

## **Attachment 5 – Ausgrid’s pass through application Incident Management System (Red Folder) (PUBLIC)**

August 2015



# Incident Management System (Red Folder) (IMS001)

Current version of this document is available from Ausgrid Procedures  
(Ausgrid -> Emergency Management -> Incident Management System (Red Folder) -> IMS001)

(VERSION DATE: 19/03/2014)

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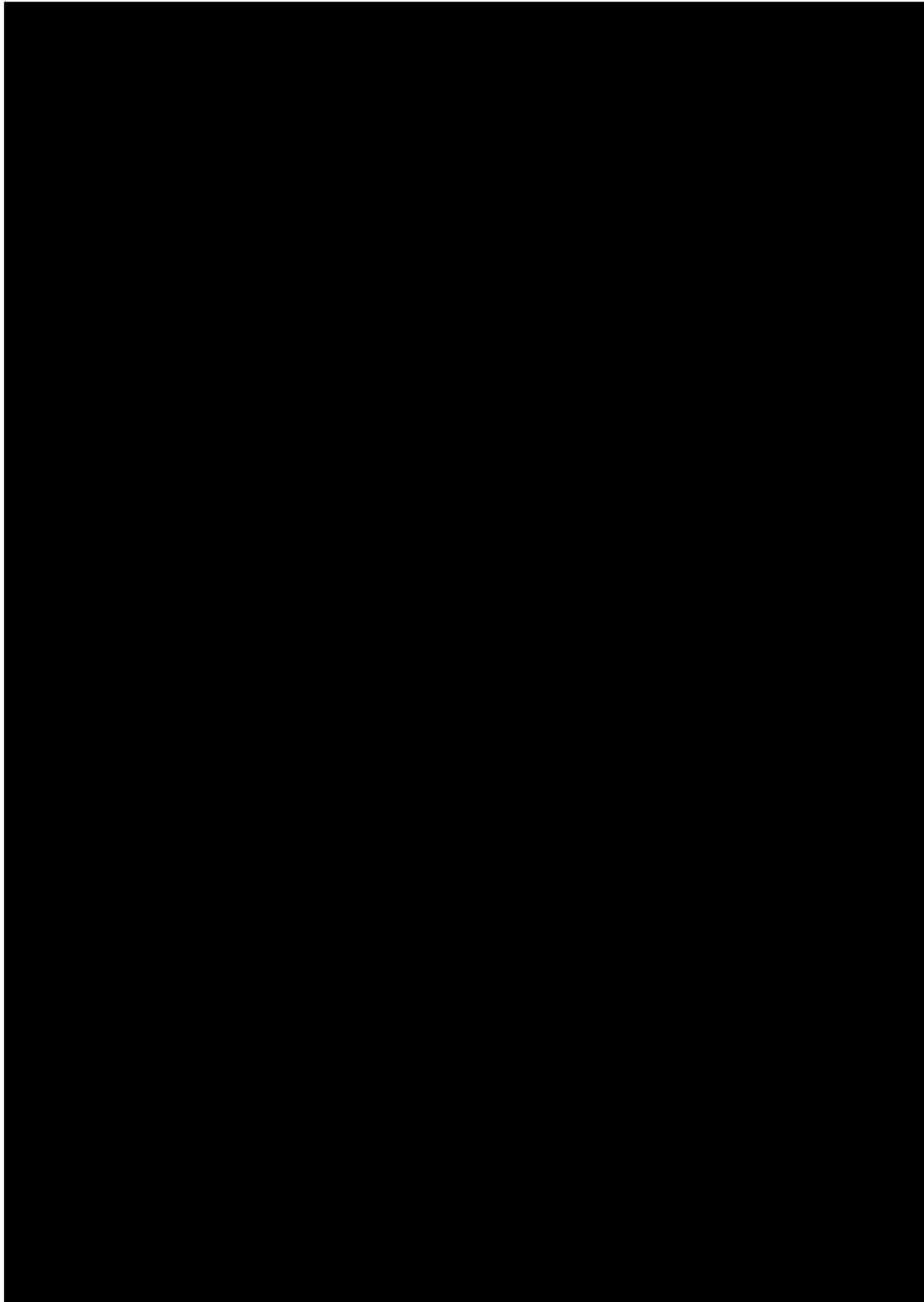
**1. IMS Application & Incident Procedure**

**Application**

The Incident Management System (IMS) covers the processes and procedures for the preparation for and response to incidents within Ausgrid. The IMS is applicable to all Ausgrid divisions, applies to all incidents and is maintained by Manager – Business Continuity and Incident Response System Control and is overseen by the Incident Management Steering Committee.

**Procedure**

This procedure provides instruction for the management of incidents managed under the Ausgrid Incident Management System at Ausgrid.



## Ausgrid – Incident Management System (Red Folder)

### 2. Ausgrid Hazard Specific Sub Plans, Emergency Plans and Incident Procedures/Plans

#### Purpose

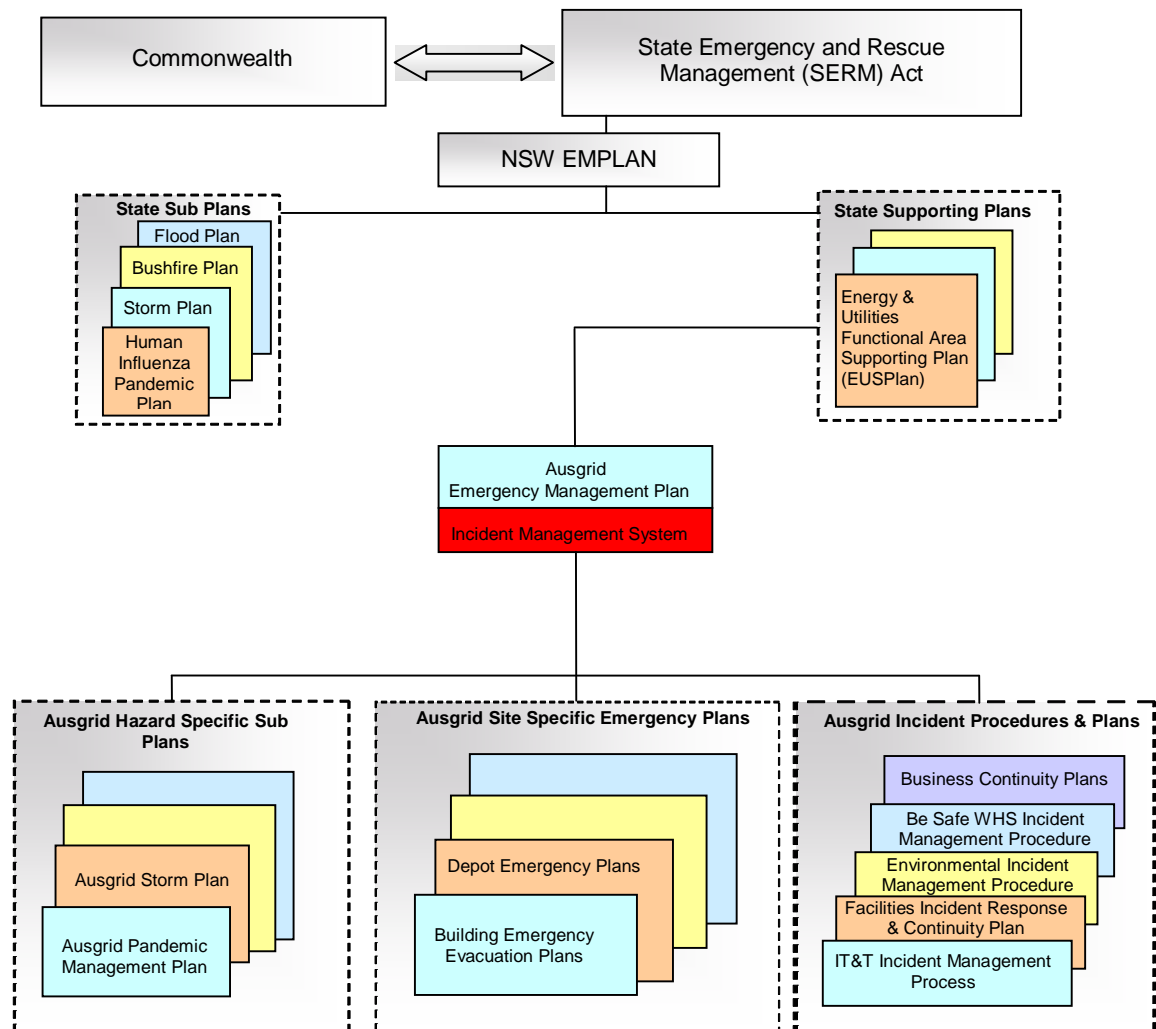
The lists below show the plans available in the following categories:

- Ausgrid Hazard Specific Sub Plans
- Ausgrid Site Specific Emergency Plans
- Ausgrid Incident Procedures & Plans

Plans should be consulted to develop the incident recovery strategy (should the incident fall into one of the plan categories).

#### Documentation Structure

The following diagram outlines the high level view of how Emergency management documentation is structured at Ausgrid.



## Ausgrid – Incident Management System (Red Folder)

### 2. Ausgrid Hazard Specific Sub Plans, Emergency Plans and Incident Procedures/Plans

#### Ausgrid Hazard Specific Sub Plans

Hazard Specific Sub Plans and their reference locations:

Document	Reference Location
Ausgrid Storm Response Plan	[REDACTED]
Pandemic Management Plan	[REDACTED]

#### Ausgrid Emergency Plans

Ausgrid Emergency Procedures and their reference locations:

Document	Reference Location
Ausgrid Emergency Management Plan	[REDACTED]
Depot Emergency Plans	[REDACTED]
Building Emergency Evacuation Procedures	[REDACTED]

#### Ausgrid Incident Plans and Procedures

Ausgrid Incident Procedures & Plans and their reference locations:

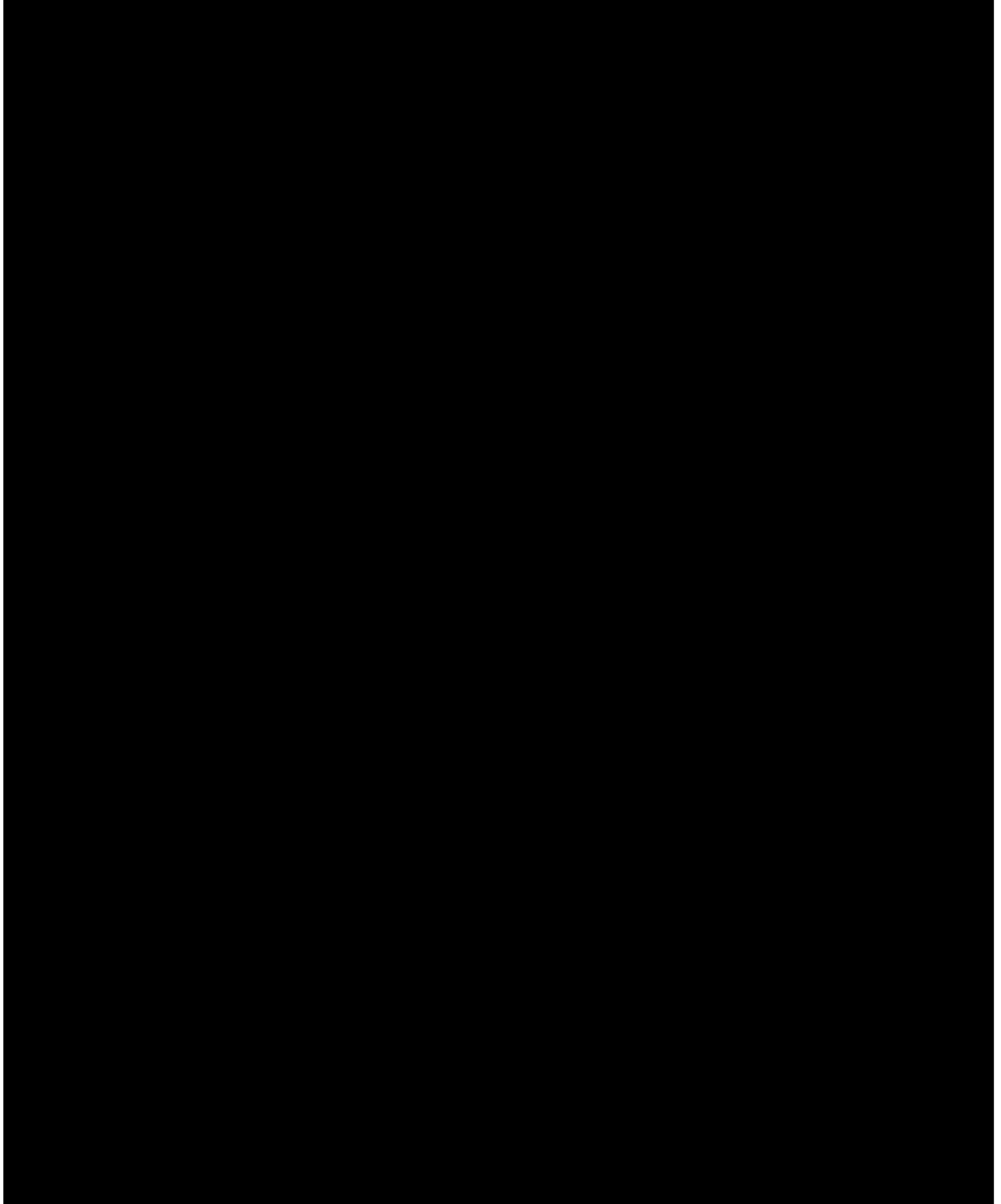
Document	Reference Location
WHS Incident Management Procedure	[REDACTED]
Environmental Incident Response Procedure	[REDACTED]
IT&T Incident Management Process & Procedure	[REDACTED]
OTI Operations Incident and Change Management Process (Pink Book)	[REDACTED]
Facilities Incident Response & Continuity Plan	[REDACTED]
Business Continuity Plans (BCPs)	[REDACTED]

