



Maintaining Service in an evolving landscape

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Agenda:

- Overview of TW
- Operating Environment
- Risk and Hazards
- Opportunities
- Business Continuity

Problem statement:

- ***How to balance a 24/7 operation over a wide geographical area and have the ability to protect, plan and react to known or unknown risks when they occur***



The Water Cycle



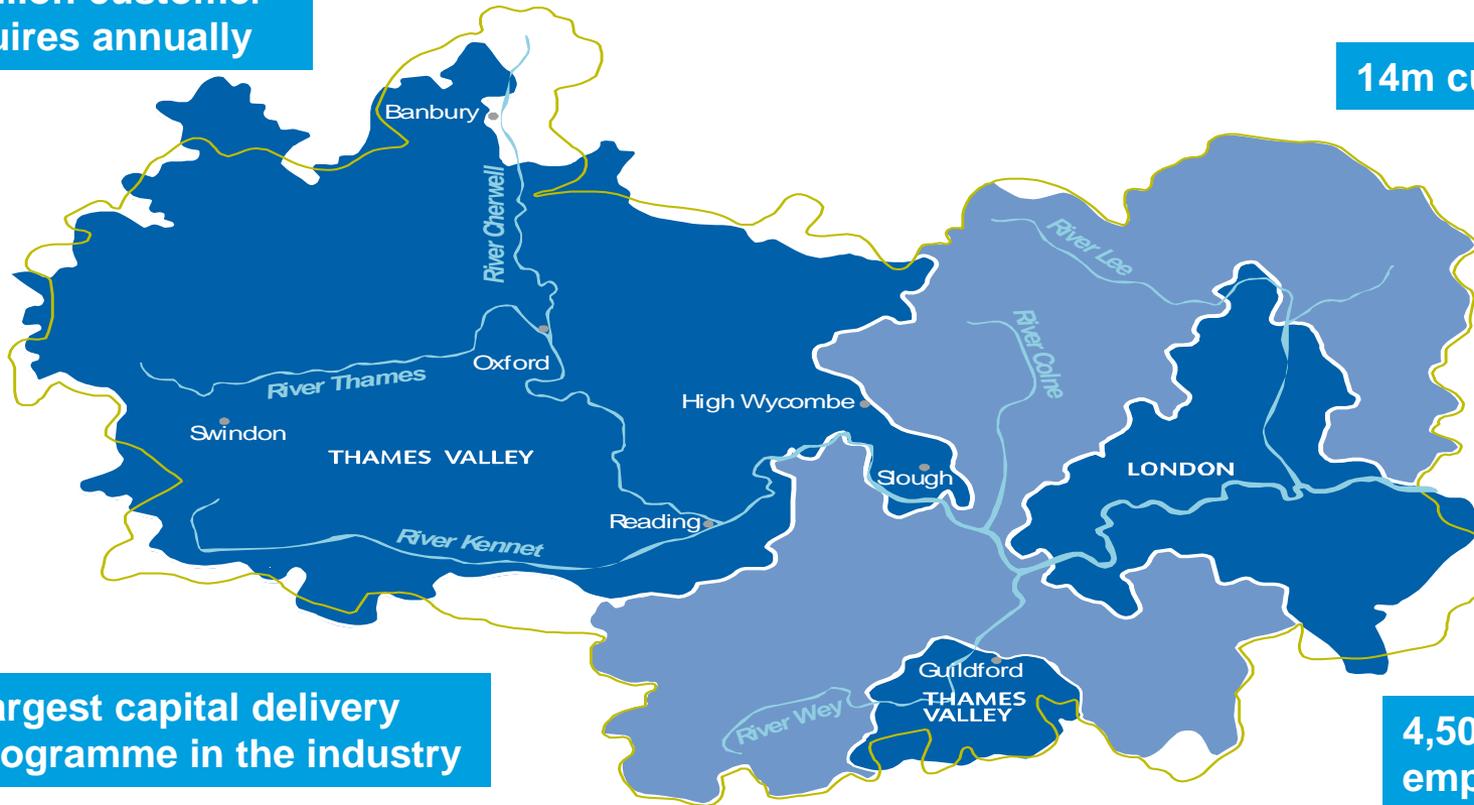
Thames Water

4 million customer enquires annually

100 water treatment works
350 sewage treatment works

31,000km of water mains
118,000km of sewers

14m customers



Largest capital delivery programme in the industry

4,500 employees
4000 partner employees



What makes us different?

