# Purpose -

The purpose of this standard is to provide a Wannon Water framework and guidance for the management of emergency events associated with our activities and ensure compliance with our relevant obligations.

We are exposed to a variety of hazards and risks associated with our activities, products, and services. Failure to identify and effectively manage potential emergency events can cause harm to our people, the community, the environment and may adversely impact our Strategic Direction and our **Zero Harm** aspirations.

# Scope

This framework applies to:

* All employees, contractors or other persons (e.g., volunteers) engaged in our activies who are under our direct supervision[[1]](#footnote-2)
* The lifecycle of Emergency Management through all stages including mitigation, planning, preparedness, response and recovery
* Emergency management arrangements where we are working with other agencies at a municipal, regional, state or national level.

**Out of scope**:

* When a principal contractor has been granted formal possession of a site whilst carrying out contracted work, it is the responsibility of the principal contractor to comply with the relevant emergency management requirements and consult with our Engaging Officer to determine if there are any relevant Wannon Water policy/procedures they must comply with (e.g., non-smoking policy, clothing requirements on operational sites etc.).We still have a duty to communicate and collaborate to manage any emergency risks relevant to each party.

# Standard requirements

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| **General** | | | |
| **Requirements** | **Responsibility**[[2]](#footnote-3) | **Accountability**[[3]](#footnote-4) |
| An **Emergency Management Framework** and **Emergency Management Plan** **(EMP)** must be developed and meet the requirements of the **Statement of Obligations (SoO)** and other applicable legislative obligations.  It must align with the **Australasian Inter-service Incident Management System (AIIMS)** principles and municipal, regional and state level arrangements. | **Executive People & Resilience** | GM People & Business Services |
| Water corporation agency roles and responsibilities must be performed where required - as defined in the **State Emergency Management Plan** (**SEMP)/SEMP Sub-plans**, other agency plans and **SoO.**  Handover of control of emergency events must meet the requirements of the **EMP** and the **SEMP**. | **Executive People & Resilience**  All BM | GM People & Business Services |
| The **State Emergency Management Priorities** must underpin and guide all decisions during a response to any incident emergency. | **Executive People & Resilience**  Incident Controllers | GM People & Business Services |
| Mitigation, preparedness, response, and recovery activities must be completed in accordance with the **EMP** and its supporting plans. Access to incident and emergency information systems must be maintained for employees as defined within the **EMP** and its supporting plans. | **Executive People & Resilience**  All BM | GM People & Business Services |
| Personnel impacted by emergency risks must be informed and consulted on the most suitable methods to control them (e.g., inclusion in risk workshops, information in procedures, contractor inductions). | **Executive People & Resilience**  Hazard and Risk Owners  Engaging Officers | GM People & Business Services |
| Emergency training and exercising must be provided in accordance with legislative requirements and other obligations described within the **EMP** and supporting documentation/plans. | **Executive People & Resilience**  All BM | GM People & Business Services |
| Emergency arrangements relevant to employee roles must be provided as part of induction/onboarding. | **Executive People & Resilience**  All BM | GM People & Business Services |
| A **Hazard Report** must be raised where there is a concern that we are not effectively controlling emergency risks. | **Executive People & Resilience**  All BM | GM People & Business Services |
| Records associated with the management of incidents and emergency events must be maintained in accordance with legislative requirements, our Record keeping policies and procedures, and the **EMP**. | **Information Services Manager**  All BM | Chief Information Officer |
| **Mitigation** | | | |
| **Requirements** | **Responsibility[[4]](#footnote-5)** | **Accountability[[5]](#footnote-6)** |
| Emergency risks associated with activities performed and services provided must be identified, assessed, prioritised and managed – considering mitigation activities.  Risks resulting from an incident or emergency must be assessed when developing objectives and plans developed to respond to them. | **Executive People & Resilience**  All BM | GM People & Business Services |
| **Planning & Preparedness** | | | |
| **Requirements** | **Responsibility** | **Accountability** |
| Supporting documentation/plans and emergency arrangements for high-risk activities must be developed and communicated where required by legislation and our **IMS Standards**. | **Executive People & Resilience**  BM Operations  BM Corporate Services  Information Security Manager | GM People & Business Services |
| Resources required to support the emergency management structures described in the **EMP** must be maintained. | **Executive People & Resilience**  All BM | GM People & Business Services |
| Emergency evacuation information must be developed, maintained, accessible and communicated where required by legislation and our **IMS Standards.** Evacuation processes need to consider **Personal Emergency Evacuation Plans** for personnel with accessibility restrictions where relevant. | **Executive People & Resilience**  BM Corporate Services  BM Operations  BM Maintenance | GM People & Business Services |
| Safety equipment for response to and management of incidents and emergencies must be supplied, clearly identifiable and maintained where required by legislation and our **IMS Standards**. | **Executive People & Resilience**  BM Corporate Services | GM People & Business Services |
| **Response** | | | |
| **Requirements** | **Responsibility** | **Accountability** |
| Requests from an Incident Controller for resources to respond to, manage and recover from incidents and emergency events must be provided as a priority - taking into consideration the potential impact on BAU activities and employee wellbeing. | **Executive People & Resilience**  All BM | GM People & Business Services |
| Incidents and emergency events must be reported and classified, escalated and deescalated as per our **Incident Reporting and Response Procedure**, the **EMP** and the **SEMP**. | **Executive People & Resilience**  All BM | GM People & Business Services |
| Notifications must be completed in accordance with legislative requirements and other obligations described within the **EMP** and supporting documentation/plans. | **Executive People & Resilience**  All BM | GM People & Business Services |
| Where Wannon Water is not the Control Agency for an emergency event, requirements issued by the controlling agency must be complied with and will take precedence over normal management structures. | **Executive People & Resilience**  All BM | GM People & Business Services |
| Requests for external mutual aid in response to incidents and emergencies must be made in accordance with the **EMP** and **Australian Water Services Sector Group – Mutual Aid Guidelines**. | **Executive People & Resilience**  Incident Controllers | GM People & Business Services |
| **Recovery** | | | |
| **Requirements** | **Responsibility** | **Accountability** |
| Lessons learnt from incidents and emergencies must be captured and shared in accordance with the requirements of the EMP. | **Executive People & Resilience**  Incident Controllers | GM People & Business Services |