### 3. Incident Declaration/Classification

#### Incident Declaration/Classification

The Emergency Duty Manager is responsible for **DECLARATION** and **CLASSIFICATION** of incidents under one of the following severities: **Incident, Major Incident or Emergency**. The severity of the incident will determine the level of response as prescribed in the Incident Management System.

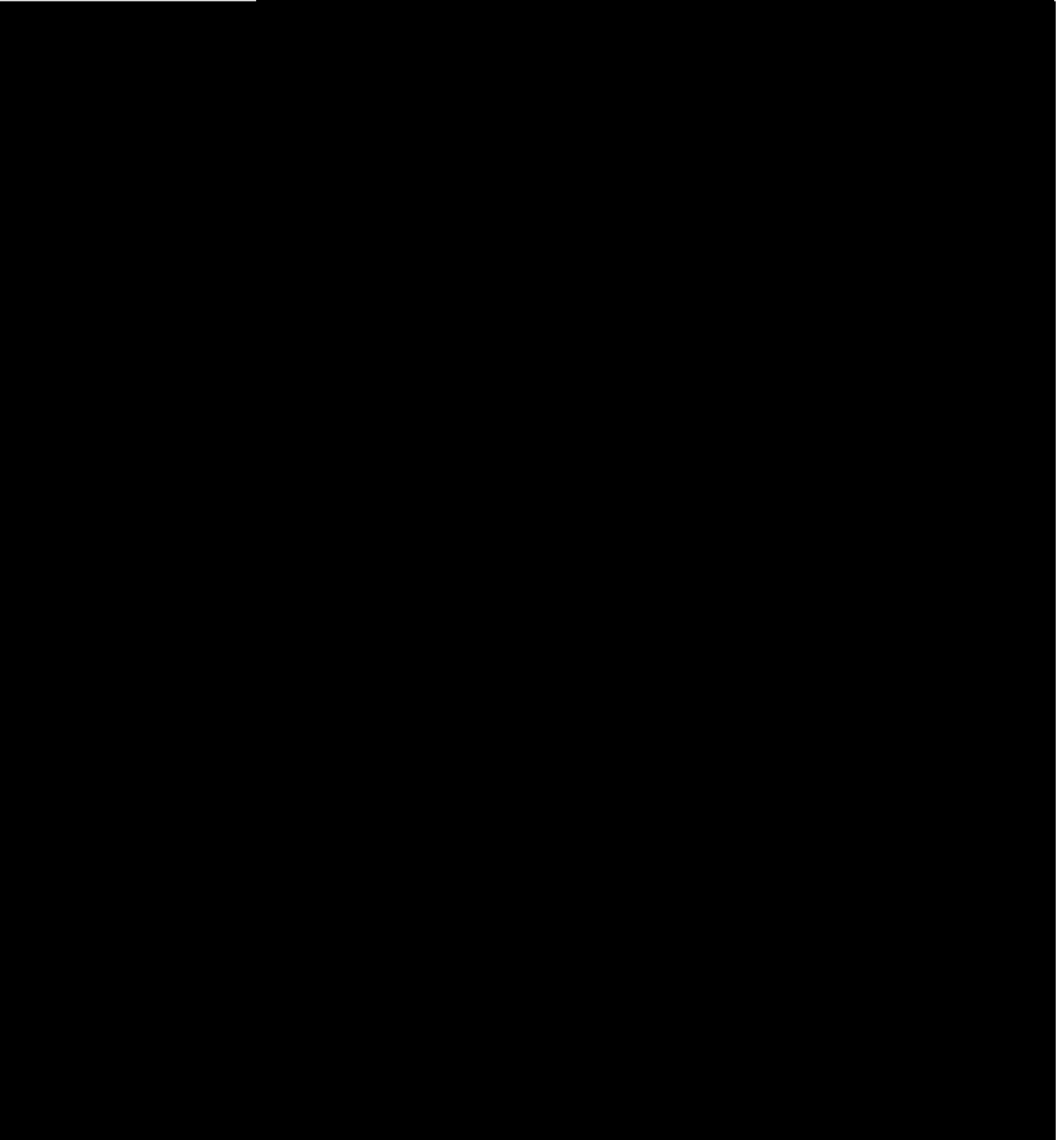
#### Incident Severity Matrix



### 3. Incident Declaration/Classification

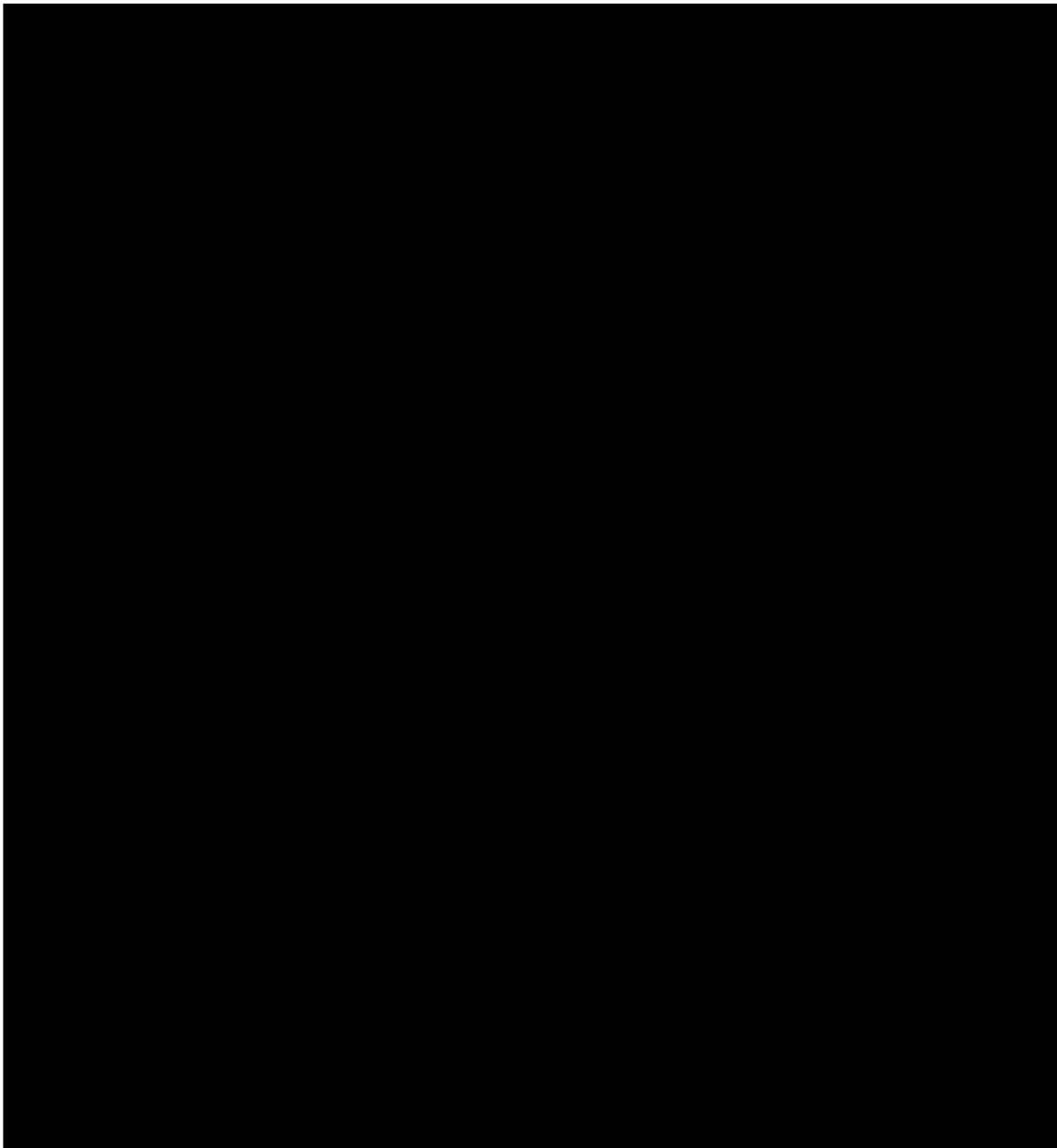
Incident Severity Matrix definitions

Network Related Incidents (Including bushfires)



Sensitive customers are defined as customers where a sustained interruption to its electrical supply would cause widespread issues for the public. These customers may include major hospitals, railways, utilities, airports and road tunnels

3. Incident Declaration/Classification



The above chart is to be used to determine the severity of a network incident based on customers affected by the network interruption and the estimated time to rectify the network interruption. The network incident could be the result of storms, bushfires or hot weather events.



### **3. Incident Declaration/Classification**

#### **WHS Type Incidents**

In the WHS Act 2011, *serious injury or illness* means:

- a) immediate treatment as an in-patient in a hospital, or
- b) immediate treatment for:
  - i. the amputation of any part of his or her body, or
  - ii. a serious head injury, or
  - iii. a serious eye injury, or
  - iv. a serious burn, or
  - v. the separation of his or her skin from an underlying tissue (such as de-gloving or scalping), or
  - vi. a spinal injury, or
  - vii. the loss of a bodily function, or
  - viii. serious lacerations, or
- c) medical treatment within 48 hours of exposure to a substance,

and includes any other injury or illness prescribed by the regulations but does not include an illness or injury of a prescribed kind.

In the WHS Act 2011 a *dangerous incident* means an incident in relation to a workplace that exposes a worker or any other person to a serious risk to a person's health or safety emanating from an immediate or imminent exposure to:

- a) an uncontrolled escape, spillage or leakage of a substance, or
- b) an uncontrolled implosion, explosion or fire, or
- c) an uncontrolled escape of gas or steam, or
- d) an uncontrolled escape of a pressurised substance, or
- e) electric shock, or
- f) the fall or release from a height of any plant, substance or thing, or
- g) the collapse, overturning, failure or malfunction of, or damage to, any plant that is required to be authorised for use in accordance with the regulations, or
- h) the collapse or partial collapse of a structure, or
- i) the collapse or failure of an excavation or of any shoring supporting an excavation, or
- j) the inrush of water, mud or gas in workings, in an underground excavation or tunnel, or
- k) the interruption of the main system of ventilation in an underground excavation or tunnel, or
- l) any other event prescribed by the regulations.

but does not include an incident of a prescribed kind.

