Tiaki Wai Emergency Management Structure and Team

Note: Under review

Customer Experience / Welfare
- Grant Ngarewa / Ropeti Taito

Governance / Strategy
Exec Leadership Team

Emergency Controller
Ashley Rudkevitch/Kacey Paul

Admin Support
EA

Iwi
- Taiarahia Wharepapa

Network Control
- Ricki Freemantle

PIM
(Public Info Management)
Lead
- Sheil Priest
- Rory Milne
- John Donnachie

Internal
- Alina Siegfried

Intelligence
(form the picture)
Lead
- Situation relevant +
  - Dylan Hopkins
  - Nadia Nitsche
  - Wade Gosper
  - Michelle Mawson
  - Lily Wang
  - Sarah Inglis

Planning
(planning and advice)
Lead
- Steve Hutchison
- Laurence Edwards
- Ben Waters
- Pete Wells
- Jude Chittock
- Matthew Hall
- Uki Dele

Post response PERT
- S&P

Operations / Logistics Lead

Environment
- Jude Chittock
- Scott Rostron
- Tim Blackman
- Ushma Dahya

Business Continuity
(capability)
Lead
- ICT
  - Fleming Mo
  - Helen Rayner
  - Niall Connolly
- Finance – Liam Wright
- Building/Fin – Carey Anderson

Safety
(Response Team Welfare)
Lead
- Chris Anderson
- Corey Burgess
- Jono Lowe
- Nick Oldham
- Juliet Cross
- Robert Mackie
- Rachel Goodfellow

Welfare & Liaison
WREMO ECC/ Council EOCs
(Communication of advice to and from)

WREMO/ECC
- Erica Hobbs

PCC
- TBA

WCC
- Erica Hobbs

UHCC
- Sarah Inglis

HCC
- Erica Hobbs

SWDC

Reconnaissance

Teams from
- Design
- Network Eng
- Prog Mgmnt
- Other Technical staff

Allocated by the "Islands" as per the plan.
Other staff as support people.
Must be at least two people per vehicle.
Staff will deploy from their "Islands".

Treatment & Controls Lead
- Nick Hewer-Hewitt
- Grant McLachlan
- Mark O'Sullivan
- Blair Johnson
- Thyagu Gopalan
- Izak Oktober

Networks Lead
- Chris Fleck
- Andrew Harvey
- Pete Wells
- John Baines

Depots
- Keith Pedley (Pipes)
- Alistair Forsyth
- Michelle de Haan
- Glenn Rangi

