

Checklist Compendium

May 2018



BAY OF PLENTY
EMERGENCY MANAGEMENT

GROUP

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CIMS STRUCTURE

The figure below shows the overall CIMS structure at a Coordination Centre where all the functions and sub-functions are activated.



Controller

✓		
ACTIVATION AND INITIAL RESPONSE ACTIONS		
	Decide to activate the Coordination Centre	
	Assess the situation and determine immediate actions required.	
	<u>Activate if:</u> The event is beyond Council Business As Usual (BAU), external support is likely, it would reassure the public, the Group Controller directs it or there is sufficient uncertainty to warrant it. (Early activation is not an issue. Late activation is).	
	Discuss activation with EMBOP Duty Manager and Duty Group Controller.	
	Determine appropriate Coordination Centre staffing levels and Mode of Operation.	
	Inform Chief Executive Officer and elected officials as required.	
	Hold initial IMT meeting	
	Ensure function managers, and any relevant agencies are present (Police, Fire, etc.).	
	With function managers and other agencies, collectively determine the current situation.	
	Determine if a state of emergency is required.	
	Determine if immediate public warning is required (if yes, contact EMBOP Duty Manager).	
	Seek input from function managers and other agencies as to initial objectives.	
	Decide upon objectives and the timings for the first operational period.	
	Develop Initial Action Plan (AP #01)	
	Initial Action Plan should prioritise function over form.	
	Approve, sign and distribute the initial Action Plan.	
	Ensure the Group Controller is aware of Initial Action Plan.	
	Ensure the Coordination Centre is briefed on the key components of the Initial Action Plan.	
	Monitor Action Plan implementation	
	Ensure that the Coordination Centre is working towards the Action Plan objectives.	
	Request regular verbal round-the-room updates.	
	Keep key stakeholders informed of progress (CEO, Mayor, elected officials, Group Controller, GECC, local media, key community members).	

✓		
ACTIONS FOR AFTER ACTION PLAN DISTRIBUTION		
	Commence development of Action Plan #02 (AP #02)	
	Ensure Planning Manager is drafting Action Plan #02 for the next operational period.	
	Ensure Planning Manager holds Planning Meeting to develop AP #02. Provide guidance regarding likely operational period and likely objectives for AP #02.	
	Ensure all function teams have had the opportunity to input into AP#02.	
	Ensure EOC is functioning properly	
	Ensure Response Manager has implemented an Operational Schedule.	
	Ensure Intelligence Manager is overseeing SitRep development. (GECC may advise when SitReps are due).	
	Ensure regular status updates are scheduled.	
	Ensure shift handovers are scheduled.	
	Ensure a briefing occurs at shift handover.	
	Ensure Logistics Manager is preparing for multiple shifts.	
	Ensure PA is maintaining a Response Log of key actions and decisions taken by the Controller.	
	Ensure EOC is working to the initial Action Plan objectives.	
	Ensure key stakeholders are being updated	
	Conduct media engagements as required (or request Mayor or other spokesperson to do so).	
	Maintain oversight of response	
	Ensure Coordination Centre is always working to the current Action Plan objectives.	
	Ensure budget and resource limits are being adhered to.	
	Maintain situational awareness.	
	Delegate tasks to Response Manager as required.	
	Develop further Action Plans as required	
	A new AP is required if the response objectives need to change. This could be because progress is being made, a new event occurs, additional resources become available, or the GECC Action Plan directs a new response direction. There is no need for a new Action Plan just because it is a new day.	
ACTIONS FOR WHEN APPROACHING TRANSITION TO RECOVERY		
	Consider likely event progression over next 1, 2, 5 days.	
	Review Coordination Centre staffing levels with Logistics and Response Managers.	
	Ensure Planning Manager is developing a Transition to Recovery Plan in conjunction with the Recovery Manager.	

✓		
	Communicate intention to reduce staffing and close down Coordination Centre.	
	Ensure Transition to Recovery Plan is approved.	
	Ensure support services such as EAP are provided for staff.	
	Ensure staff have opportunity to feed into debrief.	
	Close down Coordination Centre.	
	Ensure response is evaluated.	

Controller's Personal Assistant (PA)

✓		
ACTIVATION AND INITIAL RESPONSE ACTIONS		
	Manage all administrative requirements of the Controller	
	Receive briefing and handover notes at start of shift.	
	Check which processes are being used; EMIS, OZONE, ShareFile, etc.	
	Set up Controller laptop and log into EMIS.	
	Log in Controller emails.	
	Ensure Controller's Response Log is maintained.	
	Set up teleconference, location and time. Ensure all National and Group teleconference numbers and PIN numbers are visible in teleconference venue.	
	Assist Controller with Declaration Process.	
	Undertake the gazettal process should a Declaration be made, extended, etc.	
	Ensure you have ability to follow Controller and record conversations/decisions.	
	Ensure all Control Team functions have the support and guidance they require.	
ACTIONS FOR AFTER INITIAL ACTION PLAN DISTRIBUTION		
	Ongoing assistance to the Controller	
	Book meeting and break out rooms for Controllers use.	
	Manage the Controller's communications.	
	Anticipate Controller's likely future engagements.	
	Maintain a watch on the Controller's health and welfare.	
	Assist with liaison between governance, other PAs, VIPs, visitors and media.	
	Be prepared to deny people access to the Controller.	
	Record Controllers contribution to the development of the Action Plan and Planning Meetings as required.	
	Prepare and assist Controllers IMT briefings as required.	
	Complete handover notes for end of shift briefing.	
	Undertake special projects and assignments as directed by the Controller.	
	Assist other Control Team functions if required.	
ACTIONS FOR WHEN APPROACHING TRANSITION TO RECOVERY		
	Ensure compliance with Coordination Centre filing and record keeping protocols.	
	Ensure Recovery Manager has considered requirement for PA support.	

✓		
	Tidy and pack away Controllers desk equipment and notify Logistics to restock supplies.	
	Assist other Control Team functions to effectively transition to recovery.	
	Prepare documentation for subsequent reviews and/or possible investigations or inquiries.	
	Participate in team and event debrief processes.	

Response Manager

✓		
ACTIVATION AND INITIAL RESPONSE ACTIONS		
	Establish the Coordination Centre	
	Coordinate the initial set up of the Coordination Centre on behalf of the Controller (reference the Checklist Part B Process Coordination Centre Activation 2.10).	
	Ensure managers brief staff as they arrive; include current overall situation, current situation as it affects the team and their current tasks. Include health and safety considerations.	
	Ensure a sign in/sign out procedure is implemented.	
	Implement security measures to control access to the Coordination Centre.	
	Ensure Group Emergency Coordination Centre (GECC) and other agencies (Police, Fire, DHB etc.) are aware that Coordination Centre is activated.	
	Develop and post daily Operational Schedule. Include timings of: Status reports, SitRep, IMT meetings, shift handovers, briefings, media engagements, VIP visits, meals, etc.	
	Ensure initial IMT meeting is scheduled	
	Ensure the Controller conducts an initial IMT meeting.	
	Ensure a representative from all function teams attends the IMT meetings.	
	Ensure an initial Action Plan is developed.	
	Monitor Coordination Centre functioning	
	Ensure Logistics Team have appropriate arrangements for power, IT, staffing, building access, security, food, parking, etc. to support the Coordination Centre.	
	Ensure all information flows into the Coordination Centre through the Operations function.	
	Monitor the function teams to ensure they understand their roles and the actions required.	
	Ensure the Coordination Centre continues to be briefed on the current situation and the current Action Plan.	
	Ensure the SitRep and Action Plan have been communicated to other external agencies.	
	Ensure function team Response Logs are being maintained.	
	Ensure standards are maintained in the Coordination Centre; cleanliness, the wearing of vests, timeliness, quality and accuracy of SitReps and Action Plans.	
	Remind Function Managers to maintain regular contact with their GECC counterparts.	

✓		
ACTIONS FOR AFTER ACTION PLAN DISTRIBUTION		
	Monitor Action Plan implementation	
	Ensure that the Coordination Centre is working towards the current Action Plan objectives.	
	Ensure all function teams understand what the current Action Plan requires them to do.	
	Remind Controller to facilitate regular status updates. These could be verbal around-the-room updates.	
	Ensure key stakeholders are kept informed of progress (Chief Executive, Mayor, Councillors, Group Controller, GECC, local media, key community members).	
	Ensure Intelligence Manager is overseeing SitRep development. (GECC may advise when SitReps are due).	
	Ensure EOC is functioning properly	
	Continue to review and update the daily Operational Schedule.	
	Ensure regular status updates are scheduled.	
	Ensure shift handovers are scheduled.	
	Ensure a Controllers brief occurs at each shift handover.	
	Ensure Logistics Manager is preparing for multiple shifts.	
	Ensure PA is maintaining a Response Log of key Controller actions and decisions.	
	Ensure Coordination Centre is always working to the current Action Plan objectives.	
	Work with Risk Manager and Function Managers to ensure appropriate risk management strategies are being actioned.	
	Ensure Logistics Team is overseeing all event response facilities and resource requirements.	
	Ensure shift management procedures are in place	
	Ensure Logistics Team develop rosters for 2 to 3 shifts in advance.	
	Ensure Coordination Centre staff are clear about requirement for 20-30 minute handover prior to each shift changeover.	
	Provide template and guidance for shift handover process.	
	Work with function managers to ensure staff are well supported during the response.	
ACTIONS FOR WHEN APPROACHING TRANSITION TO RECOVERY		
	Ensure teams consider likely event progression over next 1, 2, 5 days.	
	Review EOC staffing levels with Logistics Manager and Controller.	
	Ensure Recovery Manager is developing a Transition to Recovery Plan in conjunction with other teams.	
	Communicate intention to reduce staffing and close down CC.	

✓		
	Ensure teams comply with filing and record keeping protocols for the CC.	
	Ensure teams tidy and pack away their function team equipment and notify Logistics to re-stock supplies.	
	Ensure support such as EAP is provided for staff.	
	Ensure staff have opportunity to feed into debrief processes.	
	Close down Coordination Centre.	

Risk Manager (Safety, Legal, Reputation)

✓	<i>This position sits in the Control function.</i>	
ACTIVATION AND INITIAL RESPONSE ACTIONS		
	Establish the Risk function	
	Check in with Controller or Response Manager.	
	Familiarise self with the situation and the response (receive handover, read SitRep, read Action Plan).	
	Determine immediate risks and mitigation priorities as a result of the event.	
	Identify actions that will improve the wellbeing and safety of Coordination Centre staff (e.g. security, setup, facilities, etc.).	
	Provide advice to the Controller on whether Declaring A State of Local Emergency would enhance the response.	
	Identify any areas of reputational risk and recommend measures to minimise these.	
	Ensure function managers deliver Health and Safety briefings to their teams.	
	At the initial IMT meeting	
	Listen to the issues or concerns of the other function managers. Determine if there is any way the risk function can add value to their areas.	
	Brief the Controller on the current risk situation.	
	Brief the Controller on mitigation priorities.	
	Work closely with teams to determine risk factors.	
	Contribute to the development of the Initial Action Plan.	
	Develop initial Action Plan (AP #01)	
	Contribute to the development of the Initial Action Plan (AP #01).	
ACTIONS AFTER ACTION PLAN DISTRIBUTION		
	Implement Action Plan	
	Monitor and review team activities to ensure correct processes, actions and priorities are being undertaken.	
	Monitor the Coordination Centre staff in conjunction with the Response Manager; work load, direction, stress management, food/rest/shifts, roster stand down, facilities, equipment, etc.	
	Prepare handover notes for subsequent shift.	
	Log significant acts and decisions in the Response Log.	
	Safety	
	Determine what actions can be taken to improve the safety and wellbeing of Coordination Centre staff.	
	Determine what actions can be taken to improve the safety and wellbeing of responders on the ground.	

✓	<i>This position sits in the Control function.</i>	
	Ensure the Action Plan contains safety information for Coordination Centre staff and on the ground responders.	
	Consider the implications of longer term activation and response.	
	Notify the Response Manager or Controller of any urgent or significant risk factors.	
	Work with the Welfare function to identify any specific concerns (specifically Civil Defence Centres and Community Led Centres).	
	Ensure there is an induction process for Coordination Centre staff to inform them of hazards.	
	Activate processes to manage: <ul style="list-style-type: none"> • exposure to trauma • staff stress • support staff dealing with difficult customers, • the risk posed by driving when fatigued/stressed. 	
	Ensure that people working away from their parent organisation or their home location are being looked after.	
	Undertake a job safety analysis as required.	
	Consider whether the requirements of the health and safety at Work Act 2015 are being followed.	
	Legal	
	Ensure the response actions taken are consistent with the CDEM Act (2002).	
	Consider whether there is any legal risk that the Controller needs to be aware of.	
	Consider whether there is any legal risk that the Chief Executive needs to be aware of.	
	Ensure that the Controller is operating under appropriate delegations.	
	Ensure that the requirements of the Health and Safety at Work Act 2015 are being followed.	
	Consider the longer term consequences of response actions.	
	Consider Resource Management Act implications.	
	Ensure wider stakeholder interests have been considered (commercial interests, iwi interests, landowner interests).	
	Reputation	
	Ensure key individuals in the parent council (Chief Executive, Mayor/Chairperson) aware of the event and of the intended response actions.	
	Consider how the response activities may affect the reputation of responding organisations.	
	Ensure the PIM function is actively engaged with helping to manage the organisation's reputation.	

✓	<i>This position sits in the Control function.</i>	
	Develop further Action Plans as required.	
	Continue to work closely with other IMT functions to ensure risks are identified and managed appropriately.	
	Contribute to Sitreps and Planning Meetings as required.	
ACTIONS FOR WHEN APPROACHING TRANSITION TO RECOVERY		
	Transition Phase	
	Consider likely event and progression over next 1, 2, 5 days.	
	Review Coordination Centre operating levels with Response Manager and Controller.	
	Work with Recovery Manager to identify ongoing risk factors for the Transition to Recovery Plan.	
	Demobilisation Plan	
	Ensure appropriate support services such as EAP, are in place for all personnel involved in the event.	
	Encourage all personnel to participate in team and event debrief processes.	

