Draft Pandemic Response Plan for Water and Sanitation Providers - Applied to Covid-19 -
PROGRAMME

11:30	**Opening**
11:35	General Information, Objectives and Phases of a Pandemic Response Plan (PRP)
11:50	Communication and Personnel Planning
12:05	Practical Experience: Personnel Planning *Prof. Hamanth Kasan, General Manager Scientific Services - Rand Water, South Africa*
12:15	Critical supplies and Hygiene
12:25	Practical Experience: Hygiene *Mr. Mahmood Lutaaya, General Manager Kampala Region, National Water and Sewerage Corporation (NWSC), Uganda*
12:35	Financial & Economic Planning
12:40	Practical Experience: Financial & Economic Planning *Mr. Yoram William Sinyangwe, Managing Director, Lukanga Water Supply and Sanitation, Zambia*
12:50	Checklists and Conclusions
13:00	Questions & Answers
13:30	**Closure**

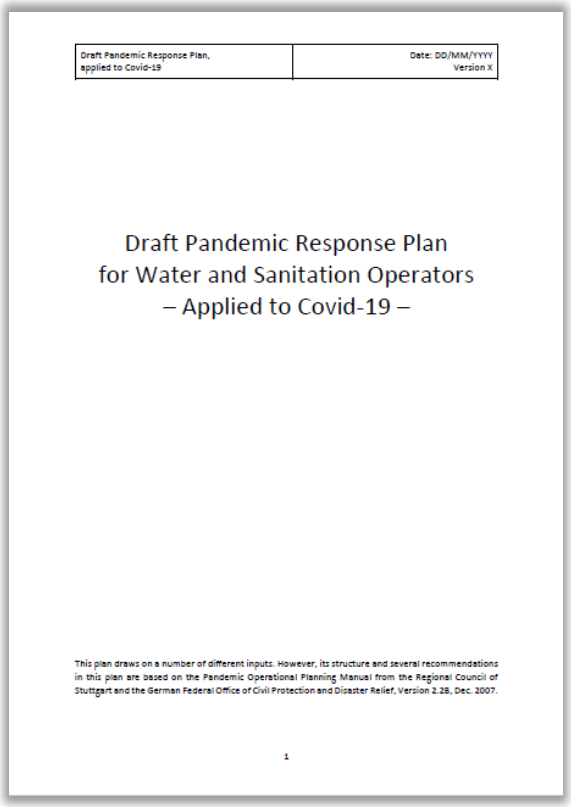
Note: Times are UTC/GMT time

Pandemic Response Plan for Water and Sanitation Providers – Applied to Covid-19 –

German Water Partnership

Draft Pandemic Response Plan for Water and Sanitation Providers - Applied to Covid-19 -

GENERAL INFORMATION



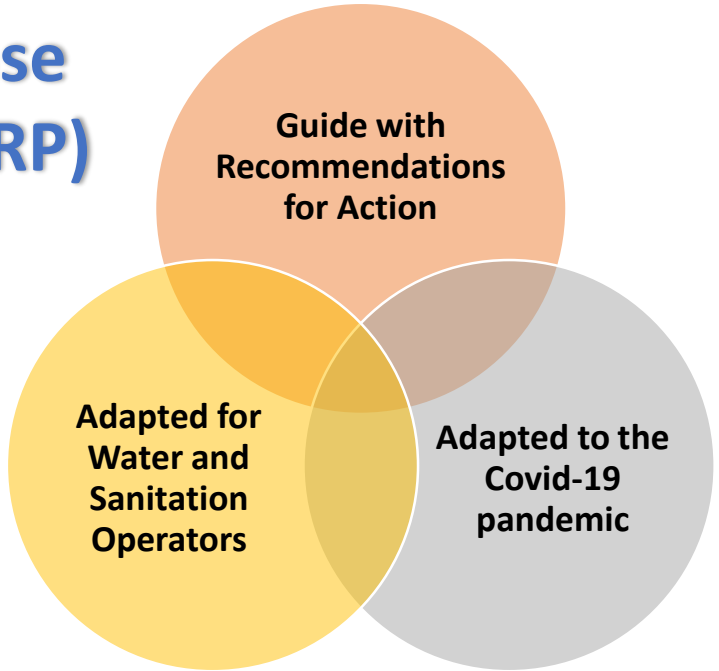
Draft Pandemic Response Plan, applied to Covid-19 | Date: DD/MM/YYYY Version X

Draft Pandemic Response Plan
for Water and Sanitation Operators
– Applied to Covid-19 –

This plan draws on a number of different inputs. However, its structure and several recommendations in this plan are based on the Pandemic Operational Planning Manual from the Regional Council of Stuttgart and the German Federal Office of Civil Protection and Disaster Relief, Version 2.2B, Dec. 2007.