#### **Environmental Type Incidents**

The Emergency Duty Manager should judge whether an **Incident** should be declared if one or more (refer to IMS) of its conditions are selected:

- Major oil, fuel or chemical spill which has migrated off site resulting in land contamination
- Major oil, fuel or chemical spill impacting a man made waterway e.g. sub transmission cable oil leak which can be controlled within storm water system
- Environmental incident with regulator threatening legal action
- Unauthorised works resulting in major damage to threatened species or Endangered Ecological Communities

A **Major Incident** or an **Emergency** must be declared if one or more (refer to IMS) of its conditions are selected:

#### **Major incident**

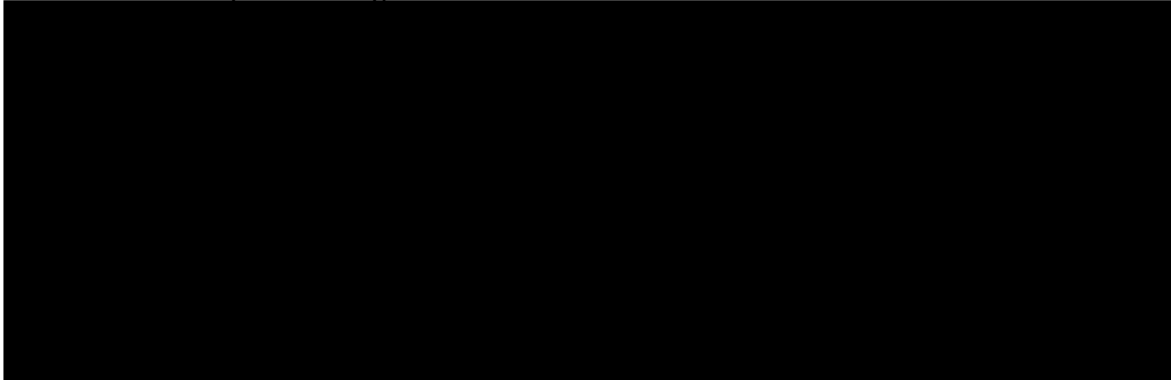
- Significant release of oil, fuel or chemical migrating off site or with off-site impacts (eg zone transformer fire) resulting in major land contamination.
- Significant release of oil, fuel or chemical spill impacting a natural waterway e.g. sub transmission cable oil leak into a creek.
- PCB oil fire (distribution or zone equipment).
- Significant damage to a State Heritage item or any damage to an Aboriginal Heritage item.
- Unauthorised vegetation clearing resulting in significant irreversible impacts to threatened species or Endangered Ecological Communities.

#### **Emergency**

- Major release of oil, fuel or chemical spill in a sensitive waterway such as Sydney Harbour or Kurnell Wetlands.

### 3. Incident Declaration/Classification

#### Business Continuity/Pandemic Type Incidents



For pandemic type incidents, ENGAGE severity level as per Ausgrid Pandemic Management Plan generally aligns with 'Delay' and "Contain' Australian Pandemic Alert Phases. ENHANCE severity level severity level generally aligns with 'Protect' Australian Pandemic Alert Phase. FULLY ACTIVATE generally aligns with 'Sustain' and "Control' Australian Pandemic Alert Phases.

## **4. Incident De-escalation and Debrief Procedure**

### **Incident De-escalation**

The Emergency Duty Manager will de-escalate the incident when:

1. Incident conditions no longer poses a threat or;
2. Incident impact has been reduced in scale so that the incident can be manageable locally.

An incident debrief is to be followed as soon as possible following the de-escalation of any incident.

### **Debrief Procedure**

The debrief procedure is crucial to the continual improvement of incident management at Ausgrid. The quality of the training for staff involved in incident management relies heavily on the lessons learnt from real life scenarios.

**A debrief is to be carried out after any incident is de-escalated. The Incident Controller is responsible for conducting the debrief process.** Where possible, any subcommittee formed during an incident (e.g. technical, business continuity) should hold separate debrief meetings and summarise any outcomes to the Incident debrief. Following the debrief process; a report of all findings is to be submitted to the next Incident Management Steering Committee. Debrief outcomes will be tracked and managed by Manager – Business Continuity and Incident Response System Control and is overseen by the Incident Management Steering Committee.

The Incident Controller will establish the time for the Incident Debrief meeting following the de-escalation of the incident. All members involved in the incident should attend.

Each debrief should have the following agenda:

- What worked well
- What needs improvement
- Missed opportunities
- Corrective actions and enhancements

Debrief outcomes can be reported using the standard incident debrief template

For incidents of short duration or at the discretion of the Emergency Duty Manager, a debrief can be done using an e-mail process rather than holding a separate debrief meeting. The e-mail should follow a similar agenda as set out above and be sent to all Incident Management Team members.

## **5. Standard Incident Meeting Agenda**

### **Typical initial agenda for network type incident meetings**

- 1: Confirm there is adequate participation
  - Confirm teleconference protocols
  - Identify meeting attendees including any key roles
- 2: Situation Report (Operations)
  - Network status
  - Number of Customers off supply
  - Key customers issues
  - Site Incident Manager identified
  - Status of site (e.g. safe and secured)
  - On-site activities described
  - OHS Issues (e.g. presence of hazardous substances such as asbestos)
  - Environmental issues
  - Contact Centre update including customer claims/complaints
- 3: Communications
  - **Key message**
  - ELT/ELG/Board update and who will be responsible
  - Media update
  - **Minister's office updates (Licence condition - within 24 hrs for major network incidents involving widespread supply interruptions or loss of property. See page 33)**
  - Internal communications
  - Emergency Management update (EUSFAC)
  - Reports from external agencies
  - SENI Major Reportable Asset Incident and who will be responsible for notification
- 4: Strategic Options (Planning)
  - Strategy for a response to an incident (prioritised from highest to lowest):
    1. Safety of Person and Property
    2. Environment
    3. Transmission
    4. High Voltage
    5. Key Customers
    6. Low Voltage
    7. Street Lighting
  - Strategies that can be implemented
  - Potential issues arising from planning work associated with these strategies
  - Proposed planning work to occur before next meeting
- 5: Logistics
  - Incident cost code/cost tracking including timesheet amendments to cost IMT members time
  - Outage Management Support
  - GIS mapping/information
  - Investigation e.g. type of investigation, nominated investigator
  - Security
  - Equipment
  - Specialist advice
  - Cost tracking
  - ICT
  - Rosters and staff changes (including IMT)
  - Food and accommodation for IMT and incident support staff
- 7: General Business
  - Make sure all meeting participants have a chance to raise any issues
- 8: Next Meeting
  - Time of next meeting
  - Frequency of future meetings
  - Availability of IMT members to attend future meetings (need continuity of members during incident)

## **5. Standard Incident Meeting Agenda**

### **Typical initial agenda for WHS type incident meetings**

- 1: Confirm there is adequate participation
  - Confirm teleconference protocols
  - Identify meeting attendees including any key roles
- 2: Situation Report
  - Name(s) of injured
  - Extent of injuries
  - Status of injured
  - When, where and how did it occur
  - Who is with injured
  - Status of site (e.g. safe and secured)
  - On-site activities described
  - OHS Issues (e.g. presence of hazardous substances such as asbestos)
- 3: Support required
  - Site Incident Manager identified
  - Key Ausgrid contact for family
  - Support for injured and family (EAP, accommodation, food, personal items)
  - EAP for other work colleges e.g. those directly involved with incident including first aiders
  - Need for drug and alcohol testing?
  - Legal advice
  - For contractor incidents, nominate central Ausgrid interface and obtain contractor's key point of contact
  - Does contractor have capability to supply EAP for its own staff?
- 4: Network impacts
  - Equipment damage
  - Customer impacts
- 5: Communications (including regulatory reporting)
  - **Key message**
  - WorkCover reportable incident (including timeframe) and who will be responsible for notification
  - ELT/ELG/Board update and who will be responsible
  - Member of public hurt in incident or their custodian
  - Internal communications (message to staff)
  - Media update
  - **Minister's office updates (Licence condition - within 24 hrs for major network incidents involving significant injury to persons or loss of property. See page 33)**
  - Emergency Management update (EUSFAC)
  - SENI Major Reportable Safety Incident and who will be responsible for notification
  - Union update required?
- 6: Investigations
  - Type of investigation (level 1, 2 and 3)
  - Incident investigator appointed
  - Preservation of scene for possible for any WorkCover investigation
  - SAP EHS entry form
  - Initial incident corrective actions
  - Initial Safety Alert – Part A advice
  - Significant Incident Advice (SIA) for Electrical Networks Association to distribute to its members
  - Need for electrical shock report for coroner's investigation (CSS-116 form)
- 7: Logistics
  - Incident cost code/cost tracking including timesheet amendments to cost IMT members time
  - GIS mapping/information
  - Specialist advice
  - Rosters and staff changes (including IMT)
  - Food and accommodation for IMT and incident support staff
- 8: General Business
  - Make sure all meeting participants have a chance to raise any issues
- 9: Next meeting
  - Time of next meeting
  - Frequency of future meetings
  - Availability of IMT members to attend future meetings (need continuity of members during incident)

## **5. Standard Incident Meeting Agenda**

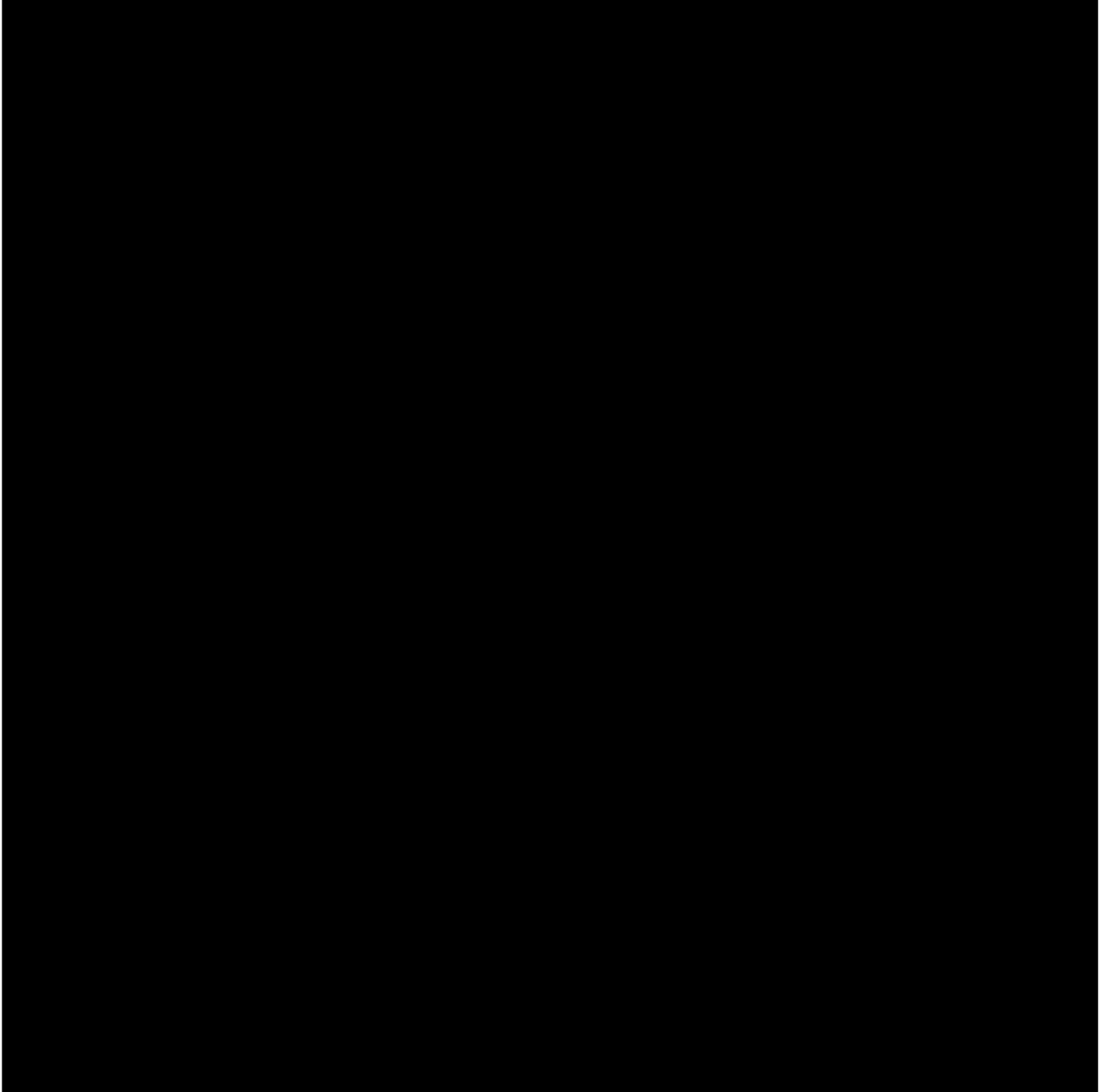
### **Typical initial agenda for facility incident meetings**