Recovery Manager

✓		
ACTIVATION AND INITIAL RESPONSE ACTIONS		
	Initial Actions	
	The objective at this point is to ensure that the Recovery Manager is well informed on the event and likely ongoing issues.	
	Activate at the same time as the Controller.	
	Attend IMT meetings and handover meetings (as appropriate to keep up to date on the event).	
	Make contact with all key stakeholders, including Lifelines providers and insurance companies.	
	Monitor and influence key messages during response to ensure achievable key messages are delivered (Note; These often become Recovery KPI's).	
	Participate in the preparation of the Transition Plan.	
ACTIONS FOR AFTER ACTION PLAN DISTRIBUTION		
	Monitor Action Plan implementation	
	Participate in key stakeholder briefings to influence what the Mayor, Councillors and Chief Executive are communicating to the public.	
	Keep informed of progress and messages that PIM is promulgating.	
	Be part of conversations with key stakeholders and community representatives as they will become the stakeholders for recovery.	
	Keep your Alternate Local Recovery Manager informed to ensure continuity should you become unavailable leading up to and during recovery.	
	Work alongside the Planning Team (sub-function long-term planning, to develop the Transition to Recovery Plan.	
	Work closely with the Planning function during the Action Plan process; Consider that actions on the ground during response, may impact recovery.	
	Discuss with Controller the likely time frames around the Transition to Recovery.	
ACTIONS FOR WHEN APPROACHING TRANSITION TO RECOVERY		
	Final stages before Transition to Recovery	
	Ensure response teams have considered likely event progression over next 1, 2, 5 days.	
	Review CC staffing levels with Logistics Manager and Controller, as some functions will likely continue in Recovery.	
	Work with the Response Manager to develop a Transition to Recovery Plan.	
	Establish Initial Recovery Objectives.	

✓		
	Attend CC debrief to glean any additional learnings that could assist a timely and effective recovery.	
	Actions prior to Recovery Office set up	
	The objective is to have the Recovery Office set up, with initial objectives identified, once the EOC stands down.	
	Identify and appoint Team members, if not already identified (note; ensure any staff transitioning from EOC have time to take a break prior to commencing in Recovery).	
	Establish meeting framework (internal and external stakeholders) in conjunction with regional and national Recovery staff.	
	Arrange for recovery office location, furniture, IT, and other resources.	

Intelligence Manager

✓		
KEY RESPONSIBILITIES OF ALL FUNCTION MANAGERS:		
	Manage the team rather than get involved in the detail. Prioritise tasks with your team members. Update your team; describe the big picture. Coach your team; ensure they know what to do. Care about your team's welfare.	
ACTIVATION AND INITIAL RESPONSE ACTIONS		
	Establish the Intelligence function	
	Ensure Intelligence staff are activated and signed in.	
	Brief staff as they arrive; Include current overall situation, current situation as it affects the intelligence team and their current tasks. Include Health and Safety considerations.	
	Assign initial tasks to intelligence staff – focussing on determining the current situation.	
	Be prepared to brief the Controller on the current situation at the initial IMT meeting.	
	Determine where initial information gaps exist and use this to drive your staff effort.	
	At the initial IMT meeting	
	Listen to the issues or concerns of the other function managers. Determine if there is any way the intelligence function can add value to their areas.	
	Brief the Controller on the current situation.	
	Brief the Controller on possible event progression.	
	Make any recommendations to the Controller regarding Intelligence priorities.	
	Work closely with teams to determine intelligence needs.	
	Contribute to the development of Initial Action Plan.	
	Develop Situation Report as required	
	Request status reports from function teams as required, to produce a new situation report within the scheduled timeframe.	
	Status reports can be delivered via written updates or regular verbal round-the-room updates.	
	Distribute SitReps and set up information boards as soon as possible around the response facilities.	
ACTIONS AFTER ACTION PLAN DISTRIBUTION		
	Manage Ongoing Intelligence tasks	
	Ensure team continue to identify information gaps and stay abreast of the current situation.	

✓		
	Distribute SitReps and update information boards at regular intervals throughout the response.	
	Oversee and monitor the staff in your team; work load, direction, stress, food/rest/shifts, roster stand down.	
	Ensure team Response Log records all decisions and actions.	
	Ensure staff prepare handover notes for incoming shift.	
	GIS	
	Utilise GIS resources to map, display, verify and forecast response information.	
	Ensure briefings, Sitreps and Action Plans have up to date maps included.	
	Ensure GIS is involved in planning information collection, storage and display processes and protocols for the Coordination Centre.	
	Information	
	Manage collection of situational Information.	
	Identify, locate and contact sources of information as required.	
	Collect and collate information (Status Reports).	
	Verify the information.	
	Conduct the initial analysis.	
	Situation	
	Identify the intelligence needs and gaps of various audiences (and feed these specific needs back to Information).	
	Analyse information from all response functions and sources.	
	Develop Situation Reports (SitReps) and mapping from information supplied.	
	Obtain Controllers approval for SitReps within timeframes as required.	
	Distribute intelligence outputs including SitReps, Maps, impact analysis reports, intelligence summaries, status reports, and other outputs aimed at developing a Common Operating Picture (COP).	
	Update and manage Information Boards within the CC (screens/pin boards, etc.) and other response facilities.	
	Forecasting	
	Develop and distribute intelligence that forecasts how the incident may develop in subsequent operational periods (<i>may be days/weeks/months</i>).	
	Provide impact analysis information to assist with Contingency Planning by the Planning Team.	
	Work with the Recovery Manager to ensure forecasted situation is considered as part of Recovery Planning.	


✓		
ACTIONS FOR WHEN APPROACHING TRANSITION TO RECOVERY		
	Consider likely event and progression over next 1, 2, 5 days.	
	Review event intelligence needs with Controller.	
	Ensure teams comply with filing and record keeping protocols for the EOC.	
	Ensure team tidies and packs away their functional desk equipment and notifies Logistics to restock supplies.	
	Ensure support such as EAP, is provided for staff.	
	Ensure staff have opportunity to feed into team or event debrief processes.	

Intelligence Team

✓		
ACTIVATION AND INITIAL RESPONSE ACTIONS		
	Establish the Intelligence team space	
	Check in to Coordination Centre and receive Health and Safety briefing.	
	Notify team manager, confirm allocated role, workspace and resources.	
	Receive briefing and handover notes at start of shift.	
	Ensure function Response Log is maintained.	
	Develop Situation Report as required	
	Gather, collate and analyse information to provide up to date intelligence about the event.	
	Develop and distribute intelligence to ensure a Common Operating Picture (COP).	
	Request Status Reports from function teams.	
	Attend and input to briefings and planning meetings as required with up to date situational information.	
	Attend and input to IMT as required.	
	Contribute to the development of the initial Action Plan.	
ACTIONS AFTER ACTION PLAN DISTRIBUTION		
	Ongoing Intelligence tasks	
	Actively seek information to assist with event status.	
	Request status reports from functional teams to produce new situation reports as required.	
	Distribute SitReps and set up information boards as soon as possible around the response facilities.	
	Attend and input to Briefings and Planning meetings as required with up to date situational information.	
	Contribute to the development of further Action Plans.	
	Complete handover notes for end of shift briefing.	
	Information	
	Manage collection of situational Information.	
	Actively identify, locate and contact sources of information as required.	
	Collect and collate information (Status Reports).	
	Verify the information.	
	Conduct the initial analysis.	
	Situation	
	Identify the intelligence needs and gaps of various audiences (and feed these specific needs back to Information).	

✓		
	Analyse information from all sources.	
	Develop SitReps and mapping from information supplied.	
	Collate, complete and obtain approval for SitReps within timeframes.	
	Distribute intelligence outputs including SitReps, maps, impact analysis reports, intelligence summaries, Status Reports, and other outputs aimed at developing a common Operating Procedure.	
	Manage Information Boards within the CC (screens/pin boards, etc.) and other response venues.	
	GIS	
	Utilise GIS resources to map, display, verify and forecast response information.	
	Ensure briefings, Sitreps and Action Plans have up to date maps included.	
	Ensure GIS is involved in planning information collection, storage and display processes and protocols for the CC.	
	Forecasting	
	Develop and distribute intelligence that forecasts how the incident may develop in subsequent operational periods (<i>may be days/weeks/months</i>).	
	Work with Contingency Planning personnel in the Planning Team.	
ACTIONS FOR WHEN APPROACHING TRANSITION TO RECOVERY		
	Consider likely event progression over next 1, 2, 5 days and possible impacts on your function.	
	Review intelligence needs with Intelligence and Recovery Managers.	
	Comply with filing and record keeping protocols for the CC.	
	Tidy and pack away functional desk equipment and notify Logistics to restock supplies.	
	Utilise follow up support services such as EAP, as required.	
	Participate in the opportunity to provide feedback in the debrief processes.	

Planning Manager

	<i>Primarily responsible for the development of the action plan.</i>	
KEY RESPONSIBILITIES OF ALL FUNCTION MANAGERS:		
	Manage the team rather than get involved in the detail. Prioritise tasks with your team members. Update your team; describe the big picture. Coach your team; ensure they know what to do. Care about your team's welfare.	
ACTIVATION AND INITIAL RESPONSE ACTIONS		
	Establish the Planning function	
	Ensure Planning staff are activated.	
	Brief staff as they arrive; Include current overall situation, current situation as it affects the planning team and their current tasks. Include health and safety considerations.	
	Assign initial tasks to planning staff – focussing on initial Action Plan in conjunction with the Controller.	
	Lead the establishment of objectives and options for the event and use this to drive your staff effort.	
	At the initial IMT meeting	
	Listen to the issues or concerns of the other functional managers. Determine if these can be developed into initial actions.	
	Brief the Controller on the draft objectives and options.	
	Brief the Controller on draft initial actions.	
	Make any recommendations to the Controller regarding Planning priorities.	
	Drive the development of Initial Action Plan.	
	Develop Initial Action Plan (AP #01)	
	Work with Controller to develop the Initial Action Plan.	
	Focus on immediate life-saving activities, mobilisation of response assets and information collection.	
	Consider the “so what?” of intelligence and implications to the objectives.	
	Distribute Initial Action Plan (IAP #01 - maybe verbal).	
ACTIONS AFTER ACTION PLAN DISTRIBUTION		
	Manage Ongoing Planning tasks	
	Provide direction (in conjunction with Initial Action Plan actions) to your team to determine the scope, boundaries and priorities for team activities.	
	Ensure team is liaising with other teams relevant to their functions, particularly Logistics and Operations.	

✓	<i>Primarily responsible for the development of the action plan.</i>	
	Maintain oversight that all tasks of the Action Plan are assigned and being delivered. Maintain awareness of the current situation and forecast with Intel. Oversee and monitor the staff in your team; work load, direction, stress, food/rest/shifts, roster stand down, resources.	
	Maintain contact with Group Emergency Coordination Centre Planning Manager.	
	Ensure Response Log records decisions and actions.	
	Ensure staff prepare handover notes for incoming shift.	
	Action Planning	
	Be prepared to facilitate the Action Planning Meeting.	
	Advise controller on the appropriate Operational period for the next action plan.	
	Undertake preparations in advance of Planning Meeting, i.e. discussing initial actions, completion and development of new actions with Operations Team. Asking what if and so what?	
	Attend/facilitate planning meeting.	
	Undertake Objective Analysis; are they relevant/current?	
	Prepare Options Development and Analysis, leading to actions.	
	Confirm decision on objectives, options and actions.	
	Collate input from other function teams.	
	Develop draft Action Plan.	
	Confirm with Logistics and Operations that the actions and tasks are achievable.	
	Approval, distribution and briefing of Action Plan.	
	Monitor and review current Action Plan.	
	Long-term Planning	
	Scope and develop plans for response activities beyond the current and subsequent Action Plan.	
	Identify past and current trends then predict and forecast. Consider risks and mitigation options.	
	Coordinate the development of the Recovery to Transition Plan as directed by Controller and Recovery Manager.	
	Draft Demobilisation Plan.	
	Contingency Planning – What if?	
	Develop Contingency Plans for a particular situation that has not, but may occur.	
	Assist Safety Officer with risk management planning.	
	Brainstorm worst case scenarios.	

✓	<i>Primarily responsible for the development of the action plan.</i>	
	Develop further Action Plans as required	
	Continue to work closely with other function teams to ensure the correct actions are identified, tasks completed and resources provided.	
	A new AP is required if the response objectives need to change. This could be because progress is being made, a new event occurs, additional resources become available, or the GECC plan directs a new response direction. There is no need for a new Action Plan just because it is a new day.	
ACTIONS FOR WHEN APPROACHING TRANSITION TO RECOVERY		
	Transition Phase	
	Consider likely event and progression over next 1, 2, 5 days.	
	Work closely with Recovery Manager to finalise transition to Recovery Plan.	
	Liaise closely with Logistics and Operations around predicted event progression, required actions, outstanding tasks and resource requirements.	
	Review planning staffing levels with Response Manager.	
	Review planning resourcing levels with Logistics Manager.	
	Demobilisation	
	Complete and distribute Demobilisation Plan.	
	Ensure team complies with filing and record keeping protocols for the CC.	
	Ensure team tidies and packs away their functional desk equipment and notifies Logistics to restock supplies.	
	Ensure team works closely with incoming Recovery Teams/agencies/stakeholders around completing actions.	
	Ensure support such as EAP is provided for staff as required.	
	Ensure staff have the opportunity to participate in team and event debrief processes.	

Planning Team

✓		
ACTIVATION AND INITIAL RESPONSE ACTIONS		
	Establish the Planning Team space	
	Check in to Coordination Centre and receive health and safety briefing.	
	Notify team manager; confirm allocated role, workspace and resources.	
	Receive briefing and handover notes at start of shift.	
	Ensure Response Log is maintained for function. If you are not sure ask!	
	Develop Initial Action Plan as required (AP #01)	
	Work with Controller to develop the Initial Action Plan.	
	Focus on immediate life-saving activities, mobilisation of response assets and information collection.	
	Distribute Initial Action Plan (IAP #01 - maybe verbal).	
ACTIONS AFTER ACTION PLAN DISTRIBUTION		
	Ongoing Planning tasks	
	Continue to liaise with other teams, particularly Logistics and Operations to validate actions and resources.	
	Utilise Planning P to drive Action Plan process.	
	Prepare handover notes for incoming shift.	
	Action Planning (AP #02, AP #03)	
	Undertake preparations in advance of attending Planning Meeting.	
	Attend Planning Meeting.	
	Undertake Objective Analysis; are they relevant/current.	
	Prepare Options Development and Analysis, leading to Actions.	
	Confirm decision on Objectives, Options and Actions with Planning Manager and Controller.	
	Collate input from other function teams to make up Action Plan e.g. Organisation Chart, Communications Plan.	
	Develop draft Action Plan.	
	Confirm with Logistics and Operations that actions and tasks are achievable. Ask questions to confirm understanding.	
	Seek approval of Action Plan from Controller.	
	Distribution of Action Plan and ensure teams assigned tasks understand them.	
	Long-term Planning	
	Scope and develop plans for response activities beyond the current and subsequent Action Plan.	

