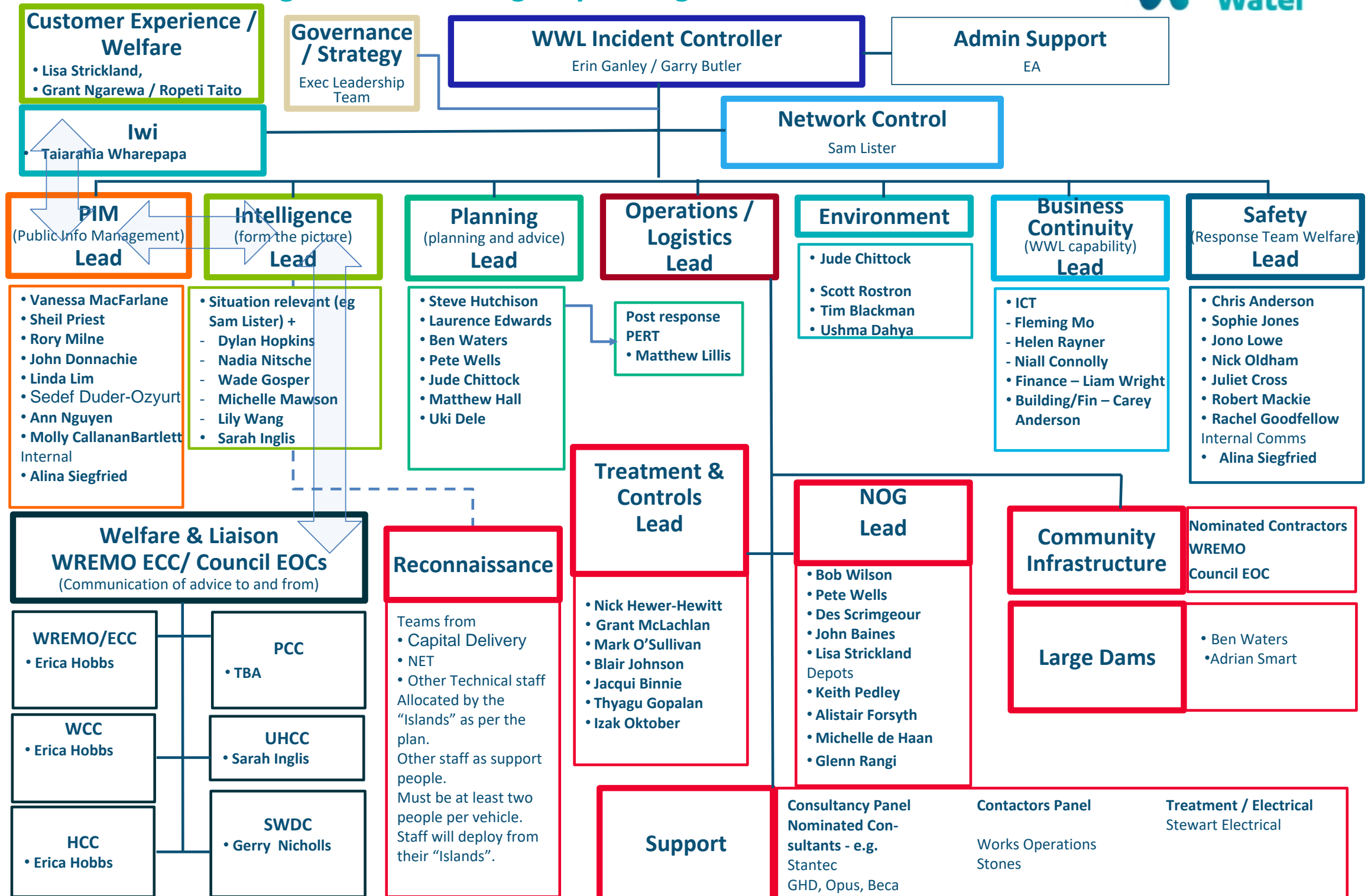