- 1: Confirm there is adequate participation
  - Confirm teleconference protocols.
  - Identify meeting attendees including confirming roles and responsibilities.
- 2: Situation Report
  - Network
    - Network status & customer impacts
  - Safety
    - Injuries to staff and others
    - Safety threat other staff, contractors or public
    - Emergency Services requirements
  - Facility
    - Extent of damage including when and how did it occur
    - Who is at the site & need for Site Incident Manager
    - Site status (e.g. safe and secured) & on-site activities described including any salvage operations
    - Preservation of scene for possible WorkCover investigation
  - Business (Critical Processes)
    - Alternate Site Update including status of BCP activation
    - Processes impacted by facilities being used by critical processes (e.g. Silverwater L&D)
    - Other impacted processes at damaged site that do not have alternate site and need alternate site.
    - Tenants impacted
  - ICT
    - ICT infrastructure impacts
    - Telecommunication impacts including diversion of telephony systems
  - Security
    - Security presence at damaged site
    - NSW Police and CIP interest
- 3: HR and OHS matters
  - Support for injured staff & family including key Ausgrid contact for family
  - EAP for other Ausgrid staff
  - WHS requirements for impacted site and/or alternate sites
  - Leave conditions for staff not working due to damaged site or use of alternate sites
  - Transport issues for staff going to alternate sites
  - Issues with staff working for home
  - Rosters and staff changes (including IMT)
- 4: Support required
  - Incident cost code/cost tracking including timesheet amendments to cost IMT members time
  - Specialist advice
  - Need for new Property
  - Insurance requirements
  - GIS mapping/information
  - Additional cleaning services, mail/courier redirection, security services, swipe card/keys
  - Food and accommodation for IMT and incident support staff
- 5: Communications (including regulatory reporting)
  - **Key message**
  - ELT/ELG/Board update and who will be responsible
  - WorkCover reportable incident (including timeframe) and who will be responsible for notification
  - Internal communications (e.g. 1300 Ausgrid message to staff)
  - Media update
  - Minister's office update
  - Emergency Management update (EUSFAC)
  - Union update required?
- 6: Investigations
  - Type of investigation (level 2 and 3) & Incident investigator appointed
- 7: General Business
  - Ensure all meeting participants have a chance to raise any issues
- 8: Next meeting
  - Time of next meeting
  - Frequency of future meetings including FIRT meetings
  - Availability of IMT members to attend future meetings (need continuity of members during incident)

## 6. Incident Management Team Structure

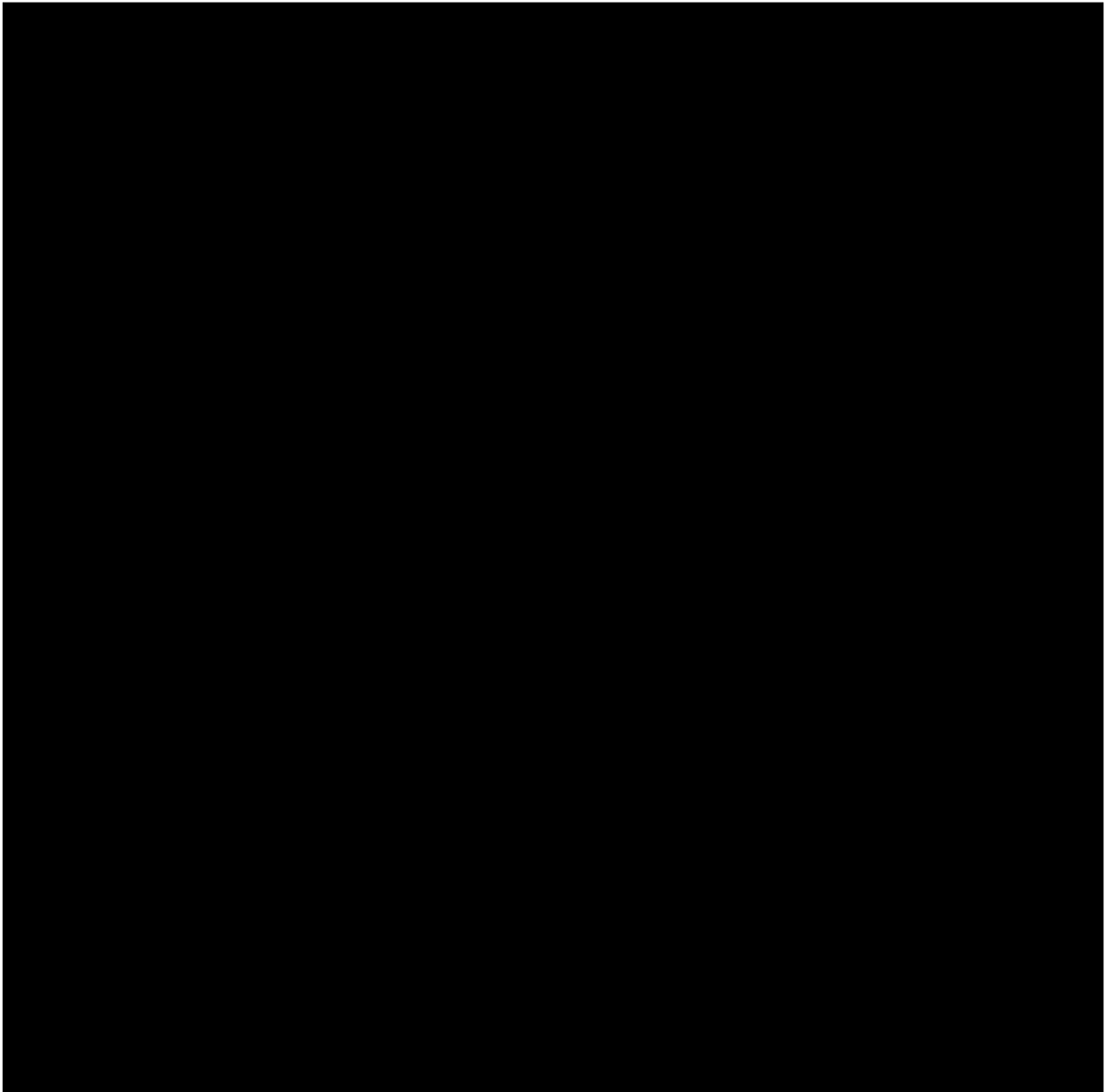
### Procedure

For all incidents especially **Major Incident** or **Emergency** severity, the following structures should be used to establish the incident management team.



