
Overview

This Standard is about mitigating risk in response to emergency events. This includes identifying potential emergency events, responding to them as required by your job in line with emergency event procedures and communicating with appropriate people at appropriate times. Emergency events could be in relation, but are not restricted to, flooding or pollution.

This Standard is for anyone in the water industry who may encounter emergency events.

Performance criteria

You must be able to:

1. use information from reliable sources to identify emergency events that have the potential to cause risk to the network, people or property
2. communicate relevant information about emergency events at appropriate times in line with event escalation procedures
3. communicate to appropriate people about identified emergency events in the order required by event escalation procedures
4. communicate information about emergency events in a clear and concise way
5. carry out actions required of you in response to emergency events in accordance with emergency event procedures relevant to identified situation
6. provide any updated information about emergency events to relevant people without delay
7. record accurate information about emergency events in organisational systems in accordance with organisational requirements

Knowledge and understanding

You need to know and understand:

1. where to obtain your organisation's emergency event procedures
2. the types of emergency events covered by your organisation's emergency event procedures
3. how to interpret emergency event procedures for situations relevant to your job
4. your responsibilities under emergency event procedures
5. risks to supply, people, property and the organisation that can be caused by emergency events
6. the implications of failure to respond to emergency events within specified timescales
7. how you would expect to receive information about emergency events
8. the event escalation process and who you need to communicate information to and when
9. communication techniques
10. those who require updates on emergency events
11. recording requirements

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Mitigate risk in response to emergency events in the water industry



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