



NSAI
Standards

Irish Standard
I.S. EN 15975-1:2011+A1:2015

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

I.S. EN 15975-1:2011+A1:2015

Incorporating amendments/corrigenda/National Annexes issued since publication:

The National Standards Authority of Ireland (NSAI) produces the following categories of formal documents:

I.S. xxx: Irish Standard — national specification based on the consensus of an expert panel and subject to public consultation.

S.R. xxx: Standard Recommendation — recommendation based on the consensus of an expert panel and subject to public consultation.

SWiFT xxx: A rapidly developed recommendatory document based on the consensus of the participants of an NSAI workshop.

This document replaces/revises/consolidates the NSAI adoption of the document(s) indicated on the CEN/CENELEC cover/Foreword and the following National document(s):

NOTE: The date of any NSAI previous adoption may not match the date of its original CEN/CENELEC document.

This document is based on:

EN 15975-1:2011+A1:2015

Published:

2015-12-09

This document was published under the authority of the NSAI and comes into effect on:

2015-12-27

ICS number:

13.060.20

NOTE: If blank see CEN/CENELEC cover page

NSAI
1 Swift Square,
Northwood, Santry
Dublin 9

T +353 1 807 3800
F +353 1 807 3838
E standards@nsai.ie
W NSAI.ie

Sales:
T +353 1 857 6730
F +353 1 857 6729
W standards.ie

Údarás um Chaighdeáin Náisiúnta na hÉireann

National Foreword

I.S. EN 15975-1:2011+A1:2015 is the adopted Irish version of the European Document EN 15975-1:2011+A1:2015, Security of drinking water supply - Guidelines for risk and crisis management - Part 1: Crisis management

This document does not purport to include all the necessary provisions of a contract. Users are responsible for its correct application.

Compliance with this document does not of itself confer immunity from legal obligations.

In line with international standards practice the decimal point is shown as a comma (,) throughout this document.

This page is intentionally left blank

EUROPEAN STANDARD

EN 15975-1:2011+A1

NORME EUROPÉENNE

EUROPÄISCHE NORM

December 2015

ICS 13.060.20

Supersedes EN 15975-1:2011

English Version

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.

CEN members are bound to comply with the CEN/CENELEC Internal Regulations which stipulate the conditions for giving this European Standard the status of a national standard without any alteration. Up-to-date lists and bibliographical references concerning such national standards may be obtained on application to the CEN-CENELEC Management Centre or to any CEN member.

This European Standard exists in three official versions (English, French, German). A version in any other language made by translation under the responsibility of a CEN member into its own language and notified to the CEN-CENELEC Management Centre has the same status as the official versions.

CEN members are the national standards bodies of Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, Former Yugoslav Republic of Macedonia, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey and United Kingdom.



EUROPEAN COMMITTEE FOR STANDARDIZATION
COMITÉ EUROPÉEN DE NORMALISATION
EUROPÄISCHES KOMITEE FÜR NORMUNG

CEN-CENELEC Management Centre: Avenue Marnix 17, B-1000 Brussels

Contents	Page
European foreword	3
Introduction	4
1 Scope	5
2 Terms and definitions	5
3 Fundamentals of crisis management	6
4 Preparedness for crisis	14
5 Coordinated response to crisis	16
6 Recovery from crisis	17
7 Lessons learned	17
Annex A (informative) Examples of crisis management control room configuration and equipment	18
A.1 Room infrastructure	18
A.2 Technical infrastructure	18
A.3 Miscellaneous	19
Annex B (informative) Recommendations on qualification of personnel	20

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.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. CEN [and/or CENELEC] shall not be held responsible for identifying any or all such patent rights.

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** **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).

According to the CEN/CENELEC Internal Regulations, the national standards organizations of the following countries are bound to implement this European Standard: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, Former Yugoslav Republic of Macedonia, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey and the United Kingdom.

EN 15975-1:2011+A1:2015 (E)**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

This is a free preview. Purchase the entire publication at the link below:

[Product Page](#)

-
- [Looking for additional Standards? Visit Intertek Inform Infostore](#)
 - [Learn about LexConnect, All Jurisdictions, Standards referenced in Australian legislation](#)
-