6. Incident Management Team Structure

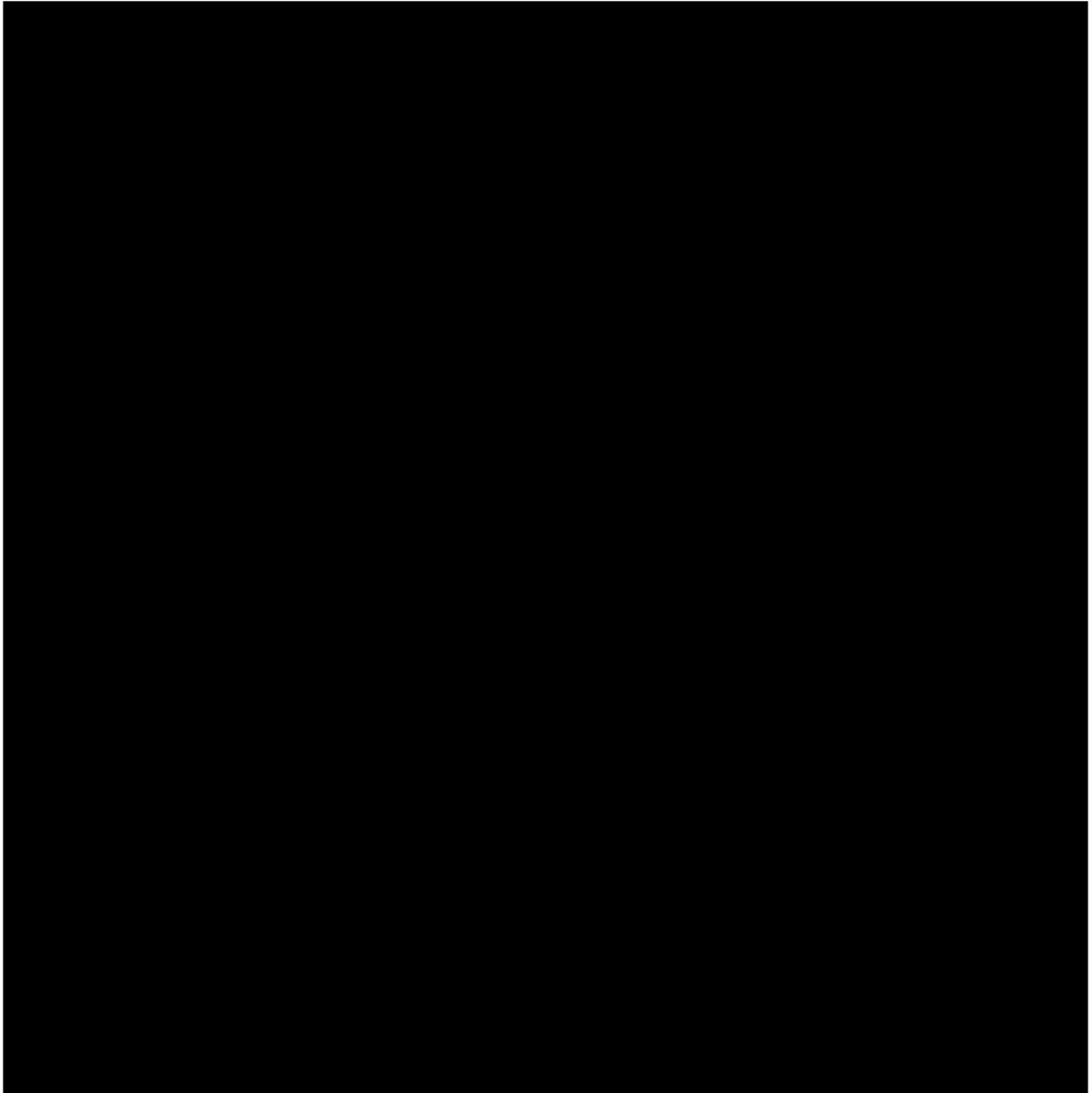
WHS Incident Management Team Structure





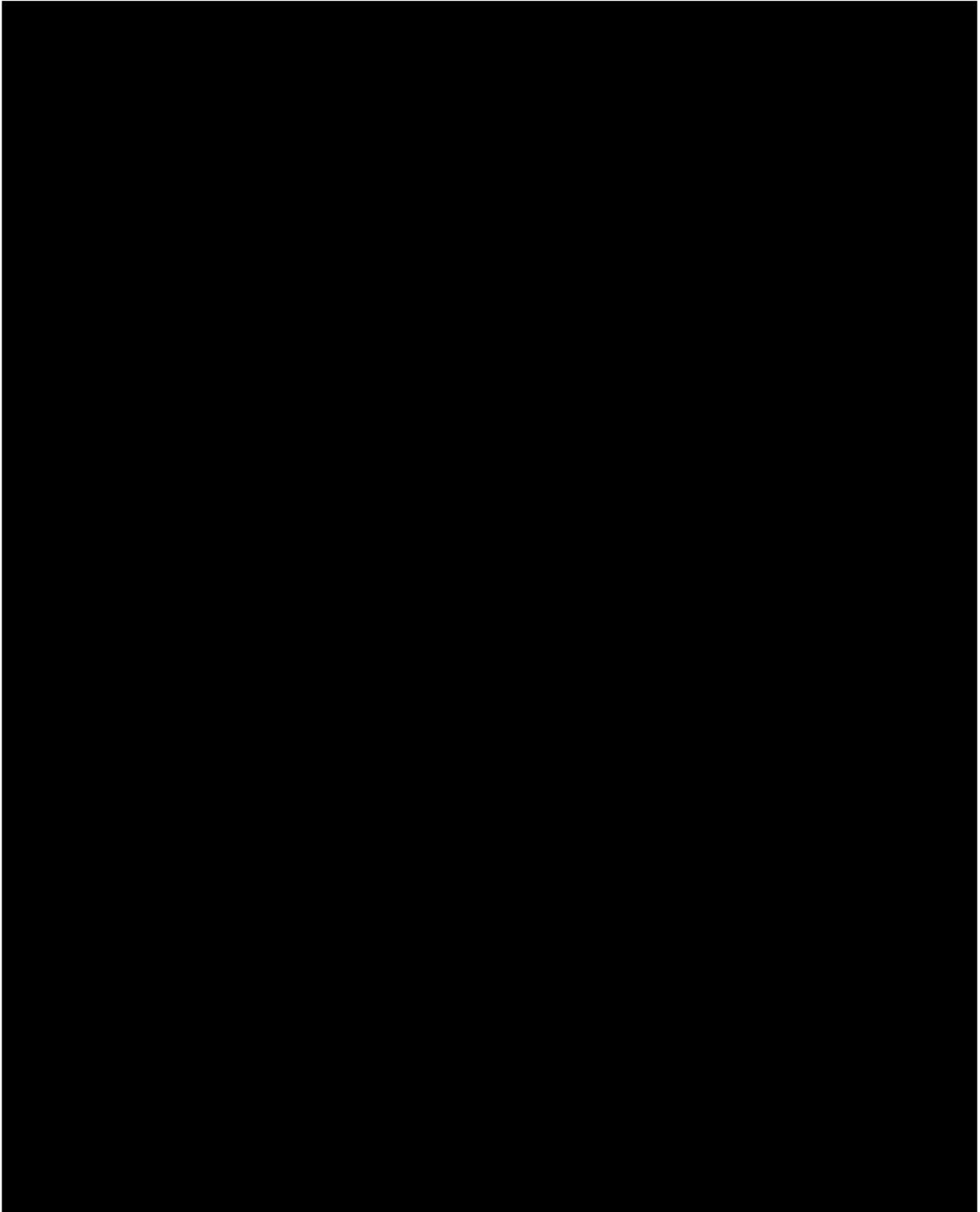
6. Incident Management Team Structure

Facility Incident Management Team Structure



6. Incident Management Team Structure

Incident Management Team Structure for Other Type of Incidents e.g. ICT



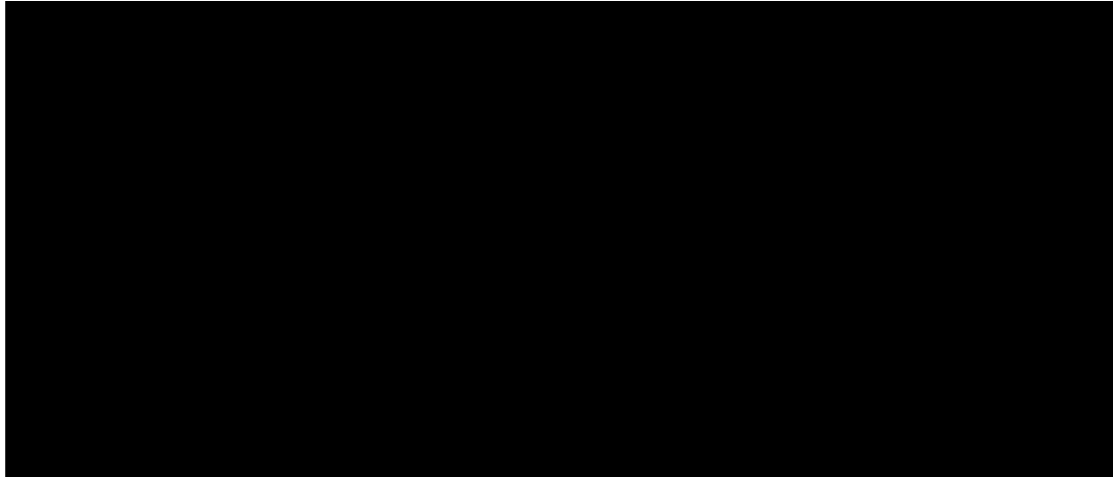
## **7. Duty Statements and Common Responsibilities**

### **Purpose**

Duty Statements have been developed for all key Incident Management team positions. Responsibilities common to all positions are also listed below.

### **Application**

Duty Statements should be adhered to for all incidents. The following Duty Statements are available in the Incident Management System.



### **Common Responsibilities**

All staff participating as part of the Incident Management team has the following common responsibilities:

- Adhere to the procedures and guidelines outlined in the Incident Management System and to the duty statements for specific roles.
- Participate in Incident Control Meetings and the post incident debrief (in person at the ECC or via teleconference).
- All injuries related to the incident whether direct or consequential and to staff or public must be reported to the Incident Controller.
- Staff on roster should be contactable at all times. Staff must advise if they are not able to work so the Incident Executive Officer can make alternative arrangements (e.g. due to health, drugs, alcohol, fatigue, etc.).
- Adhere to the record keeping procedures prescribed in the Incident Management System (see record keeping section).
- Monitor that adequate breaks are taken and shift changes are organised in line with Be Safe Procedure - Managing Fatigue Hazard Guideline and coordinated with the Incident Controller or Incident Executive Officer.
- Inform the Incident Executive Officer of any staff appointed for the purpose of assisting them with the incident including record keeping and other administrative duties. It is the responsibility of the Incident Management Team member to manage this function if required.
- Coordinating and tracking staff working hours with respect to the incident.
- Members of the Incident Management Team can withdraw from participating during the incident (by notifying the Incident Executive Officer) if there are no issues / actions relevant to the team member's role. The team member should remain contactable and available if the situation changes and his/her involvement is required.

## **7. Duty Statements and Common Responsibilities**

### **1. Duty Statement – Emergency Duty Manager (EDM)**

The responsibilities of the Emergency Duty Manager include:

- The declaration, escalation or de-escalation of any incident.
- Determining the severity classification of any incident.
- If it is a site based incident, appoint a Site Incident Manager (refer Be Safe Procedure Pro16: Emergency Preparedness and Response).
- Allocating a person to manage the remaining aspects of an incident after it has been de-escalated especially any outstanding actions from the incident meetings. This person can escalate the incident back to the Emergency Duty Manager if the incident warrants the need for the Incident Management Team to be formed again.
- Making sure a post incident debrief is carried.

### **2. Duty Statement – Incident Controller**

The Incident Controller is in command of the response and recovery effort for Ausgrid. They will make decisions and devise a recovery strategy based on recommendations and intelligence from the Incident Management Team (IMT).

The default Incident Controller for all incidents classified as **Incident** or **Major Incident** is the EDM with the exception of pandemic type incidents where it will be the General Manager – Finance and Compliance. For incidents classified as **Emergency**, the default Incident Controller is the General Manager – Network Operations with the exception of WHS type incidents involving employees and contractors in other divisions.

For WHS 'Emergency' Severity incidents involving Ausgrid employees, the default Incident Controller will be the General Manager for the Division directly supervising that Ausgrid employee (including apprentices and engineering graduates). For WHS 'Emergency' Severity incidents involving contractors, the incident would be controlled by the General Manager for the Division directly managing the contractor works. For WHS 'Emergency' Severity incidents involving ASPs working within Ausgrid's network, the incident would be controlled by General Manager – Network Operations.

The Emergency Duty Manager will fill the Incident Controller position if the General Manager responsible for the **Emergency** Severity incident is not available or is rostered off.

The responsibilities of the Incident Controller include:

- Appointing the rostered Incident Executive Officer to assist.
- Activating the full IMT.
- Appointing any additional staff required to the IMT in order to manage the incident.
- Dependent on the scope of the incident, determining if any of the four functional coordinators (i.e. Operations, Planning, Communications and Logistics Coordinators) on the IMT are required.
- Holding regular meetings with the IMT to coordinate activities, intelligence and determine a recovery strategy.
- Determining the interval between IMT meetings.
- Authorising the various response strategies and that the implementation of each strategy forms a coordinated incident response strategy (especially if functional coordinators are used).
- Providing regular situation updates to the Emergency Duty Manager if the Incident Controller has been appointed by the Emergency Duty Manager. (Only the Emergency Duty Manager can escalate / de-escalate an incident).
- Assessing liaison requirements and appointing Liaison Officers to act as a point of communication between Ausgrid and other external agencies.
- Instructing the Incident Executive Officer to contact external agencies to establish liaison arrangements. The Incident Executive Officer can act as the contact point for internal / external liaison officers.
- Liaising with other power authorities for assistance as necessary.

## **7. Duty Statements and Common Responsibilities**

### **3. Duty Statement – Incident Executive Officer**

The main responsibility of the Incident Executive Officer is to provide administrative support to the Incident Controller. The Incident Executive Officer should be knowledgeable in the Incident Management System procedures and have an awareness of related plans (sub-plans, site specific plans, business continuity plans).

The responsibilities of the Incident Executive Officer include:

- Activating the Emergency Coordination Centre (ECC).
- Establishing communications with members of the Incident Management Team including notification by SMS and/or e-mail.
- Inducting staff arriving at the ECC (e.g. seating arrangements, facilities, etc.).
- Establishing teleconference facilities and providing teleconference protocols to the Incident Management Team.
- Notifying the Incident Management Team on Incident Management Team Meeting times and providing incident updates.
- Recording clear and concise minutes during Incident Management Team Meetings (with attention to decisions, situation updates, actions and communications).
- Acting as a central point of communications from inside/outside the Incident Management Team.
- Acting as a central point of communications for Ausgrid Liaison Officers sent to external agencies.
- Working with Incident Controller to arrange shift changes for Incident Management Team members so they receive adequate breaks as per Ausgrid's Fatigue Management Policy.
- Assisting in the briefing and debriefing of Incident Controller or Emergency Duty Managers on shift changeover.

## **7. Duty Statements and Common Responsibilities**

### **4. Duty Statement – Operations Coordinator**

The Operations Coordinator is responsible for all operational response and recovery works. They will implement the strategies determined by the Incident Controller, and direct the efforts of all operational staff and external operational resources. The Operations Coordinator will support the Incident Controller, providing intelligence on operational practicalities, and technical solutions.

The responsibilities of the Operations Coordinator include:

- Coordinating and directing all operational activities in line with the incident recovery strategy.
- Managing the operations team and good information flow throughout the Incident Management Team structure.
- Determining the response strategies in regards to operational activities and coordinating with the Incident Controller.
- Gathering information from resources to provide intelligence to the Incident Management Team.
- Staffing adequately the Operations team, informing the Incident Executive officer of additional staff that has been appointed to the Operations team.