# Training and assessment

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| **Standards** | **Responsibility2** | **Accountability3** |
| All managers with Responsibilities & Accountabilities within this document must be made aware of this standard. | **Executive People & Resilience** | GM People & Business Services |

# Monitoring

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| **Standards** | **Responsibility2** | **Accountability3** |
| Information required by legislation to demonstrate compliance with emergency management obligations must be retained and made available to regulators upon request. | **Information Services Manager**  BM Asset Creation BM Asset Systems  BM Operations  BM Maintenance  BM Corporate Services | Chief Information Officer |
| All records required by this standard must be maintained in our records management systems –(e.g., Content Manager, Conquest, Riskware, Maximo, Elevate etc.) | **Information Services Manager** | Chief Information Officer |
| Compliance with and effectiveness of this standard is verified at least every four years by including periodic audits in the **Audit Program**. | **Executive People & Resilience** | GM People & Business Services |

# Definitions

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| Term | **Means** |
| AIIMS | Australasian Inter-service Incident Management System |
| BAU | Business as Usual |
| BM | Branch Manager |
| DEECA | Department of Energy, Environment and Climate Action |
| Emergency Management Framework (Wannon Water) | Wannon Water’s Emergency Management Framework is made up of:   * Wannon Water Emergency Management Plan * Incident Reporting and Response Procedure * Hazard Reporting Procedure * Business Continuity Plans * Contingency Plans * Site based Facility plans * Support and guidance materials |
| EMP | Emergency Management Plan |
| EMV | Emergency Management Victoria |
| GM | General Manager |
| Hazard | Something that has the potential to cause harm (injury or damage). |
| SEMP | State Emergency Management Plan |
| SoO | Statement of Obligations |
| Task Risk Assessment (JSA) | Job Safety Analysis Procedure and eForm |

# Governance

Wannon Water takes into consideration the various regulatory requirements issued from entities within our authorising environment such as the Department of Energy, Environment and Climate Action, Department of Health, Department of Treasury and Finance, Emergency Management Victoria and the Environment Protection Authority.

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| **Parent policy/standard** | [Zero Harm Policy](https://wannonwater.sharepoint.com/:w:/r/sites/cdms/Published%20Documents/Zero%20Harm%20Policy.DOCX?d=w28a88858bc424da988df5d4ce744b530&csf=1&web=1&e=LI0fqJ) |
| **Associated procedures / standards** | * Australasian Inter-service Incident Management System (AIIMS) 2017 * Blue Green Algae Circular * SEMP plus SEMP Sub plans * Wannon Water EMP and Contingency Plans * Business Continuity Plans * Planning for emergencies in facilities (AS3745) * Quality Management (ISO 9001) * Risk Management – Principles and guidelines (ISO 31000) * Wannon Water Risk Management Framework * Incident Reporting and Response Procedure * Hazard Reporting Procedure * Environmental (ISO 14001) * Occupational Health and Safety (ISO 45001) * DEECA Incident Notification Protocol and Response Plans It is compulsory (the law) for Wannon Water to meet these requirements |
| **Legislation mandating compliance** | * Water Act 1989 * Dangerous Goods (Storage and Handling) Regulations 2015 * Emergency Management Act 1986 and Emergency Management Act 2013 * Environment Protection Act 1970 and 2017 * Occupational Health and Safety Act 2004 * Occupational Health and Safety Regulations 2017 * Safe Drinking Water Act 2003 * Safe Drinking Water Regulations 2015 * Department of Treasury and Finance Ministerial Directions * Statement of Obligations (SoO) 2015 (DEECA) * ANCOLD Guidelines * Australian Drinking Water Guidelines * HACCP based Drinking Water (Codex Alimentarius Alinorm 97/13A) |
| **Approval** | Executive Committee |
| **Owner** | GM People & Business Services |
| **Content enquiries** | Emergency Management & Resilience Officer |

# Document version history

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| --- | --- |
| Version | Changes made to document |
| 1 | New document created as part of the new IMS Standard Framework |

1. Based on the activity, certain requirements in the Standard may apply. It is the Engaging Officer/supervising person’s responsibility to identify those applicable. Refer to Content Enquires for any assistance with interpretation. [↑](#footnote-ref-2)
2. The nominated person who is responsible for ensuring there is the system in place to meet a requirement or delivering a task to an acceptable level of performance. [↑](#footnote-ref-3)
3. The Executive are collectively accountable for the standard. The individual GM is the nominated person who will approve any capital/operating expense requests (within the Instrument of Delegation) and any material changes to current work practices to meet requirements of the standard. [↑](#footnote-ref-4)
4. The nominated person who is responsible for ensuring there is the system in place to meet a requirement or delivering a task to an acceptable level of performance. [↑](#footnote-ref-5)
5. The Executive are collectively accountable for the standard. The individual GM is the nominated person who will approve any capital/operating expense requests (within the Instrument of Delegation) and any material changes to current work practices to meet requirements of the standard. [↑](#footnote-ref-6)