✓		
	Identify past and current trends then predict and forecast options and possible actions.	
	Coordinate the development of the transition To Recovery Plan as directed by Controller.	
	Draft Demobilisation Plan in conjunction with Logistics and Operations teams.	
	Contingency Planning – What if?	
	Develop Contingency Plans for a particular situation that has not, but may, occur.	
	Brainstorm the worst case scenarios (what if's).	
	Assist Risk Manager with risk management identification and planning.	
	Develop further Action Plans as required.	
	Continue to work closely with other function teams to ensure the correct actions are identified, tasks completed and resources provided.	
	A new AP is required if the response objectives need to change. This could be because progress is being made, a new event occurs, additional resources become available, or the GECC plan directs a new response direction.	
ACTIONS FOR WHEN APPROACHING TRANSITION TO RECOVERY		
	Transition Phase	
	Continue to review Long-term and Contingency Plans in relation to likely event and progression over short, medium and longer time frames.	
	Liaise closely with Logistics, Operations and Welfare around predicted event progression, required actions, task completion and resources needs.	
	Work closely with Recovery Manager to finalise transition to Recovery Plan.	
	Demobilisation	
	Complete and distribute Demobilisation Plan.	
	Comply with filing and record keeping protocols for the Coordination Centre.	
	Tidy and pack away function desk equipment and notify Logistics to restock supplies.	
	Utilise follow-up support services such as EAP as required.	
	Participate in team and event debrief processes.	

Operations Manager

✓		
KEY RESPONSIBILITIES OF ALL FUNCTION MANAGERS:		
	<p>Manage the team rather than get involved in the detail.</p> <p>Prioritise tasks with your team members.</p> <p>Update your team; describe the big picture.</p> <p>Coach your team; ensure they know what to do.</p> <p>Care about your team's welfare.</p>	
ACTIVATION AND INITIAL RESPONSE ACTIONS		
	Establish the Operations function	
	Ensure Operations staff are activated.	
	Brief staff as they arrive; Include current overall situation, current situation as it affects the operations team and their current tasks. Include health and safety considerations.	
	Assign initial tasks to operations staff – focussing on determining the actions required for the current situation.	
	Ensure staff are assigned to the messaging sub function (Operations is the inbox for the event – <i>see Messaging sub-function next page</i>).	
	Be prepared to brief the Controller on the current actions at the initial IMT meeting.	
	Determine where initial gaps exist and use this to drive your staff effort.	
	At the initial IMT meeting	
	Listen to the issues or concerns of the other function managers. Determine if there is any way the other functions can add value to the Operations area.	
	Brief the Controller on the current actions situation.	
	Brief the Controller on possible critical action issues.	
	Make any recommendations to the Controller regarding Operations priorities.	
	Work closely with Logistics Team to determine resource requirements.	
	Develop Initial Action Plan (AP #01)	
	Contribute to the development of the Initial Action Plan (AP #01).	
ACTIONS AFTER ACTION PLAN HAS BEEN DISTRIBUTED		
	Implement Action Plan	
	Provide direction (in conjunction with Initial Action Plan actions) to your team to determine the scope, boundaries and priorities for team activities.	
	Ensure enough staff are assigned to the key roles of messaging and tasking under the Operational Coordination sub-function.	

✓		
	Monitor and review team activities to ensure correct processes, actions and priorities are being undertaken, particularly resourcing of team.	
	Maintain contact with Group Emergency Coordination Centre (GECC) Operations Manager.	
	Ensure team is liaising with other teams relevant to their functions, particularly Logistics Team.	
	Ensure team is liaising with, and tasking, other units/agencies/teams as per the current Action Plan.	
	Monitor welfare of the staff in your team; work load, direction, stress, food/rest/shifts, roster stand down.	
	Oversee and monitor response to ensure the correct actions are being undertaken.	
	Ensure function Response Log is recording decisions and actions made by the team.	
	Ensure staff prepare handover notes for incoming shift.	
	Operational Coordination Sub-function	
	<p>Messaging</p> <p>Ensure information flows into Coordination Centre through Operations email account and other agreed processes such as OZONE.</p> <p>Set up and manage messaging system.</p> <p>Receive, filter and log all messages into the Coordination Centre.</p> <p>Pass relevant information onto appropriate team, especially Intelligence.</p>	
	<p>Tasking</p> <p>Forward planning of actions and priorities with Planning and Logistics Teams.</p> <p>Analyse actions from Action Plan into tasks and prioritise.</p> <p>Assign tasks to relevant agency/team/unit such as 3-waters, roading, parks, contractors, NZRT's, volunteers, military, police, fire, etc.</p> <p>Monitor task completion and update Actions as required.</p>	
	Liaison Sub-function	
	Work with Logistics to ensure suitable space and communications are available for agency representatives (Fire/Police/St John/Military/NZRT).	
	<p>Lifelines Utilities Coordinator (LUC)</p> <p>Make contact with required agencies if they are not on site (and GECC is not already co-ordinating Lifelines information).</p> <p>Maintain contact with utilities providers and/or GECC LUC.</p>	

✓		
	Volunteer Coordination Sub-function	
	<p>Coordinator</p> <p>Determine if spontaneous volunteers can be utilised.</p> <p>Finalise Spontaneous Volunteer Management Plan.</p> <p>Clarify who the volunteer(s)/groups are.</p> <p>What tasks can they do/how to resource them.</p> <p>Engage supervisors.</p> <p>Task appropriately.</p> <p>(See Volunteer Co-ordination Checklist – following).</p>	
	Develop further Action Plans as required.	
	Continue to work closely with other function teams to ensure the correct actions are identified, tasks completed and resources provided.	
	Contribute to further SitReps and Planning Meetings as required.	
	ACTIONS FOR WHEN APPROACHING TRANSITION TO RECOVERY	
	Transition Phase	
	Consider likely event progression over next 1, 2, 5 days.	
	Liaise closely with agencies/stakeholders/teams/units around predicted event progression and required actions.	
	Review Operations staffing levels with Response Manager.	
	Review Operations resourcing levels with Logistics Manager.	
	Demobilisation	
	Ensure team complies with filing and record keeping protocols for the Coordination Centre.	
	Ensure team tidies and packs away their function desk equipment and notifies Logistics to restock supplies.	
	Ensure team works closely with agencies/stakeholders/teams/units around completing actions and demobilising.	
	Consider requirement for rehabilitation of incident sites.	
	Ensure staff are offered support services such as EAP.	
	Request agencies/stakeholders/ teams/unit participate in debrief processes.	
	Participate in team and event debrief processes.	


Operations Team

✓		
ACTIVATION AND INITIAL RESPONSE ACTIONS		
	Establish the Operations Team space	
	Check in to Coordination Centre and receive health and safety briefing.	
	Notify team manager, confirm allocated role, workspace and resources.	
	Receive briefing and handover notes at start of shift.	
	Ensure Response Log is maintained.	
	Develop Status Report as required	
	Gather and collate information about current actions by teams and agencies involved in the response.	
	Set up the "In-Box" management process (see messaging in the Operational Coordination sub-function).	
	Set up the "tasking" management process (see tasking in the Operational Coordination sub-function).	
	Attend and input to Briefings and Planning meetings as required with up to date situational information.	
ACTIONS AFTER ACTION PLAN DISTRIBUTION		
	Ongoing Operations tasks	
	Effectively manage the "In-Box" to the event and pass the information to the relevant function teams.	
	Request Status Reports from external agencies/response teams to compile into the Operations Status Report as required.	
	Ensure SitReps and Action Plans are distributed to external agencies/response teams as required.	
	Undertake briefings to response teams as required with up to date situational information.	
	Liaise with, and task, other units/agencies/teams as per the current Action Plan.	
	Complete handover notes for end of shift briefing.	
	Operational Coordination	
	<p>Messaging</p> <p>Information flows into the Coordination Centre through Operations email account and other relevant Council processes.</p> <p>Set up and manage messaging system.</p> <p>Receive, filter and log all messages into the Coordination Centre.</p> <p>Pass relevant information onto appropriate team.</p>	

✓		
	Tasking Work closely with Planning Team and Logistics Teams to forward plan Actions and priorities. Analyse Actions from Action Plan into Tasks. Evaluate Tasks and work with Logistics to ensure suitable resources are planned for the Tasks. Assign Tasks to relevant agency/team such as 3-waters, roading, parks, contractors, NZRT's, volunteers, military, police, fire, etc. Monitor Tasks and suggest updates to Actions/Tasks as required.	
	Liaison	
	Work with Logistics team to ensure suitable space and communications are available for agency Liaison personnel.	
	Ensure liaison is established and maintained with agencies, if they are not represented by personnel in the Coordination Centre.	
	Lifelines Utilities Coordinator (LUC) Make contact with required agencies if they are not on site (and Group Emergency Coordination Centre (GECC) is not already coordinating Lifelines information). Maintain contact with utilities providers and/or GECC LUC.	
	Volunteer Coordination	
	Coordinator Determine if spontaneous volunteers can be utilised. Finalise Spontaneous Volunteer Management Plan. Clarify who the volunteer(s)/groups are. What tasks can they do/how to resource them. Engage supervisors. Task appropriately. See Volunteer Coordinator Checklist – following.	
	Develop further Action Plans as required	
	Continue to work closely with other function teams to ensure the correct Actions are identified, Tasks completed and resources provided.	
	Contribute to further SitReps and Planning Meetings as required.	
ACTIONS FOR WHEN APPROACHING TRANSITION TO RECOVERY		
	Consider likely event and progression over next 1, 2, 5 days and impacts on your function.	
	Liaise closely with agencies/stakeholders/teams/units around predicted event progression and required actions.	
	Comply with filing and record keeping protocols for the Coordination Centre.	


✓		
	Tidy and pack away function desk equipment and notify Logistics to restock supplies.	
	Utilise follow up support services such as EAP, as required.	
	Participate in the opportunity to provide feedback in the debrief processes.	

Lifeline Utilities Coordinator (LUC)

	<i>This checklist is for anyone performing the role of LUC in a Group Emergency Coordination Centre (GECC).</i>	
ACTIVATION AND INITIAL RESPONSE ACTIONS		
	Establish the Lifeline Utilities sub- function	
	Sign into Coordination Centre.	
	Check in with Operations Manager and Controller and receive briefing, including health and safety information.	
	Contact any local Coordination Centre Operations Managers involved in event. Exchange contact details and maintain two way communications.	
	Local CC may be running a parallel LUC process with their local utilities providers.	
	Contact LUCs of neighbouring Civil Defence Emergency Management (CDEM) Groups involved in event. Exchange contact details and maintain two way communications.	
	Contact affected utilities. Exchange contact details and maintain two way communications.	
	Contact BOP Lifeline Utilities Group members, tell them: LUC contact details (phone/email). Initial Action Plan mission/objectives/priorities. The requirement for and frequency of 'Status Reports'. Process for information management and Resource Requests into the Coordination Centre.	
	Provide Status Report to Intelligence Team (through the Operations Manager).	
	Attend initial IMT meeting. Report key messages back to individual utilities companies.	
ACTIONS AFTER ACTION PLAN DISTRIBUTION		
	Manage Ongoing lifeline utility tasks	
	Distribute Initial Action Plan (AP #01) to Lifeline Utilities Group.	
	Ensure the Response Log includes important Lifeline Utilities decisions/events/issues/accomplishments etc.	
	Login and manage LUC email inbox.	
	Sign into and display Lifeline Utilities web viewer.	
	Contact GIS team to commence Lifeline Utilities' input to the event 'story map'.	
	Facilitate the collection of Lifeline Utilities impact assessments and information. Provide information for display on the GIS 'story map'.	
	Analyse information provided by Lifeline Utilities. Supply intelligence to Operations Manager/Controller/Recovery Manager (pinch points, resource heavy areas, developing trends etc.)	

✓	<i>This checklist is for anyone performing the role of LUC in a Group Emergency Coordination Centre (GECC).</i>	
	Provide advice to the Controller/Recovery Manager with regards to regional impacts, response priorities, available resources, strategic goals, tactical Objectives and Action Plans.	
	Provide detailed Status Reports to Intelligence (through the Operations Manager), as per the Operational Schedule.	
	Coordinate Resource Requests from Lifeline Utilities.	
	Liaise with Logistics Team to track expenditure and financial claims from Lifeline Utilities.	
	Keep Lifeline Utilities informed of Controller/Recovery Manager's Objectives and Priorities, emerging issues and interdependencies.	
ACTIONS FOR WHEN APPROACHING TRANSITION TO RECOVERY		
	Consider likely event and progression over next 1, 2, 5 days.	
	Review Lifeline Utilities needs with Operations Manager.	
	Analyse information provided by Lifeline Utilities in conjunction with Recovery Manager (pinch points, resource heavy areas, developing trends etc.).	
	Provide advice to the Recovery Manager with regards to regional impacts, response priorities, available resources, strategic goals, tactical objectives and action plans.	
	Ensure Lifeline Utilities comply with filing and record keeping protocols for the Coordination Centre and their respective businesses.	
	Ensure function desk equipment is tidied and packed away and Logistics is notified to restock supplies.	
	Ensure Lifeline Utilities have the opportunity to feed into debrief processes for Coordination Centre and respective businesses.	
	Encourage Lifeline Utilities to take learnings and consider reviewing Business Continuity Plans.	

Volunteer Coordinator

	<i>This position sits in the Operations Team, sub-function Volunteers.</i>	
ACTIVATION AND INITIAL RESPONSE ACTIONS		
	Establish the Volunteer sub-function	
	<p>Confirm the following before engaging in a spontaneous volunteer process:</p> <p>What do we want the volunteers to do?</p> <p>Clarify what the volunteers want to do.</p> <p>Confirm how this aligns with Action Plan Objectives.</p> <p>Obtain Agreement/Approval for volunteers to be used.</p>	
	Assess size of operation.	
	Set up/increase size of Volunteer Coordination Team if necessary.	
	Planning Process:	
	Work with PIM to develop messaging to communities regarding need for volunteers.	
	Setup registration process for volunteers.	
	Identify any existing volunteer(s)/groups.	
	Undertake needs assessment for tasking volunteer activities.	
	Undertake detailed tasking process – location, activity, numbers, times, gear, etc.	
	Resource tasks via Logistics Team – bases, Supervisors, transport, PPE, tools, etc.	
VOLUNTEER COORDINATION ACTIONS		
	Coordination:	
	Organise and run registration process for spontaneous volunteers (on the day).	
	Notify volunteers of work allocation. Prior to the day if possible.	
	Undertake health and safety briefing, allocate PPE and tools.	
	Clarify the indemnity surrounding volunteer work.	
	Ensure sufficient trained Supervisors are on site.	
	Deployment:	
	Ensure Supervisors undertake site briefing and/or training before activities commence.	
	Supervisors oversee volunteer operational tasks.	
	Ensure sufficient food, break and rest facilities are catered for.	
	Ensure the process for completing/re-tasking volunteers is clearly articulated with Supervisors.	
	Follow-up:	
	Debrief and thank volunteers for their work.	
	Indicate whether further work might be available.	
	Confirm how and when future contact might be made.	