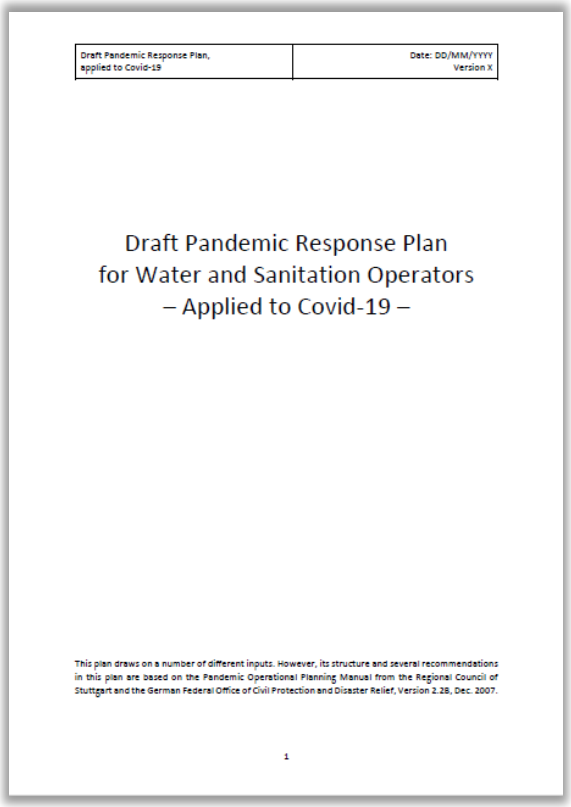
1

Pandemic Response Plan (PRP)



Draft Pandemic Response Plan for Water and Sanitation Providers - Applied to Covid-19 -

GENERAL INFORMATION



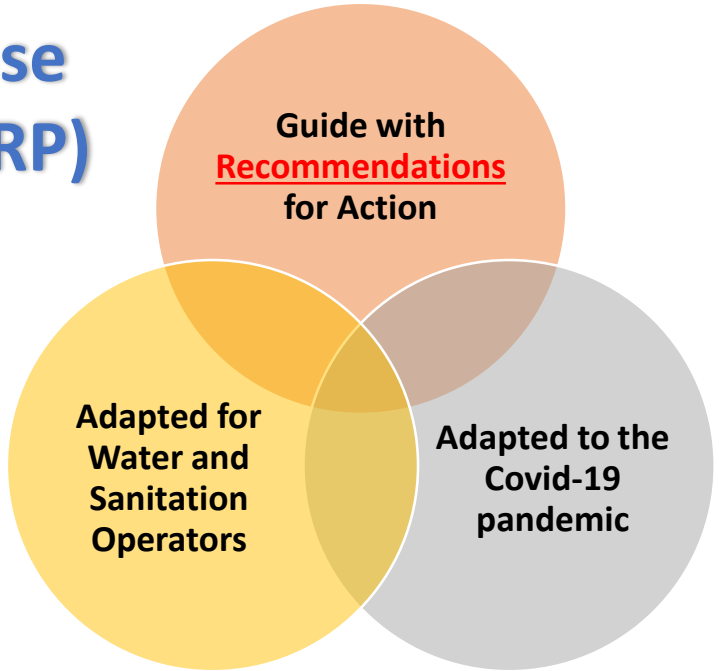
Draft Pandemic Response Plan, applied to Covid-19 | Date: DD/MM/YYYY Version X

Draft Pandemic Response Plan
for Water and Sanitation Operators
– Applied to Covid-19 –

This plan draws on a number of different inputs. However, its structure and several recommendations in this plan are based on the Pandemic Operational Planning Manual from the Regional Council of Stuttgart and the German Federal Office of Civil Protection and Disaster Relief, Version 2.2B, Dec. 2007.

