



Event
management
policy.

Version 1.1

Publish date: 13 January 2017

Effective from: 1 April 2017

Public

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1. Background

As a water and wastewater wholesaler we are required to have Event Management Arrangements established to facilitate early recognition of risk and ensure the protection of health, welfare and the environment through a proportionate and timely response.

2. Scope

This Event Management Policy defines the approach and key principles which inform the way we manage events for all of our wholesale customers; both household and non-household.

3. Definition of terms

For the purpose of this document:

Event - Any situation which threatens to compromise the provision of water and / or wastewater services and which requires a management focus beyond that of the day job.

CCA – Civil Contingencies Act - an act of parliament that establishes a coherent framework for emergency planning and response ranging from local to national level.

Defra – Department for Environment, Food and Rural Affairs - the UK government department responsible for safeguarding our natural environment, supporting our world-leading food and farming industry, and sustaining a thriving rural economy.

SEMD – Security and Emergency Measures Direction - a statutory document produced under the provisions of Section 208 of the Water Industry Act 1991. It places upon water companies the requirement to keep under review and revise such plans as it considers necessary to ensure the provisions of essential water supply and wastewater services at all times.

Business continuity plan (BCP) - an essential part of any organisation's response planning. It sets out how the business will operate following an incident and how it expects to return to 'business as usual' in the quickest possible time afterwards.

4. Principles

- We will ensure that we have arrangements in place to facilitate early recognition of risk and ensure the protection of health, welfare and the environment through a proportionate and timely response that meet our obligations under the SEMD, the CCA and the Water Industry Act.
- We will comply with the event management related requirements of the Wholesale Contract/Wholesale – Retail Code that sets out the codes and arrangements for the opening of the non-household retail market in April 2017.

5. Policy

- We will maintain a comprehensive set of Event Management Arrangements which comply with our obligations under the SEMD, the CCA and the Water Industry Act. These arrangements will comprise of a core process and a number of detailed hazard briefs which cover more specific event scenarios.

- We will ensure that our Event Management Arrangements and detailed hazard briefs have been approved by Defra and facilitate annual audits on our compliance with these arrangements.
- We will train all relevant staff in these arrangements, and this training will be refreshed every 3 years to make sure staff are up to date with any enhancements to the process.
- Our Event Management Arrangements will recognise and support our ability to comply with all relevant legislation in our day to day operations.
- All events will be managed in accordance with our Event Management Arrangements
- We will treat non-household customers as we would any member of the public and shall not exclude them from such communications when we
 - take action to notify customers at large of changes in the services supplied, for example issuing boil notices,
 - provide other information in relation to an unplanned change such as issuing general explanations,
- The arrangements for water supply, sewage disposal and provision of water and/or sewerage services during any unplanned event or incident will meet all required standards.
- We will meet the obligations we have to report unplanned events or incidents to any relevant authority. These include but are not limited to: Defra, the Drinking Water Inspectorate, Environment Agency or equivalent.
- We will liaise with the relevant authority and any other public authority in relation to the management of an unplanned event or incident and take any remedial or other steps needed to resolve the event or incident.
- Where our arrangements affect the retailer we will consult the retailer in relation to the development or update of any arrangements.
- Non-household customers who depend on water supplies for their operations are expected to manage and maintain their own business continuity plans.
- Our event management arrangement will be classed as company confidential and therefore, we will only share our Event Management Arrangements with individual parties who are authorised to have access to this information.

6.Changes to policy

This policy will be reviewed on an annual basis and updated periodically as required.

7.References

Thames Water Event Management Arrangements
 Alternative Water Supply Policy
 Security and Emergency Measures Direction
 Civil Contingencies Act
 The Water Industry Act 1991

8.Appendices

None applicable