



Standard Operating Procedure

SOP 4

EOC

Establishment

SOP 1—EOC FACILITY ESTABLISHMENT

Overview

This Standard Operating Procedure (SOP) outlines the procedure for establishing the Tauranga City Council (TCC) Emergency Operations Centre (EOC) .

This SOP conforms to;

1. Coordinated Incident Management System (CIMS) third edition
2. Response Management; Directors Guideline for CDEM Group and Local Controllers (DGL 06/08).

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Location of the EOC

The EOC provides a base for the Local Controller and acts as a liaison point for all agencies for local scale events. The EOC operates under the CIMS structure and is responsible for all CIMS functions including activating Civil Defence Centers and/or Community Led Centers to provide welfare support to affected communities.

Virtual EOC

Make announcement via MS Teams. *“The TCC Emergency Operations Centre is activating virtually in response to @@event@@. You will be contacted directly if your support is required”*

Primary EOC

TCC Office—Level 1, 46 Spring St

Alternate EOC's

- 306 Cameron Rd
- WBOPDC Council Chambers, Barks Corner, Greerton
- University of Waikato, 101 Durham St, Tauranga
- Trustpower Baypark, 81 Truman Lane, Mount Maunganui

EOC Relocation

Announcements will be made at EOC/IMT & Multi Agency Briefings and via MS Teams. *“The TCC Emergency Operations Centre is relocating to @@location@@ from @@DTG@@”*

Considerations

The Local Controller should make a decision on the EOC facility based on the below considerations:

- ⇒ Scale of response required
- ⇒ EOC structure (physical size) and potential growth
- ⇒ Media room requirements
- ⇒ Safe parking for dark hours staff
- ⇒ Importance Level Building rating
- ⇒ Services available (power, water, toilets, telecommunications)
- ⇒ Accessibility (Parking, emergency services, roading)
- ⇒ Operational output required
- ⇒ Geographic location to event

BUILDING ACTIVATION FLOWCHART

	46 Spring St & 306 Cameron Rd	
Building Access	<p>24hr access to TCC staff. Duty EMO request 10 x Contractor Access Cards</p> <p>Notify Property (one of the following numbers)</p> <p> s 7(2)(a) - Privacy </p> <p>Request Property Staff to assess Building WOF, Power, Water, Bathrooms and extending Air Con hours.</p> <p>Combination Pin for rear door access to 46 Spring St. s 7(2)(a) - Privacy</p>	
Parking	<p>s 7(2)(a) - Privacy (Building parking)</p>	
Cleaning	<p>s 7(2)(a) - Privacy</p>	
Digital Support	<p>s 7(2)(a) - Privacy</p>	
Catering	<p>CaterPlus</p> <p>POC: s 7(2)(a) - Privacy</p> <p>At least one hot meal per shift and snacks and fruit made available throughout day</p>	
Health, Safety & Wellbeing	<p>Quiet space</p> <p>Massage area</p> <p>Councilor Spt</p>	
WIFI Codes	<p>Secure_TCC_Int</p> <p>Password: s 7(2)(a) - Privacy</p>	

46 Spring St EOC Layout Options



Civil
Defence



Function	Colour
Control	White
	Red
Safety	Green
Intelligence	Dark blue
Planning	Pink
Operations	Orange
Logistics	Yellow
Public Information Management	Purple
Welfare	Light blue
Recovery	Grey

ALTERNATE BUILDING ACTIVATION FLOWCHART

	University of Waikato	WBOPDC Chambers	Trustpower Baypark
Building Access	<p>24hr Security Guards</p> <p>Contact s 7(2)(a) - Privacy</p> <p>Would only charge operational costs ie: additional cleaning etc</p>	<p>Building access to be gained through the Duty Emergency Management Office</p> <p>s 7(2)(a) - Privacy</p>	<p>s 7(2)(a) - Privacy</p>
Parking	Limited spaces available.	High Capacity available	High Capacity
Cleaning	Contracted cleaners can be requested for additional services.	For the period that the EOC is operating, enhanced cleaning will be required. This should be organised through the Duty Property Manager.	Contracted cleaners available for additional services
Digital Support	Available onsite for digital services ie: projectors, televisions etc	<p>Projector – three large wall screens drop to display information Browse to 10.80.3.159 Save or run AirMedia application Enter code that appears on the projector screen</p> <p>Zoom Chambers has a built in Zoom conferencing system. This will require some assistance from the governance team for those unfamiliar with the technology. Zoom is the preferred technology to ensure seamless operation.</p> <p>Teams/WebX/etc These can be used in chambers however a staff member will need to forward the meeting to the Chambers calendar.</p>	
Catering	<p>Commercial kitchen onsite which can be used by external catering companies</p> <p>Café onsite probably not suitable for hot cooked meals.</p>	The kitchen will be available for staff use, and access to the staff café area will be made available as required. Two micro-waves and two ovens with hobs are available along with toasters, toastie machines and crockery and cutlery.	3 x commercial kitchens on site
Health, Safety & Wellbeing			
WIFI Codes	Available on request	<p>Wifi available</p> <p>SSID: EOC</p> <p>Password: s 7(2)(a) - Privacy</p>	Available on request

Appendix A. Start up Boxes

There is a start up box for each function that includes the following equipment:

- Laptop
- Cell Phone
- Desk Labels
- Notebooks for personal logs
- Stationary
- Face Masks
- Hand Sanitizer
- Vests
- To do pad

	Laptop S/N	Cellphone Number
Controller		
Response Manager		
Intelligence Manager		
Planning Manager		
PIM Manager		
Operations Manager		
Logistics Manager		
Welfare Manager		
Iwi Liaison/Safety		
PA to Controller		
Recovery Manager		
Satellite Phone		