1

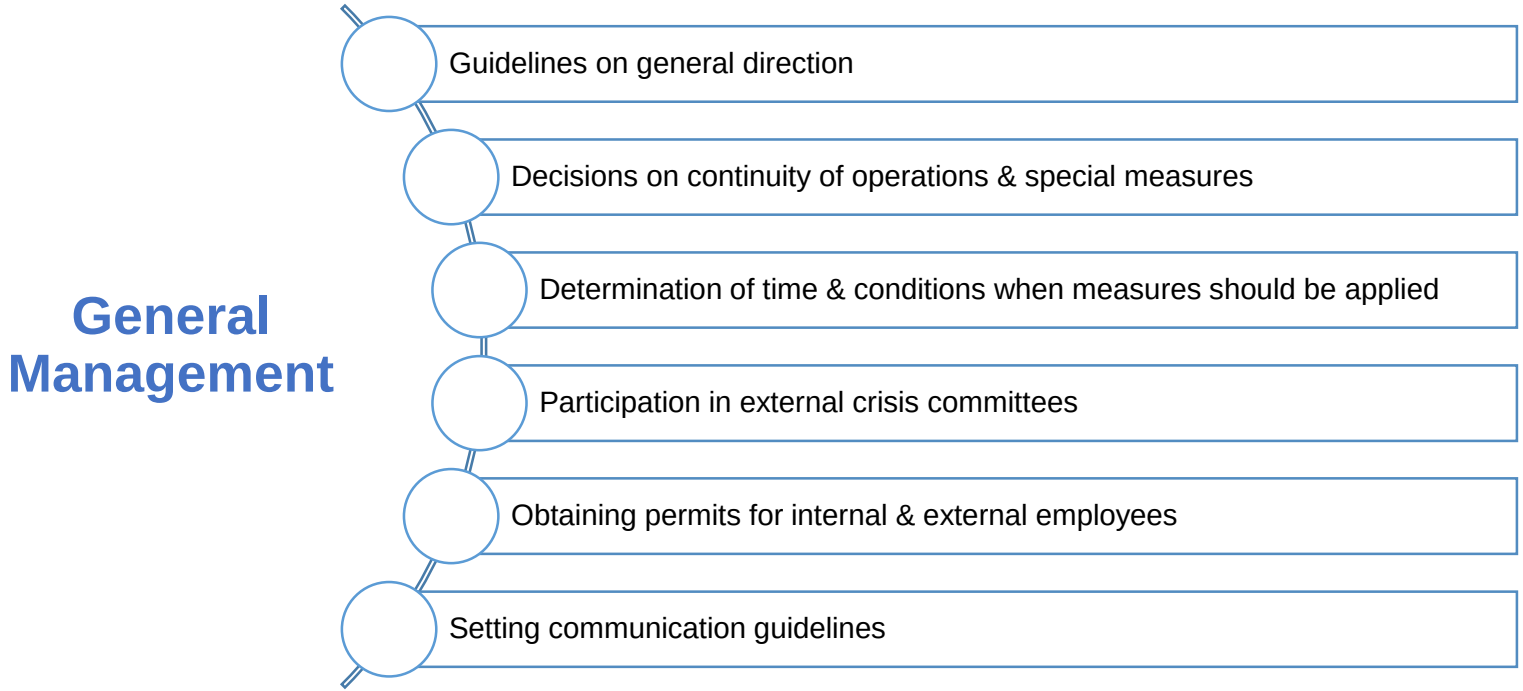
Pandemic Response Plan (PRP)



PRP GOALS

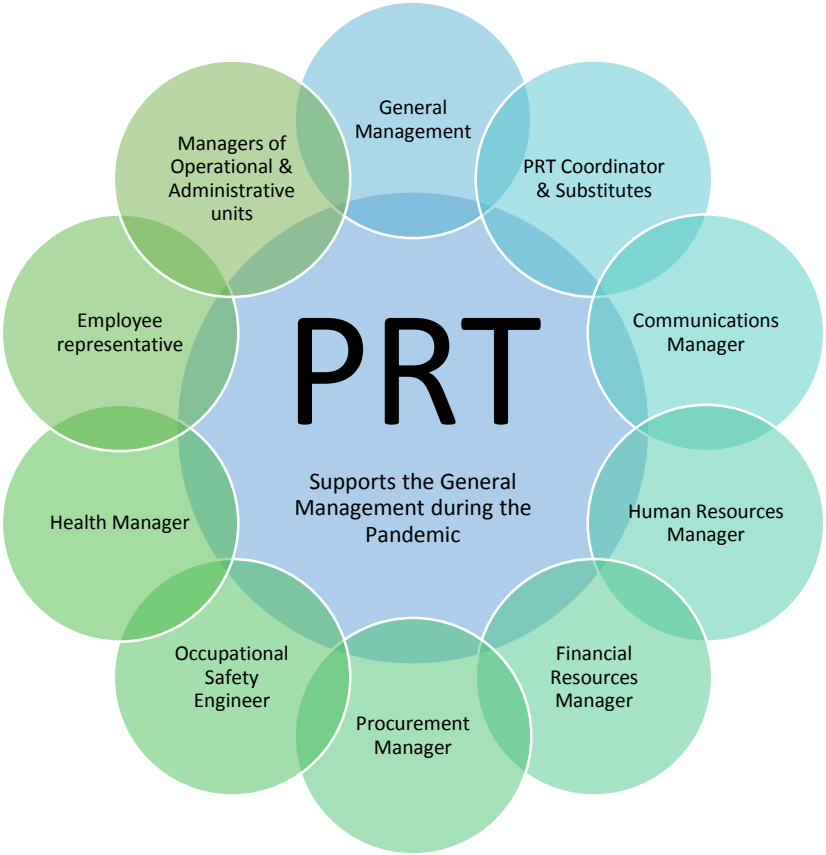
- Protecting the Health of all Employees, Minimizing economic damage
- Minimizing the risk of infection
- Ensure basic operational functions
- Reorienting all resources to the maintenance of primary processes
- Informing and preparing employees for specific tasks during the pandemic

