

Preparation and measures to be taken by water and wastewater utilities in the light of epidemics and pandemics

Introduction

Although the global spreading of the Corona virus has been declared a pandemic by WHO, water and wastewater utilities in the Danube region and beyond continuously need to deliver their essential services under increasingly difficult circumstances.

IAWD and national water utility associations partnering in the Danube Learning Partnership have over the past three years developed and delivered a curriculum to support water and wastewater utilities in Water Safety and Crisis Management. This curriculum has been prepared by our Technical Partner Protectum Solutions in cooperation with ÖVGW, and two leading utilities in the region, i.e. Energie AG and Vienna Waterworks. The program has to date been offered in North Macedonia, Serbia and Kosovo. For information about the Program please check the [D-LeaP website](#) or consult the attached folder.

To support utilities in all countries of the Danube region under the current situation, IAWD has asked Protectum Solutions to prepare a short information related to Crisis Management and Water Safety Planning in the light of the Corona pandemic.

The following document provides general useful tips and a planning framework to help utilities in managing this crisis.

Epidemics and Pandemics – Preparation and Measures

The actions of a provider of critical services like water supply should be prepared and ready in a Pandemics Preparedness Plan specific to the organization.

Contents of a Pandemics Preparedness Plan:

- Relevant organizations and public institutions
- Minimal requirements of personnel to maintain the most critical works and services for the duration of the pandemic
- Identified key personnel and functions in your organization
 - e. g. key technicians, electricians (high voltage), key managersBack-up plans in case these key functions are affected

- Identified persons with elevated risk
 - Depending on the nature of the disease, e. g. persons over 60, pregnant women, persons below 18 years old
- Identified functions with elevated risk
 - e. g. interaction with a large number of costumers each day
- Specified suitable protective measures
- Organizational measures
 - Information for employees, Information for costumers, organize and implement / distribute protective measures, define responsibilities, crisis management

Define phases for preparation and action, for example:

- Phase 1: pandemic breakout somewhere in the world
- Phase 2a: first pandemic case in your country
- Phase 2b: first pandemic case in your city / region
- Phase 3: mass infections and / or first pandemic case in your own organization

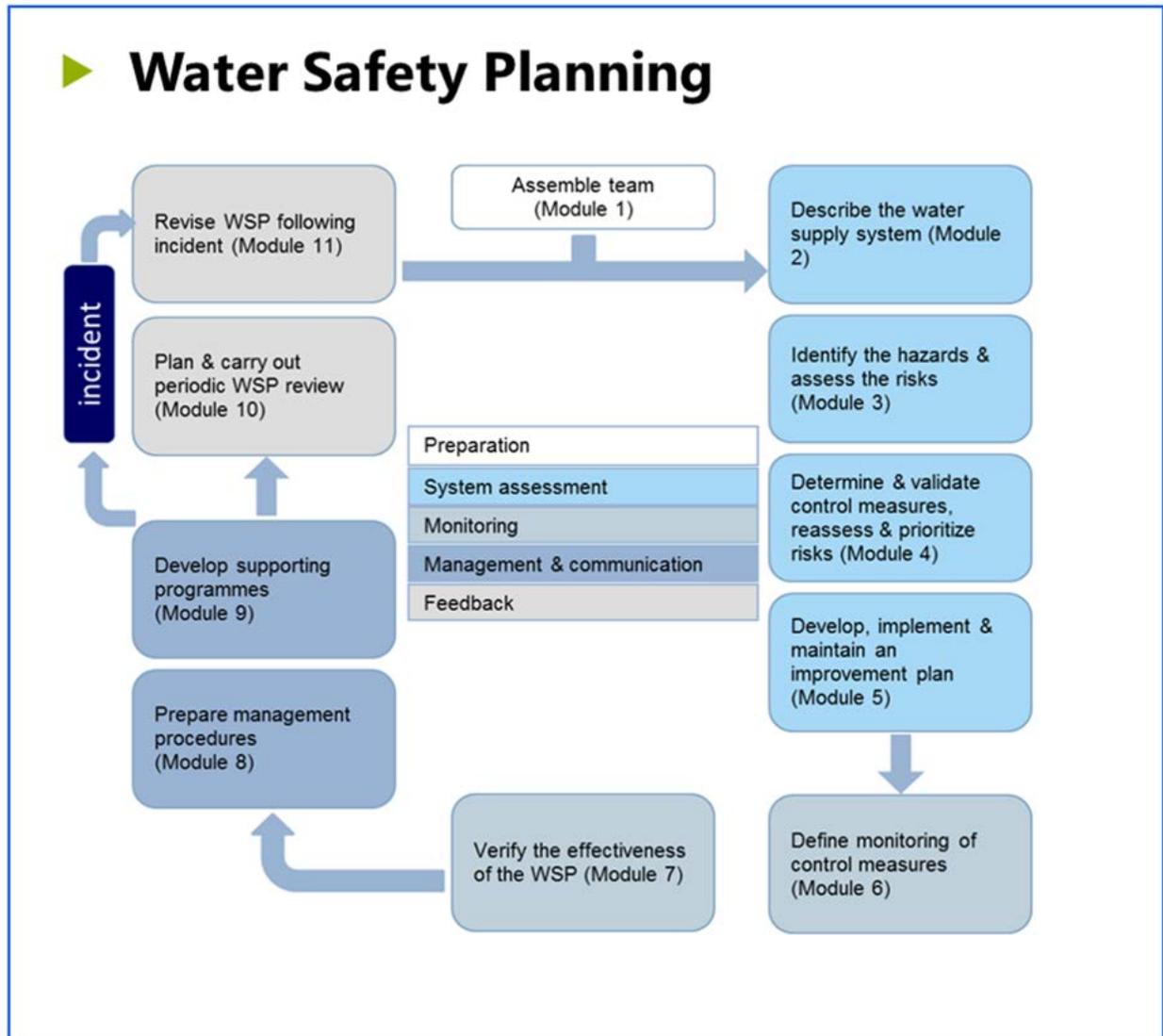
Measures should be phased according to the above. If a Pandemics Preparedness Plan is not ready at the time of the outbreak, the above may be helpful in structuring the response.

More relevant and useful management tools for pandemic preparedness:

- 1. Risk Management / Water Safety Planning**
- 2. Crisis Management**

Ad 1) A Water Safety Plan supports epidemics and pandemics preparation:

- Creates attention for hazards long before they materialize
- Ensures documented ongoing monitoring of the risk
- Demands that solutions or measures to reduce the risk be documented
- Provides a continuous management procedure to reduce all risks, including epidemics and pandemics



Ad 2) Crisis Management supports and strengthens the organisation directly in case of epidemics and pandemics:

- Provides an organizational structure to deal with any major, high impact event, including epidemics and pandemics
- Takes the crisis situation as it stands and deals with it in a comprehensive, coherent and efficient manner
- Practical tools for managing the present crisis situation and for planning for the future
- Actively interfaces with relevant organizations and emphasizes communication with all stakeholders, including consumers and employees

► Crisis Management