✓	<i>This position sits in the Operations Team, sub-function Volunteers.</i>	
	Ongoing Actions	
	Reinforce emphasis on health and safety.	
	Ensure Operations Manager is updated via Status Reports as required.	
	Maintain regular contact with supervisors to ensure two-way information flow is maintained.	
	Maintain oversight of rosters, including supervisors and volunteers.	
	Undertake regular evaluation of volunteer operation.	
	Check in with key community contacts to gauge effectiveness of volunteer response.	
	Undertake forward planning for next shift deployments.	
	Ensure all records are maintained and filed.	
ACTIONS FOR WHEN APPROACHING TRANSITION TO RECOVERY		
	Transition Phase	
	Consider likely event progression over next 1, 2, 5 days.	
	Liaise closely with agencies/stakeholders/teams/units around predicted event progression and required volunteer activities.	
	Review volunteer activities with Operations Manager.	
	Review resourcing levels with Logistics Manager.	
	Work with Operations Manager and Recovery Manager to determine whether volunteer activities will transition into recovery.	
	Demobilisation	
	Publicly thank and reward volunteers, ensure support services such as EAP, are available as required.	
	Work closely with supervisors around completing volunteer activities and demobilising.	
	Consider end use for volunteer equipment.	
	Involve team in event debrief processes.	

Logistics Manager

✓		
KEY RESPONSIBILITIES OF ALL FUNCTION MANAGERS:		
	Manage the team rather than get involved in the detail. Prioritise tasks with your team members. Update your team; describe the big picture. Coach your team; ensure they know what to do. Care about your team's welfare.	
ACTIVATION AND INITIAL RESPONSE ACTIONS		
	Establish the Logistics function	
	Ensure Logistics staff are activated.	
	Brief staff as they arrive; Include current overall situation, current situation as it affects the Logistics Team and their current tasks. Include health and safety considerations.	
	Assign sub-functions and initial tasks to Logistics Team – focussing on determining the immediate resource requirements for the current situation.	
	Prepare to brief the Controller on the current resources situation at the initial IMT meeting.	
	Determine where initial resource gaps exist and use this to drive your staff effort.	
	At the initial IMT meeting	
	Listen to the issues or concerns of the other function managers. Determine if there is any way the Logistics function can add value to their areas.	
	Brief the Controller on the current resources situation and possible critical resource issues and Logistics priorities.	
	Make contact with Group Emergency Coordinating Centre (GECC) Logistics Manager (when activated).	
	Work closely with sub-function teams to determine staffing requirements – the Logistics function may require considerable staff resources themselves.	
	Develop Initial Action Plan (AP #01)	
	Contribute to the development of the initial Action Plan.	
ACTIONS AFTER ACTION PLAN HAS BEEN DISTRIBUTED		
	Implement Action Plan	
	Provide direction (from AP actions) to determine the scope, boundaries and priorities for team activities.	
	Monitor and review team activities to ensure correct processes, actions and priorities are being undertaken.	
	Ensure team is liaising with other function teams and the GECC relevant to their sub-functions.	

✓		
	Oversee and monitor the staff in your team; work load, direction, stress, food/rest/shifts, roster stand down.	
	Oversee and monitor response to ensure resources are being effectively utilised.	
	Ensure Response Log is recording decisions and actions.	
	Ensure staff prepare handover notes for incoming shift.	
	Finance	
	Advise Finance Department of activation and request establishment of cost code for the event.	
	Monitor, process and track all financial expenditure, accounts, invoices and Purchase Orders.	
	Confirm financial delegations.	
	Supply	
	Establish and maintain resource tracking system.	
	Enforce Resource Request approvals and processes.	
	Manage all resources through Depot/Assembly Area.	
	Undertake forward planning of resource needs with appropriate teams.	
	Transport	
	Maintain transport resource tracking system.	
	Support Supply sub-function in the distribution of resources.	
	ICT	
	Ensure sufficient resources/infrastructure is available for the Coordination Centre to function.	
	Maintain resource tracking system for all ICT equipment.	
	Compile and update Communications Plan (phone numbers, radio channels, etc.).	
	Facilities	
	Ensure Check In/Check Out set up for all facilities.	
	Provide and manage all facilities and land to meet the needs of the response.	
	Set up security services for the facilities as required.	
	Ensure facilities are returned to their original state when no longer needed.	
	Catering	
	Ensure meals and drinks are provided to all response personnel at all locations.	
	Liaise with Welfare Manager to determine if catering support is required for affected communities.	
	Develop catering plans and supply lists to support CC's and other facilities as required.	

✓		
	Personnel	
	Establish staff rosters for foreseeable future.	
	Maintain staff tracking system.	
	Maintain staff travel and accommodation tracking system.	
	Ensure staff arriving on shift receive appropriate information, such as; time, role, duration.	
	Develop information pack for “out of town” staff.	
	Administration	
	Ensure sufficient clerical support for EOC.	
	Develop further Action Plans as required	
	Continue to work closely with other functional teams to ensure they are resourced appropriately.	
	Contribute to further SitReps and Planning Meetings as required.	
ACTIONS WHEN APPROACHING TRANSITION TO RECOVERY		
	Transition Phase	
	Consider likely event progression over next 1, 2, 5 days.	
	Review CC staffing levels with Response Manager and Controller.	
	Ensure Recovery Manager is developing a transition to Recovery Plan.	
	Communicate intention to reduce staffing and close down EOC.	
	Demobilisation Plan	
	Ensure teams comply with filing and record keeping protocols for the CC.	
	Ensure teams tidy and pack away their function desk equipment and notify Logistics to restock supplies.	
	Ensure resources obtained for response are either maintained, kept for BAU, returned to supplier, donated or disposed of.	
	Ensure facilities are returned to their original state when no longer needed.	
	Ensure staff from outside of the area are returned home with any resources they arrived with.	
	Prepare documentation for possible Government Assistance Application.	
	Participate in team and event debrief processes.	

Logistics Team

✓		
ACTIVATION AND INITIAL RESPONSE ACTIONS		
	Establish the Logistics team space	
	Check in to Coordination Centre and receive health and safety briefing.	
	Notify team manager, confirm allocated role, workspace and resources.	
	Receive briefing and handover notes at start of shift.	
	Ensure Response Log is maintained.	
	Set up the Logistics sub-functions and ensure enough personnel are assigned to each sub-function; Logistics comes under immense pressure - this is crucial .	
	Ensure the Supply sub-function is set up to manage the Resource Requests using agreed approval process.	
	Develop Status Report as required	
	Gather and collate information about current resource requirements for function teams.	
	Attend and input to Briefings and Planning meetings as required with up to date situational information.	
ACTIONS AFTER ACTION PLAN DISTRIBUTION		
	Ongoing Logistics tasks	
	Provide and track resources to support the response and the affected communities.	
	Oversee the communications into and out of the Coordination Centre.	
	Provide record keeping and administration support.	
	Provide and manage facilities and land for the response activities.	
	Track financial expenditure.	
	Liaise with, other function teams as per the current Action Plan to ensure suitable resources are provided at the right time and place – including requests for extra personnel in function teams.	
	Complete handover notes for end of shift briefing.	
	Finance	
	Advise Finance Department of activation and request establishment of Cost Code for the event.	
	Monitor, process and track all financial expenditure, accounts, invoices and Purchase Orders.	
	Ensure agreed Resource Request process is utilised by all teams.	
	Be prepared to provide total cost estimate for event, at any point in time, as requested by the Controller.	
	Confirm financial delegations.	

✓		
	Supply	
	Establish and maintain resource tracking system.	
	Enforce resource request approvals and processes.	
	Manage all resources through Depot/Assembly Area (as required).	
	Undertake forward planning of resource needs with appropriate teams, such as Planning and Operations.	
	Transport (Ground Support)	
	Maintain transport resource tracking system.	
	Support 'supply' in the distribution of resources.	
	Organise and manage site security for event locations.	
	ICT	
	Ensure sufficient resources/infrastructure is available for the Coordination Centre to function.	
	Ensure communications are available between all sites of the response.	
	Install, maintain and track all ICT equipment.	
	Source/provide trained operators for communications equipment as necessary.	
	Compile and update Communications Plan (phone numbers, radio channels, etc.).	
	Facilities	
	Ensure Check In/Check Out set up for all facilities.	
	Provide and manage all facilities and land to meet the needs of the response.	
	Arrange contracts to secure use of commercial facilities as required.	
	Undertake maintenance of facilities as required.	
	Ensure facilities are returned to their original state when no longer needed.	
	Catering	
	Ensure meals and drinks are provided to all response personnel at all locations.	
	Liaise with Welfare Manager to determine if catering support is required for affected communities.	
	Develop catering plans and supply lists to support CC's and other facilities as required.	
	Personnel	
	Establish Staff roster for foreseeable future.	
	Maintain staff tracking system.	
	Maintain staff travel and accommodation tracking system.	

✓		
	Ensure staff arriving on shift receive appropriate information, such as; time, role, duration.	
	Develop information pack for “out of town” staff.	
	Administration	
	Ensure sufficient clerical support for CC.	
	Undertake record keeping particularly of key response documents.	
	Develop further Action Plans as required.	
	Continue to work closely with other function teams to ensure the correct resources provided in a timely fashion.	
	Contribute to further SitReps and Planning Meetings as required.	
ACTIONS FOR WHEN APPROACHING TRANSITION TO RECOVERY		
	Consider likely event progression over next 1, 2, 5 days and possible impacts on your function.	
	Liaise closely with teams around predicted event progression and required resources.	
	Comply with filing and record keeping protocols for the Coordination Centre.	
	Tidy and pack away functional desk equipment and undertake restock of function team supplies as requested.	
	Utilise follow up support services such as EAP as required.	
	Participate in the opportunity to provide feedback in the debrief processes.	

Welfare Manager

✓		
KEY RESPONSIBILITIES OF ALL FUNCTION MANAGERS:		
	Manage the team rather than get involved in the detail. Prioritise tasks with your team members. Update your team; describe the big picture. Coach your team; ensure they know what to do. Care about your team's welfare.	
ACTIVATION AND INITIAL RESPONSE ACTIONS		
	Establish the Welfare function	
	Determine the size and scale of the welfare structure required.	
	Ensure Welfare staff are activated.	
	Brief staff as they arrive; Include current overall situation, current situation as it affects the welfare team and their current tasks. Include health and safety considerations.	
	Set up welfare workspace with resources.	
	Call in key agencies that will be required.	
	Determine a Welfare Team roster.	
	At the initial IMT meeting	
	Brief the Controller on the current welfare situation.	
	Make any recommendations to the Controller regarding Welfare priorities.	
	Following initial IMT	
	Convene the Local Welfare Committee as soon as appropriate.	
	Activate Civil Defence Centres (CDC's) as required (in conjunction with Controller and CDC Supervisor) as per the CDC Activation Plan.	
	Liaise with Community Response Teams to update them on the situation and establish a communications link.	
	Lead the identification of, and planning for, the welfare needs of the affected communities.	
	Develop Status Report as required	
	Request Status Reports from sub-function teams and relevant supporting agencies to produce Welfare Status Report.	
ACTIONS AFTER ACTION PLAN DISTRIBUTION		
	Manage Ongoing Welfare tasks	
	Lead the delivery of CDEM led Welfare services sub-functions (Registration, Needs Assessment, Emergency Accommodation and Household Goods and Services).	
	Maintain contact with Group (GECC) Welfare Manager.	
	Support the work of agencies responsible for the other Welfare sub-functions, as per agreed arrangements.	

✓		
	Liaise and support CDC Supervisors as required, with regular contact and updates.	
	Liaise and support any Community Led Centres (CLC's)/ Community Response Teams (CRT's) with regular contact and updates.	
	Provide welfare related input to the Action Plan.	
	Develop a Welfare Appendix to the Action Plan (if required).	
	Ensure continued liaison with other function managers (Operations, Logistics, PIM, etc.).	
	Liaise with welfare services support agencies (individual members of the Local Welfare Committee).	
	Convene Local Welfare Committee as often as necessary/ practicable.	
	Contact the Group Welfare Manager to consider the development of an "All of Government Fact Sheet".	
	Ensure all welfare meetings and teleconferences are included on the Coordination Centre Operational Schedule.	
	Ensure all staff are briefed NOT to throw out documentation as this will need to be stored as part of the Public Records Act 2005.	
	Daily Checklist:	
	Attend IMT briefings at Coordination Centre, present progress and any welfare related issues or concerns.	
	Ensure all Health and Safety requirements of the response are communicated to the team.	
	Review CDC requirements (if activated) with CDC Supervisor, in conjunction with the Logistics Team.	
	Develop a Welfare Status Report, incorporating all agencies updates.	
	Ensure welfare related tasks are assigned and completed in good time.	
	Ensure that welfare related resources are identified for subsequent approval and supply by Logistics.	
	Ensure that accurate welfare-related public messaging information is passed on to the PIM team.	
	Liaise with Group Welfare Manager; this may also include a daily teleconference.	
	Liaise with welfare services support agencies.	
	Ensure that information provided to all welfare personnel and welfare services agencies is current and accurate.	
	Ensure that all documented processes and procedures related to welfare are being followed.	

✓		
	Oversee and monitor the staff in your team; work load, direction, stress management, food/rest/shifts, roster, stand down, resources, etc.	
	Ensure sufficiently skilled Welfare personnel are available to be rostered for the next week.	
	Carry out team briefings after IMT meetings and at shift handover.	
ACTIONS FOR WHEN APPROACHING TRANSITION TO RECOVERY		
	Work with the Recovery Manager to develop the Welfare Transition to Recovery Plan.	
	Ensure teams comply with filing and record keeping protocols for the Coordination Centre.	
	Ensure team tidies and packs away their facilities, resources and function equipment and notifies Logistics to restock supplies.	
	Ensure Welfare personnel in participate in team or event debrief process before they return to their BAU roles.	
	Ensure staff have access to support services, such as EAP.	
	Provide Welfare issues and learnings to CDEM debriefing sessions.	
	Ensure plans and procedures are updated to reflect debriefing lessons.	

