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Warm Welcome!

# Crisis management at OOVV

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# Fault, emergency and crisis management

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All activities of operational crisis management, emergency management and fault management serve to maintain or restore the supply and disposal services of OOWV.

Fault - ordinary failure of plant components

Emergency - special, spatially limited incidents and/or accidents that go beyond disturbances but are not yet crises (e.g. fire at a plant)

Crisis - non-spatially limited, significantly damaging effects on OOWV itself, on customers, third parties and/or on employees (e.g. extortion, pandemic, supra-regional power failure - blackout).

# Crisis management vs. crisis team

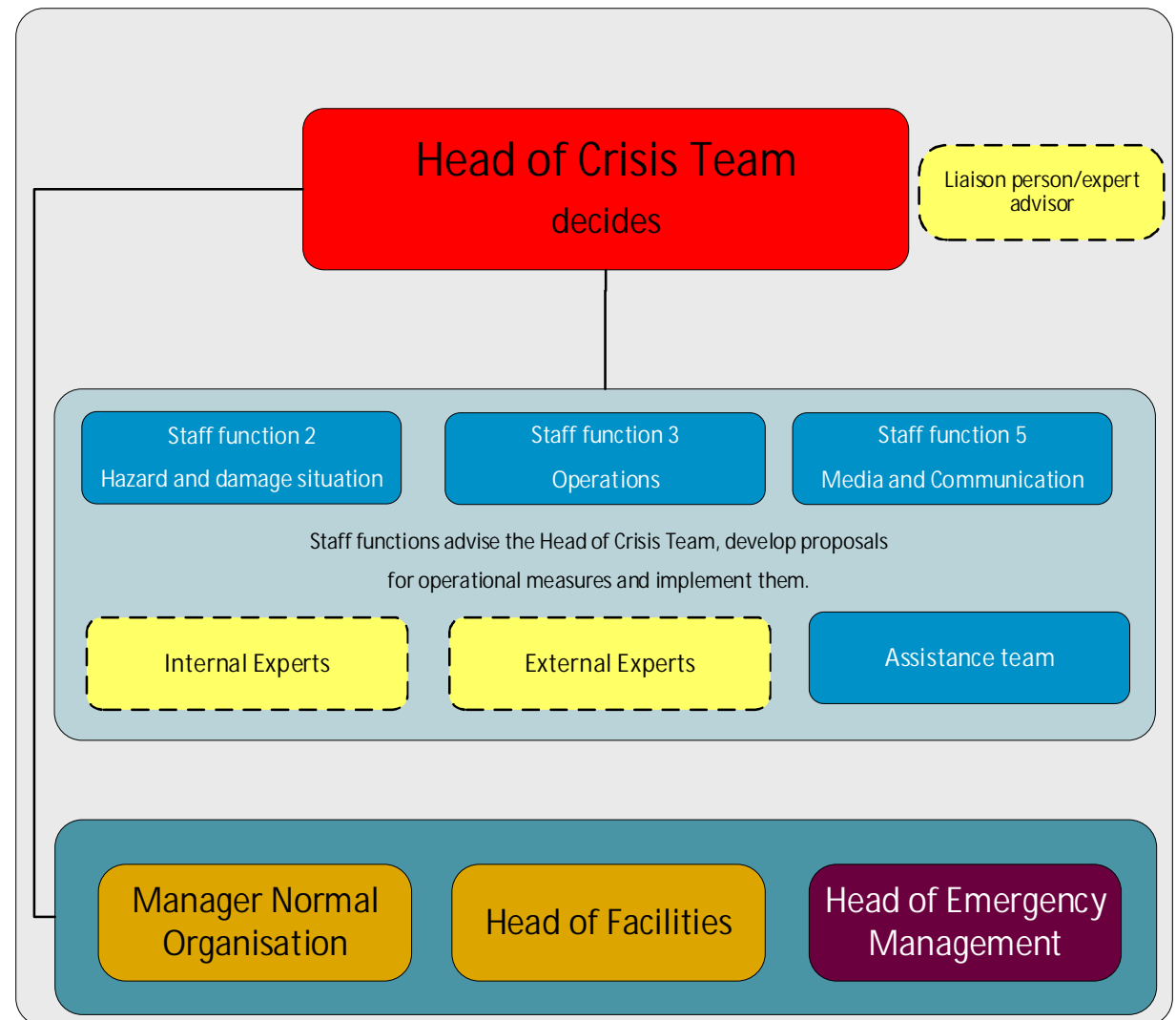
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Crisis management is outside the normal organization with a special structure and process organization and is designed to be permanent. It forms the methodological and content-related basis for the crisis team to work effectively.

The crisis team is usually appointed or dismissed by the management. In contrast to crisis management, the crisis team is limited in time.

# Structural organization crisis team

- The crisis team meets within 2 hours at the latest.
- Much importance is attached to the documentation of the measures taken.
- Each position is quadruple staffed.
- The crisis team has direct access to the departments of the normal organization.



# Crisis team – functions 1/3

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- Head of Crisis Team - time, organizational, technical management of the crisis team, making decisions as the highest authority - independent of the management.
- Staffs 2, 3, 5: All staff functions of the crisis team define and describe a target situation in the respective area based on a description of the current situation. The measures derived from this are worked out and presented to the Head of Crisis Team. The staff functions draw up a picture of the situation and forecast possible developments.
- Staff function 2 - Hazard and damage situation (S2): The task of staff function 2 (S2) is to continually record and assess hazards and influences that affect OOWV from outside or originate from it and the damage that has already occurred.

## Crisis team – functions 2/3

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- Staff function 3 - Operations (S3): The task of staff function 3 - Operations (S3) is to continuously assess the secured operation for water supply and wastewater disposal of the customers as well as the available internal and external resources (personnel, facilities, vehicles, etc.).
- Staff function 5 - Media and communication (S5): The task of staff function 5 (S5) is to continuously assess internal and external communication with regard to the dialogue groups (customers, employees, media, etc.) of OOWV as well as the available resources and communication options.

## Crisis team – functions 3/3

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- Assistance team: The task of the assistance team is to support crisis management in all administrative and organizational matters. This includes, for example, documentation of staff work, support in visualization, availability of infrastructure, secretarial activities, catering and access control to the immediate staff work area.
- Liaison/Specialist Advisor: The liaison person represents the interests of the OOWV with external contacts, such as the official operational management (municipality, district) or involved companies. He/she is responsible for providing expert advice to the contact person and at the same time forms the interface to the crisis management of the OOWV.



# Crisis team – Lessons learned

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The following lessons were learned:

- In the event of a crisis, every minute counts - the decision-makers must meet within 2 hours of being alerted at the latest. For this purpose, there is a dedicated electronic system that can reach the members of the crisis team in multiple ways (SMS, e-mail, phone call, app). The first person to agree to the alert is thus set for the first meeting. Due to the 4-fold staffing of all functions, staffing is usually ensured.
- Documentation of the decision-making processes and ordered measures is carried out continuously and precisely. It must be ensured that it can be traced when the crisis team was informed about which developments at a later date.

# Working groups vs. crisis team

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- Working groups serve to prepare a crisis team. They observe specific situations and derive findings from them. Should the situation escalate into a crisis, a crisis team is usually convened by the management.
- The working group "War against Ukraine" is currently in place. Approximately every 3 weeks, meetings are held to assess the situation and its impact on the maintenance or restoration of OOWV's supply and disposal services.

# Current topics