Community Infrastructure

Consultancy Panel
WREMO
Council EOC

Dams
- Ben Waters
- Adrian Smart

Support

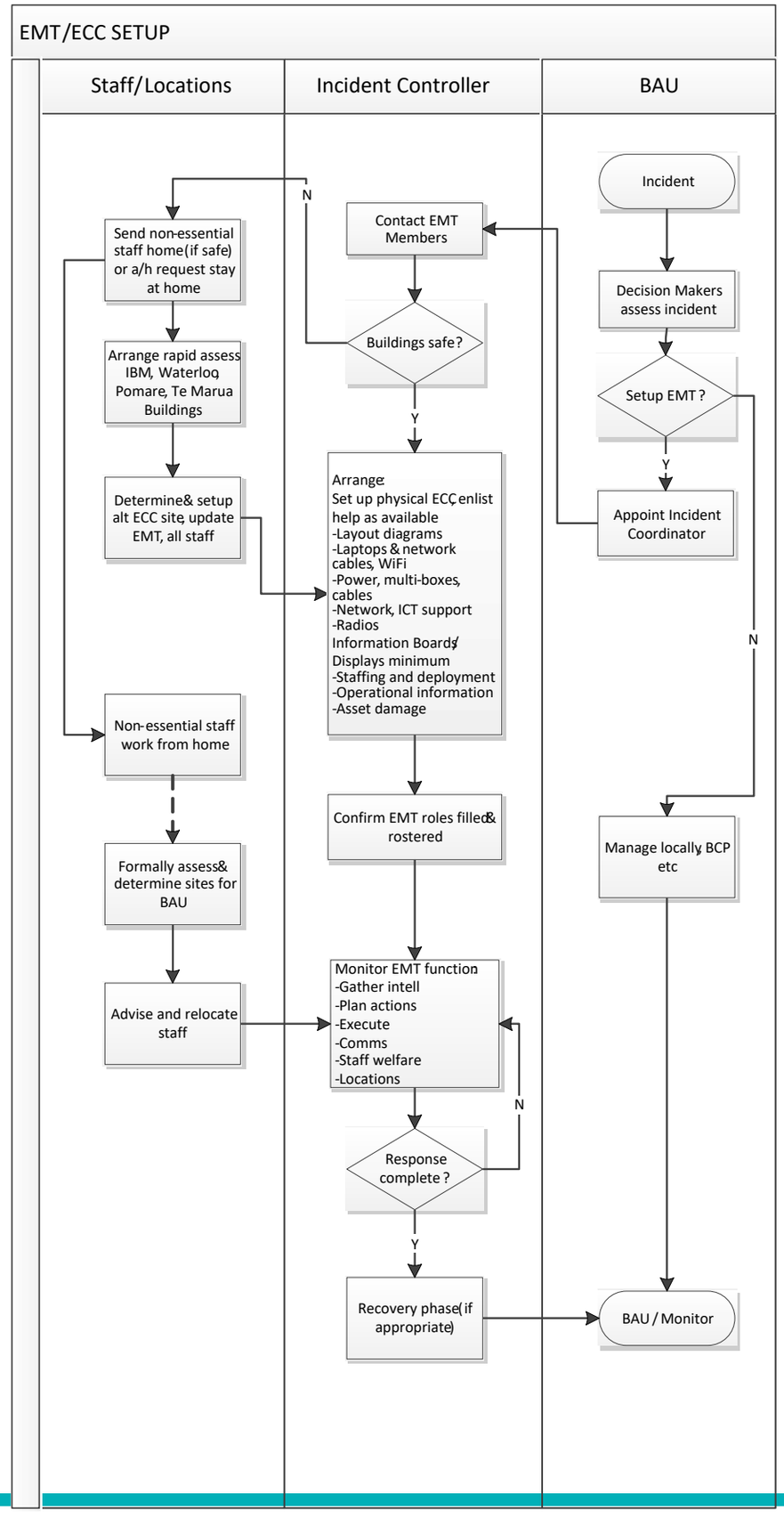
Consultancy Panel
Stantec
GHD
Opus
Beca

Contactors Panel
Works Operations
Stones

Treatment / Electrical
Les Stewart Electrical

Initial Set Up / Key Emergency Management & Emergency Operations Centre Activities

1	**Appoint Incident Controller**
2	Determine and secure EOC location (see flow chart) - IBM - Waterloo - Pomare
3	Text all staff, or EMT members, as appropriate advising EMT activated and where EOC located
4	Set up physical EOC, enlist help as available - Layout diagrams - Laptops & network cables, WiFi - Power, multi-boxes, cables - Network, ICT support - Radios Information Boards/Displays minimum - Staffing and deployment - Operational information - Asset damage
5	Post EMT structure on wall, reinforce role descriptions (see left) Confirm all roles filled, monitor performance Do we need to send liaison people to WREMO, EOCs ? Enlist extra assistance as required
6	Reinforce: Reconnaissance \Intelligence-> Planning -> Action
7	Reinforce: Customer focus – what are we doing ? what can we do ?
8	Ensure key actions and decisions recorded
9	Setup periodic update sessions with whole team, nominal 5 min cross briefing @ 30 mins - Welfare - Communications - Networks status - Actions
10	Check on coordination success with contractors, WREMO, EOC @ hourly
11	Check stakeholders being adequately kept up to date @ hourly - Staff - Councils - Regional health - SLT - Board - WREMO
12	Check with Welfare on adequate EMT food/water/breaks/roster @ 4 hourly



