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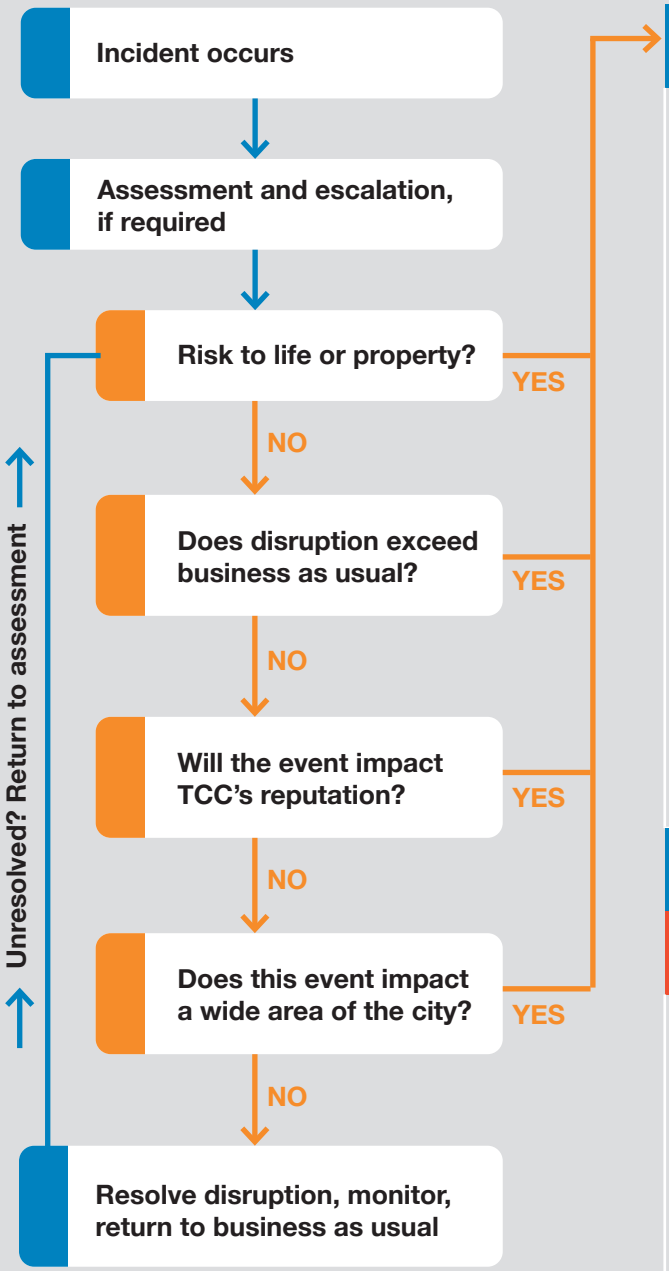
Incident management escalation process

Tauranga City

In an emergency call 111



Process for agent:

1. What has happened?
2. Do you know how it happened?
3. Did this happen today, what time?
4. Do you know if anyone has been injured or if anyone is in danger? Are these employees or members of the public? Numbers?
5. How big is the issue?
6. Can you see if there is any damage to buildings or equipment? Check extent with caller and list: buildings, equipment including IT, water, power.
7. Who am I speaking to, best contact phone no.?
8. If the emergency service is phoning this through to us, ask if they need any assistance from Council. What is the event no.? Get a contact phone no. and name for the emergency service that is on site.
9. After taking this information and determining that this is not a BAU situation, put yourself on CCM Follow Up, and either advise your Senior or phone On Call Supervisor to advise these details.
10. Log an appropriate CCM and phone contractor, if required.

Senior / On Call Supervisor to:

Notify GM

1. Phone the appropriate business unit GM on mobile to hand over the issue.
2. If GM unavailable, leave a voicemail message, then send a text message stating:
   "Incident response, please call back ASAP".
3. Continue to phone all GMs on their mobiles until you get hold of one. Again, if unavailable, leave a voicemail and send text message as above.
4. If all GMs unavailable, phone Customer Services Manager on mobile and advise of incident, inability to contact any GM and hand over the issue. If no response to mobile, leave voicemail message and send text message as above.
5. Phone Third Tier Manager of business unit to advise them of incident.
6. Phone Team Leader Contact Centre Day and/or Team Leader Contact Centre Afterhours to advise of incident and actions taken so far.
7. Update CCM with times and actions taken so far.