Welfare Team

✓		
ACTIVATION AND INITIAL RESPONSE ACTIONS		
	Establish the Welfare team space	
	Check in to Coordination Centre and receive health and safety briefing.	
	Notify team manager; confirm allocated role, workspace and resources.	
	Receive briefing and handover notes at start of shift.	
	Ensure Response Log is maintained.	
	Develop Status Report as required	
	Gather and collate information about current welfare situation from teams and agencies involved in the response to populate the Welfare Status Report.	
	Set up the CDEM led Welfare sub-functions (Registration, Needs Assessment, Emergency Accommodation and Household Goods and Services).	
	Ensure processes are in place to record information as it arrives.	
	Activate Civil Defence Centre's (CDC's) as required (in conjunction with Welfare Manager and CDC Supervisor) as per the CDC Activation Plan.	
	Liaise with Community Response Teams to update them on the situation and establish a communications link.	
	Attend and input to team briefings and planning meetings as required with up to date situational information.	
ACTIONS AFTER ACTION PLAN DISTRIBUTION		
	Ongoing Welfare tasks	
	Deliver the CDEM led Welfare sub-functions (Registration, Needs Assessment, Emergency Accommodation and Household Goods and Services).	
	Support the work of agencies responsible for the other Welfare sub-functions as per agreed arrangements.	
	Liaise and support CDC Supervisors as required with regular contact and updates.	
	Liaise and support any Community Led Centres (CLCs)/ Community Response Teams (CRTs) with regular contact and updates.	
	Provide welfare related input to the SitRep.	
	Provide information for the Welfare appendix to the Action Plan (as required).	
	Liaise with other function teams (Operations, Logistics, PIM, etc.) as required.	

✓		
	Liaise with welfare support agencies (individual members of the Local Welfare Committee).	
	Work with Welfare Manager to develop an "All of Government Fact Sheet".	
	Ensure all welfare meetings and teleconferences are included on the Coordination Centre Operational Schedule.	
	Ensure all staff are briefed to comply with filing and record keeping protocols for the Coordination Centre.	
	Registration	
	Activate trained personnel to undertake registration process.	
	Ensure event set up in EMIS to allow on line entry and/or later manual entry and processing of data.	
	Sight and record identification of registrants.	
	Share information with relevant agencies to assist effective response and recovery.	
	Needs Assessment	
	Develop/activate needs assessment process.	
	Deliver urgent needs through triage approach.	
	Collate information to build Common Operating Picture.	
	Work with community and agencies to plan and deliver ongoing services.	
	Household Goods and Services	
	Utilise Needs Assessment data to identify goods and services to be supplied to where.	
	Liaise with Logistics Team to order and facilitate delivery.	
	Ensure good records are maintained as many items are financially recoverable.	
	Note food safety, infants, health and pandemic considerations.	
	Shelter and Emergency Accommodation	
	Confirm which facilities to use and that they are safe.	
	Activate and staff Emergency Shelter facilities.	
	Ensure good records are kept to assist financial recovery.	
	Consider accommodation for companion animals.	
	Develop further Action Plans as required.	
	Continue to work closely with other teams and agencies to ensure the correct support actions are identified, tasks completed and resources provided for the community.	
	Contribute to further SitReps and Planning Meetings as required.	

✓		
ACTIONS FOR WHEN APPROACHING TRANSITION TO RECOVERY		
	Consider likely event progression over next 1, 2, 5 days and possible impacts on your function.	
	Liaise closely with agencies/stakeholders/ teams/units around predicted event progression and required actions.	
	Comply with filing and record keeping protocols for the Coordination Centre.	
	Tidy and pack away function desk equipment and notify Logistics to restock supplies.	
	Ensure CDCs and other welfare sub-functions (non-CDEM led) demobilise and report as required.	
	Utilise follow up support services such as EAP, as required.	
	Participate in the opportunity to provide feedback in the debrief processes.	

Public Information Management (PIM) Manager

✓	Checklist for use with CC activation and initial response, noting that PIM function has usually been working with Duty Manager prior to this time.	
KEY RESPONSIBILITIES OF ALL FUNCTION MANAGERS:		
	<p>Manage the team rather than get involved in the detail.</p> <p>Prioritise tasks with your team members.</p> <p>Update your team; describe the big picture.</p> <p>Coach your team; ensure they know what to do.</p> <p>Care about your team's welfare.</p>	
ACTIVATION AND INITIAL RESPONSE ACTIONS		
	Establish the PIM function	
	Ensure sufficient PIM staff are activated (as required).	
	Draft initial communications message for distribution and check with controller if appropriate, It may be a holding message acknowledging event and indicating further information will follow.	
	Brief staff as they arrive; Include current overall situation, current situation as it affects the PIM team and their current tasks. Include health and safety considerations.	
	Assign initial tasks to PIM staff – focussing on the immediate public information requirements for the current situation.	
	Be prepared to brief the Controller on the current public information situation at the initial IMT meeting.	
	Determine key messages and where initial gaps exist; use this to drive your staff effort.	
	Liaise closely with support agencies to ensure alignment of key messaging.	
	Set up all the usual PIM processes such as Media Contact Log, key messages, Issues Register, and a Function Response Log as appropriate.	
	At the initial IMT meeting	
	Listen to the issues or concerns of the other function managers.	
	Brief the Controller on the current public information and community situation and issues.	
	Make any recommendations to the Controller regarding public information priorities.	
	Work closely with other function teams to determine key messages and public information requirements.	
	Develop Initial Action Plan (AP #01)	
	Contribute to the development of the Initial Action Plan (AP #01).	

✓	Checklist for use with CC activation and initial response, noting that PIM function has usually been working with Duty Manager prior to this time.	
ACTIONS AFTER ACTION PLAN HAS BEEN DISTRIBUTED		
	Implement Action Plan	
	Provide direction (in conjunction with current AP actions) to your team to determine the scope, boundaries and priorities for team activities.	
	Monitor and review team activities to ensure correct processes, actions and priorities are being undertaken.	
	Ensure team is liaising with other relevant teams/stakeholders/communities/agencies.	
	Maintain contact with Group Emergency Coordination Centre (GECC) PIM Manager.	
	Oversee and monitor the staff in your team; work load, direction, stress management, food/rest/shifts, roster, stand down, resource levels, etc.	
	Ensure Response Log records decisions and actions.	
	Ensure staff prepare handover notes for incoming shift.	
	Information and Warnings	
	Develop key messages specific to the event (see your PIM stick for draft templates and suggestions).	
	Gather information from other function teams.	
	Use standard templates for public information.	
	Develop media releases for approval and distribution as required.	
	Develop briefing notes for spokespeople as required.	
	Consider drafting a Public Information Strategy.	
	Media	
	Monitor and update social media. Relay any critical reports to Intelligence Team, Information sub-function, to verify.	
	Distribute up to date information to call centres, helplines, CDC's and other facilities.	
	Distribute media releases to agreed platforms.	
	Advise media spokespeople and coach, as required.	
	Prepare for media conferences.	
	Engage a qualified sign language interpreter if required.	
	Community Liaison	
	Consider drafting a Community Engagement Strategy.	
	Ensure distribution of clear accurate and consistent communication to the public.	
	Organise and facilitate community meetings and events as required by Controller or Mayor in conjunction with Mayors PA as appropriate.	

✓	<i>Checklist for use with CC activation and initial response, noting that PIM function has usually been working with Duty Manager prior to this time.</i>	
	Ensure community stakeholders and business owners are incorporated in communications, meetings and events.	
	Produce newsletters, posters, pamphlets, etc. as required.	
	Collate issues raised by the community, obtain responses and use to inform direction of future communications.	
	Coordinate VIP and visitor tours on behalf of and in conjunction with the Controller and Mayor.	
ACTIONS FOR WHEN APPROACHING TRANSITION TO RECOVERY		
	Transition Phase	
	Consider likely event progression over next 1, 2, 5 days.	
	Liaise closely with teams/stakeholders/communities and agencies around predicted event progression and public information requirements.	
	Review PIM staffing levels with Response Manager.	
	Work with Recovery Manager to ensure public information is adequately considered in Transition to Recovery Plan.	
	Demobilisation	
	Ensure team complies with filing and record keeping protocols for the Coordination Centre.	
	Ensure team tidies and packs away their function desk equipment and notifies Logistics to restock supplies.	
	Ensure team works closely with teams/stakeholders/communities/agencies around completing actions and transitioning to recovery.	
	Ensure staff receive appropriate support services such as EAP, as required.	
	Ensure staff participate in team and event debrief processes.	

Public Information Management (PIM) Team

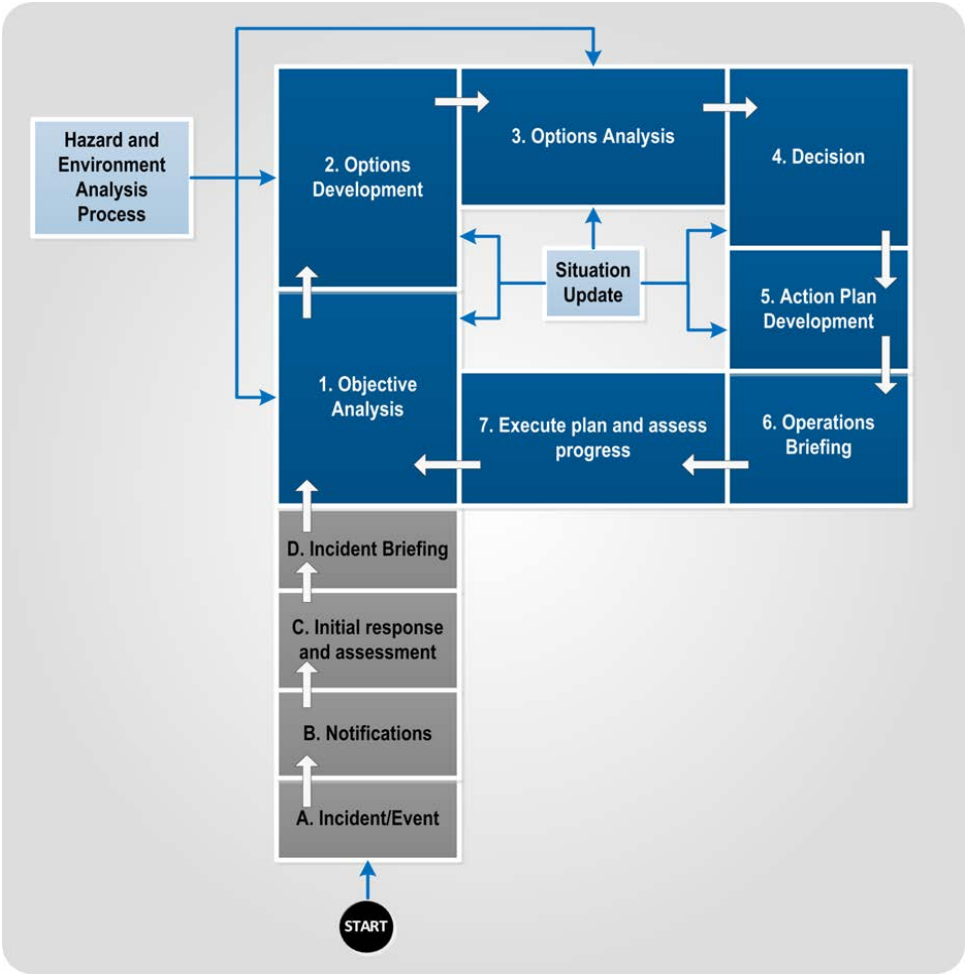
✓		
ACTIVATION AND INITIAL RESPONSE ACTIONS		
	Establish the PIM team space	
	Check in to Coordination Centre and receive health and safety briefing.	
	Notify team manager, confirm allocated role, workspace and resources.	
	Receive briefing and handover notes at start of shift.	
	Set up all the usual PIM processes such as media contact log, key messages, issues register, and a function Response Log as appropriate.	
	Develop Status Report as required	
	Determine the immediate public information requirements based on the current situation.	
	Issue warnings and advisories as directed by the Controller and PIM Manager.	
	Determine key messages and how to deliver those to the appropriate audiences.	
	Liaise closely with support agencies to ensure alignment of key messaging.	
ACTIONS AFTER INITIAL ACTION PLAN DISTRIBUTION		
	Ongoing PIM tasks	
	Prepare and share information directly with the public through agreed platforms.	
	Work closely with other function teams to ensure consistent messages are incorporated in publicity.	
	Monitor and respond to public and social media reactions; pass new information to relevant function team.	
	Ensure call centres, helplines and reception personnel have current public information and key messages.	
	Undertake community liaison.	
	Manage VIP's, media visits and conferences.	
	Complete handover notes for end of shift briefing.	
	Information and Warnings	
	Finalise draft Public Information Strategy.	
	Gather information from other function teams.	
	Use standard templates for public information.	
	Develop key messages specific to the event.	
	Develop media material for approval and release.	
	Develop briefing notes for spokespeople as required.	

✓		
	Media	
	Monitor and update agreed social media platforms.	
	Distribute up to date information to call centres, helplines, CDCs and other facilities.	
	Distribute media material to agreed platforms.	
	Advise media spokespeople and coach, as required.	
	Prepare for media conferences.	
	Engage a qualified sign language interpreter if required.	
	Community Liaison	
	Finalise draft Community Engagement Strategy.	
	Ensure distribution of clear accurate and consistent communication to the public.	
	Organise and facilitate community meetings and events as required by the Controller or Mayor.	
	Work with community stakeholders and businesses.	
	Produce newsletters, posters, pamphlets, etc. as required.	
	Collate issues raised by the community, obtain and distribute responses.	
	Coordinate VIP and visitor tours of the Coordination Centre and other locations.	
	Develop further Action Plans as required.	
	Continue to work closely with other function teams to ensure the correct messages are identified, tasks completed and resources provided.	
	Contribute to further SitReps and Planning Meetings as required.	
ACTIONS FOR WHEN APPROACHING TRANSITION TO RECOVERY		
	Consider likely event progression over next 1, 2, 5 days and possible impacts on your function.	
	Liaise closely with agencies/stakeholders/teams/units around predicted event progression and required actions.	
	Comply with filing and record keeping protocols for the Coordination Centre.	
	Tidy and pack away function desk equipment and notify Logistics to restock supplies.	
	Utilise follow up support services such as EAP, as required.	
	Participate in team or event debrief processes.	

