



# Standard Operating Procedure

# SOP 1

## Response Framework

# SOP 1—Response Framework

## Overview

This Standard Operating Procedure (SOP) outlines the role and modes of operation for the Tauranga City Council Emergency Operations Centre (EOC) .

This SOP conforms to;

1. Coordinated Incident Management System, 3rd Edition
2. Response Management; Directors Guideline for CDEM Group and Local Controllers (DGL 06/14).

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# Role of the EOC

Under the direction of the Local Controller, the local EOC will coordinate the local CDEM response by:

- ⇒ Monitoring events and escalate response as required;
- ⇒ Ensuring all local emergency response agencies are involved and are linked with the EOC as required;
- ⇒ Ensuring communications are in place with key local response agencies;
- ⇒ Arranging for community welfare and support facilities and services;
- ⇒ Receiving , assessing and disseminating information for response agencies;
- ⇒ Providing information to the media about the event and response measures taken;
- ⇒ Reporting to the CDEM Group ECC; and
- ⇒ Community response coordination and volunteer management.

# Incident Classification

CIMS identifies four incident classifications that can apply to a response at any level:

		Severity			
		1 Minor	2 Moderate	3 Major	4 Severe
Response level	National (N)	N1 A minor national level response	N2 A moderate national level response	N3 A major national level response	N4 A severe national level response
	Regional (R)	R1 A minor regional level response	R2 A moderate regional level response	R3 A major regional level response	R4 A severe regional level response
	Local (L)	L1 A minor local level response	L2 A moderate local level response	L3 A major local level response	L4 A severe local level response
	Incident (In)	In1 A minor incident level response	In2 A moderate incident level response	In3 A major incident level response	In4 A severe incident level response

An incident classification is determined by the Controller, supported by the IMT to ensure consistent understanding.

The categories and descriptors are applicable across all response levels, although they may not be relevant across all incidents or responses.

		Severity				
		Examples of aspects to be considered	1 Minor	2 Moderate	3 Major	4 Severe
Category	Consequences/ impacts	Health and life, infrastructure, culture, community, Treaty obligations, reputation, trade, economy, environment, shelter and accommodation, recovery	A small number of the population in the area are / would be / could be impacted	Some of the population in the area are / would be / could be impacted	Many of the population in the area are / would be / could be impacted	A majority of the population in the area are / would be / could be impacted
	Resources	Capacity and capability to manage (e.g. availability of technical expertise and resources, responders) and finances available	Manageable within available resource and capacity	Requires some allocation of resource	Resource limits and capacity are full	Resource limits and capacity are exceeded
	Public, political and media interest	Degree of expected public, political and media interest (i.e. local interest only, through to global interest), and at what level it should be managed	Minimal to no interest Routinely managed	Some degree of interest Senior leadership and executives are engaged	Significant degree of interest Elected officials and ministers are engaged	Global interest Elected officials and ministers are engaged
	Response and recovery characteristics	Containment, stability, location, spread, number of entities involved, urgency, novelty (e.g. a new event, agencies working with unfamiliar partners etc.), disruption, decisions required, timeframe / expected duration, cost	Familiar/routine/predictable Known solutions to familiar/routine/predictable problems	Mostly familiar/routine/predictable with some degree of irregularity Known solutions to known but irregular problems	Mostly irregular with some degree of familiarity and predictability Mostly known solutions to irregular and possibly unknown problems	Unfamiliar/unprecedented/unpredictable Unknown solutions to unknown problems

# Modes of Operation

The EOC operates under the following modes in response:

Mode	Event Status	EOC Role
<b>1</b> <b>Monitoring (BAU)</b>	No incident.	Emergency Management team monitors for incidents/ events that may lead to an emergency or that may require support.
<b>2</b> <b>Active Monitoring</b>	Local incident for which a declaration is <b>not required or appropriate</b> . Can be dealt with by Emergency Services and/ or Local Authority resources alone.	EOC is observing emergency activities being undertaken. It may be alerted or be partially operative in support of the Lead Agency. Controller advised. Local authority in support role.
<b>3</b> <b>Activated— Supporting</b>	Escalation from local incident to, or warning of, a moderate—major event. Recognisable as an event that cannot be managed without the adoption of emergency powers. Declaration of state of local emergency is <b>being considered, or has</b>	EOC is activated to resolve incident or provide specific functions. Local Authority either in support or lead role (if Local Emergency declared). Local Controller exercising delegated powers under declaration.
<b>4</b> <b>Activated— Operational</b>	Escalation from incident to or warning of a major—significant event. Declaration of state of local emergency <b>has been deemed necessary</b> .	EOC fully activated and additional resources mobilized. Could be for Local, Group or Nationally led response. Local Controller responding to priorities set by Group/ National Controller.