Emergency Management Team and Shifts

Function	Team Orange	Team Yellow	Support		
Incident Controller	Erin Ganley	Garry Butler	Sam Lister		
Network Control	Sam Lister		Chief Advisors		
Intelligence	As relevant to situation + Dylan Hopkins Wade Gosper Michelle Mawson	As relevant to situation + Nadi Nitsche Mark Cash Stuart Bayly	Lily Wang Sam Cox Sarah Inglis Wayne Bird Iman Aghamohammadi	Richard Millican Sandro Lopez Fernandez Chrissy Seabourne, Liam Koedyk Linda Fairbrother	Jenny James Israel Atakulu Shayal Samujh Navya Koralla Ana Afsharchi
Environment	Jude Chittock	Tim Blackman	Ushma Dhaya	Scott Rostron	
Iwi	Taiarahia Wharepapa	Talia Rei			
Customer Experience / Welfare	Lisa Strickland	Grant Ngarewa	Ropeti Taito		
Liaison WREMO	Erica Hobbs	TBA	Francis Leniston		
Liaison WCC	Erica Hobbs	TBA			
Liaison PCC	TBA	TBA			
Liaison UHCC	Sarah Inglis	TBA			
Liaison HCC	Erica Hobbs				
Liaison SWDC	Gerry Nichols				
Planning	Laurence Edwards	Steve Hutchison	Peter Wells	Ben Waters	
Safety	Chris Anderson	Sophie Jones	Jono Lowe	Gerry Nicholls Juliet Cross Rachel Goodfellow	
PIM / Comms	Vanessa MacFarlane	Rory Milne	John Donnachie Sheil Priest John Donnachie Alina Siegfried (Int)	Linda Lim Ann Nguyen Molly CallananBartlett Sedef Duder-Ozyurt	
Networks Local	Simon Angus John Baines	Des Scrimgeour Brian Smith	Royce Haxton Jonathan Eweg Geoff Williams Kevin Brown	Mohammed Hassan COG Water/Drainage/Utilities	
Networks Bulk	John Cook	Ray Bewley	James Craig	Pipelines	
Water Treatment Plants	Nick Hewer-Hewitt	Jacqui Binnie	Nick Hewer-Hewitt William Stewart Mark O'Sullivan	Steve Lyons Thyagu Gopalan Utilities	Mark O'Sullivan Izak Oktober
Wastewater Treatment Plants	Blair Johnson	Craig Shuttleworth	Veolia		
Controls	Grant McLachlan		Alex Rowe	Automation team	
Dams	Jane Nichols Adrian Smart	Stantec	Stantec		
Business Continuity	Fleming Mo Liam Wright Helen Rayner	Carey Anderson Niall Connolly			

Emergency Operations Centre Resources

The Emergency Management Team should have the following equipment and resources at its disposal

Item	Quantity
Power	Main, UPS and standby (generator)
Workstations	6
Whiteboards	3
Large screen monitors	2
Cellphones	Per member
Satellite phones	2
Landlines (non powered phones to be provided)	2
R/Ts	Network, Bulk, WREMO
PC/Laptop	6
Network switches	1
Printer	2
Emergency Plan, Maps, Charts	2
Water, food	Sufficient for 3 days
First aid supplies	Sufficient for 10 staff
Sleeping Bags	Sufficient for 10 staff
Civil Defence supplies	As required

Emergency Operations Centre Primary Locations

Where	When	Contact
IBM Building Seaview Room lvl 4 or Customer Hub lvl 6	First choice except when major earthquake or tsunami or IBM otherwise lost	Erin Ganley 021 769 762
Waterloo Treatment Plant (see ISCP 1.3)	First choice in major earthquake or tsunami or IBM otherwise lost	04 830 4350 0061 480081572