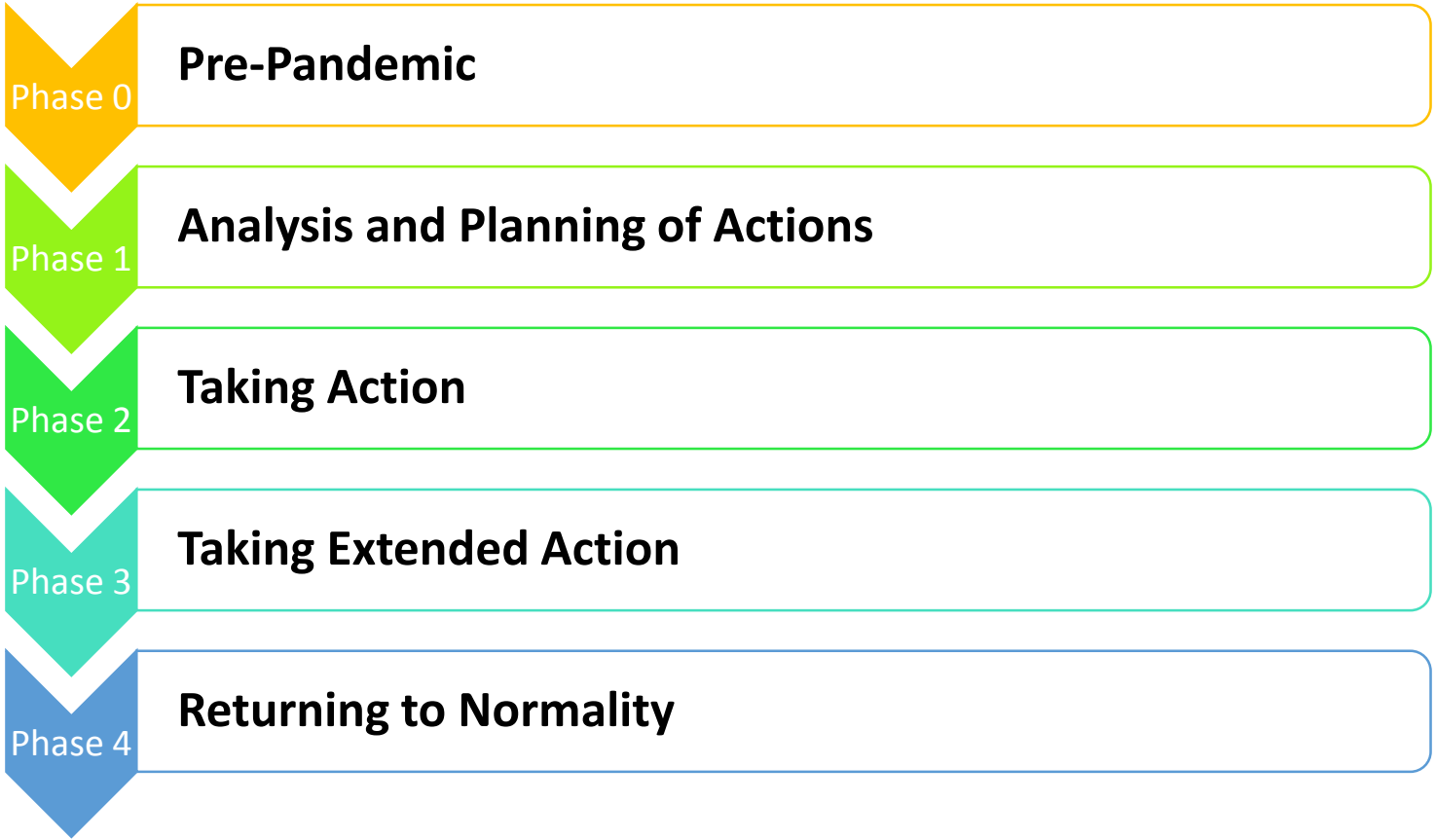
GENERAL MANAGEMENT FUNCTIONS



Draft Pandemic Response Plan for Water and Sanitation Providers - Applied to Covid-19 -

PANDEMIC RESPONSE TEAM (PRT)




Phase 0
Pre-Pandemic
Phase 1
Analysis and Planning of Actions
Phase 2
Taking Action
Phase 3
Taking Extended Action
Phase 4
Returning to Normality

