



Module 8

Prepare management procedures

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Session structure

- Definition
- Overview
- Actions
- Challenges
- Outputs
- Exercise

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Definition

Management procedures define the actions to be taken during normal operational conditions and emergency operational conditions and should detail the steps to follow in specific “incident” situations (corrective actions) when critical limits are exceeded.



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Overview

Normal operation



Incident conditions



Standard operating procedures



Corrective actions

Emergency situation



Emergency operating procedures

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Overview

- Written by experienced staff
- Updated as necessary
- Reflects improvement/upgrade plan
- Captures staff activities & responsibilities with regard to WSP

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Actions

- Identify and update the procedures, including develop corrective actions for when an “incident” occurs
- Generate generic emergency plan
- Promote WSP work culture – staff motivation
- Enable investigation of near-misses/incidents/emergencies
- Record near-misses/incidents/emergencies

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Challenges

- Keeping up to date
- Ensuring staff are aware of changes
- Obtaining information on near-misses



"It wasn't me...."

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Outputs (1)



- Defined responsibilities
- Defined protocols
- Operational monitoring

Standard operating procedures



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Outputs (2)



**Corrective actions
(as part of SOPs)**



- Defined responsibilities
- Defined response actions
- Location of backup equipment

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Outputs (3)



- Defined responsibilities
- Defined response actions
- Emergency water supply

Emergency management procedures



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Outputs (4)



Communication protocols



- Consumers
- Within supplier
- Environmental agencies
- Regulators
- Health authorities
- Out of hours

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Outputs (5)



Documentation



- Revise following incident
- Review regularly

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Exercise

- In small groups
 - 25 minutes
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- What water quality parameters and control measures should have been monitored as standard to support the supply of safe water?
 - What should the response actions have been when the analysed water samples showed microbial contamination and when the chlorine residual measurements were <0.5 mg/l?
 - Explain what communication protocols should have been in place and identify who needed to be contacted, about what and when?
 - Identify who should have been responsible for coordinating emergency measures?