Emergency Operations Centre Secondary Locations

Where	When	Contact
Te Marua WTP (see ISCP 1.5)	If IBM and Waterloo unavailable	04 830 4358 04 526 6912 0088 1621 444518
Pomare Depot (see ISCP 1.4)	If IBM and Waterloo unavailable	04 570 6447 04 830 4360 0088 162 144 4516
Council Offices	May be an option e.g. HCC in certain circumstances e.g. IBM Office fire	
Wainuiomata WTP		04 830 4002 0061 4148 15792

NEMA Liaison

0800 CD EVENT
(0800 233 8368)
021539845
+61480080922

WREMO / Council Liaison

Wellington Region ECC
2 Turnbull Street
Wellington
021 686 190
00 614 8008 0589
00 614 8008 0590
00614 8008 0591
00614 8008 0592
Wellington Water Liaison Officer

Hutt City EOC
25 Laings Rd Lower
Hutt
LH Pavilion
021 518 316
00 614 8008 0596
Wellington Water Liaison Officer

Wairarapa EOC
27 Lincoln Road,
Masterton
021 329 375
00 614 8008 0593

Wellington EOC
Thorndon (Murphy / Turnbull St)
021 923 447
00 614 8008 0595
Wellington Water Liaison Officer

Sth Wairarapa DC
Martinborough
06 306 9611
Wellington Water Liaison Officer

Wellington Water EMT
IBM or Waterloo or Pomare or Te Marua

Upper Hutt EOC
UH Council
Upper Hutt Library
844 Fergusson Drive
Upper Hutt
021 329 481
00 614 8008 0597
Wellington Water Liaison Officer

Porirua EOC
Porirua Council
2B Raiha Street,
Porirua
027 917 2566
00 614 8008 0594
00 8707 7261 3833
Wellington Water Liaison Officer

Sat Phones

Manager Treatment	0061 480081576
Waterloo WTP	0061 480081572
Te Marua WTP	0088 1621 444518
Wainuiomata WTP	0061 414815792
Pomare Depot	0088 1621444516
Control Systems	0061 480081571

Name	Company	Phone
Alex Phelan	Veolia	0272679435

Emergency Management Team Responsibilities and Competencies

Role	Responsible for	Key Competencies
Incident Controller	Overall incident leadership and coordination. • Assures overall response is managed as intended • Notifying staff, including EMT members of the event • Ensure appropriate lead roles are filled, resources are available • Identify and ensure appropriate EOC facilities • Liaison, briefings with SLT • Business continuity • Handing over to the recovery stage (PERT) • Situational awareness • Coordinate Business Continuity response	• Leadership • Adaptive • Comfortable to delegate / empower • Decision making • Listener • Strategic/tactical • Form the big picture • Risk management • Calm in stressful situations • Team player • Customer focus
Network Controller	• Overall network control and risk perspective • Shutdown assurance	• Network critical asset and operations knowledge • Comfortable as an advisor / support role • Strategic / tactical • Risk management • Calm in stressful situations • Support focus • Team player • Customer focus
Governance / Strategic Planning and Support (SLT)	• Strategic planning and support to the Incident Coordinator and EMT • Prognosis (forecasting for addition support) • Forward strategic planning to the Recovery Phase • Resources	• Governance / leadership • Decision making • Comfortable to delegate / empower • Strategic / planning • Risk management
Intelligence	Situational awareness. Gathers, analyses and disseminates information all sources. GIS or other situation reports, situation maps, and other outputs, develop a common operating picture. • SCADA • WREMO • Councils (Monitor Call Centres) • Utilities (Power, Gas, Telecommunications, Roads) • Emergency services (Police, Fire etc) • Customer reports • Info from all other EMT roles • Coordinate WWL liaison staff to be sent to EOC's • Communications hub to/from liaison staff at EOCs, WREMO	• Able to interpret diverse/conflicting information • Analytical • Tactical / planning / forecasting • Decision making • Form the big picture • Risk management • Calm in stressful situations • Support focus • Team player • Customer focus

