Escape of Water – Emergency Response Plan Template

This template can be adapted as necessary and used to help formalise emergency response planning arrangements.

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Escape of Water - Emergency Response Plan Template

Purpose

The purpose of the Emergency Response Plan is to provide a structured response to water or fluid-related incidents that could damage property, disrupt operations, or affect an organisation's ability to trade. An Emergency Checklist is also included.

Scope

This plan can be used to manage events involving, but not limited to, the following:

- Sudden pipe bursts.
- Failure of plumbing components/joints.
- Water tank failures.
- Roof leaks.
- Storm-related water ingress.
- HVAC condensate leaks.
- Drainage or sewer backups.
- Sprinkler system activations/leaks.
- Water ingress from neighbouring premises.

Incident Classification

Correctly classify the incident:

Incident Classification	**Level 1 - Minor Incident**
Examples include: • Small leak contained to one area. • No electrical hazards. • No impact on operations.	
Response	Facilities Team Manages

Incident Classification	**Level 2 - Significant Incident**
Examples include: • Water affecting multiple areas. • Risk to electrical systems. • Limited operational disruption.	
Response	Management Escalation Required

Incident Classification	**Level 3 - Major Incident**
Examples include: • Widespread water ingress/damage and disruption. • Business unable to operate normally. • Significant damage to assets. • Potential building closure.	
Response	Full emergency response and business continuity activation

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Emergency Response Team

Record Emergency Response Team Details:

Role	Name	Responsibility	Contact details
Incident Controller		Overall management of incident	
Facilities Manager		Coordinates containment and repairs	
Health & Safety Lead		Ensures personnel safety	
Building Manager		Liaison with landlord and contractors	
IT Manager		Protects servers and critical systems	
Communications Lead		Internal and external communications	
Business Continuity Lead		Recovery and operational resilience	

Immediate Actions (0-15 Minutes)

The following steps should be implemented within fifteen minutes of the incident.

Step 1	Protect Life
• Assess the risks for immediate danger. • Prevent access to affected areas. • Isolate hazards. • Evacuate areas if necessary.	
Particular risks include: • Electrical shock. • Slips and falls. • Ceiling collapse. • Contaminated water exposure.	

Step 2	Raise the Alarm
Notify: • Facilities Manager. • Building Manager. • Site Management. • Emergency Response Team.	
Record: • Time detected. • Location. • Source (if known). • Estimated severity.	

Step 3	Stop the Water Source (where safe to do so)
Internal Water Leak • Close the local isolation valve – where supported by risk assessment. • Isolate the zone valve. • Shut off the main water supply if required.	
Sprinkler Activation • Contact the sprinkler system maintenance company and fire alarm provider (where interlocked). • Follow sprinkler system shutdown procedures.	
Roof or External Ingress • Deploy temporary containment. • Install water capture equipment.	

Step 4	Make Area Safe
• Isolate electrical supplies where water may affect equipment. • Protect occupants from slip hazards. • Install warning signage. • Restrict access.	

Damage Limitation Measures (15 minutes – 4 hours)

The following steps should be implemented within four hours of the incident.

Step 5	Deploy Water Control Equipment
Examples include: • Wet vacuums. • Water pumps. • Sandbags. • Water dams. • Leak diversion kits. • Drip trays. • Floor protection.	

Step 6	Protect Assets
Identify and protect assets in the following recommended order:	
Tier 1 - Critical Operations	
• Server rooms. • Data centres. • Electrical switchgear. • Building management systems. • Fire alarm panels. • Security systems.	
Tier 2 - Operational Assets	
• Production equipment. • Plant machinery. • Stock and inventory. • Communications rooms.	
Tier 3 General Contents	
• Furniture. • Documentation, including archives.	
Relocate Critical Items	
• Move to unaffected areas where safe to do so. • Maintain a record of relocated assets.	