Action Plan Process

✓	<i>This is the key output of the Planning Team, sub-function Action Planning</i>	
	The Planning P	
	Refer to the diagram at the end of this checklist.	
	Use the Planning P as the basis for the Action Plan process.	
	The initial process (steps A-D, shown in Grey) – is only carried out at the start of the response and results in the Initial Action Plan.	
	The planning process (steps 1-7, shown in Blue) – continues as a loop once the first Action Plan has been completed.	
	Initial Action Plan	
	<p>Planning team to work with Controller and Incident Management Team (IMT) as circumstances allow, to:</p> <ul style="list-style-type: none"> • Size up the emergency and determine the best way to deal with it, based on up to date situation. • Develop Mission and initial Objectives. • Consider options. • Focus on immediate lifesaving activities, mobilisation of response and information collection. • Develop initial actions and tasks. • Draft Initial Action Plan. 	
	Deliver Initial Action Plan – this maybe as a briefing by the Controller.	
	Ensure a written version of this Incident Action Plan is saved and stored in the document management system (EMIS or other).	
	Action Plan	
	Coordinate Planning Meeting with Controller and IMT (incl. supporting agencies).	
	Confirm the Operational Period.	
	Using the current SitRep, confirm the Objectives.	
	Consider response options and undertake analysis.	
	Work closely with Operations Logistics, and Welfare to develop Actions and Tasks from confirmed Objectives and Options.	
	Request input from other sectors as required (PIM, Risk, Intel, etc.).	
	Draft the Action Plan.	
	Confirm with IMT that the Action Plan is achievable within the Operational Period.	
	Gain Controllers approval for Action Plan.	
	Deliver the Action Plan to function and operational teams, via electronic or paper copies and/or verbal briefing, as required.	
	Ensure Operational Briefing of the Action Plan is delivered.	

✓	<i>This is the key output of the Planning Team, sub-function Action Planning</i>	
	Work with Operations function to monitor progress of actions via SitReps.	
	Reinforce with function team managers that this is the key direction statement for the event response and they need to work to the Actions and Tasks agreed to.	
	Save copy of (dated/numbered) Action Plan in document management system.	
	Repeat the planning process (steps 1-7, shown in blue) for next and any subsequent Operational Periods.	
	Encourage ongoing communication between function teams, response levels, Communication Centres and agencies is occurring to ensure actions are being achieved.	
	Develop further Action Plans as required.	
	<p>A new Action Plan is required if the response objectives need to change. This could be because progress is being made, a new event occurs, additional resources become available, or the Group Emergency Coordination Centre plan directs a new response direction.</p> <p>There is no need for a new Action Plan just because it is a new day.</p>	



Coordination Centre Activation

✓		
ACTIVATION TASKS		
	Controller Activation Tasks	
	Discuss activation with EMBOP Duty Manager/Duty Group Controller.	
	<p>Make decision to activate based on considerations:</p> <ul style="list-style-type: none"> • Response Coordination is required. • Resource coordination is required. • Other agencies request support. • Uncertain conditions. • Risk to property/environment. • Declaration of State of Local Emergency is in place. • Political stakeholders/public expectation. • Contingency for a planned event. • People may be/are at risk. 	
	Determine activation and staffing levels.	
	Advise Response Manager/EMBOP Duty Manager to activate CC and anticipated requirements such as staff numbers, functions, etc.	
	Consider whether a Declaration of State of Local Emergency needs to be made at this point.	
	Notify REMA, CEO and elected officials of intended activation.	
	Notify relevant partner agencies of activation and anticipated representation.	
	Develop Mission, Initial Objectives and priorities.	
	Brief incoming IMT – with current situation or Initial Action Plan.	
	Ensure PIM develops a Public Information Strategy.	
	Remind Function Managers to ensure that risk management processes are prioritised for the duration of the event.	
	Response Manager Activation Tasks	
	Activate CC staff through agreed call out process - request to report for event (time/place/duration). Note EMBOP Duty Manager can do this task through Bulletin text alert to all/any Bay of Plenty CC.	
	Activate facility security and sign in process for people entering CC.	
	Assist Logistics to set up facility based on pre-determined layout (tables/work stations/displays).	
	Ensure Function Managers brief staff as they arrive; include current overall situation, current situation as it affects the team and their current tasks. Include Health and Safety considerations.	

✓		
	Ensure staff review their workstation set up and role checklist on arrival.	
	Ensure Response Logs are set up and maintained.	
	Establish communication channel(s) with the other Coordination Centres/support agencies.	
	Establish contact with Group Emergency Coordination Centre (GECC) and EMBOP Duty Manager or the deployed Emergency Management Advisor (EMA).	
	Request creation of EMIS event site if required from EMBOP Duty Manager or EMA.	
	Ensure Mission, Objectives and priorities are visible and actioned.	
	Develop and display Operational Schedule.	
	Encourage Function Managers to review staffing requirements early to assist with roster development.	

Coordination Centre Demobilisation

✓		
DEMOBILISATION OF A COORDINATION CENTRE		
	Transition Phase	
	The Response Manager is responsible for implementing the demobilisation of the Coordination Centre.	
	<p>Determine with Controller, whether Coordination Centre should be Demobilised. Criteria should include:</p> <ul style="list-style-type: none"> • Are Coordination Centre functions are still required? • Is coordination of resources and response activities still required? • Have emergency services personnel returned to regular duties? • Has the recovery office been established? 	
	Ensure the Planning Team develop the Demobilisation Plan.	
	Communicate the Demobilisation Plan to Coordination Centre staff.	
	Communicate the Demobilisation Plan to the Group Emergency Coordination Centre.	
	Work with the Logistics Team to oversee and action much of the Demobilisation Plan.	
	Work with Function Managers to ensure they have input into the Transition to Recovery Plan as appropriate.	
	Controller and Recovery Manager to sign off the Transition to Recovery Plan.	
	Demobilisation	
	Ensure function teams complete handover notes and Response Log entries until demobilisation of CC.	
	Ensure all functions close any outstanding tasks (or ensure that they are transferred to the Recovery Manager).	
	Handover ongoing work to the Recovery Manager/Recovery Office with suitable handover notes.	
	Advise function teams where to store electronic and hard copy records within the Coordination Centre's document management system.	
	Logistics function team to complete resource tracking and utilise, return or dispose of all acquired resources.	
	Ensure staff are advised of support networks (i.e. EAP Services) that they can call on.	
	Advise contractors, volunteers and staff from other external agencies to seek support (i.e. EAP Services) if required.	
	Advise staff of the stand-down provisions and ensure they are aware of when their employer expects them to report to work.	

✓		
	Ensure arrangements are organised for out of area staff to return home.	
	Collect and store the sign-in/sign-out sheets in the Coordination Centre's document management system.	
	Ensure teams tidy and pack away their function desk equipment.	
	Logistics Team to re-stock supplies and organise cleaning of facilities as required.	
	Encourage staff to feed into team and event debrief processes.	
	Ensure contractors, volunteers and other external agencies are provided with opportunities to feed into the event debrief process.	
	Ensure contractors, volunteers and other external agencies are advised of the Demobilisation and return to Business as Usual Plans.	
	Ensure contractors, volunteers and other external agencies are included in public acknowledgments.	
	Thank Coordination Centre staff for their efforts.	
	Close down Coordination Centre.	

Declarations

✓	Considerations for Controller when deciding whether to declare a state of local emergency.	
DECLARING A STATE OF LOCAL EMERGENCY		
	Key Tests	
	A Declaration can only be made if all these tests are met:	
	Determine whether an emergency has or may occur within the area.	
	Consider whether the situation fits within the definition of an emergency as stated in the CDEM Act 2002?	
	Is the emergency natural or otherwise, failure or disruption to an emergency service or Lifeline Utility, actual or imminent attack or warlike act AND	
	Does the situation cause or may cause loss of life or injury or illness or distress or in any way endangers the safety of the public and property AND	
	The situation cannot be dealt with by Emergency Services OR	
	Does the situation require significant and coordinated response?	
	Other Matters	
	Consider the need to evacuate: <ul style="list-style-type: none"> • The number of people requiring evacuation. • Likely duration of evacuation period. 	
	Determine whether certain areas need restricted access.	
	Are lifeline utilities having, or likely to have, difficulties in functioning? E.g. Energy/Transport/Fuel/Water, Sewerage and Telecommunications.	
	Identify how many agencies are responding to the emergency.	
	Determine whether 'social utilities' are having, or likely to have, difficulties in functioning: <ul style="list-style-type: none"> • Food retailers. • Medical services. • Schools. • Waste disposal. 	
	Are the emergency powers provided by the CDEM Act 2002 required or likely to be required?	S85-S94
	Consult the Emergency Services: Police/Fire and Emergency NZ/Health/Ambulance.	
	Consult the Duty Group Controller, and Emergency Management Advisor.	
	Consult the Local Authority's Utility Managers.	
	Consult any relevant technical experts (e.g. Flood Team, GNS, MetService).	

✓	<i>Considerations for Controller when deciding whether to declare a state of local emergency.</i>	
	Discuss with the MCDEM Regional Emergency Management Advisor (REMA).	
	Consider whether powers under a state of local emergency add value to the response.	
	Authorisation of State of Local Emergency	
	The Mayor can sign a declaration of a state of local emergency.	S25(3)
	If the Mayor is absent an elected member designated on behalf of the mayor may declare.	
	The CDEM Group may declare a state of local emergency.	S25(1)(a)
	The Minister may declare a state of local emergency if it appears that this is required.	S69(1)
	Refer to CDEM Group Plan as this sets out the arrangements and delegations for declaring a state of local emergency.	S49(2)(f)
	Make Decision on Commencement/Extension/Termination	
	Specify the time and date that the declaration will take effect as required on the form.	
	A local state of emergency expires after 7 days.	
	Authorised person signs the Declaration Forms.	
	Authorised person notifies Duty Group Controller that a state of local emergency has been declared/extended/ terminated.	
	Authorised person notifies media and public that a state of local emergency has been declared, extended or terminated.	
	Declaration, extension or termination of the state of local emergency is published in the Gazette as soon as practicable.	

Evacuations

✓	<i>Under a declared state of local emergency, the Operations Team to implement through Police, FENZ or other suitably qualified contractors.</i>	
EVACUATION OF PEOPLE FROM HIGH RISK AREAS		DGL 18/15
	Controller to make Evacuation Decision	DGL 07/08
	Evacuation means instructing people to leave their current dangerous or potentially dangerous location.	
	The first preference is to determine whether people are better off sheltering in place, or self-evacuating to friends and family.	
	Determine who the lead agency for the event is and who is making the evacuation decision.	
	Prior to declaration of state of local emergency, Police or FENZ have the authority to order an evacuation and use reasonable force if life or property is in danger.	
	Following the declaration of a state of local emergency the Police and CDEM Controller have the authority to order an evacuation and exclusion from any premises or place.	CDEM Act (S86)
	Controller to utilise the existing Evacuation Plan; develop an Evacuation Plan as time allows, if one does not exist.	
	Determine if there are existing trigger points to assist with decision-making.	
	Decide whether this is a mandatory or voluntary evacuation.	
	Identify who else needs to provide input into the decision to evacuate. Work closely with Welfare Manager through this process.	
	Identify how many evacuees there will be.	
	Determine how much time is available.	
	Identify where evacuees will go and how they will get there.	
	Notify all relevant agencies of the Evacuation Plan and their role in it.	
	Ensure there are sufficient resources to execute the Evacuation Plan.	
	Record decisions and reasons regarding evacuation in the Response Log.	
	Informing the public	
	Develop a public information programme.	
	Consider using Emergency Mobile Alerting and any other available public alerting platforms.	
	Ensure public are kept up to date with timely, consistent and well delivered information.	

✓	<i>Under a declared state of local emergency, the Operations Team to implement through Police, FENZ or other suitably qualified contractors.</i>	
	<p>Inform the public to evacuate. Include:</p> <ul style="list-style-type: none"> • Why they need to evacuate. • When to evacuate. • What areas to evacuate. • What to take with them. • What to do before leaving. • How to evacuate. • Where to evacuate to. • How to get more information. 	
	Evacuation and Shelter	
	Self-evacuation to friends and family is often the preferred option; prior to evacuees seek public shelter.	
	Plan for the requirement that some people need assistance to evacuate.	
	<p>Consider certain vulnerable community groups such as:</p> <ul style="list-style-type: none"> • Maori and ethnic communities. • Remote and isolated communities. • Aged and infirm. • People with disabilities. • Tourists. • Hospitals and health care facilities. • People in prisons and institutions. • Educational facilities. 	
	Ensure the Welfare Manager is closely involved with planning and implementation of emergency accommodation, registration and recovery services for evacuees.	
	Organise public transport, evacuation assembly areas and temporary shelter/accommodation as required.	
	Establish traffic management plans as required, utilising suitably qualified STMS personnel (<i>see Part B Process Checklist Movement Control 2.30</i>).	
	Consider the need for additional resources, such as security fencing and security staff to guard/secure the evacuated area.	
	Provide for the evacuation of companion animals with their owners, if at all possible.	
	Ensure the evacuation of agricultural livestock is considered. MPI is the lead agency for this through the Welfare, Animal Welfare sub-function.	
	Remind people to organise safe care for their pets during an evacuation.	

✓	<i>Under a declared state of local emergency, the Operations Team to implement through Police, FENZ or other suitably qualified contractors.</i>	
	Provide animal rescue, shelter, food, water, husbandry and veterinary care under the Animal Welfare sub-function if the owners are unable to do so in an emergency.	
	Returning Home	
	Assess the evacuated area to ensure that it is safe for evacuees to return.	
	Issue the all clear. This needs to include crucial information such as: <ul style="list-style-type: none"> • Safe areas. • Who can return and when. • How to return home – routes, security. • Activities still underway. • Where to seek further information. 	
	Plan for a staged return home if dealing with a large number of evacuees.	
	Disseminate the message by as many methods as possible with clear, accurate language.	
	Plan for traffic management and transport assistance if these were required for the evacuation process.	
	Organise an accompanied return for those people whose homes/buildings may still be damaged or uninhabitable, to collect important or valuable possessions.	
	Recovery	
	Ensure Recovery Manager and office is set up to work through the long-term recovery process.	

