



Incident Management Handbook

Yorkshire Water Services Limited





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1. Introduction

This handbook has been prepared by the Security and Emergency Planning Team for the general use of Yorkshire Water and Kelda Group. It describes the company's Incident Management practices, outlines the command structure, and summarises the procedures to be followed in the event of an unplanned interruption to service.

2. Incident Management

Incident management is a term given to the command and control arrangements the company adopts to react to and recover from significant incidents. Our significant incidents often fall into one of these 6 categories:

Incident Icons

-  – Cold weather warning
-  – Flood warning
-  – Water quality warning
-  – Dry spell warning
-  – Customer warning
-  – Water restriction warning

3. The aims

Are to ensure the company has procedures in place to:

- Recognise the escalation of a risk to the point where it is likely to materialise and take appropriate steps to mitigate its impact.
- Effectively manage all operational incidents and facilitate a controlled return to normal operations as soon as possible.
- Ensure compliance with legal and statutory requirements despite difficult circumstances.
- Ensure a process of continual improvement.

4. The objectives

Are to ensure that during management of an incident, consideration is given to the following priorities at all times:

- Protect human life and relieve suffering (internal and external).
- Maintain a safe and acceptable level of service to our customers.
- Safeguard the environment for all.
- Protect property in appropriate cases.
- Provide our customers, stakeholders and partners with timely information and guidance as necessary.
- Protect the reputation of the company.

5. Categories of Escalation

5.1. Risk

A risk can be defined as a future problem that might be avoided or mitigated, rather than a current problem that must be immediately addressed.

A Company Risk Management Team (CRMT) may be formed to address an escalating risk.

5.2. Incident

An incident is a routine matter that does not disrupt service levels greatly but may require the re-organisation of priorities at a local level to ensure continued regulatory compliance.

The Regional Operations Control Centre and the Risk Mitigation Manager will address these issues with the support of field based colleagues and technical specialists.





5.3. Significant incident

A significant incident disrupts acceptable service levels and requires the reorganisation of priorities and a greater operational response.

In such cases a Company Incident Management Team (CIMT) will be formed to manage the incident.

5.4. Crisis

A crisis is a rare event causing severe and sustained disruption to acceptable service levels and potentially, a significant risk to public health. A crisis will require the re-organisation of company priorities and possible interaction with external Category 1 and 2 Responders as defined by the Civil Contingencies Act 2004.

A Crisis Management Team (CMT) may be formed to provide strategic decision making and lead the overall response to a crisis.

6. Incident Management Procedures

6.1. Regional Operational Control Centre (ROCC)

The operation and integrity of the potable water and sewage system is continuously monitored by the control room in Bradford through telemetry systems. The control room personnel have the ability to remotely operate some systems and schedule field staff to respond to others. The control room would be in constant contact with field teams in the event of an incident or significant incident.

6.2. Incident, Significant Incident or Crisis Notification

Notification of an incident will most likely be initiated by:

- The ROCC or field/onsite operators, on detecting a deviation from normal operations.
- Customer(s) calling the Yorkshire Water Contact Centre to report a problem.
- Members of the public calling the emergency services or external agency, who then require our assistance.

6.3. Company Incident Management Policy

This policy is owned by the Chief Executive and defines the company's approach to incident management. This includes the aims and objectives shown above.

6.4 Company Incident Management Plan

This plan details the incident command structure and how the company will put into practice the principles of the policy.

6.5 Emergency Procedures

Emergency Procedures detail the actions for colleagues to take during an incident. This is to ensure the safety of people and to reduce the impact of service failure on our customers.

On notification of an incident, the Risk Mitigation Manager will consider any appropriate emergency plan that will assist or detail the response to be taken. These plans are held in a databases and paper form accessible to those working in the ROCC and responding to an incident.

6.6 Security Procedures

Security procedures are followed routinely by site staff and the Security Monitoring Station in the ROCC. However there are incidents that can arise due to a security breach and specific security procedures are in place which detail the response to such events.

6.7 Business Continuity

Business Continuity plans detail the company's response to a threat to service. Continuity plans detail the company's critical functions and the actions taken to ensure their continued delivery during an incident. Business Continuity deals with the impacts felt by Yorkshire Water where as Emergency Procedures deal with the impact felt by the customer.

6.8 Immediate Action by Risk Mitigation Manager (RMM)

- In the event of an incident, calls will be received in the ROCC that require a company response. The Risk Mitigation Manager will escalate this response appropriately.
- At this point, control of the incident will shift from the local operational level to the RMM who will assume the role of Incident Manager. In most instances this escalation is automatic and no formal handover is required.
- The RMM will lead this overall control/response to an incident until the issue is resolved or the decision is made to escalate to a CIMT.
- If necessary, the RMM will call the most appropriate Tier 2 Manager (out of hours the Tier 2 Standby), give a brief on the situation and discuss the formation of a CIMT.
- The RMM will call round and pull together the initial membership of a CIMT.
- The RMM will brief the meeting on the current situation and any actions that have been taken.
- The RMM will then handover the Incident Manager role to the tier 2 manager to lead the CIMT.
- The RMM will then resume normal duties in the ROCC.



6.9 Immediate Action by Tier 2 Manager

- In most instances the call will come from the RMM to brief a tier 2 on the incident.
- The RMM will discuss the formation and membership of a CIMT.
- On the declaration of a CIMT the tier 2 will assume the role of Incident Manager which will be handed over from the RMM.
- The Incident Manager will chair the CIMT in the ROCC, Incident Room, Bradford.
- Specific actions for the Incident Manager are detailed in the Incident Management Plan.

6.10 Immediate Action by Director

- In most cases the call will come from the Incident Manager leading CIMT or direct from the RMM.
- The Incident manager will brief the appropriate director, out of hours the on call director will be contacted.
- The Incident manager will discuss the formation of a CMT.
- On the declaration of a CMT the Chief Executive or his nominated Deputy will chair the CMT in the Board Room, Western House, Bradford.
- Specific actions for the CMT are detailed in the Incident Management Plan.

7. Communications

All incidents and emergency communications should be directed by the communications team through the Company Incident Management Team.

8. Contacts

Risk Mitigation Manager: 0844 9022991
Customer Contact Centre: 0845 1242424
Incident Technical Secretary: 07790 616554

The Network



- 4 Main Waste Water Treatment Works
- Major Pumping Stations
- Raw Water Transmission Mains
- Reservoir Group
- Treated Water Transmission Mains
- River Intakes
- Towns & Cities
- ✕ Rivers

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