Step 7	Business Impact Assessment
The Incident Controller should commence the initial evaluation of the incident impacts on the organisation, including:	
Operational Impact	
• Can the business continue trading? • Is access restricted? • Are key services unavailable?	
Building Impact	
• Extent of water spread. • Structural concerns. • Electrical safety concerns. • Contamination concerns.	
Financial Impact	
• Revenue interruption. • Loss of stock. • Contractor costs. • Restoration costs.	

Step 8	Communication Plan
Implement communication plans to internal and external stakeholders.	
Internal Notification	
Provide updates to: • Staff. • Senior leadership. • Landlord (if applicable). Example: A water leak has been identified within the building. Response teams are managing the situation and appropriate safety measures have been implemented. Staff should avoid affected areas until further notice.	
External Notification	
Where applicable notify: • Insurers. • Managing agents. • Landlord. • Key customers. • Suppliers. • Emergency contractors.	

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Step 9	Insurance and Documentation
Commence collecting and recording information about the incident, including:	
Incident Log	
Record: • Time the incident was discovered. • Actions taken. • Personnel involved. • Contractors contacted. • Areas affected.	
Photographic Evidence	
Capture: • Leak source. • Water spread. • Damaged assets. • Building fabric damage.	
Cost Tracking	
Maintain records of: • Emergency works. • Temporary accommodation. • Replacement equipment. • Business interruption losses.	

Step 10	Specialist Contractor Mobilisation
Deploy contractors to facilitate restoration works.	
Water Damage Restoration Contractor	
Services include: • Water extraction. • Drying. • Dehumidification. • Moisture mapping.	
Building Contractor	
Services include: • Leak investigation. • Making safe. • Undertaking repairs/reinstatement.	
Electrical Contractor	
Services include: • Inspection. • Testing. • Recommissioning.	

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Step 11	Business Continuity Measures
Where operations are disrupted, consider the following temporary measures:	
Option A - Relocate Functions	
Move critical activities to: • Alternative office space. • Recovery site. • Home working arrangements.	
Option B - Partial Operations	
• Continue trading from unaffected areas.	
Option C - Remote Working	
Activate: • VPN access. • Cloud-based systems. • Mobile communications.	

Step 12	Recovery Phase
Actions required before the re-occupation of work areas and buildings include:	
Verify	
• The leak source has been permanently repaired. • Electrical systems have been tested. • Fire systems are operational. • Water damaged areas have been dried to acceptable levels. • The mould risk has been addressed.	
Reinstate	
• Replace damaged finishes. • Restore equipment. • Reopen affected areas.	

Step 13	Incident Close-out
Conduct a post-incident review within a maximum of 14 days	
Review	
• Root cause. • Response effectiveness. • Business interruption. • Lessons learned. • Preventative measures.	
Produce a formal Incident Report	
• Clarify causation and contributing factors. • Include recommended actions, such as: ▪ Audit of wet systems. ▪ Installation of leak detection and flow monitoring systems. ▪ Improved inspection and maintenance arrangements. • Ensure any necessary changes are made and the Emergency Response Plan is updated as necessary. • Review training plans as necessary.	

Appendix 2 – Emergency Checklist

Location	
Date	
Completed by (name and signature)	

	Emergency Checklist	Y/N	Comments
1.	Has the leak been identified and the immediate safety of the area assessed?		
2.	Has the Facilities Manager been notified?		
3.	Has site management been notified?		
4.	Has the water supply been isolated (where safe to do so)?		
5.	Have containment measures been implemented to limit the spread of water?		
6.	Has access to affected areas been restricted where necessary?		
7.	Have electrical hazards been identified and controlled?		
8.	Has critical equipment been protected or relocated?		
9.	Have stock, records and important documents been protected or relocated?		
10.	Has the landlord been notified (where applicable)?		
11.	Has the insurer been notified?		
12.	Have appropriate contractors been engaged?		
13.	Has the impact on operations been assessed?		
14.	Have business continuity and recovery arrangements been activated where required?		
15.	Have all necessary repairs been completed?		
16.	Has the affected area been adequately dried?		
17.	Have building services and utilities been tested prior to reoccupation?		
18.	Has an incident report been completed?		
19.	Have lessons learned been recorded and communicated?		
20.	Additional Comments:		