Emergency Management Team Responsibilities and Competencies

Role	Responsible for	Key Competencies
Liaison	• WWL representative at EOCs / WREMO (ECC) • Pass critical information between EOCs and WWL • Maintain situation awareness	• Able to interpret diverse/conflicting information • Strong communicator • Calm in stressful situations • Support focus • Team player • Customer focus • High level asset knowledge
Staff Welfare & Safety	• Manage staff health, safety and welfare issues • Establish and monitor status of all staff • Ensure EMT staff have adequate food and water and are rostered • Monitor staff stress levels • Staff travel	• People focus • H&S knowledge • Communicator • Risk management • Calm in stressful situations • Support focus • Team player
Planning	• Technical support for the Incident Coordinator • Plan optimal responses based on intelligence received • Independent QA role, assist to identify risks • Provide advice and support where needed; mainly Operations & Logistics, Planning & Intelligence • Trouble shoot • Assist the critical decision making process • Recommend plans and actions • Determine any public notices	• Asset maintenance/operation knowledge • Comfortable as an advisor / support role • Strategic / tactical • Comfortable to delegate / empower • Risk management • Calm in stressful situations • Support focus • Team player • Customer focus
Infrastructure Operations & Logistics **Network** **Treatment** **Controls**	• Develop, prioritise and implement action plans • Initiate and manage reconnaissance teams • Undertakes and supervises actions to resolve the operational emergency • Understand asset damage • Organise plant, staff, contractor and support plant, equipment etc • Report on availability of staff, resources • Liaise with contractors	• Asset maintenance/operation knowledge • Tactical / operational • Comfortable to delegate / empower • Risk management • Calm in stressful situations • Support focus • Team player • Customer focus

Emergency Management Team Responsibilities and Competencies

Role	Responsible for	Key Competencies
Customer Experience	A perspective on the incident impacts from the customer and community • Service disruption • Drinking water quality / aesthetics • Recreational water usage – streams, rivers, beaches • Smell/odour • Noise • Traffic disruption	• Able to interpret diverse/conflicting information • Customer focus • Tactical / planning / forecasting • Decision making • Form the big picture • Risk management • Calm in stressful situations • Support focus • Team player • Customer focus
PIM / Communications	• Coordinate int/ext communications – Councils, staff, media, Board, public • Monitor social media and advise Intelligence • Update Facebook, Twitter, Intranet, WWL website • Emergency phone messaging • Liaise EMT Intelligence role, one source of truth • Liaise EM Iwi role • Liaise other EMT roles	• Able to interpret diverse/conflicting information • Strong communicator • Calm in stressful situations • Support focus • Team player • Customer focus
Reconnaissance and Support	Field based roles focussed on obtaining information about the environment and infrastructure and feeding information into the emergency management centre. • Assess safety of sites including where within competency structural and geotechnical inspections • Deploy community infrastructure resilience equipment • Inspect infrastructure and report on condition • Observe the environment and report on observed and perceived impacts • Carry out operational tasks as required by the emergency management centre • Respond to customer questions • Operate community infrastructure water treatment plants (trained technical staff)	• Asset maintenance/operation knowledge • Operational • Strong situational awareness • Health and Safety conscious • Calm in stressful situations • Team player • Customer focus • Technical competency in Structural and/or Geotechnical assessments (where required)
Environment	• Managing and advising on consent issues • Engaging with Iwi on emergency management planning and response • Supporting and co-ordinating Iwi involvement • Assist the critical decision making process	• Comfortable as an advisor / support role • Strategic / tactical • People focus • Strong communicator • Listener

Emergency Management Phone

Overview
The phone is a means for staff to leave voice mail and/or text messages for the EMT. The EMT phone number 021 794 144 has been published to staff in the People Welfare Toolkit.

The phone should be checked periodically by Staff Welfare when EMT is set up during an emergency.

Looking After the Phone
The phone is held by the Head of Risk & Assurance, or as delegated.