



BSI Standards Publication

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

National foreword

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

*Activités relatives aux services de l'eau potable et de
l'assainissement — Gestion de crise — Les bonnes pratiques pour les
aspects techniques*



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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

Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation on the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see the following URL: www.iso.org/iso/foreword.html.

This document was prepared by Technical Committee ISO/TC 224, *Service activities relating to drinking water supply systems and wastewater systems — Quality criteria of the service and performance indicators*.

Introduction

Water is the source of life, without which humans, as well as other species, cannot survive. In many countries, there is a lack of knowledge regarding crisis management of drinking water and wastewater services.

Impairment of the drinking water service would change the quality of life of the affected population in the immediate period while in the medium-term it could affect their ability to survive. Therefore, the continuous and orderly supply of clean water is of paramount importance for the population. The collection, treatment and safe disposal of sanitary wastewater are also important if illness and/or inundation are to be prevented and the environment protected. This document describes good practice in the establishment of technical crisis management systems drawn from experience contributed by relevant national authorities.

The approach of a water utility when preparing for any crisis should encompass all pertinent aspects of water supply and the collection, treatment and safe disposal of wastewater. The water utility needs to cooperate with all relevant authorities concerned with the crisis. Effective crisis management should ensure that the actions taken before, during and after the crisis consider the natural environment as well as the impact on the health and wellbeing of the population. Effective communication with the public is necessary to mitigate or prevent panic and to establish trust in the water utility by disclosing important information appropriately in the area affected by a crisis, in neighbouring areas or to any other stakeholders.

This document can be used as a toolkit by water utilities where they wish to review their current capability to prepare for, respond to and recover from a crisis in an effective and efficient manner. It is not intended as a complete guide to crisis management. Water utilities can consult ISO 24518 if they need further guidance.

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

1 Scope

This document provides guidance to water utilities on good practice in technical aspects of crisis management.

This document is applicable to all water utilities, of whatever size, whether public or private, that wish to review the effectiveness and efficiency of their service activities relating to preparation for, response to and recovery from a crisis.

2 Normative references

There are no normative references in this document.

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

- ISO Online browsing platform: available at <http://www.iso.org/obp>
- IEC Electropedia: available at <http://www.electropedia.org/>

3.1

alternative wastewater service

wastewater (3.40) service (3.37) provided to users (3.39) by means other than through the normal collection and treatment system

3.2

alternative water supply

water provided to users (3.39) by means other than through the normal treatment and distribution system

3.3

analysis

systematic examination in which the biological or technical system is decomposed into its component parts using suitable methods, after which the parts are then organized and evaluated

Note 1 to entry: Analysis also includes water quality sampling operations carried out after sample preparation to determine the amount of concentration of the analyte(s) of interest present in the sample.

3.4

asset

capital-forming goods used for the provision of the service (3.37)

Note 1 to entry: Assets can be tangible or intangible. Examples of tangible assets are land, buildings, pipes, tanks, treatment plants, equipment and hardware. Examples of intangible assets are software and databases.

Note 2 to entry: Contrary to consumables, assets can be depreciated (tangible assets) or amortized (intangible assets) in accounting systems.