Phase 0: Pre-Pandemic

- Emergence of a health risk → Alertness
  - Definition & Designation of PRT
  - Development / Update of a communication strategy
  - Setting up a data platform

Phase 1: Analysis and Planning of Actions

- Activation of the PRP
- PRT takes up its work
- Analysis of critical points for ensuring minimum services & measures

Phase 2: Taking Action

- Implementation of planned measures
- Readjustment to current situation

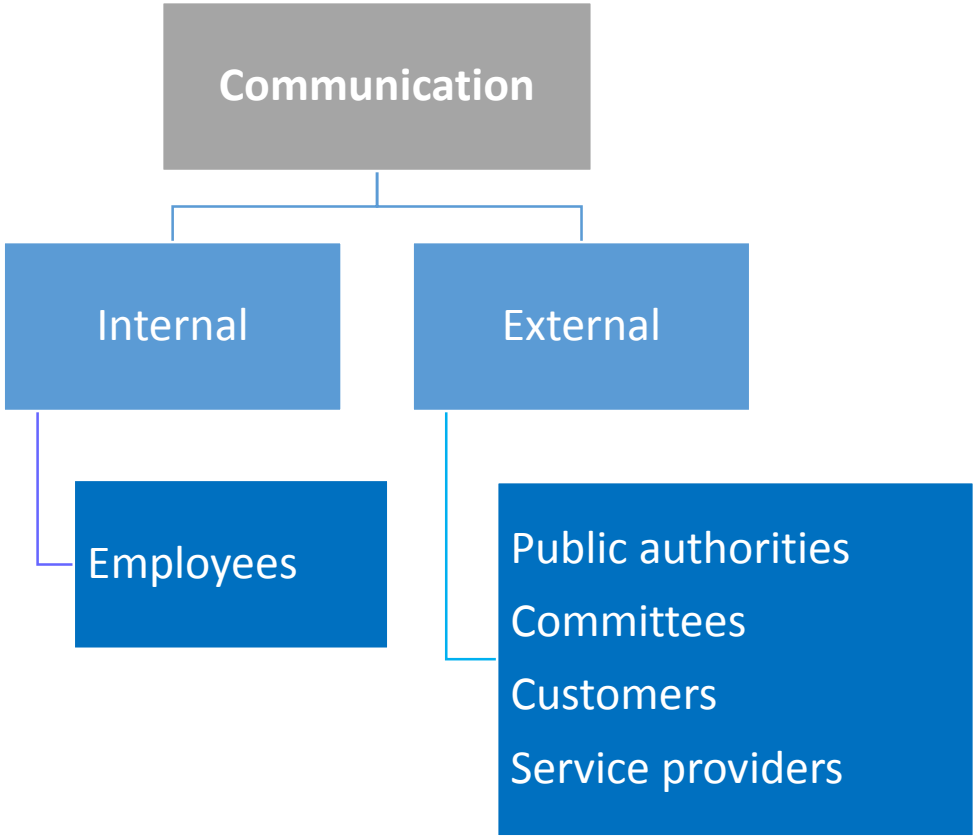
Phase 3: Taking Extended Action

- Further measures for more extreme circumstances
    - Operation of vital processes endangered by staff absence or lack of supplies
    - Virus transmission via wastewater

Phase 4: Returning to Normality

- Activated following observation of the pandemic development
  - Close contact with health authorities
- Definition of “new normality”
- Evaluation & Optimisation of PRP

Draft Pandemic Response Plan for Water and Sanitation Providers - Applied to Covid-19 -
COMMUNICATION



Draft Pandemic Response Plan for Water and Sanitation Providers - Applied to Covid-19 -
COMMUNICATION