### **5. Duty Statement – Planning Coordinator**

The Planning Coordinator is responsible for assembling intelligence gathered from various tools / systems and also from within the Incident Management Team to predict future scenarios and make response strategy recommendations accordingly. The role of the Planning Coordinator is to anticipate what will be happening at least 8-10 hours ahead of the current situation.

The responsibilities of the Planning Coordinator include:

- Working closely with the Operations Coordinator to develop the restoration strategy, keeping in mind the following standard network restoration priorities:
  1. Safety of Person and Property
  2. Environment
  3. Transmission
  4. High Voltage
  5. Key Customers
  6. Low Voltage
  7. Street lighting
- Processing information about the current incident and disseminate into intelligence to distribute to the Incident Management Team.
- Liaising with technical specialists.
- Developing projected situation reports (e.g. 1 hour, 4 hours, 1 day).
- Developing alternate incident recovery strategies and contingency plans.
- Liaising with incident investigation staff so that ministerial reporting requirements (related to the investigation) are met.
- Staffing adequately the Planning team, informing the Incident Executive Officer of additional staff that has been appointed to the Planning team.

## **7. Duty Statements and Common Responsibilities**

### **6. Duty Statement – Logistics Coordinator**

The Logistics Coordinator will liaise with internal sections and external parties to manage all logistical matters in relation to the incident recovery strategy. The Logistics Coordinator will contribute to the Incident Management Team by determining logistics response strategies that will be coordinated to form the overall incident response strategy.

The responsibilities of the Logistics Coordinator include:

- Coordinating external staff involved with the incident recovery.
- Coordinating equipment / resources required by staff during incident recovery.
- Coordinating accommodation, transport, meals for staff.
- Coordinating finance tracking and expenditure for the incident.
- Staffing adequately the Logistics team, informing the Incident Executive Officer of additional staff that has been appointed to the Logistics team.

### **7. Duty Statement – Communications Coordinator**

The Communications Coordinator will liaise with the Contact Centre, Regional Manager / Senior Community Liaison Advisor, and Corporate Affairs. The Communications Coordinator will provide communication response strategies that will be coordinated to form the overall incident response strategy.

One of the key functions of the Communications Coordinator is that internal and external communications are consistent, clear and coordinated.

The Communications Coordinator Role will only be filled by a staff member from Corporate Affairs.

The responsibilities of the Communications Coordinator include:

- Devising communication strategies in relation to incidents **including approval by Incident Controller before implementation.**
- Keeping the public well informed of the current situation, and response/recovery effort.
- Keeping external customer information hotline is up to date.
- Keeping Emergency/Incident version of the Web site up to date.
- Meeting ministerial reporting requirements.
- Keeping the Incident Management Team is aware of all internal / external communications.
- Staffing adequately the Communications team, informing the Incident Executive Officer of additional staff that has been appointed to the Communications team.

## **7. Duty Statements and Common Responsibilities**

### **8. Duty Statement – Corporate Affairs**

The responsibilities of the Corporate Affairs member(s) appointed to the Incident Management Team include:

- Monitoring media coverage of incidents and relaying to the Incident Controller.
- Keeping records of media requests and correspondence.
- Devising initial media (verbal) response.
- Liaising with Emergency Services or NSW Police media.
- Authorising media and customer response strategy.
- Issuing media statements regarding incidents, either verbal or in written media release form. Media statements or the key message is to be approved by Incident Controller before issuing.
- Contacting key stakeholders (if relevant): Minister for Resources & Energy; NSW Department of Trade and Investment (Resources & Energy).
- Appointing a company spokesperson (on-site if necessary).
- Briefing the company spokesperson on how to deal with the media's questions regarding incidents.
- Developing Contact Centre Response to Customers.
- Advising on the requirements of any internal communications.
- Considering the need for advertising, marketing and community liaison support.

### **9. Duty Statement – System Control**

The System Control member(s) appointed to the Incident Management Team will be the central point of contact to Ausgrid Control Rooms.

The responsibilities of the System Control member(s) appointed to the Incident Management Team include:

- Acting as the subject matter expert in electrical network management matters.
- Identifying electrical network risks related to the incident.
- Providing the Incident Management Team with incident details (numbers of customers out, areas affected, weather warnings, etc.)
- Coordinating the use of Ausgrid emergency spares and emergency response equipment (generators, mobile substations, mobile switch rooms, etc.) with Maintenance Engineering.



## **7. Duty Statements and Common Responsibilities**

### **10. Duty Statement –Regional Manager**

The Regional Manager is the main point of contact for the Incident Management Team to all regional field staff.

The responsibilities of the Regional Manager(s) appointed to the Incident Management Team include:

- Liaising with the Field Services Managers within their region with regard to the establishment of Local Incident Command Centre(s) as required.
- Informing the Incident Management Team of depots opened within their region in response to the Incident.
- Liaising with the General Manager – Network Operations and Incident Management Team to develop and systematically review the organisational response strategy for their region.
- Liaising with the Incident Controller on the appropriate surveillance (e.g. helicopters) is engaged to ascertain the extent of damage in a timely manner.
- Receiving the consolidated Network Support Storm Statistics from Network Operations (through OMS).
- Monitoring the incident status based on consolidated organisational statistics.
- Liaising with the Field Services Managers within their region especially to follow the standard network restoration priorities:
  1. Safety of Person and Property
  2. Environment
  3. Transmission
  4. High Voltage
  5. Key Customers
  6. Low Voltage
  7. Street lighting
- Working with the Logistics team so that external staff (from other authorities providing assistance during an incident) is appropriately assessed and briefed on skills, plant, equipment and materials required.
- Providing the Incident Management Team with updates of the current situation and actions taken.
- Advising the Incident Executive Officer of additional staff that has been appointed to be part of the Incident Management Team.
- Coordinating the local debriefs within the regions once incident has been de-escalated.

### **11. Duty Statement – Warehouse & Distribution**

The responsibilities of the Warehouse & Distribution member(s) appointed to the Incident Management Team include:

- Providing advice on matters relating to equipment spares, warehouse and distribution. Emergency spares matters should be coordinated with Maintenance Engineering.
- Providing advice on distribution of equipment to staff (internal or external support) during incidents.

## **7. Duty Statements and Common Responsibilities**

### **12. Duty Statement – Contact Centre**

The responsibilities of the Contact Centre member(s) appointed to the Incident Management Team (IMT) include:

- Providing the IMT with updates regarding Contact Centre loading, resources and any critical calls.
- Staffing adequately the Contact Centre as required.
- Providing correct information to customers (this information is to be checked with Communications Coordinator or Corporate Affairs). This may include developing Customer Enquiry Questions & Answers Sheet.
- Providing the Communications Coordinator or Corporate Affairs with updates of actions taken.
- Developing and maintain appropriate contingency plans for Contact Centre critical tools.
- Checking with Regional Managers for details of the incident hotlines.
- Checking with Corporate Affairs for media statements.

### **13. Duty Statement – Maintenance Engineering**

The responsibilities of the Maintenance Engineering member(s) appointed to the Incident Management Team (IMT) include:

- Providing advice on matters relating to network maintenance, use of emergency spares and replacement programs.
- Coordinating emergency spares matters with Warehouse & Distribution.
- Advising the IMT on deployment of mobile substations and switch rooms.

### **14. Duty Statement – Investigations**

The responsibilities of the Investigations member(s) appointed to the Incident Management Team (IMT) include:

- Providing updates to the IMT regarding the incident investigation.
- Advising the IMT on incident investigation requirements (information, evidence, reports, etc.).
- Carrying out an incident investigation according to the relevant procedures e.g. Be Safe Procedure Pro19 Incident Investigation.

### **15. Duty Statement – Environmental Services**

The responsibilities of the Environmental Services member(s) appointed to the Incident Management Team include:

- Acting as the subject matter expert in environmental matters. This includes knowledge of:
  - NSW environmental legislation.
  - Ausgrid environmental management systems and procedures.
- Identifying all environmental hazards or possible hazards relating to the incident.
- Carrying out an environmental assessment for the incident and guiding the Site Incident Manager in the site environmental hazard assessment.
- Meeting all legislative reporting requirements (especially the Office of Environment & Heritage) and communicating this back to the Incident Management Team.

## **7. Duty Statements and Common Responsibilities**

### **16. Duty Statement – Security Operations & Infrastructure Protection**

The Security Operations and Infrastructure Protection role is responsible for the Ausgrid Critical Infrastructure Security Plan, and is the Ausgrid interface with State and Federal Security and Counter Terrorism Groups. This role has an interest in all security related events, in particular those involving critical infrastructure sites.

The responsibilities of the Security Operations & Infrastructure Protection member(s) appointed to the Incident Management Team include:

- Acting as the subject matter expert in security operations matters. This includes knowledge of Ausgrid security systems; Ausgrid security procedures and relationships with security service providers.
- Providing a single point of contact for the Incident Management Team to raise security issues impacting on the response to an incident.
- Providing additional security operations support when required so staff responding to an incident can do so without interference.
- Assessing external security threat / incident exposures.
- Activating communications and maintaining contact with relevant Federal & State Security Agencies, Critical Infrastructure Operators & Government Agencies.
- Establish internal communication channels with Security Committee members.
- Determining emergency protection responses if necessary while contacting Security Committee members.
- Coordinating with Incident Management Team to confirm arrangements for further internal communications with Security Committee members.
- Briefing Security Committee members and revising protection and response strategies based on Agency updates.
- Establishing, clarifying and escalating/de-escalating security threat category as per Critical Security Plan.
- Determine strategies for implementation of Critical Security Plan (Full, partial or modified) and communicate to the Incident Management Team and Security Committee members.

### **17. Duty Statement – HR Operations**

- Advising the Incident Management Team on the HR implications of the incident.
- Managing activities relating to the Employee Assistance Program.
- Liaising with Payroll and other groups to resolve HR issues relating to Ausgrid staff working distant locations especially during task forces e.g. accruals of RDOs.
- Assisting the IMT in movement of field staff to different regions or other distributors when involved in repairing wide spread damage to network assets e.g. organisation of accommodation and food.
- Working with Incident Controller to monitor the fatigue of Incident Management Team members (including organising food and accommodation) so they receive adequate breaks as per Ausgrid's Fatigue Management Policy.
- Providing emergency contact details for Ausgrid staff especially during WHS incidents.
- Coordinating with the Incident Controller on communications to the family members of injured staff where required.

## **7. Duty Statements and Common Responsibilities**

### **18. Duty Statement – Insurance**

The responsibilities of the Insurance member(s) appointed to the Incident Management Team include:

- Acting as the subject matter expert in insurance matters.
- Identifying and advising the Incident Management Team on insurance issues relating to the incident.
- Communicating to the Incident Management Team all of the record requirements needed for insurance purposes.

### **19. Duty Statement – Site Incident Manager**

For emergencies or incidents involving a particular site (e.g. substation fire, the evacuation of a major Ausgrid facility such as Head Office Building), an Ausgrid Site Incident Manager may be appointed. The Site Incident Manager manages the Ausgrid site response and is the key on-site contact for all external combat agencies.

