



case study: Sydney Water

“Janellis conducted our exercise using advanced war gaming techniques. The exercise was facilitated by highly experienced emergency managers. Their ability to adapt and innovate to challenge simulation participants was crucial to the success of the exercise.”

David Parsons, Manager Emergency Management & Security Unit, Sydney Water

Sydney Water Corporation Exercise Kyaneous

To meet an annual requirement to exercise BCP, Sydney Water engaged Janellis Australia to develop and facilitate an emergency management exercise, based on the contamination of a waste water treatment plant. Exercise Kyaneous (Greek for dark blue) was conducted over a full day at the new Potts Hills Emergency Coordination Centre.

Key Elements:

- > The exercise was conducted in real time to focus on the key actions required to manage and respond to a major emergency event. This simulation style exercise practiced members of the EMT in their roles, and helped Sydney Water to build a more robust and mature emergency management capability.
- > The EMT was made up of approximately 30 people, and included: an Incident Controller and Deputy; and four key teams – Operations, Planning, Logistic and Communications. Team Leaders directed their members, and coordinated resources to respond and manage the emergency.
- > A control team of 20 people provided valuable input to the exercise throughout the day. A live play method was used to simulate the key issues for internal stakeholders and external agencies, and provided external stakeholder support to the EMT. The control group included senior managers from Sydney Water

(Treatment Plant Site Manager, Regional Waste Water Manager and Customer Service Manager) and from NSWFB (HAZMAT), NSW Health, DECCW, DEUS and the area DEMO.

- > The complexity of dealing with this scenario included: identifying the facts with limited and conflicting information; assessing the likely impacts on the operations and the environment – taking into account a ‘worse case’ scenario; recognising the need to develop multiple response plans; developing an action plan for stakeholders and communications; developing a recovery plan for the treatment plant; and developing a cleanup plan to treat the likely environmental impacts.
- > Two news bulletins developed by Janellis were played during the exercise. These were a valuable and effective tool to convey key messages, highlight the media interest and fully engage the EMT.
- > During the exercise an international teleconference with other water authorities provided timely input and advice in dealing with this emergency. The authorities provided their experience in dealing with similar incidents, which reinforced the need for Sydney Water to consider multiple solutions.



Janellis Australia

Janellis Australia Pty Ltd (“Janellis”) is an Australian business consulting services company that has worked with leading companies since 1999.

Janellis are experts in the niche consulting areas of resilience planning, risk management, emergency and crisis management, business continuity and change management. Our systems and processes have been incorporated into the operations of prominent Australian and international companies.

Services

Janellis offer a wide range of services which all contribute to building a resilience capability. These include:

- > Enterprise Resilience Program
- > Audits and Reviews
- > Janellis *VisionScope* for problem solving
- > Development of documentation
- > Exercising & coaching
- > Training & Development
- > Facilitation
- > Media Training
- > Access to specialist skills

Next steps

If you would like more information on Janellis please visit www.janellis.com.au or call Anna Denison on how we can assist.

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