Event Debriefing

✓	<i>The responsibility for this task sits with the Controller, but the Response Manager may be delegated to undertake the process</i>	
POST-EVENT DEBRIEFING PROCESS		
	Ground rules	
	Ensure all CC staff are involved in a debrief session following an emergency event (it may be a one-on-one, rather than a group session).	
	Offer staff access to a range of support services such as the Employee Assistance Programme (EAP).	
	Encourage all volunteers, contractors and other external agencies to participate in a debrief session following an emergency event (it may be a one-on-one, rather than a group session).	
	Remind participants that the debrief session is about improving performance.	
	Encourage a 'no-blame' culture.	
	Conduct debrief openly and honestly.	
	Pursue personal, group or organisational understanding and learning.	
	Be consistent with professional responsibilities.	
	Respect the rights of individuals, value equally all those concerned.	
	Planning the Debrief	
	Decide the purpose of the debrief session.	
	Be clear about the event and the time period to be reviewed.	
	Decide what format to use, when: <ul style="list-style-type: none"> • Hot debrief (Held immediately after the incident response or shift is completed). • Internal Organisational debrief (held within four weeks of the incident). • The multi-agency debrief (held within six weeks of the incident). 	
	Clarify and confirm: <ul style="list-style-type: none"> • Does the Controller, or anyone else in authority, want to participate? • Confirm level of confidentiality of material involved. 	
	Notify the participants of the debrief details and process.	
	Consider the number of people that were involved in the event and how many will likely attend the debrief session.	

✓	<i>The responsibility for this task sits with the Controller, but the Response Manager may be delegated to undertake the process</i>	
	<p>Consider:</p> <ul style="list-style-type: none"> • When is the debrief report due to be completed by? • Give people sufficient advance notice of the debrief session. • How long to allow for the debrief session. • Choose an experienced facilitator to lead the debrief process. • Who needs to receive the completed debrief minutes/report? 	
	Organise an appropriate location for the debrief session and consider planning a catered social gathering afterwards.	
	<p>Ensure relevant resources are on hand for the debrief session:</p> <ul style="list-style-type: none"> • Maps, photos, charts. • SitReps, Action Plans. • Media articles on the event/event response. • EAP or similar support services. 	

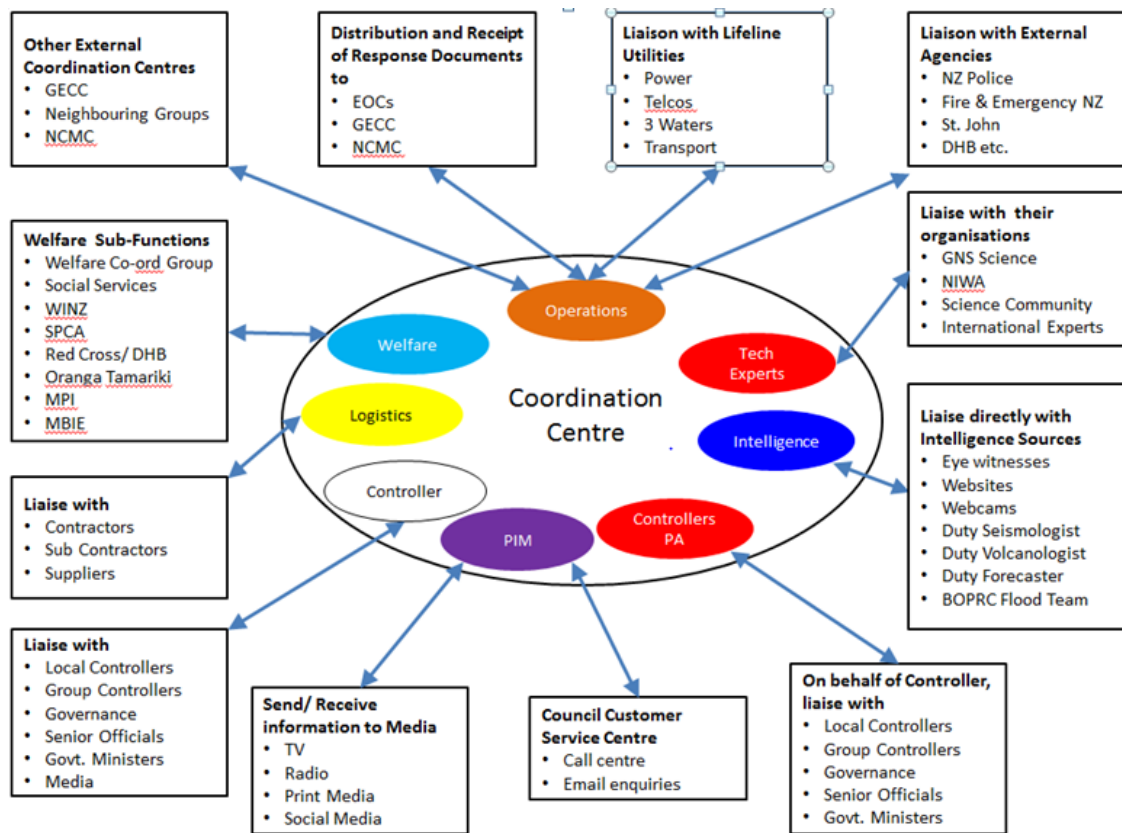
Operations Briefing

✓		
OPERATIONAL BRIEFING		
	Purpose of briefings	
	Ensures that everybody involved understands the Action Plan and what they need to do.	
	Briefings provide CC staff, external agencies and the media with vital information to be able to function effectively.	
	Operational briefings are held to: <ul style="list-style-type: none"> • Inform the actions for the next operational period. • Communicate priorities and objectives. • Keep staff informed as to the current situation. • Communicate Action Plans or SitReps. 	
	A briefing is a (relatively) one-way set of verbal and graphic presentations – usually open for questions at the end of the briefing.	
	Format for briefings	
	Use a format or agenda for briefings, examples below.	
	Facilitated by Controller or Operations Manager.	
	Standard military based format: GSMEAC . Ground – Ground (Rules), layout with map. Situation – what has happened. Mission – what the aim is. Execution – how to do it. Admin and Logistics - resources and timings. Command/Control and signals – Lead Agency, communication methods, key messages.	
	Action Plan format: <ul style="list-style-type: none"> • Incident Objectives. • Current situation. • Event predictions. • Actions/taskings. • Safety considerations. • Resources, Communications Plan, Finance. • Public Information and Media. • Liaison. • Final word from Controller. 	
	Requirements	
	Aim to hold all briefings with a map to illustrate the layout of the incident.	
	Intel to come to briefings with a summary of the most up to date information available.	

✓		
	<p>Function Managers to be prepared in advance with bullet point information on:</p> <ul style="list-style-type: none"> • Current Situation. • Resource issues. • Future activities. • Public information needs. 	
	A briefing should be no more than 30 minutes.	
	Function Managers are responsible for briefing their own staff.	
	The briefing may take the form of a conference call if the incident is regional and involves multiple Coordination Centres.	
	The operations briefing marks the end of the planning process in the current operational period and informs the actions for the next operational period.	

Information Flow in the Coordination Centre

✓		
INFORMATION FLOW		
	Initial Stages	
	Operations (sub-function Operational Coordination) are responsible for all communication to and from the Coordination Centre in the initial stages of a response.	
	The Operations team remains the "In-Box" for information coming into Coordination Centre for the duration of the event.	
	Operations team to confirm with Customer Services the agreed lines of communication into Coordination Centre; phone contacts, email addresses and other Council call centre processes such as Ozone.	
	Operations: Contact Group Emergency Coordination Centre (GECC) Operations Team, inform them of Coordination Centre activation. Exchange primary and secondary contact details.	
	Once lines of communication have been established with GCC and contact details exchanged, individual functions may communicate directly with their counterparts.	
	Continually monitor Operations email account, phone and Ozone throughout the event.	
	See diagram following for other CC information flows.	
	Terminology	
	Response Log: For individual functions (e.g. Controller, Risk Manager) and function teams to chronologically record specific events, messages, decisions and actions. Normally at a detailed operational level.	
	Function Specific Templates: SitReps, Action Plans, Resource Requests, Status Reports, Financial Tracking spreadsheets, Personnel Roster, etc.	
	Methods of Communications Primary: Email/ Landline/ Mobile phone/ Internet/ EMIS Secondary: Radio Telephone/Satellite Phone.	



Movement Control (Incorporating Cordons)

✓	Operations Team to implement through Police, FENZ or specialist contractors	
IMPLEMENT MOVEMENT CONTROL		
	Decision Process	DGL18/15
	Controllers can only authorise movement control (cordons) under the provisions of the CDEM Act 2002 in a declared emergency.	
	Other agencies can authorise movement control without a declared emergency, such as Police, Fire Service, NZTA, local Councils.	
	<p>Determine the reason for movement control. Methods of achieving the outcome include:</p> <ul style="list-style-type: none"> cordons road blocks barricades check points, contraflows. 	
	Check what movement control measures are already in place.	
	Consider where movement control measures are best sited.	
	Develop a Movement Control Plan.	
	Consult all relevant agencies such as Police, FENZ, NZTA, local councils.	
	Deployment of Movement Control	
	Ensure there are sufficient experienced personnel, such as Site Traffic Management Supervisors (STMS qualified) and equipment available to set up movement control rapidly.	
	Clearly articulate responsibilities for on-the-ground management of movement control.	
	Determine who will be allowed through the cordon and how will this be managed.	
	Work with PIM to communicate the Movement Control Plan to agencies on the ground and to the public.	
	Ongoing tasks	
	<p>Continually reassess the need for the movement control to be in place, including:</p> <ul style="list-style-type: none"> public information hazard identification and notification main supply routes. safety and security. 	
	Maintain communication with agencies on the ground and with the public.	
	Consider developing a Cordon Reduction Plan.	

✓	<i>Operations Team to implement through Police, FENZ or specialist contractors</i>	
	Ensure the Cordon Reduction Plan is communicated to agencies on the ground and to the public.	
	<p>Further considerations for reassessing movement control include:</p> <ul style="list-style-type: none"> • Accessing critical private information. • Putrescible waste. • Animals. • Vehicles and property. 	
	Cordon Reduction	
	Define the reduced area, including the locations of barricades, access points and timeframes.	
	Identify requirements for access within the cordons such as emergency services and lifeline activities, residents, businesses and other stakeholders.	
	Identify health, safety and security needs including information on status of buildings, roads, utilities and public spaces.	
	Develop rules for access, vehicle use, health and safety and building compliance.	
	Provide stakeholders with opportunities to provide input on cordon reduction timeframes and rules as they are developed.	
	Work with PIM team to inform stakeholders of timeframes and rules once developed.	
	Transition to Recovery	
	Consider how people will be reintroduced to the area and how hazards will be managed.	
	Reinstate business-as-usual traffic and access management procedures once emergency movement control is no longer required.	

Offers of Assistance

✓	<i>Logistics, sub-function Supply</i>	
RECEIVING OFFERS OF ASSISTANCE		
	Initial Considerations	
	Activate tracking system for offers of assistance (EMIS or other document storage system).	
	Ensure team understands that Offers of Assistance can include: <ul style="list-style-type: none"> Goods; equipment, food, tools, facilities, vehicles. Services; no physical goods change hands. People; voluntary, paid, teams, individuals. Money. 	
	Note that Offers of Assistance can include: <ul style="list-style-type: none"> Commercial offers (need to be paid for). Donated goods (see separate Checklist). 	
	Ensure all staff involved in resource tracking are aware of the 'offers of assistance' tracking spreadsheet in use.	
	Ensure the individual or organisation offering assistance receives acknowledgement and thanks.	
	Ongoing Actions	
	Record all offers of assistance in the tracking spreadsheet.	
	DO NOT create copies of the 'Offers of Assistance' spreadsheet on the event site. There should only be <u>one</u> spreadsheet for an event.	
	Record each resource on a separate line (when one offer contains multiple resources).	
	Ensure standard headings are used, to aid efficient processing of resources.	
	Offers of Assistance should be treated like any other resource. If received they need to be: <ul style="list-style-type: none"> recorded located and stored appropriately status of the resource needs to be maintained, tracked, if allocated/deployed. 	
	When no longer needed, resources need to be: <ul style="list-style-type: none"> Returned/disposed of/donated/demobilised. Update spreadsheet to reflect final status of each resource. 	

Personnel Rostering

✓	Logistics, sub-function Personnel	
MANAGEMENT OF EVENT PERSONNEL		
	Initial Tasks	
	The Personnel sub-function of Logistics is responsible for registering, tracking and ensuring training (including spontaneous volunteers*), and payment of response staff occurs. *Once volunteers are trained, they become the responsibility of the Operations Team.	
	Personnel is also responsible for forecasting staffing needs with the Planning and Operations teams.	
	Ensure agreement on length of shift.	
	Establish 'personnel roster' template. This may be a previously prepared template within the local document management system, EMIS, ShareFile or other system.	
	Ensure all staff involved in personnel rostering are aware of the personnel roster spreadsheet in use.	
	Assign a single individual, or the Personnel sub-function, with the responsibility of managing the personnel roster.	
	Save a copy of the 'personnel roster' within the local document management system, EMIS, ShareFile or other system.	
	Manager	
	Ensure a personnel roster has been established and sufficient resources are allocated to manage the process.	
	Work with Risk Manager to ensure health and safety is given high priority in Personnel sub-function actions.	
	Continuously monitor required event staffing level and discuss with Controller/Response Manager.	
	Inform GECC if there is a potential need for more staff and the roles they will be required to fill.	
	Clarify and agree on personnel request process to be used during the event with GECC Logistics Team.	
	Advise Logistics Personnel sub-function on rostering requirements and staff request processes.	
	Ensure rosters are being displayed <u>two to three days ahead</u> of current shift, and planning preferably a week ahead of current shift.	
	Logistics Staff	
	Determine if a personnel roster has already been started for the event.	
	DO NOT create copies of the personnel roster. There should only be <u>one</u> spreadsheet for an event.	