The responsibilities of the Site Incident Manager appointed to the Incident Management Team include:

- Determining whether site has been isolated, and all safety/environmental hazards assessments have been done.
- Arranging for hazard sources to be shut down, isolated or controlled.
- Establishing command and control point for the incident site.
- Providing single liaison point with onsite external combat agency personnel (NSW Fire, Police etc.).
- Providing clear briefing to all staff on site.
- Coordinating all site activities (site management).
- Securing site so there is non disturbance in the case of notifiable safety incidents (this does not prevent persons from being rescued or provided medical treatment).
- Restricting site access to authorised persons only; through barricades, traffic controls and entry/exit procedures.
- Restricting site activities to authorised persons including no unauthorised photos or video by employees.
- Establishing and maintaining a Site Activity Log (especially if the incident has resulted in [or caused] a fatality or personal injury). If a personal injury, the log should be maintained for up to 2 weeks (depending upon the nature of the injury). If a fatality, a log should be maintained for 3 months. The Site Activity Log should record identity of attendees, times and purpose of attendance. The log should showing persons on site at the time of the incident (including employees, contractors or third parties), all site events and items removed. (Note: site visitors may include Safety Officers, Environmental Consultants, Fire Brigade, Police, Security and Property Building & Maintenance).
- Liaising with the Incident Investigator and that on-site evidence required for investigation purposes is preserved.
- Providing initial liaison point with WorkCover staff.
- Providing a single point of contact with the Incident Management Team.
- Referring media enquiries to Ausgrid Media Team (24/7) Hot-line number [REDACTED]

## **7. Duty Statements and Common Responsibilities**

### **20. Duty Statement – Liaison Officers**

Should the Emergency/Incident warrant it, Ausgrid staff may be sent to act as a liaison officer at an external agency. The role of the liaison officers is to provide inside knowledge of the response/recovery effort of that agency. It also enables better coordination of efforts between the agency and Ausgrid.

The responsibilities of the Liaison Officer(s) appointed to the Incident Management Team include:

- Directing all requests for information and decisions from the external agency through the Ausgrid Incident Management Team. **The Incident Executive Officer is the main point of contact for Ausgrid liaison officers.**
- Communicating any situation updates from the external agency back to the Ausgrid Incident Management Team.

### **21. Duty Statement – ICT**

The responsibilities of ICT member(s) appointed to the Incident Management Team include:

- Acting as the subject matter expert in ICT matters. This includes knowledge of:
  - Status of ICT systems including details of ICT incidents.
  - Dependencies between ICT systems.
  - Internal and external (staff, support, supplier) ICT relationships.
  - ICT Disaster Recovery Plans.
  - ICT requirements within Ausgrid's business continuity plans.
- Acting as a single point of contact between the Incident Management Team and both internal and external ICT staff (for applications and infrastructure).
- Identifying potential ICT issues that may impact on the ability of the Incident Management Team to respond to the incident.
- Responding to any ICT issues that are impacting on the Incident management team or other Ausgrid staff responding to the incident (eg. depot ICT issue).

### **22. Duty Statement – Property**

The responsibilities of Property member(s) appointed to the Incident Management Team include:

- Acting as the subject matter expert in property matters. This includes knowledge of:
  - All Ausgrid properties and their attributes (e.g. location, environment, staffing, critical assets within the property).
  - Property requirements within Ausgrid's business continuity plans.
- Providing staff responding to an incident and working from an Ausgrid site with an appropriate work environment and having access to the required facilities. Considerations should include:
  - Power,
  - Water,
  - Air conditioning,
  - Lighting, toilets,
  - Showers,
  - Kitchen facilities.
- Providing a single point of contact for the Incident Management Team to raise property issues impacting on the response to an incident.

## **7. Duty Statements and Common Responsibilities**

### **23. Duty Statement – Legal**

The responsibilities of Legal member(s) appointed to the Incident Management Team include:

- Establishing client contact for Legal.
- Contacting Emergency Duty Manager or Incident Controller to confirm that an Incident Investigator and other relevant officers e.g. Site Incident Manager, are at the scene or have been appointed for the incident.
- Confirming that an Incident Site Log has been established (especially if the incident has resulted in [or caused] a fatality or personal injury).
- Conferring with Incident Controller with regard the potential liability implications of the incident especially:
  - Confirming request for legal advice.
  - Requesting reports for the purpose of providing legal advice.
  - Indicating whether continuing legal involvement is likely/unlikely to be necessary (if appropriate).
- Identifying further specific factual or technical information required in order to advise on liability.
- Formulating particular additional questions or issues to be addressed in the investigation, and forward the questions and issues in writing to the Incident Investigator.
- Informing the Incident Investigator and others that their reports will be used for the purpose of providing legal advice / preparing for legal proceedings. Written request to the Incident Investigator should be expressed to be "Subject to legal professional privilege for the purpose of giving legal advice."
- Supporting and responding to requests by the Incident Controller, the Incident Investigator and the Environmental Services team member.
- Reviewing and, if appropriate, providing prior approval to any report, notice or document required by the Police or any Regulator (e.g. WorkCover, Office of Environment & Heritage) or other external stakeholders (e.g. Coroner, external lawyers for a defendant).
- Providing a lawyer to be present at any meeting with WorkCover etc if requested. In the event of an injury or fatality it may not be practicable to review any witness statement provided to the Police. However, Legal Branch will provide a lawyer to be present at the time the statement is given if requested.
- Reviewing media releases if appropriate.
- Obtaining sign off from appropriate division in relation to removal of equipment or other items from the incident site, the location of that equipment and the retention of that equipment until claims have been made and settled or defended.
- Reviewing undisputed, disputed but unlitigated or litigated claims as requested.
- Requesting key sections in each business to provide any report or analysis generated at the time of or in response to any incident, which results in a litigated claim. For example:
  - Control Room reports on switching for planned outages at the time of the incident.
  - Control Room reports on alarms and circuit breaker trips including time.
  - Control Room reports on protection operation and the number of customers affected.

## **7. Duty Statements and Common Responsibilities**

### **24. Duty Statement – Area Safety Manager**

The responsibilities of Area Safety Manager member(s) appointed to the Incident Management Team include:

- Acting as the subject matter expert in WHS matters. This includes knowledge of:
  - WHS Act, Regulation, and Code of Practices.
  - Ausgrid WHS policies and procedures.
- Coordinating WorkCover notifications and associated activities (relating to the incident) and communicating this back to the Incident Management Team.
- Providing a single point of contact for the Incident Management Team to raise WHS issues impacting on the response to an incident.

### **25. Duty Statement – Business Continuity Manager**

The Business Continuity Manager will be involved in all Pandemic, Facility or ICT type Incidents where any Critical Business Process is affected by the incident. During Incidents impacting Business Continuity, the Business Continuity Manager will convene a separate group comprising Divisional Business Continuity Coordinators (BCCs) & will report a summary & situation updates to the Incident Controller and Incident Management Team.

The focus of the Business Continuity Manager is to consider all critical processes peripheral to those involved in the incident response.

The responsibilities of Business Continuity Manager on the Incident Management Team include:

- Working with Divisional BCCs to assess incident impacts on Critical Business Processes.
- Updating the Incident Management Team on the impacts of the incident to all critical business processes as well as the status of business continuity response strategies.
- Escalating business continuity response risks and issues to the Incident Management Team and co-ordination of any Business Continuity recovery efforts.
- Assisting Divisional BCCs and Critical Process Owners with execution of their Business Continuity Plans including mobilising alternate facilities and resources.
- Carrying out a post incident Business Continuity debrief with Divisional BCCs and that these business continuity debrief action items are tracked through the Business Continuity Management Steering Committee.

### **26. Duty Statement –Business Continuity Coordinator**

The Business Continuity Coordinator may be involved in Pandemic, Facility or ICT type Incidents where any Critical Business Process is affected by the incident.

The responsibilities of Business Continuity Coordinator(s) on the Incident Management Team include:

- Possessing overarching knowledge of Division's Business Continuity Plan/s and providing advice to their General Manager accordingly.
- Activating their Division's Business Continuity Plans (if not already activated)
- Escalating of issues from Process Owners and their Managers to the Incident Management Team that cannot be resolved at the Division Business Continuity Team level or have the potential to impact Divisions other than the one that the Business Continuity Coordinator represents.
- Providing support to the General Manager in assuring the overall implementation of Incident Management Team directives relating to business continuity of critical processes.
- Providing confirmation of business impacts, priorities, requirements and risk/issues and completing periodic review of these matters.

## **7. Duty Statements and Common Responsibilities**

### **27. Duty Statement – Emergency Management**

The main responsibility of the Emergency Management representative (normally the Manager Business Continuity & Incident Response or alternate) is to provide liaison to State Emergency Management, Emergency Service organisations & other organisations; generally through the Energy and Utilities Services Functional Area Coordinator (EUSFAC).

The Emergency Management representative will be someone with a higher level of knowledge in NSW Emergency Management arrangements (both within Ausgrid and externally), as so will often guide the Incident Management Team, and Incident Controller.

The responsibilities of the Emergency Management member on the Incident Management Team include:

- Acting as the subject matter expert on NSW Emergency Management Arrangements and have an awareness of NSW State Emergency Plan and sub-plans.
- Liaising with State Emergency Management via the EUSFAC routinely and SEOCON when requested. This may include liaising with NSW Police, NSW Fire & Rescue, Rural Fire Service, NSW Health, NSW Department of Primary Industries etc.
- Liaising with Emergency Management Australia (EMA), as required.
- Liaising with the emergency management groups at other organisations e.g. Roads & Maritime Services (including Transport Management Centre), Telstra, Sydney Water, Hunter Water & Jemena.
- Leading the creation of any contingency plans developed during the course of the incident, in particular external planning arrangements, using and modifying existing plans to as large an extent as possible.
- Providing assistance/guidance to the Incident Executive Officer with respect to their role, in particular Incident Management Team selection and activation of the Incident Management Team.

### **28. Duty Statement – Community Consultation**

The main responsibility of the Community Consultation representative (normally the Community Relations Manager or delegate) is to provide liaison where the community will be impacted by protracted power outages or emergency works as a result of Ausgrid's response to an incident. These emergency works may include the installation of mobile generators and mobile substations as well as disruptions to roads/footpaths as a result of feeder cables repairs or augmentation.

The responsibilities of the Community Consultation member(s) on the Incident Management Team include:

- Advising on the appropriate channels of communication so timely information is provided to residents/businesses (complementing information being provided to media through Corporate Affairs).
- Developing communications materials for distribution to the community.
- Managing the delivery of communications through letterbox drops/door knocks.
- Providing face to face consultation with parts of the community directly impacted by emergency works.
- Managing other community assistance measures as appropriate during protracted outages (e.g. relief centres in extreme weather).



## **7. Duty Statements and Common Responsibilities**

### **29. Duty Statement – GIS**

The main responsibility of the GIS representative (normally the Manager - GIS Spatial Data Maintenance or delegate) is to provide Geospatial Information System (GIS) support during an incident to allow more rapid decision making throughout the incident. They also assist the Corporate Affairs representative with graphical information to communicate with key external stakeholders including media and public.

The responsibilities of GIS member(s) on the Incident Management Team include:

- Providing GIS maps showing geographical areas impacted by network events.
- Assisting members of the Incident Management Team by providing geospatial information and maps which show feeder routes to assist with network support projects such as feeder network augmentation or installation mobile substations and mobile generators.
- Assisting the Corporate Affairs and Emergency Management representatives with graphical information to communicate with key external stakeholders including media, public and emergency services.
- Liaising with other utilities and government departments to obtain more detailed or up-to-date information to support the Incident Management Team to determine the impacts of network to the wider community.
- Providing geospatial information and maps to assist the Incident Management Team with data on the details of the OHS type incidents.

### **30. Duty Statement – Outage Management Support**

The main responsibility of the Outage Management Support representative (normally the Manager – Outage Management or delegate) is to provide support to Incident Management Team with the Outage Management System (OMS) during a network outage so the system accurately reflects the operational state of the network (including customers off supply) as well as that the appropriate messaging has been posted on the Avalanche messaging system.

The responsibilities of Outage Management Support member(s) on the Incident Management Team include:

- Liaising with Control Room staff so the OMS is pinned to reflect the operational state of the network including where diesel generators and mobile substations have been installed.
- Monitoring and updating the Avalanche messaging system so the accuracy of the messages being provided to customers reflects the operational state of the network.
- Providing updates to Incident Management Team on the number of customers off supply.

