Queensland Floods Commission of Inquiry

Submission on Flood Preparedness by Ergon Energy Corporation Limited

11 March 2011

Contents

1.0 Introduction

1.1 Clause 3 of the Commissions of Inquiry Order (No.1) 2011 directs the Commissioner to make recommendations which the Commissioner considers appropriate, feasible and cost effective to improve:

(a) the preparation and planning for future flood threats and risk, in particular, the prevention of the loss of life;

(b) the emergency response in natural disaster events; and

(c) any legislative changes needed to better protect life and property in natural disaster events.

1.2 Clause 3 also contemplates an interim report being made by the Commissioner on 1 August 2011 on matters associated with flood preparedness to enable early recommendations to be implemented before next summer's wet season.

1.3 Ergon Energy Corporation Limited provides these written submissions for the purpose of assisting the Commissioner in formulating recommendations relating to issues of flood preparedness relevant to next summer's wet season.

2.0 Executive Summary

2.1 The key elements of this submission made by Ergon Energy are:

(a) In accordance with clause 2(d) of the Commissions of Inquiry Order (No.1) 2011, Ergon Energy is a relevant provider of an essential service being the generation, distribution and retailing of electricity services;

(b) It is relevant for the Commissioner, when preparing her interim report on matters associated with the issues of flood preparedness, to consider whether the December 2010 and January 2011 flood events raise specific issues or require recommendations to now be implemented before next summer's wet season;

(c) Ergon Energy has considered these matters and believes that because of its highly developed and mature disaster and emergency planning framework, that from its perspective no specific or material changes need to be undertaken to prepare for next summer's wet season. Ergon Energy, as provided for in its current disaster management planning framework, will before next summer's wet season, consider in detail the impact of the flood events, incorporate any necessary procedural modifications and undertake any necessary capital works or maintenance as may be required as part of its general ongoing planning and review processes; and

(d) This submission provides further detail in relation to the above issues and incorporates in the schedules to this submission a range of relevant and supporting documentation.

3.0 Background

Ergon Energy Corporation Limited

3.1 Ergon Energy Corporation Limited (A.C.N. 087 646 062) (**Ergon Energy**) is a Government Owned Corporation established under the *Government Owned Corporations Act 1993* (Qld) and is wholly owned by the State of Queensland. Ergon Energy is also an unlisted public company incorporated under the *Corporations Act 2001* (Cth).

3.2 Ergon Energy is also a registered Distribution Network Services Provider for the purposes of the National Electricity Market (**NEM**) and a distribution entity under the *Electricity Act 1994* (Qld) (**Electricity Act**). It is responsible for the distribution of electricity across regional Queensland.

3.3 Ergon Energy Queensland Pty Ltd (A.C.N. 121 177 802) (**EEQ**) is a wholly owned subsidiary of Ergon Energy. It is a retail entity under the Electricity Act supplying electricity to non-market customers in its retail area. EEQ is also the owner of the Barcaldine Power Station and, as such, is a registered generator in the NEM.

3.4 Ergon Energy, therefore, operates as an electricity distributor, retailer and generator. It services approximately 680,000 customers across a network area of 1.7 million square kilometres, representing approximately 97% of Queensland. Ergon Energy's operations are divided into three geographical regions as illustrated in the map at Schedule 1.

3.5 Approximately 1.4 million people rely on Ergon Energy daily for the provision of a safe and reliable electricity supply.

Ergon Energy Assets/Infrastructure

3.6 Ergon Energy manages an asset base valued at approximately $8.7 billion.

3.7 Ergon Energy's assets include approximately 150,000 kilometres of overhead powerlines, 6,200 kilometres of underground power cable and one million power poles. Associated infrastructure includes approximately 370 zone substations, 530 major power transformers and 90,500 distribution transformers.

3.8 Ergon Energy also owns and operates 33 stand-alone power stations that provide supply to isolated communities across Queensland in Western Queensland, the Gulf of Carpentaria, Cape York, various Torres Strait Islands and Palm Island which are not connected to the main electricity grid.

4.0 Emergency Planning

Extreme Events

4.1 Queensland experiences a broad range of weather conditions. It is subject to some of the hottest average summer temperatures in Australia. It also has some of the wettest regions of Australia, with annual rainfall in excess of 3200 mm. Ergon Energy's electricity distribution infrastructure is therefore regularly subject to extreme natural events including dramatic changes in temperature, cyclones, rain, flooding, lighting strikes and bushfires.

4.2 Any damage to Ergon Energy's electricity distribution infrastructure can result in significant public safety risks and interruptions to customer electricity supply.

4.3 Ergon Energy's Network Management Plan, along with its Disaster Management Plan, Regional Emergency Management Plans and Summer Preparedness Plan are the primary documents outlining Ergon Energy's emergency planning and response processes for extreme events. These primary planning documents are supported by a suite of subsidiary matter specific emergency management and disaster recovery plans as detailed at Schedule 2.

