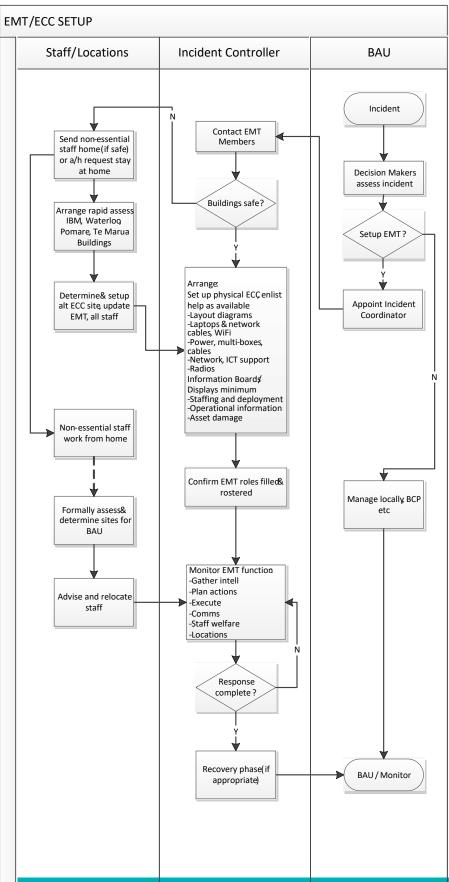
Wellington **Wellington Water Emergency Management Structure and Team Customer Experience /** Governance **WWL Incident Controller Admin Support** Welfare / Strategy Erin Ganley / Garry Butler EΑ · Lisa Strickland, Exec Leadership • Grant Ngarewa / Ropeti Taito Team **Network Control** lwi Sam Lister Taiarahia Wharepapa Operations / Business PIM Intelligence Safety **Planning Environment Continuity** (Public Info Management) (form the picture) **Logistics** (Response Team Welfare) (planning and advice) (WWL capability) Lead Lead Lead Jude Chittock Lead Lead Lead Scott Rostron Tim Blackman Vanessa MacFarlane Situation relevant (eg Steve Hutchison • Chris Anderson • ICT Post response Ushma Dahya Sheil Priest Laurence Edwards Sam Lister) + - Fleming Mo Jono Lowe **PERT** Rory Milne Ben Waters Nick Oldham **Dylan Hopkins** - Helen Rayner Matthew Lillis John Donnachie Pete Wells Juliet Cross **Nadia Nitsche** - Niall Connolly Linda Lim Jude Chittock Robert Mackie **Wade Gosper** Finance – Liam Wright • Sedef Duder-Ozyurt Michelle Mawson Matthew Hall Rachel Goodfellow • Building/Fin – Carey • Ann Nguyen **Lily Wang** • Uki Dele **Anderson** Molly Callanan Bartlett **Sarah Inglis** Internal Alina Siegfried **Treatment & Networks Controls Consultancy Panel** Welfare & Liaison **Community** Lead Lead WREMO **WREMO ECC/ Council EOCs** Reconnaissance Infrastructure Council EOC Chris Fleck (Communication of advice to and from) • Nick Hewer-Hewitt Andrew Harvey Grant McLachlan Pete Wells Ben Waters Teams from Mark O'Sullivan Des Scrimgeour Design Blair Johnson **WREMO/ECC PCC** John Baines **Dams** Network Eng Adrian Smart Jacqui Binnie Erica Hobbs • TBA Lisa Strickland Prog Mgmnt • Thyagu Gopalan Depots · Other Technical staff Izak Oktober Keith Pedley (Pipes) Allocated by the Alistair Forsyth WCC **UHCC** "Islands" as per the • Michelle de Haan • Erica Hobbs Sarah Inglis plan. Glenn Rangi Other staff as support people. **Consultancy Panel Contactors Panel Treatment / Electrical** Must be at least two Stantec Les Stewart Electrical **SWDC** people per vehicle. **HCC Support** GHD **Works Operations** Gerry Nicholls Staff will deploy from Erica Hobbs Opus **Stones** their "Islands". Beca

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



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



Emergency Operations Centre Resources

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

ltem	Quantity
Power	Main, UPS and standby (generator)
Workstations	6
Whiteboards	3
Large screen monitors	2
Cellphones	Per member
Satellite phones	2
Landlines (non powered	2
phones to be provided)	
R/Ts	Network, Bulk, WREMO
PC/Laptop	6
Network switches	1
Printer	2
Emergency Plan, Maps,	2
Charts	
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	First choice except	Erin Ganley 021 769
Room Ivl 4 or	when major	762
Customer Hub lvl 6	earthquake or tsunami	
	or IBM otherwise lost	
Waterloo Treatment	First choice in major	04 830 4350
Plant	earthquake or tsunami	0061 480081572
(see ISCP 1.3)	or IBM otherwise lost	

Emergency Operations Centre Secondary Locations

Where	When	Contact
Te Marua WTP	If IBM and Waterloo	04 830 4358
(see ISCP 1.5)	unavailable	04 526 6912 0088 1621 444518
Pomare Depot	If IBM and Waterloo	04 570 6447
(see ISCP 1.4)	unavailable	04 830 4360
(555 1561 211)		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

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

WREMO / Council Liaison

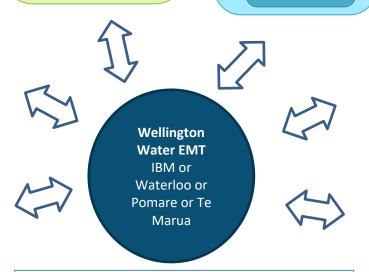
Wellington Region ECC

> 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



 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

Sat Phones

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
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





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





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.