P 0

Coordination with PRT members

Operational planning

Rules for dealing with contractors & costumers

Rules for personal conduct

Presence & absence of staff

Procedure in case of symptoms

P 1-3

Regular information on the current situation

Measures & operational restrictions

Additional hygiene measures

Presence/absence of staff, new planning

External organizations

P 4

“Restart“ operations

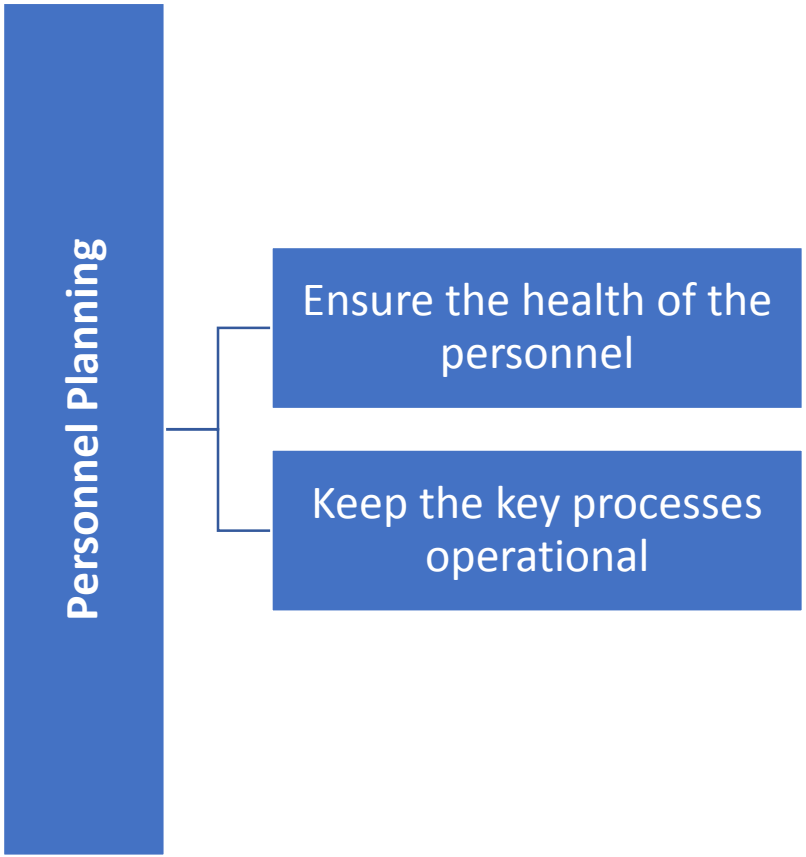
Special events

New staff & holiday planning

External organizations

adapted constantly to the development of the situation

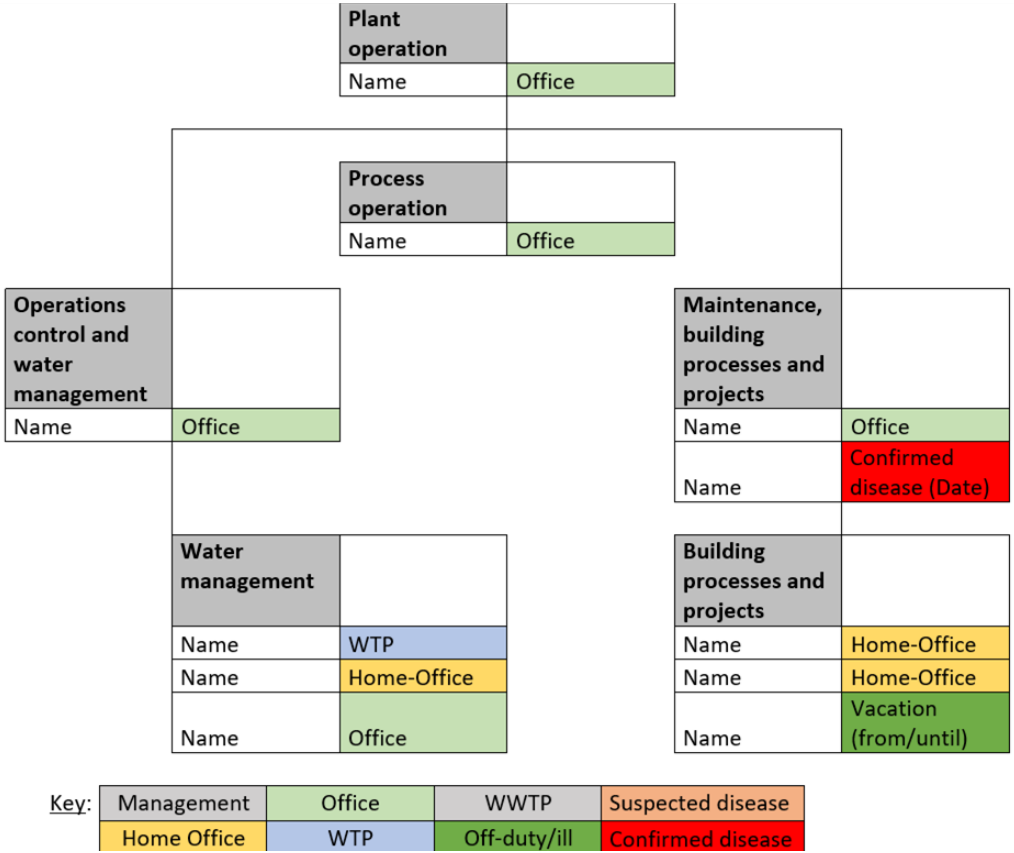
Contact directory							
Company/ Unit	**Employee's name**	**Company Phone**	**Teleworking Phone**	**Email**	**Substitute's name**	**Substitute's Phone**	**Substitute's Email**



Recommendations:

- Ensure replacements: critical processes & PRT
- Limit the disease transmission & prohibit personal contact
- Extraordinary work plans
- Possibility of hiring personnel
- Training in key processes
- Remote working from home
- Reorganization of holidays

Draft Pandemic Response Plan for Water and Sanitation Providers - Applied to Covid-19 -
PERSONNEL PLANNING



Draft Pandemic Response Plan for Water and Sanitation Providers - Applied to Covid-19 -
PERSONNEL PLANNING

Name	Submanagement code	Remote work	Main function	Backup function A	Backup function B	On-call service	Risk group (> 60 years,etc)	Replaceable by an external contractor
	114	yes	Plant operation manager			yes	yes	no
	1141 - 2	no	Water manager	Laboratory: process operation		no	no	no

Practical experience:

Prof. Hamanth Kasan

General Manager Scientific Services,
Rand Water, South Africa

RAND WATER

1. Identify:

- Processes
- Sub-processes
- Interdependencies

2. Prioritise

3. Analyse criticality

Critical Processes	
Drinking water	• Production of drinking water • Distribution of drinking water to its users • Attention to breakdowns
Wastewater	• Sewage treatment • Quality Control
Support processes	• Maintenance of facilities • On-call system to provide general or specific services to all essential processes • IT and communications • Customer service • Basic Health Unit or company doctor

Which are the key supplies?

- Chemicals, Fuel, Electric Energy, Materials…
- Protective and auxiliary supplies (Disinfectants, soap and paper towels, protective gloves, face masks, glasses)

How big is the stock?

- Stocked quantity must ensure continuity for min. 3 months

Are there alternatives?

- Different product
- Local production of the product

Key supply → < 3 months → No alternatives → Critical supply!

Draft Pandemic Response Plan for Water and Sanitation Providers - Applied to Covid-19 -
CRITICAL SUPPLIES

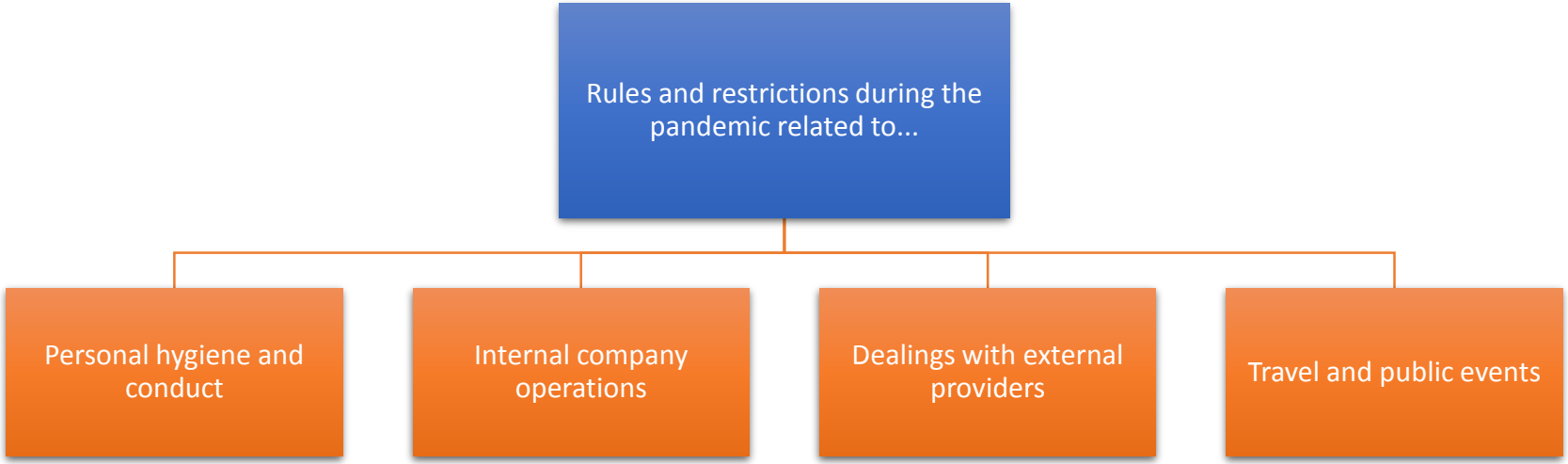
Sub-management	Process	Product	Logistic code	Use for	Priority / Impact	Storage capacity	Stored quantity	Use	Date of next reload	Supplier	Limitation of supply (current / projection for x months)	Alternatives	Comments
WTP	Water line	aluminum sulfate	1	coagulant, solids removal from water	High / stop of the WWTP	20 t	5 t	5 t/month	30.04.2020	XYZ	no / no	yes, PAC	
WTP	Water line	chlorine gas (907 kg)	2	Desinfect-ion	High / water delivery	5 t	3 t	2 t/month	15.04.2020	XYZ	no / no	yes, NaClO	
…													
Networks													
…													
Sewage	Pumping chamber X	Diesel	1	Feeding the pump	High / Stop of the Pumps	5 000 l	1 000 l	200 l/day	10.04.2020	XYZ	no / no	no	
Sewage	Pumping chamber X	Diesel	1	Emergency power generator	Low / main pump supply from network	1 000 l	1 000 l	0 l/day	10.04.2020	XYZ	no / no	no	
…													
WWTP	Sludge line	polymer XYZ	3	flocculation support, sludge drying	High / stop of WWTP	3 t	2.5 t	0.5 t/month	30.06.2020	XYZ	no / yes	yes	check availability monthly