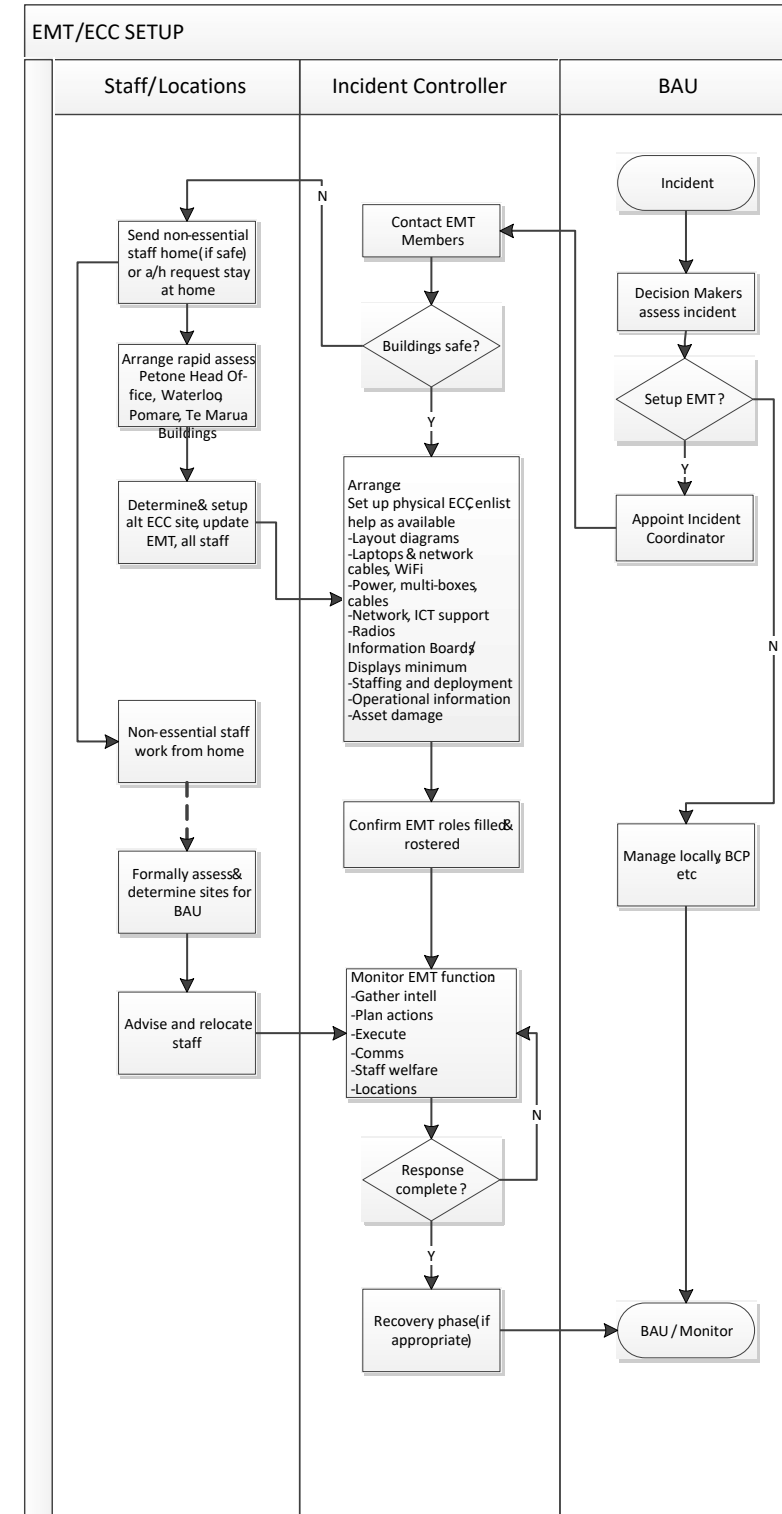


# Wellington Water Emergency Management Structure and Team



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

1	<b>Appoint Incident Controller</b>
2	Determine and secure EOC location (see flow chart) <ul style="list-style-type: none"> <li>- Petone Head Office</li> <li>- Waterloo</li> <li>- Pomare</li> </ul>
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 <ul style="list-style-type: none"> <li>- Layout diagrams</li> <li>- Laptops &amp; network cables, WiFi</li> <li>- Power, multi-boxes, cables</li> <li>- Network, ICT support</li> <li>- Radios</li> </ul> Information Boards/Displays minimum <ul style="list-style-type: none"> <li>- Staffing and deployment</li> <li>- Operational information</li> <li>- Asset damage</li> </ul>
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 <ul style="list-style-type: none"> <li>- Welfare</li> <li>- Communications</li> <li>- Networks status</li> <li>- Actions</li> </ul>
10	Check on coordination success with contractors, WREMO, EOC @ hourly
11	Check stakeholders being adequately kept up to date @ hourly <ul style="list-style-type: none"> <li>- Staff</li> <li>- Councils</li> <li>- Regional health</li> <li>- SLT</li> <li>- Board</li> <li>- WREMO</li> </ul>
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	Mark O'Sullivan	Chief Advisors		
Intelligence	As relevant to situation + Dylan Hopkins Wade Gosper Michelle Mawson	As relevant to situation + Nadi Nitsche Mark Cash Stuart Bayly	Navya Koralla Lily Wang Sam Cox Sarah Inglis Ana Afsharchi Wayne Bird	Richard Millican Sandro Lopez Fernandez Chrissy Seabourne, Shayal Samujh, Liam Koedyk Linda Fairbrother	Jenny James Israel Atakulu Shayal Samujh, Navya Koralla, Ana Afsharchi Iman Aghamohammadi
Environment	Jude Chittock	Tim Blackman	Ushma Daya	Scott Rostron	
Iwi	Taiarahia Wharepapa	Talia Rei			
Customer Experience / Welfare	Lisa Strickland	Grant Ngarewa	Ropeti Taito Antonie van Deventer Francis Leniston		
Liaison WREMO	TBA	TBA			
Liaison WCC	TBA	TBA			
Liaison PCC	TBA	TBA			
Liaison UHCC	Sarah Inglis	TBA			
Liaison HCC	Erica Hobbs				
Liaison SWDC Planning	Gerry Nicholls Laurence Edwards	Steve Hutchison	Peter Wells	Ben Waters	
Safety	Chris Anderson	Sophie Jones	Jono Lowe	Juliet Cross Rachel Goodfellow	
PIM / Comms	Vanessa MacFarlane	Rory Milne	John Donnachie Sheil Priest John Donnachie Alina Siegfried (Int)	Linda Lim Sedef Duder-Ozyurt Ann Nguyen Molly CallananBartlett	
Networks Local	Simon Angus John Baines	Des Scrimgeour Brian Smith	Royce Haxton Jonathan Eweg Geoff Williams Kevin Brown	Mohammed Hassan Joe Hemi COG Water/Drainage/Utilities	
Networks Bulk	Keith Pedley	Ray Bewley	Mark Poehls	Network Ops (Pipelines)	
Water Treatment Plants	TBA	Jacqui Binnie	Nick Hewer-Hewitt William Stewart Mark O'Sullivan	Steve Lyons Thyagu Gopalan Ray Bewley	Mark O'Sullivan Izak Oktober
Wastewater Treatment Plants	Blair Johnson	Craig Shuttleworth	Veolia		
Controls	Grant McLachlan		Alex Rowe	Controls 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
<b>Petone Head Office Building</b> Seaview Room lvl 4	First choice except when major earthquake or tsunami or HO Building otherwise lost	Erin Ganley 021 769 762
<b>Waterloo Treatment Plant</b> (see ISCP 1.3)	First choice in major earthquake or tsunami or HO Building otherwise lost	04 830 4350 0061 480081572

## Emergency Operations Centre Secondary Locations

Where	When	Contact
<b>Te Marua WTP</b> (see ISCP 1.5)	If HO Building and Waterloo unavailable	04 830 4358 04 526 6912 0088 1621 444518
<b>Pomare Depot</b> (see ISCP 1.4)	If HO Building and Waterloo unavailable	04 570 6447 04 830 4360 0088 162 144 4516
<b>Council Offices</b>	May be an option e.g. HCC in certain circumstances e.g. HO Building fire	
<b>Wainuiomata WTP</b>		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

