BUSINESS CONTINUITY PLANNING FOR WATER SHORTAGES & OUTAGES

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20 March 2018
Drought status across the Western Cape – Municipalities & Towns

Red - ‘high risk’ municipalities / towns reflect where the urban water demand is outstripping the sustainable supply

Yellow - may highlight medium risk, but demand is becoming dangerously close to threatening supply

WC state of dams 18.97%
City of Cape Town disaster phases

**Phase 1**
Preservation Restrictions (rationing)

- LEVEL 6B Restrictions – 1 Feb 2018
- Phase 1 characterised by reducing demand, water rationing through limiting supply & advanced pressure mgt.

**Phase 2**
Disaster Restrictions (Day Zero)

- Triggered at 13.5% surface water levels of the WCWSS6 largest dams
- Switch off water system of most residential areas
- Collection of water (25lpppd) from PODs
- All private, public and military health facilities, public schools & other critical services will be provided with water
- Maintain water to strategic economic nodes & bulk water made available to businesses ex nodes

**Phase 3**
Full-scale disaster implementation
Regional contingency planning

- Aim - avoid Day Zero by stretching water resources until winter’s rainfall
- City (2018) - reduced consumption; (2019) reduced consumption & supply augmentation
- Municipalities (2018 & beyond) – reduced consumption & supply augmentation
- Contingency plans for municipalities (& some towns) – under development - Provincial Disaster Management Centre.

- Each business needs to develop its own Business Continuity Plan (BCP)
- Good BCP - often helps identify additional areas of water saving
- Some elements of BCP needed with water restrictions & low water pressure – i.e. not only Day Zero
- Current status - any investment in implementing a BCP - focus on supporting medium – long term water resilience given climate change etc.
Developing a BCP

- To help avoid day zero – everything possible to reduce usage (while maintaining operations) – water management plan & audit regularly
- Develop BCP for phase 2 & 3 of disaster - escalates for each phase of disaster management

Service delivery

- Critical services
- Critical time periods & SLAs
- Staff operational logistics incl tech. – on site, remote, alt offices
- Services that cannot be delivered
- Refunding clients & insurance to cover?
- Decision making
Developing a BCP cont.

Water demand

- Water saving actions
- Water intensive facilities – shut / scale down (e.g. air con)
- Check water supply systems (pumps & storage)

Staff

- Staff – who on site, home, flexi
- Managing deliverables & hours
- Awareness – emergency plan

Water use – critical services

- Shut off water systems dependent on water flow – min. damage
- Move planned maintenance forward

Reassigning functions

- Negotiate changes
- Financial assistance
Developing a BCP cont.

- **Drinking water & sanitation – on & off site**
- **Enabling water collection**
- **Tenant needs**
- **Natural ventilation**
- **Staff household water**
- **Minimise sanitation blockages**
- **Cleaning staff – hours & conditions**
- **Hand sanitizers – high traffic**
- **Communication plan – staff, suppliers, clients**
- **Staff awareness - regular**
- **Communications rollout – channels, frequency, timing**
- **Supplier BCPs**
Developing a BCP

**Safety & security**
- Process equipment switch offs / protection
- Site protection – working hours & water on site
- Fire management system – pressure & storage
- Insurance risks

**General**
- BCP readiness test
- Staff contacts
- Finance procedures / systems / sign offs
- Lead times of equipment
WCG BCP progress

• All 13 WCG departments & 4 entities have BCPs (some draft)
• WCG Department of Health has developed BCPs with all hospitals
• A few depts. have done dry-runs - key lesson learnt from dry runs: Each BCP needs to include an effective call tree – i.e. who calls who and for what.
## Water Crisis Economic Impact Analysis Survey

### Engagements

<table>
<thead>
<tr>
<th>QID</th>
<th>Date of new entry/ update</th>
<th>District municipality</th>
<th>Name of organisation</th>
<th>Town/city</th>
<th>Does the business have further branches/offices in other parts of SA or globally?</th>
<th>Contact person</th>
<th>Contact number</th>
<th>Mobile number</th>
<th>Email address</th>
<th>Website</th>
<th>Number of employees:</th>
<th>Permanent</th>
<th>Contract</th>
<th>Seasonal</th>
<th>Sector/ organisation type</th>
<th>Water consumption (kL/month)</th>
<th>Water savings target and target year</th>
<th>Water savings actions implemented</th>
<th>Please indicate approximately when these were implemented – i.e. since 2010, last 2 years etc.</th>
<th>Cost of interventions / actions to date</th>
<th>Water savings actions planned</th>
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### Water savings achieved

- (kL/month) in the last 1 year
- (%) in the last 1 year

- Not municipal water supplies i.e. no potable (e.g. boreholes, desalination, treated waste water, rainwater tanks)

- Has your business considered using or implemented onsite re-use of water (greywater/ re-use and process water re-use)?

### Support needed by the business to ensure its survival in the crisis

- Any opportunities as a result of the drought?
- Does the business’ SA or global network support the business’ water resilience planning in any way?

### Business continuity planning for a possible day zero – i.e. SEVERE water rationing / shedding

### Willing to be a case study?

### FOR INTERNAL USE ONLY

<table>
<thead>
<tr>
<th>Nature of engagement</th>
<th>Lead organisation</th>
<th>Lead person</th>
<th>Supported by</th>
<th>Key issues</th>
<th>Outcome/ way forward</th>
<th>Outstanding Matters</th>
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### Business support is available

- Focus on CCT, but other municipalities experiencing severe problems

- Need a whole of society approach – businesses key partner (own operations, supply chains, employees)

### Grave risks to water security, economic security, job security, food security, social security & safety

- We are too dependent on rainfall and surface water sources – need to diversify supplies

### Businesses need to adapt to a ‘new normal’

- In business confidence currently being affected
- Any potential impact of the water crisis on the business value chain
- Length business can sustain its operations at the current rate of water restrictions (Indicate time in months or years)
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