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Contact Information

Canada

Please visit Aviva Risk Management Solutions | Aviva Canada or email us at arms.canada@aviva.com

Ireland

Please visit Insurance Risk Management | Business Risk Management Insurance - Aviva Ireland or Email us at armsireland@aviva.com

United Kingdom

Please visit Aviva Risk Management Solutions or email us at riskadvice@aviva.com. To speak to one of our advisors, call 0345 366 6666.*

*The cost of calls to 03 prefixed numbers are charged at national call rates (charges may vary dependent on your network provider) and are usually included in inclusive minute plans from landlines and mobiles. For our joint protection telephone calls may be recorded and/or monitored.

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Note: These partner relationships are wholly for the benefit of our policyholders with no income to Aviva.

The following Specialist Partners provide products or services in relation to risk guidance provided, discussed or referenced in this Loss Prevention Standard.

Canada

- Leak detection - Water Leak Detection System | Water-Protec
- Leak detection - AkiSens
- Thermal Imaging - Electrical Service & Solutions Toronto | IPE Canada

For more information please visit: Our Specialist Partner Network | Aviva Canada

Ireland

- Leak detection - LeakSafe
- Thermal Imaging Cameras - Pass

For more information please visit: Insurance Risk Management | Business Risk Management Insurance - Aviva Ireland

United Kingdom

- Leak detection - Leaksafe
- Escape of Water Leak Prevention - Quensus
- Thermal Imaging Cameras - Pass

For more information please visit: Aviva Risk Management Solutions – Specialist Partners

Standards, Sources and Useful Links

Canada

- CA 1. Primary Canadian Code: National Plumbing Code of Canada (NPC)

Ireland

- Irish Plumbing Code of Practice (NSAI S.R. 50 Series)

United Kingdom

- Aviva Escape of Water Risk Management Guidance
- Escape of Water Prevention and Management on Construction Sites
- BS EN 806 Pts. 1-5 Specifications for installations inside buildings conveying water for human consumption
- BS 8558: Guide to the design, installation, testing and maintenance of services supplying water for domestic use within buildings and their curtilages: Complementary guidance to BS EN 806.
- Water Supply (Water Fittings) Regulations
- Water Regulations Advisory Scheme (WRAS).
- Recognised professional bodies include the Chartered Institute of Plumbing and Heating Engineering (CIPHE) and the Chartered Institution of Building Services Engineers (CIBSE).

Additional Information

Loss Prevention Standards

These documents set out best practice recommendations to help reduce the likelihood and impact of losses.

Relevant Aviva Loss Prevention Standards include:

- **Escape of Water – Introduction**
- **Escape of Water – Step 1: Design and Installation**
- **Escape of Water – Step 2: Ongoing Care**
- **Escape of Water – Step 3: Water Management Plan**
- **Escape of Water – Step 4: Emergency Response Planning**
- **Escape of Water – Step 5: Detection and Isolation**
- **Escape of Water – Work on Wet Systems Permit**
- **Escape of Water – Self-Inspection Checklist**
- **Escape of Water – Water Management Plan Template**
- **Escape of Water – 10 Top Tips**
- **Escape of Water on Construction Sites**
- **Self-Inspections**
- **Use of Thermographic Cameras – General Considerations** and **Checklist**
- **Managing Change – Property**
- **Emergency Response Teams**

Please visit Loss Prevention Standards to view the full library.

Aviva Risks Training Solutions (United Kingdom Only)

Aviva Risk Training Solutions, delivered through our Specialist Partner, SafetyCulture, provide free, bite-sized learning modules exclusively for Aviva policyholders.

Please visit Aviva Risk Training Solutions for further guidance.

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