team	16
5.10	Communication and cooperation	16
5.10.1	Crisis management team communications with users and other stakeholders	16
5.10.2	Cooperation and communications between the water utility and the relevant authorities in the event of a crisis	18
5.11	Provisions of plans and resources	20
5.11.1	Emergency physical facilities	20
5.11.2	Water utility personnel safety measures	20
5.11.3	Sampling and analysis capability and capacity	20
5.11.4	Alternative water supply	20
5.11.5	Resource availability	20
5.12	Monitoring and review	20
5.13	Documentation	20
6	Response	21
6.1	General	21
6.2	Situation ascertainment	21
6.3	Situation assessment	21
6.4	Decision making	22
6.5	Implementation of decisions and issuing of orders	22
6.6	Supervision and control	22
6.7	Process for risk assessment during a crisis	22
6.8	Communications feedback	23
7	Recovery to normal operation	23
7.1	General	23
7.2	Survey for restoration purposes	23
7.3	Restoration alternatives	24

7.4	Priorities in recovery	24
7.5	Planning the deployment of recovery measures	25
7.6	Repairing the damage	25
7.7	Verification	26
7.7.1	General	26
7.7.2	Verification of quality in the drinking water supply system	26
7.7.3	Verification of quality in the wastewater system	26
7.8	Restoring the service	27
7.8.1	General	27
7.8.2	Restoration of drinking water service	27
7.8.3	Restoration of wastewater service	27
7.9	Assessments for recovery stage	27
8	Monitoring and review of the crisis management system	27
8.1	Performance measurement and monitoring	27
8.2	Issues to address when monitoring the performance of a training procedure	28
8.3	Crisis management system maintenance process	28
8.4	Crisis management system assessment	29
9	Management review	29
	Annex A (informative) Preparedness	31
	Annex B (informative) Recovery to normal operation	41
	Bibliography	43