Network Management Plan

4.4 Ergon Energy, as a distribution entity, is required to comply with the Electricity Industry Code (**Code**). Clause 2.3 of the Code requires a distribution entity to prepare and submit a Network Management Plan (**NMP**).

4.5 The NMP must detail how Ergon Energy will manage and develop its supply network with the objective of delivering an adequate, economic, reliable and safe connection and associated supply of electricity to its customers over the following five financial years.

4.6 The Ergon Energy NMP outlines the major works that are planned to improve the performance of the electricity network over the medium to longer term. Much of the planning and initiatives are directed to preparing the network for summer events, as it is the summer period that provides the greatest test of the Ergon Energy network. This is the period when the network experiences both its highest loads and its greatest exposure to significant weather events.

4.7 An overview of Ergon Energy's NMP for the period 2010-11 to 2014-15 is set out at Schedule 3.

Disaster Management Plan

4.8 Ergon Energy's Disaster Management Plan (**DMP**) provides the framework for both the mobilisation and its management of resources to plan, prepare for, respond to and recover from any significant impact on Ergon Energy's infrastructure and resources as a result of a natural, man-made or technical extreme event.

4.9 The DMP also sets out the responsibilities and processes of the Ergon Executive Disaster Management Committee (**EDMC**). The EDMC is the disaster management planning body of Ergon Energy. The role of the EDMC is to coordinate and review the development of disaster management plans. The EDMC also delivers the response to events that may impact on Ergon Energy's personnel, assets and the provision of services to its customers.

4.10 The DMP is reviewed annually and updated as required. Ergon Energy's current DMP (redacted to remove personal and other sensitive information) is annexed at Schedule 4.

Regional Emergency Management Plan

4.11 Ergon Energy has four Regional Emergency Management Plans (**REMP**) covering the Northern, Central, Southern and Brisbane regions. These REMPs guide Ergon Energy's response to a regional emergency.

4.12 Each REMP is also reviewed annually and updated as required. Ergon Energy's current REMPs (redacted to remove personal and other sensitive information) are annexed at Schedule 5.

Summer Preparedness Plan

4.13 Clause 2.2 of the Code provides that, if required by the Queensland Competition Authority, a distribution entity must prepare and submit a Summer Preparedness Plan (**SPP**) detailing how it plans to:

(a) Prepare its supply network for the upcoming summer to minimise outages of customers' electricity supply;

(b) Manage and minimise the impact of extreme weather events on customers' electricity supply;

(c) Identify and respond to emergencies that have the potential to impact on customers' electricity supply; and

(d) Keep customers informed of electricity supply issues over summer.

4.14 Ergon Energy's SPP for 2010/11 is annexed at Schedule 6.

5.0 Impacts of and response to the Flood Events

Impact

5.1 The 2010 - 2011 flood events (the **flood events**) impacted the Ergon Energy electricity distribution and supply network across a large geographic area of some 600,000 square kilometres, representing approximately 35% of Ergon Energy's total distribution area.

5.2 Unlike a major storm or cyclone event whose most significant impact usually occurs within a relatively confined area and occupies a relatively confined timeframe (usually not more than one or two days) the flood events occurred over a vast area and over a longer period of time, extending, in some locations, for one or two weeks. In some instances towns experienced multiple events during this period.

5.3 However, as devastating as the flood events were for many households and businesses, in terms of the impact of the flood events on Ergon Energy's infrastructure and on the provision of essential services by Ergon Energy, the impact must be kept in perspective.

5.4 Based on its long history of dealing with extreme natural events, Ergon Energy has developed its infrastructure to perform in difficult conditions. As Ergon Energy is primarily an electricity distribution utility, its main assets being its distribution poles and wires are far more susceptible to wind and associated damage from severe storms and cyclones rather than flood inundation. The damage to the Ergon Energy infrastructure during the flood events was in overall terms relatively minimal.

5.5 Whereas Cyclone Yasi, which struck North Queensland on the night of 2 February 2011 resulted in the disconnection of approximately 220,000 customers from the Ergon Energy network and is presently expected to cost Ergon Energy approximately $60-80 million in terms of responding to the impacts of this event, the comparative impact of the flood events was a loss of connection to 8,300 customers (only 3.3% of the cyclone Yasi impact and just over 1% of Ergon Energy's customer base) which has resulted in some $6 million of expenditure to date (approximately 8-10% of the cost impact likely to be faced by Ergon Energy when compared with the response to the impacts of Cyclone Yasi).

5.6 The electricity outages which occurred across Ergon Energy's network due to the flood events were primarily as a result of the threat to public safety that would have been caused by inundation of homes and of key infrastructure such as substations. Regional Disaster Management Committee meetings were run every day to review flood levels and Google Earth's flood profile was also used to determine the areas of potential inundation risk. Ergon Energy operations staff determined which of Ergon Energy assets were to be de-energised

based on the forecast flood levels and patrols. Customer's properties were also disconnected in consultation with and under the directions of Local Disaster Management Committees based on the above information and to address concerns about public safety.

