



Kiamumbi Water Project

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DISASTER MANAGEMENT PLAN (DMP) – 2026

1. INTRODUCTION

Kiamumbi Water Project (KWP) understands that water is an essential service, and any interruption—whether due to technical failure, natural causes, or human factors—can seriously affect the community we serve.

This plan has been developed to guide how we **prepare for, respond to, and recover from emergencies**, while ensuring that our team acts in a **coordinated, timely, and responsible manner**.

2. OBJECTIVES

The purpose of this plan is to:

- Ensure **quick and organized response** to emergencies
- Maintain **safe and reliable water supply** as much as possible
- Protect **staff, infrastructure, and customers**
- Reduce damage, downtime, and confusion during incidents
- Strengthen teamwork and accountability

3. SCOPE

This plan applies to all KWP operations, including:

- Water sourcing and abstraction
- Treatment processes
- Storage facilities
- Distribution network
- Customer service and communication



Every staff member has a role to play in ensuring this plan works.

4. POSSIBLE RISKS WE MAY FACE

From experience and daily operations, the following are the most likely challenges:

Operational Challenges

- Pipe bursts and major leakages
- Pump or equipment breakdown
- Power interruptions

Environmental Challenges

- Drought leading to water shortages
- Heavy rains or flooding affecting pipelines

Public Health Risks

- Contamination of water supply
- Poor water quality due to system failure

Human-Related Challenges

- Vandalism or theft of infrastructure
- Illegal connections
- Staff failing to report or communicate during critical times

5. CRISIS MANAGEMENT TEAM (CMT)

To handle emergencies effectively, KWP has a **Crisis Management Team (CMT)** made up of key staff from different departments.

◆ Team Approach

The CMT works as one unit, with each member playing a specific role to ensure no gap in response.

◆ Key Roles:

- **CMT Coordinator & Logistics Lead** – Oversees the entire response
- **Technical Lead** – Handles system operations and repairs
- **Field Response Lead** – Manages teams on the ground
- **Water Quality Lead** – Ensures water remains safe
- **Communications & Liaison Officer** – Handles communication with the public and stakeholders

6. COMMUNICATION & REPORTING

Good communication is critical during any emergency.

◆ Internal Communication

- Any staff who notices a problem must **report immediately**
- The CMT Coordinator must be informed without delay



◆ External Communication

- All official communication to customers and stakeholders will be handled by the **Communications Officer**
- Information shared must be **accurate, clear, and timely**

7. HOW WE RESPOND TO COMMON EMERGENCIES

🔧 Pipe Burst / Major Leak

- Quickly identify and isolate the affected section
- Close valves to stop water loss
- Send repair team immediately
- Inform affected customers
- Restore supply and monitor

⚡ Power Failure

- Switch to backup power where possible
- Notify the power provider
- Focus on keeping critical systems running

💧 Water Contamination

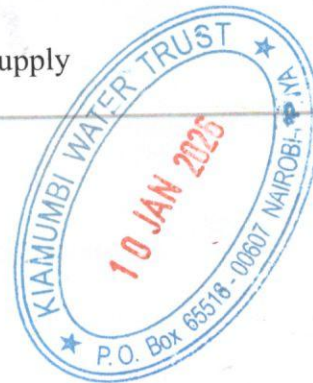
- Stop supply immediately to protect consumers
- Test water and identify the issue
- Inform the public (e.g., boil water advisory)
- Clean and disinfect the system before restoring supply

🔥 Fire or Equipment Damage

- Ensure staff safety first
- Evacuate affected area
- Contact emergency services
- Assess and repair damage

☁️ Flooding

- Protect key equipment



- Inspect and repair once conditions are safe

8. RESOURCES AND PREPAREDNESS

To respond effectively, KWP will ensure availability of:

- Repair tools and materials (pipes, valves, fittings)
- Water treatment chemicals
- Transport (motorbikes/vehicles)
- Protective gear (boots, gloves, helmets, reflectors)

Preparedness is not only about equipment—it is also about **readiness of staff**.

9. ROLES & RESPONSIBILITIES

◆ Management

- Provide leadership and make key decisions
- Ensure resources are available

◆ Technical Team

- Handle repairs and system restoration

◆ Administration

- Manage communication and records

◆ All Staff

- Report issues promptly
- Remain reachable when on duty
- Act responsibly during emergencies



10. TRAINING & AWARENESS

- Staff will undergo **regular training** on emergency response
- Practical drills will be conducted where possible
- Staff will be reminded of the importance of:
 - Communication
 - Responsibility
 - Teamwork

11. RECOVERY AFTER AN INCIDENT

After any emergency:

- Assess the situation and extent of damage
- Restore services step by step
- Document what happened and how it was handled
- Identify areas for improvement

12. MONITORING AND REVIEW

This plan will be reviewed **regularly**, especially after major incidents, to ensure it remains relevant and effective.

13. CONCLUSION

This plan is not just a document—it is a **commitment by Kiamumbi Water Project staff** to act responsibly, communicate effectively, and work together to serve the community even in difficult situations.

Every staff member is expected to support and uphold this plan.

14. APPROVAL

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Approved by:

Chairman, Board of Management

Date:

