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Security of drinking water supply - Guidelines for risk
and crisis management - Part 1: Crisis management

EESTI STANDARDI EESSÕNA

NATIONAL FOREWORD

See Eesti standard EVS-EN 15975-1:2011+A1:2015 sisaldab Euroopa standardi EN 15975-1:2011+A1:2015 ingliskeelset teksti.	This Estonian standard EVS-EN 15975-1:2011+A1:2015 consists of the English text of the European standard EN 15975-1:2011+A1:2015.
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EUROPEAN STANDARD

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Security of drinking water supply - Guidelines for risk and crisis management - Part 1: Crisis management

Sécurité de l'alimentation en eau potable - Lignes directrices pour la gestion des risques et des crises - Partie 1: Gestion de crise

Sicherheit der Trinkwasserversorgung - Leitlinien für das Risiko- und Krisenmanagement - Teil 1: Krisenmanagement

This European Standard was approved by CEN on 12 February 2011 and includes Amendment 1 approved by CEN on 17 October 2015.

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European foreword

This document (EN 15975-1:2011+A1:2015) has been prepared by Technical Committee CEN/TC 164 "Water supply", the secretariat of which is held by AFNOR.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by June 2016, and conflicting national standards shall be withdrawn at the latest by June 2016.

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This document includes Amendment 1 approved by CEN on 2015-10-17.

This document supersedes EN 15975-1:2011.

The start and finish of text introduced or altered by amendment is indicated in the text by tags **A1** and **A1**.

The second part of the guidelines for risk and crisis management will describe risk management procedures to ensure a stable and secure drinking water supply.

The elaboration of this European Standard has been financially supported by the EC and the CIPS Program (Grant Agreement JLS/2008/CIPS/AG/CEN-002).

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Introduction

This guideline has been developed by Working Group 15 "Security of drinking water" of CEN/TC 164 "Water supply". This guideline describes the fundamentals of crisis management, including relevant recommendations for drinking water suppliers, and offers examples drawn from disaster and crisis management organisations within the relevant contributing national authorities.

Drinking water suppliers should have at their disposal appropriate equipment, sufficiently qualified personnel and reliable quality assurance measures. They should be organised in such a way as to ensure their services are provided in a safe, reliable, environmentally friendly and economical manner under normal supply conditions. The existence of an effective and efficient risk management system will support any organisation's crisis management process. Guidelines on risk management regarding the security of drinking water supply exist in a separate document (EN 15975-2) in development.

Extremely rarely however, certain situations occur that drinking water suppliers may not be able to control without significant third-party assistance and the involvement of the relevant authorities. These situations are difficult to forecast and, therefore, impossible to make detailed provisions for. They are characterised by an absence of, or the presence of ambiguous, information and high risk with severe potential consequences. The situation's degree of complexity due to the involvement and interaction of different players and its high degree of intrinsic dynamics make it difficult to control. Key personnel involved may suffer from a high degree of pressure regarding decision-making, time and justification requirements while having at their disposal only a limited number of resources. Internal and external communications may work unsatisfactorily or not at all.

Decisions need to take appropriate account of the specific circumstances of the crisis and the key objectives for restoration of normal water supply services. These guidelines have been developed by CEN to support that aim.

The objectives of these guidelines are to enable the drinking water supplier to take action in the event of a crisis in order to ensure the continued supply of water to the greatest possible extent and to restore normal operating conditions as quickly as possible. The management tools required to achieve these objectives are explained in this standard. Basic steps of the workflow described in this standard (see Figure 3) may also be used during normal operations that have the potential to become a crisis.

Across Europe there are many different ways to organise drinking water supply. The responsibility for crisis management may differ depending on legislation and organisational structures. In this document the term "drinking water supplier" is used to reflect all the different organisational structures. Member States may choose to specify these structures in more detail. National legislation may impose definitions that differ from the ones defined in this standard. In this case the necessary adaptations should be made in the application of this standard.

1 Scope

This European Standard describes good practice principles of drinking water supply management in the event of a crisis, including preparatory and follow-up measures.

2 Terms and definitions

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

2.1

crisis

event or situation with the potential to seriously affect a drinking water supplier that may require other organisational structures and possibly more than the usual means of operation to respond to an emergency

2.2

crisis management

special kind of organisational capability designed to guide a drinking water supplier through a crisis, outside the organisation of normal operations

NOTE Such capability also includes the organisation of preparatory and follow-up structural and process activities.

2.3

disaster

situation where widespread human, material, economic or environmental losses have occurred that exceeded the ability of the affected organisation, community or society to cope using its own resources

2.4

emergency

sudden, urgent, usually unexpected incident or circumstance that is highly likely to or will cause grave damage to persons or assets or considerably impair the supply of drinking water and that requires immediate action frequently involving the relevant authorities (e.g. police, public health officials, and local authorities)

2.5

incident

deviation from normal operating conditions

NOTE An incident is characterised by its cause, the extent and the consequences of the deviation.

A1 2.6

hazard

biological, chemical, physical or radiological agent in, or condition of, water with the potential danger to cause harm to public health

Note 1 to entry: Conditions include quantity. **A1**

2.7

normal operation

general term describing all water supply-related operating conditions and processes including failures that can be controlled by the normal means of operation and/or organisation structures selected by the water supplier