## **8. External Incident Notifications & Reporting**

### **External Incident Notifications & Reporting**

#### **Network Incidents – Notifications to the Minister's Office**

In the 'Design, Reliability and Performance Licence Conditions for Distribution Network Service Providers' (1 December 2007) under clause 18.6, a *licence holder* must report to the *Minister* within 24 hours any major network incidents involving significant injury to persons, loss of property or widespread supply interruptions. High level severity incidents are to be advised immediately. As a result;

- All incidents of **Major Incident** classification must be reported to the Minister for Resources & Energy within **24 hours**.
- All incidents of **Emergency** classification must be reported to the Minister for Resources & Energy **immediately**.

It is the responsibility of **Corporate Affairs** to carry out the notifications to the Minister for Resources & Energy. Copies of all notifications to the Minister's Office are provided to the Incident Executive Officer for record keeping.

#### **Network Incidents – Notifications to NSW Department of Trade and Investment (Resources & Energy)**

There are two types of Significant Electrical Network Incidents (SENIs) which require reporting to the NSW Department of Trade and Investment (Resources & Energy):

1. **Reportable Safety Incident (RSI)** which is a safety related incidents on the network that involve either a network worker employee, contractor, ASP, public worker or member of the public ;
2. **Reportable Asset Incident (RAI)** which is an incident that involves the loss of supply due to the failure of a network asset, and which results in a prolonged reliability event.

There is also a major classification for both SENIs which is defined as follows:

Major RSI - involves significant injury to persons. Significant injury means death, life threatening injuries, or injuries to multiple people due to electricity, or network equipment and apparatus.

Major RAI – involves an outage to the network that exceeds the design planning criteria (Schedule 1 Licence Conditions) and with expected outage duration of greater than 8 hours.

All incidents of a major classification for both types of SENIs require an immediate verbal notification to the NSW Department of Trade and Investment (Resources & Energy) (by at least the next working day of an incident).

It is the responsibility of Manager – Management Systems & Reporting - Health Safety & Environment to carry out the notifications of SENIs to NSW Department of Trade and Investment (Resources & Energy). Copies of any notification to the NSW Department of Trade and Investment (Resources & Energy) are provided to the Incident Executive Officer for record keeping.

Corporate Affairs and Manager – Management Systems & Reporting - Health Safety & Environment will consult with each other to coordinate communications.

#### **Notifiable Incident – Notifications to WorkCover**

In the WHS Act 2011, a **notifiable incident** means:

- a) The death of a person, or
- b) A serious injury or illness of a person, or
- c) A dangerous incident.

For definitions of a serious injury/illness and a dangerous incident; please refer Section 3 - Incident Declaration/Classification.

Under the WHS Regulations all notifiable incidents require:

- Immediate notification to WorkCover by the quickest available method; and
- Mandatory site non-disturbances.

For more information on WorkCover notifications, please refer to Be Safe Procedure Pro18 Incident Management.

## **9. Telecommunications Procedures**

### **Purpose**

The procedures below provide instructions in the use of:

- WHISPIR (used for SMS messaging).
- Teleconferencing facilities (used for incident control meetings).
- Corporate Incident Information Line [REDACTED]
- Corporate Affairs SMS Capability (TIMS)
- GRN Radios.

### **WHISPIR (Used for SMS Messaging)**

Messages can be sent from WHISPIR. WHISPIR has the capability to send the message as a SMS and an e-mail as well as monitor if messages have been read or for any responses. It also can escalate the message to a more senior person in the organisation.

[REDACTED]

Please make sure 'Message Notification' is selected to 'Notify Off'. If not, responses to the sent out message will be received back on your mobile phone or through your Lotus Notes.

### **Teleconference Facilities (Used For Incident Control Meetings)**

[REDACTED]

Teleconference facilities with other providers are also available, summary of these are below.

[REDACTED]

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

### **Protocols for Using Teleconferencing**

Participants in a teleconference should be reminded of the following protocols to improve the effectiveness of the meeting:

1. Treat all people on the conference call with courtesy and respect.
2. Identify yourself when asking questions
3. Participants are to speak clearly and at the various microphones/telephones on the table in the room.
4. Any mobile phone calls are to be taken by the participant outside the room.
5. Participants who have dialled on their office phones should make sure there is no background noise e.g. close door to their office.
6. Participants who have dialled in on their mobile phones should mute their mobile phones to remove background noise ("\*6" if not sure how to mute).
7. If a participant needs to re-enter the teleconference, do not restate your name as this automated message will speak over the teleconference.

## **9. Telecommunications Procedures**

### **Corporate Incident Information Line ( [REDACTED] )**

During incidents the "Corporate Incident Information Line" can be updated as a method of providing incident update information to all Ausgrid staff.

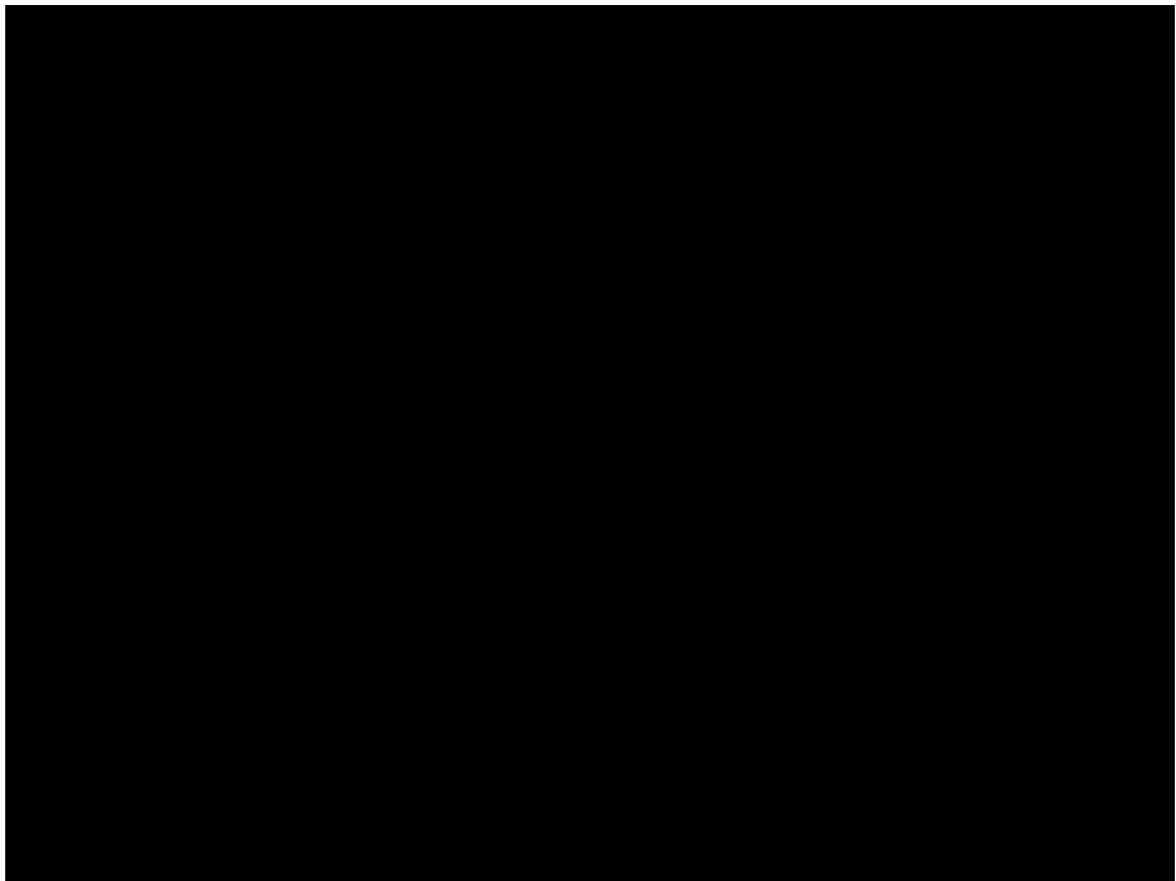
Messages for this information line should be developed within the Incident Management Team and given to the Contact Centre (Emergency Team Leader) for publishing.

### **Corporate Affairs SMS Capability (TIMS)**

During incidents, Corporate Affairs Section has the ability to send bulk SMS messages to groups of staff.

Messages for this should be developed within the Incident Management Team and given to the Corporate Affairs Section to send.

### **GRN Radio Instructions**



## **10. Pre-Incident Briefing Procedure**

### **Purpose**

This pre-incident procedure has been developed for conducting Pre Incident Briefings as a proactive measure in situations where the risk of an incident occurring is high.

### **Application**

In situations where the risk of an incident occurring is perceived to be high by the Emergency Duty Manager (extreme weather warnings, major events, security threats, etc), the Emergency Duty Manager may hold a Pre-Incident Briefing.

The aim of a Pre-Incident Briefing is to:

- Inform key members of the current situation
- Identify and communicate areas of potential risk (related to the situation).
- To establish early communications between relevant groups; and
- Identify likely resource requirements.
- Identify the proactive actions to be implemented.

The pre-incident briefing is not intended to introduce forward deployment of field resources.

### **Procedure**

- Potential incident situations should be escalated to the Emergency Duty Manager via normal escalation channels.
- The Emergency Duty Manager will decide if a pre-incident briefing is required.
- Once a decision is made to conduct a pre-incident briefing, the Emergency Duty Manager will appoint an Incident Executive Officer who will notify the participants.

### **Participants**

- The Emergency Duty Manager will determine the list of participants. Generally the participants required are the incident management team members that are likely to be involved if the situation escalates to an incident.

### **Pre Incident Briefing Agenda**

The standing agenda for a Pre Incident Briefing is:

1. Situation Report
2. Identify areas of potential risk
3. Identify proactive actions to be implemented
4. Communications Update
5. Incident Management Team and Escalations
6. Additional Resource Requirements
7. Weather Forecast (if required)
8. General Business
9. Next Meeting

### **Location**



## 11. Emergency Coordination Centre (ECC) Activation Procedure

### Purpose

This procedure provides instruction for:

- Activation and use of the ECC

### Application

[REDACTED]

[REDACTED]

### Procedure – ECC Activation [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

## **12. Record Keeping Procedure**

### **Purpose**

### **Record Keeping**

This procedure details the instructions for record keeping during an incident. Incident records play a vital part in the gathering and communication of intelligence during an incident and are also crucial to post incident investigations and training.

### **Application**

During incidents **all** members of the Incident Management team should follow this procedure for record keeping.

### **Procedure**

During an incident it is the responsibility of all Incident Management team members to:

- Keep an "Operations Log".
- Complete "Message Forms" for any internal / external communication.
- Keep copies of all other written / electronic material relating to the incident (faxes, photos, emails, reports).
- All records must be forwarded to the Incident Executive Office for filing.

Although some sections may already have existing systems in place to keep certain records (e.g., SENI reports, ministerial advices, etc.), it is requested that all documentation relating to an incident is kept (even if duplicated) by the Incident Executive Officer.

The Incident Executive Officer is then responsible for filing the documentation with the assistance of Manager – Business Continuity and Incident Response System Control, who will arrange for the documents to be stored in an electronic repository (TRIM).


### **Operations Log**

- An operations log records:
  - A serial number, used to sequentially number all information logged.
  - The time each piece of information is logged.
  - An outline of the information being logged. It should be brief, but not exclude any important detail.
  - Any remarks, particularly recording action taken or still to be taken.

### **Message Form**

- A message form records:
  - The message originator and addressee.
  - A summary of the conversation / communication.
  - Action required/taken
  - Distribution of the message.
- A blank operations log and message form is attached to the following pages. These forms will be provided in the ECC.

13. Operations Log Form

<p><b>OPERATIONS LOG</b></p> 	<p>Name:</p> <p>Incident:</p> <p>Date:</p>
--	--

Serial	Time (24hr)	Event	Action



14. Message Form

MESSAGE FORM



From:

Agency / Section:

Incident:

Date / Time:

To:

Agency / Section:

Telephone:

Facsimile:

Email:

Subject:

Details of Conversation:

Action Taken:

Action Required:

Distribution: