

While business as usual has changed, the service water utilities provides remains the same.

Our team has developed this checklist of things you should consider as you prepare.

## Checklist

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- ◆ Identify your critical functions. What MUST keep working to provide safe water and sewerage services?
  - What are the minimum daily, weekly and monthly operational activities?
  - What critical maintenance must be undertaken?
  - What maintenance can be deferred?
- ◆ Develop a pandemic operational structure. What is your current structure (planning phase) and what staffing changes (in case of illness or isolation) would trigger a reduced operating ability?
  - What are the triggers for moving from one structure to the next and back? How will they be communicated?
  - What alternative resources are available?
  - What are the familiarisation and training requirements for relief staff?
- ◆ Develop a review plan for key operating documentation:
  - Are your SOPs up to date and suitable for the proposed relief staff?
  - Do you have daily checklists suitable for relief staff?
  - Do you have a water quality monitoring plan with minimum testing requirements, triggers and actions?
  - Are your communications protocols up to date and have adequate fall-back channels?
  - Are your contingency plans up to date and relevant to the current situation?
  - Have relief staff been trained in these plans and procedures?
- ◆ Identify resource gaps and mitigation measures:
  - Critical spares (treatment and monitoring equipment, water reticulation, sewer collection, recycled water assets)
  - Key equipment (cars, laptops, access keys)
  - Supply chain risks (chemicals, fuel)
  - Alternative staff resources
  - Key supplier risks (electrical/mechanical support and heavy equipment)
- ◆ Test and train your staff for remote operation:
  - SCADA
  - Radios
  - Access to corporate networks



# Coronavirus: How we can help

Every day, we help the public and private sectors deliver safe water and sewage services to their communities.

As we all watch the Coronavirus pandemic unfold, it's important that we do what we can to plan and prepare for the future.

If you need us during this uncertain time, we are here for you.

These are the services we provide that you might need to respond to the pandemic. Otherwise, we are still offering our full range of services, and working flexibly to accommodate the changing environment.

## Pandemic contingency planning



Feel confident that your council has a clear understanding of essential activities, communications processes and authorisations to continue running with reduced or relief staff. We will work with you to create a contingency plan and action list for operating with reduced on-site staff.

## Checklists of requirements



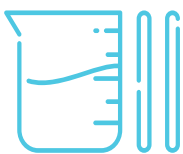
Know that your staff will have easy to follow checklists, if their roles have to change rapidly or relief staff need to take on key roles. Checklists of requirements clearly document the key requirements for protection of public health, the environment and other regulatory requirements.

## Operational support



If the running of your water and sewage treatment plants are impacted by changes in staffing, we can help. We can offer phone and off-site support when you encounter operational water quality issues. Two of our team are also able to provide on-site operational support in an emergency.

## Water monitoring plans and triggers



We can document your routine water sampling programs (WTP and STP operational and verification) as well as your emergency (minimum requirements) program. The operational monitoring program would include parameter, location, frequency, basis, water quality target and corrective action.

## Water quality monitoring performance review



We can remotely monitor your water quality data, as needed, including critical control points, operational data and verification monitoring data.