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

Wellington  
Water Liaison  
Officer

**Upper Hutt EOC**  
UH Council  
Upper Hutt Library  
844 Fergusson Drive  
Upper Hutt  
021 329 481  
00 614 8008 0597

Wellington  
Water Liaison  
Officer

**Wellington  
Water EMT**  
Petone Head  
Office or  
Waterloo or  
Pomare or Te  
Marua

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

**All External Contact Details**  
Ref WREMO [Interagency List](#)

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

**Sth Wairarapa DC**  
Martinborough  
06 306 9611

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

Name	Company	Phone
Alex Phelan	Veolia	0272679435



## Emergency Management Team Responsibilities and Competencies

Role	Responsible for	Key Competencies
<b>Incident Controller</b>	Overall incident leadership and coordination. <ul style="list-style-type: none"> <li>Assures overall response is managed as intended</li> <li>Notifying staff, including EMT members of the event</li> <li>Ensure appropriate lead roles are filled, resources are available</li> <li>Identify and ensure appropriate EOC facilities</li> <li>Liaison, briefings with SLT</li> <li>Business continuity</li> <li>Handing over to the recovery stage (PERT)</li> <li>Situational awareness</li> <li>Coordinate Business Continuity response</li> </ul>	<ul style="list-style-type: none"> <li>Leadership</li> <li>Adaptive</li> <li>Comfortable to delegate / empower</li> <li>Decision making</li> <li>Listener</li> <li>Strategic/tactical</li> <li>Form the big picture</li> <li>Risk management</li> <li>Calm in stressful situations</li> <li>Team player</li> <li>Customer focus</li> </ul>
<b>Network Controller</b>	<ul style="list-style-type: none"> <li>Overall network control and risk perspective</li> <li>Shutdown assurance</li> </ul>	<ul style="list-style-type: none"> <li>Network critical asset and operations knowledge</li> <li>Comfortable as an advisor / support role</li> <li>Strategic / tactical</li> <li>Risk management</li> <li>Calm in stressful situations</li> <li>Support focus</li> <li>Team player</li> <li>Customer focus</li> </ul>
<b>Governance / Strategic Planning and Support (SLT)</b>	<ul style="list-style-type: none"> <li>Strategic planning and support to the Incident Coordinator and EMT</li> <li>Prognosis (forecasting for addition support)</li> <li>Forward strategic planning to the Recovery Phase</li> <li>Resources</li> </ul>	<ul style="list-style-type: none"> <li>Governance / leadership</li> <li>Decision making</li> <li>Comfortable to delegate / empower</li> <li>Strategic / planning</li> <li>Risk management</li> </ul>
<b>Intelligence</b>	Situational awareness. Gathers, analyses and disseminates information all sources. GIS or other situation reports, situation maps, and other outputs, develop a common operating picture. <ul style="list-style-type: none"> <li>SCADA</li> <li>WREMO</li> <li>Councils (Monitor Call Centres)</li> <li>Utilities (Power, Gas, Telecommunications, Roads)</li> <li>Emergency services (Police, Fire etc)</li> <li>Customer reports</li> <li>Info from all other EMT roles</li> <li>Coordinate WWL liaison staff to be sent to EOC's</li> <li>Communications hub to/from liaison staff at EOCs, WREMO</li> </ul>	<ul style="list-style-type: none"> <li>Able to interpret diverse/conflicting information</li> <li>Analytical</li> <li>Tactical / planning / forecasting</li> <li>Decision making</li> <li>Form the big picture</li> <li>Risk management</li> <li>Calm in stressful situations</li> <li>Support focus</li> <li>Team player</li> <li>Customer focus</li> </ul>

## Emergency Management Team Responsibilities and Competencies



Role	Responsible for	Key Competencies
<b>Liaison</b>	<ul style="list-style-type: none"> <li>• WWL representative at EOCs / WREMO (ECC)</li> <li>• Pass critical information between EOCs and WWL</li> <li>• Maintain situation awareness</li> </ul>	<ul style="list-style-type: none"> <li>• Able to interpret diverse/conflicting information</li> <li>• Strong communicator</li> <li>• Calm in stressful situations</li> <li>• Support focus</li> <li>• Team player</li> <li>• Customer focus</li> <li>• High level asset knowledge</li> </ul>
<b>Staff Welfare &amp; Safety</b>	<ul style="list-style-type: none"> <li>• Manage staff health, safety and welfare issues</li> <li>• Establish and monitor status of all staff</li> <li>• Ensure EMT staff have adequate food and water and are rostered</li> <li>• Monitor staff stress levels</li> <li>• Staff travel</li> </ul>	<ul style="list-style-type: none"> <li>• People focus</li> <li>• H&amp;S knowledge</li> <li>• Communicator</li> <li>• Risk management</li> <li>• Calm in stressful situations</li> <li>• Support focus</li> <li>• Team player</li> </ul>
<b>Planning</b>	<ul style="list-style-type: none"> <li>• Technical support for the Incident Coordinator</li> <li>• Plan optimal responses based on intelligence received</li> <li>• Independent QA role, assist to identify risks</li> <li>• Provide advice and support where needed; mainly Operations &amp; Logistics, Planning &amp; Intelligence</li> <li>• Trouble shoot</li> <li>• Assist the critical decision making process</li> <li>• Recommend plans and actions</li> <li>• Determine any public notices</li> </ul>	<ul style="list-style-type: none"> <li>• Asset maintenance/operation knowledge</li> <li>• Comfortable as an advisor / support role</li> <li>• Strategic / tactical</li> <li>• Comfortable to delegate / empower</li> <li>• Risk management</li> <li>• Calm in stressful situations</li> <li>• Support focus</li> <li>• Team player</li> <li>• Customer focus</li> </ul>
<b>Infrastructure Operations &amp; Logistics Network Treatment Controls</b>	<ul style="list-style-type: none"> <li>• Develop, prioritise and implement action plans</li> <li>• Initiate and manage reconnaissance teams</li> <li>• Undertakes and supervises actions to resolve the operational emergency</li> <li>• Understand asset damage</li> <li>• Organise plant, staff, contractor and support plant, equipment etc</li> <li>• Report on availability of staff, resources</li> <li>• Liaise with contractors</li> </ul>	<ul style="list-style-type: none"> <li>• Asset maintenance/operation knowledge</li> <li>• Tactical / operational</li> <li>• Comfortable to delegate / empower</li> <li>• Risk management</li> <li>• Calm in stressful situations</li> <li>• Support focus</li> <li>• Team player</li> <li>• Customer focus</li> </ul>