One quarter of all customers in England

The country's capital city is at the heart of our supply area

£5billion capital programme (largest in country)

Biggest scarcity of water with the highest population density

Very high profile

Major, innovative and challenging engineering projects

Major projects that will cause huge customer disruption in the capital



Strategic risk mitigation

Civil Contingencies Act 2004 (CCA)

- Designates water and wastewater undertakers as statutory (Cat2) responders to national disasters and emergencies placing on them duties to share assured information with other responders in an appropriate manner

Security and Emergency Measures Direction (SEMD) 1998

- Requires water service providers to have arrangements in place to ensure that their service meets proscribed levels of resilience:
 - Protecting assets against service failure
 - Providing back up / support facilities (eg generators) and / or having processes and procedures to provide a timely recovery
 - Increasing the interconnectivity of the water supply network to reduce the impacts and increase the network options for restoring service
 - Contingency planning: putting plans in place for the provision of water by 'alternative' means



Closer to Home



Risks to service

- **Natural hazards**

Adverse weather, flooding and drought – any of which may, or may not become more frequent or severe as a result of climate change. Risks maybe acute and short term or chronic and long term

- **Man-made hazards**

- Theft, Damage & Accidental Damage, Human error, Terrorism, Disasters e.g. plane crash, Riots,
- Security - Data Protection, Personnel Security Physical Security & Electronic Security, Cyber

- **Other**

- loss of power or other key resources resulting from either natural or man-made activity, connectivity (other utilities)

Risks have context and may occur individually or in any combinations



Operating Environment -Multi- Agency approach

- Emergency services and local authorities (Cat 1 responders) required to:
 - assess the risk of, and to plan and exercise for emergencies
 - to carry out business continuity management
 - Warn and inform the public
- ‘Non-emergency services’ which might have a role in an emergency (Cat 2 responders) required to co-operate and provide assured information in an appropriate manner



Partnership working

- **Working together:** internally and externally on strategy - short, medium and long term to include local sensitivities
- **Understanding:** common risks, dependencies and goals
- **Leading:** the industry and the water sector as the largest supplier: working with
 - Emergency Services
 - Local Government, Boroughs and Key Accounts
 - Key stakeholders – EA, DWI, DEFRA, Water UK
 - Key Environmental groups i.e. Blueprint for Water and other key NGO's
 - London Resilience and sub groups
 - Thames Valley Resilience Partners





Business Continuity

Chris Fitzgerald

Business Continuity Lifecycle



Business Continuity in Thames Water

What is Continuity

“The process of creating systems of **prevention** and recovery to deal with potential threats to a company

Any event that could negatively impact operations is included in the plan, such as **supply chain** interruption, loss of or damage to critical infrastructure (**Building / IT**) and **people**

What is Contingency

A contingency plan is a course of action designed to help an organisation **respond** effectively to a significant future event or situation that may or may not happen

i.e. loss of asset or failure of process etc.

Contingency planning is a component of business continuity, disaster recovery and risk management



Business Continuity – what does it mean for Thames Water?