# Responsible Agencies

Function	Responsible	Accountable	Supporting	Area lead	National Lead	Authority to Manage Response
<b><u>Health/ Medical</u></b>						
Infectious diseases	DHB	DHB	CDEM (Council) – emergency relief	DHB	MoH	Health Act
<b><u>Rescue</u></b>						
Air	NZ Police	NZ Police	CAA	NZ Police	NZ Police	Police Act 2008
Water	NZ Police (Cat 1 SAR) within the 12 nautical mile limit. Outside 12 nautical mile limit is RCC NZ	NZ Police (Cat 1 SAR) within the 12 nautical mile limit. Outside 12 nautical mile limit is RCC NZ	Coastguard Maritime NZ	NZ Police	NZ Police	Police Act 2008
Land	NZ Police – conduct Cat 1, Support Cat 2	NZ Police – conduct Cat 1, Support Cat 2	LSAR FENZ	NZ Police	NZ Police	Police Act 2008
Structural (USAR)	FENZ	FENZ		FENZ	FENZ	FENZ Act 2017
<b><u>Mass Fatality</u></b>						
Disaster victim identification	NZ Police	NZ Police		NZ Police	NZ Police	Guide to the National CDEM Plan 2015
Personal effects reconciliation	NZ Police	NZ Police		NZ Police	NZ Police	Guide to the National CDEM Plan 2015
Mortuary	Coroner	Coroner	NZ Police, DHB, FENZ	Coroner		
Reconciliation of people	NZ Police	NZ Police		NZ Police	NZ Police	Guide to the National CDEM Plan 2015
<b><u>Evacuation</u></b>						
Tsunami	CDEM (Council)	CDEM (Council)	NZ Police Coastguard Maritime NZ FENZ	CDEM (Council)	NEMA	CDEM Act 2002 Guide to the National CDEM Plan 2015
Flood	CDEM (Council)	CDEM (Council)	NZ Police Coastguard Maritime NZ FENZ	CDEM (Council)	NEMA	CDEM Act 2002 Guide to the National CDEM Plan 2015
Unsafe building	Territorial Authority – Council (Building Control Authority)	Territorial Authority – Council (Building Control Authority)	NZ Police Work Safe MBIE	Territorial Authority – Council (Building Control Authority)	MBIE	Building Act 2004
Hazardous substance release	FENZ	FENZ	CDEM (Council) Work Safe NZ Police	FENZ	FENZ	FENZ Act 2017

Function	Responsible	Accountable	Supporting	Area lead	National Lead	Authority to Manage Response
<b><u>Emergency Relief/ Community Welfare</u></b>						
Needs Assessment	CDEM (Council)	CDEM (Council)	Red Cross	CDEM (Council)	NEMA	Guide to the National CDEM Plan 2015
Registration	CDEM (Council)	CDEM (Council)	Red Cross	CDEM (Council)	NEMA	Guide to the National CDEM Plan 2015
Inquiry	NZ Police	NZ Police	CDEM (Council – welfare registration)	NZ Police	NZ Police	Guide to the National CDEM Plan 2015
Care and protection services for children and youth	Oranga Tamariki	Oranga Tamariki	Te Puni Kokiri- Ministry of Education (Schools/ ECE) NZ Police (Inquiry) MSD	Oranga Tamariki	Oranga Tamariki	Guide to the National CDEM Plan 2015
Essential household goods and services	CDEM (Council)	CDEM (Council)	MSD	CDEM (Council)	NEMA	Guide to the National CDEM Plan 2015
Emergency Shelter/ Accommodation	CDEM (Council)	CDEM (Council)		CDEM (Council)	NEMA	CDEM Act 2002 Guide to the National CDEM Plan 2015
Temporary Shelter/ Accommodation	MBIE	MBIE		MBIE	MBIE	CDEM Act 2002 Guide to the National CDEM Plan 2015
Psychosocial	DHB			DHB	MoH	Guide to the National CDEM Plan 2015
Financial Assistance	MSD	MSD	ACC EQC IRD Insurance Council MBIE MPI Local Authorities – relief fund trust	MSD	MSD	Guide to the National CDEM Plan 2015
Animal welfare	MPI	MPI	SPCA Territorial Authorities (Council) Animal Control/ Services	MPI SPCA	MPI	Guide to the National CDEM Plan 2015

Function	Responsible	Accountable	Supporting	Area lead	National Lead	Authority to Manage Response
<b><u>Buildings</u></b>						
Rapid Building Assessment/ Interim Use Evaluation/ Detailed Damage Evaluation	Territorial Authority – Council (Building Control Authority)	Territorial Authority – Council (Building Control Authority)		Territorial Authority – Council (Building Control Authority)	MBIE	Building Act 2004 Guide to the National CDEM Plan 2015 CDEM Act 2002
<b><u>Lifelines</u></b>						
Fuel disruption	CDEM (Council)	CDEM (Council)	MBIE	CDEM (Council)	NEMA MBIE	Guide to the National CDEM Plan 2015
Utility disruption	Lifeline utility operator CDEM (Council) – response coordination	Lifeline utility operator		CDEM (Council)	MBIE	Guide to the National CDEM Plan 2015
Water, waste, local road	CDEM (Council)	CDEM (Council)		CDEM (Council)	NEMA	CDEM Act 2002 Guide to the National CDEM Plan 2015
Maritime oil spill	BOPRC	BOPRC		BOPRC	Maritime NZ	Maritime Transport Act 1994

# EOC Activation Decision Flowchart