## Emergency Management Team Responsibilities and Competencies



Role	Responsible for	Key Competencies
<b>Customer Experience</b>	<p>A perspective on the incident impacts from the customer and community</p> <ul style="list-style-type: none"> <li>• Service disruption</li> <li>• Drinking water quality / aesthetics</li> <li>• Recreational water usage – streams, rivers, beaches</li> <li>• Smell/odour</li> <li>• Noise</li> <li>• Traffic disruption</li> </ul>	<ul style="list-style-type: none"> <li>• Able to interpret diverse/conflicting information</li> <li>• Customer focus</li> <li>• Tactical / planning / forecasting</li> <li>• Decision making</li> <li>• Form the big picture</li> <li>• Risk management</li> <li>• Calm in stressful situations</li> <li>• Support focus</li> <li>• Team player</li> <li>• Customer focus</li> </ul>
<b>PIM / Communications</b>	<ul style="list-style-type: none"> <li>• Coordinate int/ext communications – Councils, staff, media, Board, public</li> <li>• Monitor social media and advise Intelligence</li> <li>• Update Facebook, Twitter, Intranet, WWL website</li> <li>• Emergency phone messaging</li> <li>• Liaise EMT Intelligence role, one source of truth</li> <li>• Liaise EM lwi role</li> <li>• Liaise other EMT roles</li> </ul>	<ul style="list-style-type: none"> <li>• Able to interpret diverse/conflicting information</li> <li>• Strong communicator</li> <li>• Calm in stressful situations</li> <li>• Support focus</li> <li>• Team player</li> <li>• Customer focus</li> </ul>
<b>Reconnaissance and Support</b>	<p>Field based roles focussed on obtaining information about the environment and infrastructure and feeding information into the emergency management centre.</p> <ul style="list-style-type: none"> <li>• Assess safety of sites including where within competency structural and geotechnical inspections</li> <li>• Deploy community infrastructure resilience equipment</li> <li>• Inspect infrastructure and report on condition</li> <li>• Observe the environment and report on observed and perceived impacts</li> <li>• Carry out operational tasks as required by the emergency management centre</li> <li>• Respond to customer questions</li> <li>• Operate community infrastructure water treatment plants (trained technical staff)</li> </ul>	<ul style="list-style-type: none"> <li>• Asset maintenance/operation knowledge</li> <li>• Operational</li> <li>• Strong situational awareness</li> <li>• Health and Safety conscious</li> <li>• Calm in stressful situations</li> <li>• Team player</li> <li>• Customer focus</li> <li>• Technical competency in Structural and/or Geotechnical assessments (where required)</li> </ul>
<b>Environment</b>	<ul style="list-style-type: none"> <li>• Managing and advising on consent issues</li> <li>• Engaging with lwi on emergency management planning and response</li> <li>• Supporting and co-ordinating lwi involvement</li> <li>• Assist the critical decision making process</li> </ul>	<ul style="list-style-type: none"> <li>• Comfortable as an advisor / support role</li> <li>• Strategic / tactical</li> <li>• People focus</li> <li>• Strong communicator</li> <li>• Listener</li> </ul>





## 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.