✓	<i>Logistics, sub-function Personnel</i>	
	Ensure rostering requirements and personnel request processes are clearly defined.	
	Check all personnel requests are signed off by the manager of function making the request.	
	Ensure personnel requests obtained from welfare agencies/CDCs are signed off by the Welfare Manager prior to processing.	
	Personnel are also responsible for allocating accommodation to response staff if required.	
	Staff from external agencies such as Police, Fire, DHB, etc. are recorded and tracked by those agencies, unless they have specifically requested that the EOC do this on their behalf (e.g. DHB's).	
	Members of the Personnel sub-function may be required to work either in the EOC or in the field, such as Assembly or Staging Areas.	
	Register, induct and provide "information pack" for response staff from other areas.	
	Ensure response staff and volunteers are briefed on the specific health and safety risks in the response.	
	Register, categorise and induct spontaneous volunteers.	
	Ensure volunteers and other response staff are appropriately trained for their roles.	
	Rostering guidelines	
	Ensure agreement on length of shift.	
	Confirm availability of staff before confirming roster.	
	Factor travel time into staff shifts.	
	Ensure stand down days are factored into roster.	
	Ensure rosters are being displayed two to three days ahead of current shift and planned preferably a week ahead of the current shift.	
	Briefing process to be established, implemented and conveyed to all sub-function personnel.	
	Ensure staff arriving on shift receive appropriate briefing, such as; time, role, duration and health and safety risks.	
	Contact details of all staff to be recorded for notification purposes on the staff tracking spreadsheet.	
	Display current and next immediate shifts in Coordination Centre and other activated facilities.	

Personnel Tracking

✓	<i>Logistics, sub-function Personnel</i>	
TRACKING OF EVENT PERSONNEL		
	Initial Tasks	
	The Personnel sub-function is responsible for registering and tracking staff, also for ensuring training (including spontaneous volunteers), and payment of response staff occurs.	
	Supply sub-function may initially be tracking all resources, including personnel, but if event escalates personnel sub-function will take over managing and tracking personnel.	
	Personnel to be tracked includes: <ul style="list-style-type: none"> • Coordination Centre and Assembly Area staff. • Response personnel tasked by the Operations Team (including contractors and volunteers). • Staff deployed from other areas. • Staff deployed to other areas. 	
	Staff from external agencies (e.g., Police, Fire, Lifeline Utilities, etc.) are recorded and tracked by those agencies. They are required to Sign In/Sign Out for security reasons.	
	Establish 'Personnel Tracking' template. This may be a previously prepared template within the local document management system, EMIS, ShareFile or other system.	
	Ensure all staff involved in personnel tracking are aware of the personnel tracking spreadsheet in use.	
	Assign a single individual, or the Personnel sub-function, with the responsibility of managing personnel tracking.	
	Save a copy of the 'Personnel Tracking' document within the local document management system, EMIS, ShareFile or other system.	
	Logistics Manager	
	Ensure a personnel tracking process/spreadsheet has been established.	
	Work with Risk Manager to ensure health and safety is given high priority in all Personnel sub-function actions.	
	Clarify and agree on personnel deployments process with GECC.	
	Advise Logistics staff on agreed process for personnel deployments.	
	Advise IMT and partner agencies on agreed process for personnel deployments.	
	Logistics Staff	
	Determine if a personnel tracking spreadsheet has been started for the event.	

✓	<i>Logistics, sub-function Personnel</i>	
	DO NOT create copies of the personnel tracking spreadsheet on the event site. There should only be <u>one</u> spreadsheet for an event.	
	Establish a personnel tracking and approval process.	
	Check all personnel requests are signed off by the manager of the function team making the request.	
	Ensure personnel requests obtained from welfare agencies are signed off by the Welfare Manager prior to processing.	
	Ensure personnel are tracked at every stage.	
	All financial expenditure in relation to travel and accommodation along with purchasing details are recorded and provided to the Finance sub-function.	
	Tracking Guidelines	
	Confirm availability of staff before finalising deployments.	
	Factor travel time into staff deployments and shift changeovers.	
	Ensure stand down days are factored into staff deployments.	
	Maintain staff travel and accommodation information as part of tracking system.	
	Develop information pack for “out of town” staff.	

Resource Purchasing/Tracking

✓	<i>Logistics, Supply sub-function.</i>	
RESOURCE MANAGEMENT		
	Initial Tasks	
	The Supply sub-function is responsible for requesting, procuring, storing, issuing, tracking, loading, and disposal of supplies.	
	Supply personnel are based at the Coordination Centre and Assembly Areas.	
	Supply could use their local authority's procurement process and other established procedures and systems (modified if necessary) during the event response.	
	Establish a 'resource tracking' process; this may be a previously prepared template within the local document management system, EMIS, ShareFile or other system.	
	Save a copy of the 'resource tracking' within the local document management system, EMIS, ShareFile or other system.	
	Ensure all staff involved in resource tracking are aware of the resource tracking process being used.	
	Assign a single individual, or the supply sub-function, with the responsibility of managing resource tracking.	
	Resource procurement and tracking may include people resources, which the Personnel sub-function manage.	
	Logistics Manager	
	Ensure agreed Resource Request process is utilised by all functions.	
	Advise Logistics staff on agreed Resource Request, approval and procurement processes for event.	
	Advise IMT and partner agencies on agreed Resource Request, approval and procurement processes for event.	
	Ensure a resource tracking process/spreadsheet has been established.	
	Clarify and agree on process to elevate resource requests to regional level with GECC Logistics Manager.	
	Ensure Supply sub-function works closely with Planning and Operations teams to ensure Action Plan can be supported (i.e. resources are available for Actions and Tasks to be achieved).	
	Assist with prioritising resource requests.	
	Ensure Controller is aware of critical resource issues.	

✓	<i>Logistics, Supply sub-function.</i>	
	Supply sub-function tasks	
	<p>Process Resource Requests including:</p> <ul style="list-style-type: none"> • Receiving and recording requests. • Clarifying and verifying the information is correct. • Filling request from existing stocks if possible. • Procuring resources and raising Purchase Orders. 	
	Receive, store and track resources.	
	Ensure an inventory of resources on hand is up to date at all times, e.g. stocktake process.	
	Record and process all Offers of Assistance.	
	Manage resource tracking process/spreadsheet.	
	DO NOT create copies of the Resource Tracking spreadsheet on the event site. There should only be <u>one</u> spreadsheet for an event.	
	Follow agreed procurement processes and ensure all resource requests are signed off by the manager of function team making the request.	
	Ensure resource requests obtained from welfare agencies are signed off by the Welfare Manager prior to processing.	
	Ensure resources are tracked at every stage.	
	All financial expenditure and purchasing details are recorded and provided to the Finance sub-function.	
	Ensure other logistics sub-functions are kept up to date with resource status.	
	Demobilisation of resources	
	Once response and recovery activities are winding down, a stocktake is carried out, which includes identifying whether resources need maintenance, kept for Business As Usual (BAU) use, returned to supplier, donated, or disposed of.	

Earthquake Response

✓	<i>The following are some considerations for Controllers and CC staff during the first two hours of a response to an Earthquake event impacting the Bay of Plenty.</i>	
	Notification Procedure	
	The Duty EMBOP Manager will normally manage initial alerts to the affected areas through standard processes. The Duty Group Controller will provide further direction and assign EMBOP personnel to activated CC's asap.	
	Suggested Mission	
	<p>To safeguard life and property.</p> <p>To minimise impacts to the local area.</p> <p>To provide and coordinate effort within the local impacted areas.</p>	
	Possible Objectives	
	<ul style="list-style-type: none"> • Actively develop situational awareness. • Communicate warnings and public information. • Ensure safety of the community and responders. • Provision and coordination of support to locally impacted areas. 	
	Some Initial Considerations	
	<ul style="list-style-type: none"> • Establish the origin and size of the earthquake. • Consider the possibility of tsunami waves. • Prepare for aftershocks. • Consider activating the CC. • Determine if the CC safe to operate from. • Activate CC staff roster. • Develop key messages for public alerting. • Determine whether evacuations are required. • Consider opening CDC's. • Consider the Impact to transport routes (road closures). • Consider the impacts on building stability. • Consider the impacts for infrastructure – water, waste water, telecoms, and fuel. • Establish communications with GECC. 	


Erosion/Landslide Response

✓	<i>The following are some considerations for Controllers and CC staff during the first two hours of a response to an Erosion/Landslide event impacting the Bay of Plenty.</i>	
	Notification Procedure	
	The Duty EMBOP Manager will normally manage initial alerts to the affected areas through standard processes. The Duty Group Controller will provide further direction and assign EMBOP personnel to activated CC's asap.	
	Suggested Mission	
	<p>To safeguard life and property.</p> <p>To minimise impacts to the local area.</p> <p>To provide and coordinate effort within the local impacted areas.</p>	
	Possible Objectives	
	<ul style="list-style-type: none"> • Actively develop situational awareness. • Ensure safety of the community and responders. • Communicate warnings and public information. • Provision and coordination of support to locally impacted areas. 	
	Some Initial Considerations:	
	<ul style="list-style-type: none"> • Imminence of further instability. • Determine cause of event; weather, geology, etc. • Consider activation of the CC. • Determine if the CC safe to operate from. • Consider risks to driving routes and conditions (road closures/alternate routes). • Activate CC staff roster. • Determine key messages for public alerting. • Establish communications with GECC. • Consider evacuation(s) from affected areas. • Consider impacts on building stability. • Consider impacts for infrastructure: water, waste water, telecoms, fuel and electricity. • Interruptions to Rail network/Airports/Air Travel. • Welfare issues; evacuees, support, accommodation. • Consider school and/or business closures. • Parks and Reserves – tourists, recreational users. • Understand impact on rural communities. 	

Flooding Response

✓	<i>The following are some considerations for Controllers and CC staff during the first two hours of a response to a Severe Weather event impacting the Bay of Plenty for which CDEM is the lead agency.</i>	
	Notification Procedure	
	The Duty EMBOP Manager will normally manage initial alerts to the affected areas through standard processes. The Duty Group Controller will provide further direction and assign EMBOP personnel to activated CC's asap.	
	Suggested Mission	
	<p>To safeguard life and property.</p> <p>To minimise impacts to the local area.</p> <p>To provide and coordinate effort within the local impacted areas.</p>	
	Possible Objectives	
	<ul style="list-style-type: none"> • Actively develop situational awareness. • Communicate warnings and public information. • Ensure safety of the community and responders. • Provision and coordination of support to locally impacted areas. 	
	Some Initial Considerations	
	<ul style="list-style-type: none"> • Consider activating the CC. • Determine if the CC is safe to operate from. • Talk to the Flood Team (BOPRC). • Activate the staff CC roster. • Determine key messages for public alerting. • Determine whether evacuations are required. • Consider Welfare issues such as evacuees, support and accommodation. • Consider opening CDC's. • Consider risks to transport routes (road closures). • Consider school and business closures. • Consider the impacts for infrastructure – water, waste water, telecoms, and fuel. • Determine the effects on the rural areas. • Establish communications with GECC. 	


Severe Weather Response

	<i>The following are some considerations for Controllers and CC staff during the first two hours of a response to a Severe Weather event impacting the Bay of Plenty for which CDEM is the lead agency.</i>	
	Notification Procedure	
	The Duty EMBOP Manager will normally manage initial alerts to the affected areas through standard processes. The Duty Group Controller will provide further direction and assign EMBOP personnel to activated CC's asap.	
	Suggested Mission	
	<p>To safeguard life and property.</p> <p>To minimise impacts to the local area.</p> <p>To provide and coordinate effort within the local impacted areas.</p>	
	Possible Objectives	
	<ul style="list-style-type: none"> • Develop situational awareness. • Communicate warnings and public information. • Ensure safety of the community and responders. • Provision and coordination of support to locally impacted areas. 	
	Impacts and Considerations	
	<ul style="list-style-type: none"> • Generally slow onset events. • Determine the forecasted impact. • Consider when to activate the CC. • Ensure internal BAU processes have been activated such as drains, cesspits, leaves attended to. • Consider talking to the Flood Team (BOPRC). • Determine how many staff are available for the roster. • Determine key messages for public alerting. • Determine if evacuations might be required. • Consider the need to open CDC's. • Consider risks to transport routes (road closures). • Consider school and business closures. • Establish communications with GECC. • Consider the impacts for infrastructure – water, waste water, telecoms, and fuel. • How will the tide cycle impact the event? 	

Tsunami Response

✓	<i>The following are some considerations for Controllers and CC staff during the first two hours of a response to a Tsunami event impacting the coastal Bay of Plenty for which CDEM is the lead agency.</i>	
	Notification Procedure	
	The Duty EMBOP Manager will manage initial alerts to the affected areas through standard processes. The Duty Group Controller will provide further direction and assign EMBOP personnel to activated CC's asap.	
	Suggested Mission	
	To safeguard life and property. To minimise impacts to the local area. To provide and coordinate effort within the local impacted areas.	
	Possible Objectives	
	<ul style="list-style-type: none"> • Quickly develop situational awareness. • Communicate warnings and public information. • Ensure safety of the community and responders. • Provision and coordination of support to locally impacted areas. 	
	Some Initial Considerations	
	<ul style="list-style-type: none"> • Establish communications with GECC. • What directives have come from NCMC via GECC? • Has a Tsunami threat map been issued by NCMC? • Determine the origin, wave height and arrival time predictions. • Consider activating the stinger units. • Determine if the CC is safe to operate from. • Determine key messages for local public alerting platforms (including sirens). • Consider the need for alternative CC arrangements. • Activate staff CC roster. • Determine if evacuations are required/evacuation points. Consider opening CDC's. • Consider the impacts for infrastructure – water, waste water, telecoms, and fuel. 	

Volcanic Ash Fall Response

	<i>The following are some considerations for Controllers and CC staff during the first two hours of a response to a Volcanic Ash Fall event impacting the Bay of Plenty for which CDEM is the lead agency.</i>	
	Notification Procedure	
	The Duty EMBOP Manager will normally manage initial alerts to the affected areas through standard processes. The Duty Group Controller will provide further direction and assign EMBOP personnel to activated CCs asap.	
	Suggested Mission	
	<p>To safeguard life and property.</p> <p>To minimise impacts to the local area.</p> <p>To provide and coordinate effort within the local impacted areas.</p>	
	Possible Objectives	
	<ul style="list-style-type: none"> • Develop situational awareness. • Communicate warnings and public information. • Ensure safety of the community and responders. • Provision and coordination of support to locally impacted areas. 	
	Impacts and Considerations	
	<ul style="list-style-type: none"> • Determine if the CC is safe to operate from. • Consider technical data – particle size, composition, depth, arrival time, location. • Establish communications with GECC. • Evacuation(s) from affected areas – to where? • Interruptions to Air Ports/ Air Travel • Impacts to rural sector (animal welfare, contaminated water, loss of feed etc.) • Consider risks to transport routes (road closures). • Consider the impacts for infrastructure – water, waste water, telecoms, and fuel. • Consider school and business closures. • Consider impact on tourists and cruise ships. • Consider impact on respiratory issues sufferers. • Impact on Hospitals, Rest Homes, etc. • Consider impact on tourists and campers locally. 	