Water Safety and Crisis Management: Business Continuity Essentials for Disaster Risk Management

**GAIN** practical experience on water safety planning measures

**LEARN** from other practitioners in the sector

**BE UP TO DATE** on the latest trends in the sector

**BENEFIT** from regional and global experiences from other utilities
Water Safety and Crisis Management: Business Continuity Essentials for Disaster Risk Management

Identify, measure and mitigate risk using state-of-the-art Water Safety Planning (WSP) Methodology.

Expand the classic ISO 31000 Risk Management approach by introducing technical control points and control measures to implement a full Water Safety Plan (WSP) at your water works.

Identify and improve vulnerabilities at your water works to increase resiliency when the next disastrous event hits.

Build on your WSP results and measures to set up a scalable, multi-level organisational response in accordance with DVGW W 1002: Crisis Management.
Design and implement operating procedures for floods, earthquakes, power outages, large pipe failings, or any other type of potentially disastrous event.

Scale your crisis management and response measures up or down to fit your specific organisation. Crisis Management plans can be scaled up to 1000+ employees or down to just one employee!

Test and train your newly implemented crisis and disaster preparedness measures with top experts from Europe.

Utilize a large number of scenario-based real-time exercises to train the skills and strengthen the situational awareness of your executives.

Implement the full business continuity cycle to ensure continued water supply at your water works even under critical/disastrous circumstances.
Program description and covered topics

Lack of response mechanisms to pollution outbreaks and increasingly frequent natural disasters such as floods and droughts hinder the ability of water supply utilities to sustainably provide their services, hence posing a risk to national public health.

Through this program, supported utilities learn how to identify operational hazards and how to plan, prepare and respond to these incidents for fast response and recovery in the event of a crisis or disaster. In addition, practitioners receive practical scenario-based training for decision-making under uncertainty.

The program is designed and supervised by our technical partner, the Infraprotect consortium with Energie AG Wasser, Vienna Water, and the Austrian Association for Gas and Water Supply ÖVGW. It will be delivered by national or regional Hubs in local language. The duration of the Program is one year and it will consist of workshops as well as hands-on exercises at the utilities themselves with support of the trainers. Participating utilities will pay a registration fee which will be communicated by the Hub.

Set-up of program

The program is designed on learning-by-doing principles. It includes a mix of physical training workshops providing tools and techniques to address the challenges faced and see them applied in practice, followed by on the job training, in which participating utilities apply the tools and techniques to their particular situation and develop concrete products (diagnostics, action plans etc.). The principles of blended learning will be applied, i.e. face to face training is accompanied by e-learning material provided within the D-LeaP Academy.

For more information on the Program concept and design please visit www.d-leap.org!

Learning goals

To manage risks under normal operations and during disaster events
To prepare and apply Water Safety Planning and Crisis Management tools in operations of your water supply system
To implement Business Continuity Management (BCM) in operations of your water supply system
To scale crisis management solutions up or down to fit the needs of organisations of any size of a water supply system
To conceptualize a way of cooperation with relevant national and local institutions for mutual aid and assistance

Hubs:

Association for Water Technology and Sanitary Engineering of Serbia
Association of Utility Service Providers of Macedonia
Water and Wastewater Works Association of Kosovo/
Water Supply and Sewerage Association of Albania

Technical Partners:

Contact:

Philip Weller
IAWD Head of Technical Secretariat
+ 43 1 217 07 48
weller@iawd.at

Elvira Broeks
Danube Water Program Analyst
+ 43 1 217 07 92
ebroeksmotta@worldbank.org

The Danube Learning Partnership is supported by

Smart policies, strong utilities, sustainable services