- Need to understand the key threats
- Need to identify the critical functions
- Ability to understand the business impact
- Have the capability to maintain functions (operations and office)
- To limit any threat or disruption and restore services as soon as possible

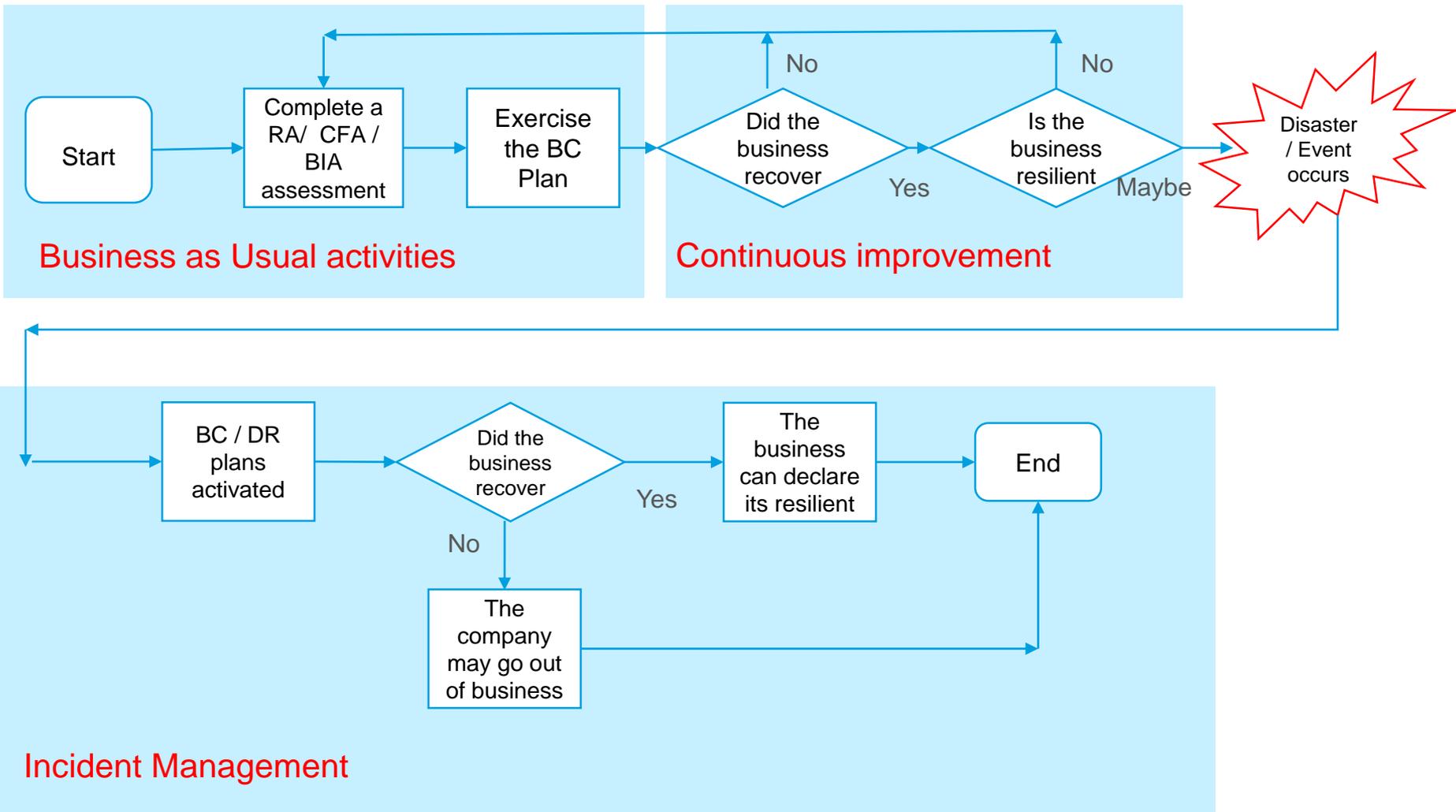


Business Continuity Thames Water approach

- Effectively manage the impact of a disruptive event with the potential to negatively affect Thames Water's business processes, to include:
 - Maintaining employee health and safety
 - Ensuring maintenance of a predefined level of customer service, as a minimum ensuring public health and safety
 - Managing the delivery of statutory and regulatory requirements
 - Reducing costs
 - Managing brand impact
 - Reducing, as far as possible, the extent of the impact, either in time or complexity



Current Business Continuity Process





Thank You

Happy to take any Questions?

Chris Fitzgerald