Example of a critical supply analysis

Sub-management	Process	Contractor	Contracted service	Logistic code	Priority	Time before lack of service becomes problematic	Ability to provide the service by the company itself	Alternative Contractors	Comments
WTP	Water line	XYZ	Quality Analysis	XYZ	High / lack of control over the quality of the water produced	1 month	no	Laboratory from the University	
Network	Maintenance	XYZ	Repair of Leaks	XYZ	High / impact on service coverage, flooding, landslides	1 week	yes (up to a certain diameter)	XYZ	
WWTP	Water line	XYZ	Final disposal of solid waste	XYZ	Median / accumulation in WWTP	1 month	yes	XYZ	
WWTP	Sludge line	XYZ	Final disposal of sludge	XYZ	High / stop of WWTP	3 days	no	XYZ	

Example of a critical contractor analysis

Draft Pandemic Response Plan for Water and Sanitation Providers - Applied to Covid-19 -
RULES AND RESTRICTIONS



Personal hygiene and conduct

- Generic measures of personal protection against contagious diseases
  - Proper hand washing/disinfection, especially after using more frequented rooms (toilets, washrooms, social rooms) and after working in areas of danger of contagion
  - Coughing and sneezing etiquette, …
  - More frequent cleaning of objects and surfaces touched by several people, especially before shift changes
  - Provision and use of disinfectant material in work vehicles

Internal company operations

- Reducing direct physical contact, maintaining distance
- Ensuring a less contagious environment
- Precautions in the use of public transport when commuting to work

Dealings with external providers

- Regulations for external personnel, product suppliers and service providers, delivery of products, etc.

Travel and public events

- Limit travel/business trips to absolute minimum, ensure adherence to rules of hygiene and personal conduct
- Define which travels are essential to ensuring the operation of critical processes, e.g.: sampling, control of critical infrastructure (pumping stations), etc.

Practical experience:

Mahmood Lutaaya

General Manager Kampala Region, National Water and Sewerage Corporation, Uganda

WATER IS LIFE

NATIONAL WATER AND SEWERAGE CORPORATION

Analysis of the financial & economic situation

- Evaluation of public funds
- Payment of taxes in arrears
- Online payment installation
- Supplier payment plan
- Advance payments

Practical experience:

Yoram William Sinyangwe

Managing Director - Lukanga Water Supply and Sanitation Company Limited
Zambia

LUKANGA WATER & SEWERAGE COMPANY LIMITED

Draft Pandemic Response Plan for Water and Sanitation Providers - Applied to Covid-19 -
CHECKLISTS

10.2.1. Checklist Phase 0: Pre-Pandemic

Ch.	Measure	Person in charge	accomp-lished by	Status	Comment
4.1	Naming a Coordinator of the Pandemic Response Team (PRT) and her/his Substitutes	General Manager		□ started □ finished	
4.1	Naming a Communications Manager	General Manager		□ started □ finished □ not relevant	
4.1	Naming of the remaining members of the PRT	General Manager, PRT Coordinator		□ started □ finished □ not relevant	
4.1	Initial revision of the PRP	PRT		□ started □ finished □ not relevant	
4.2	Developing a Communication strategy	Communications Manager		□ started □ finished □ not relevant	

Preparedness and Planning are crucial

- PRT, communication strategy, management issues
- Adapt propositions to one‘s context

Further considerations:

- Measures for vulnerable populations, incl. those without access to water
- Interaction with public authorities and international organizations

Q & A

Prof. Hamanth Kasan

General Manager Scientific Services,
Rand Water, South Africa

Yoram William Sinyangwe

Managing Director - Lukanga Water Supply
and Sanitation Company Limited
Zambia

Mahmood Lutaaya

General Manager Kampala Region, National Water and Sewerage Corporation, Uganda

German Water Partnership

THANK YOU FOR YOUR PARTICPATION

Check your e-mails for:

- ✓ **Link to Evaluation Survey**
- ✓ **Link to all webinar materials (Draft PRP, Presentations, Conference Recording)**