Response

5.7 Significantly, to date there have been no reports of significant injuries to any members of the public or to any Ergon Energy staff in connection with the impact of the recent flood events on Ergon Energy's assets, infrastructure or operations.

5.8 The inundation had a dual impact upon the restoration of power to the effected areas. Firstly, in most instances power could not be restored until the inundation had receded. Secondly, in the case of Ergon Energy's network area, a considerable number of services are in remote locations with significant access restrictions.

5.9 Ergon Energy responded to customers needs as quickly as possible having regard to access limitations, safety considerations and the requirements for pre-reconnection premises inspections.

5.10 It should be noted that the regions of Withcott and Lockyer Valley, (including Spring Bluff, Postman's Ridge, Murphy's Creek, Helidon and Grantham) are not part of the Ergon Energy supply region.

5.11 The cities and towns within the Ergon Energy supply region that were most affected by the flood events include Bundaberg, the North Burnett, Chinchilla, Condamine, Dalby, Emerald, Moura, Mundubbera, Oakey, Riversleigh, Rockhampton, St George, Tara, Theodore, Toowoomba, Wandoan and Warwick.

5.12 To assist the Commission in understanding the nature and the extent of the outages experienced during the course of the flood events, Ergon Energy will produce and provide to the Commission a summary document identifying the affected areas, the extent of the outages, and Ergon Energy's response to those outages in each area.

6.0 Preparation for the 2011/12 Summer Wet Season

Preparation for 2011/12

6.1 As noted in Section 3, Ergon Energy currently has in place a whole of business Disaster Management Plan which documents its planning, preparation, response, restoration and philosophy in relation to disaster and emergency planning, together with four regional Emergency Management Plans for the Northern, Central and Southern regions, and for Brisbane.

6.2 These plans are themselves supported by a suite of matter specific management plans as detailed in Schedule 5. For example, a Procurement and Logistics Disaster Management Plan, a Network Operations Emergency Management Plan and a Customer Service Community recovery plan, to name but a few.

6.3 The DMP and LDMP's will be reviewed and updated as required in preparation for the 2011/12 summer wet season.

6.4 Further, Ergon Energy has in place two Memoranda of Understanding with Energex which provide for:

(a) the reciprocal use of Contact Centre resources in the event of loss of one or more centres or the overflow of calls following a disaster; and

(b) the sharing of resources during severe weather response.

6.5 Finally, in compliance with its Queensland Competition Authority obligations, in the second half of this year Ergon Energy will prepare and submit its 2011/12 Summer Preparedness Plan.

6.6 Ergon Energy has in place and had in place during the course of the flood events a sophisticated disaster management and emergency response capability.

6.7 These plans are mature, and have been the subject of continuous improvement since Ergon Energy came into existence a little over 10 years ago. They have been the basis of many successful disaster recoveries over that time, including the Cyclone Larry recovery in 2006, Cyclone Ului in 2010, Cyclone Yasi in 2011, as well as the flood events.

6.8 In terms of seasonal preparations, Ergon Energy maintains an annual review of all plans and conducts regional desk-top trials and exercises on an annual basis to ensure readiness. Such trials were conducted in 2010 and will again be conducted in 2011.

6.9 As already noted, Energex and Ergon Energy have a long history of supporting each other to complete disaster restorations. Ergon Energy works closely with Powerlink Queensland and Energex to exchange disaster plans and related information to ensure consistency and inter-organisational awareness. During the flood events, this cooperation was again in evidence with:

(a) Energex providing support to Ergon Energy in the period prior to the Brisbane and Bremer River flood events on 12/13 January 2011; and

(b) Ergon Energy employees assisting Energex employees in reconnecting power in Brisbane following the Brisbane River flood event.

6.10 In relation to its preparation for next summer's wet season, the Ergon Energy EDMC undertakes and produces, for each affected region, a post-disaster report including an executive summary, key issues, action plan and recommendations.

6.11 In the case of the central and southern regions, being the regions most affected by the flood events, the EDMC review is likely to be completed within the next month or two. That report will identify areas of continuous improvement or future focus and recommendations. These will be reviewed in accordance with Ergon Energy's normal governance processes as to feasibility and cost effectiveness of the recommendations. Any such recommendations will be assessed in the context of Ergon Energy's ongoing work to increase the resilience of its network to disaster impacts, enhance the speed and safety of its response and to improve communications to customers.

Recommendations for 2011/12

6.12 In terms of the maintenance of power as an essential service, Ergon Energy's response to the flood events does not suggest that any particular or material change is required to Ergon Energy's disaster management plans or processes in preparation for the 2011-2012 summer wet season. However, in accordance with the processes identified in these submissions, learnings from the flood events will be fully assessed and will be taken into account as part of Ergon Energy's established review processes in:

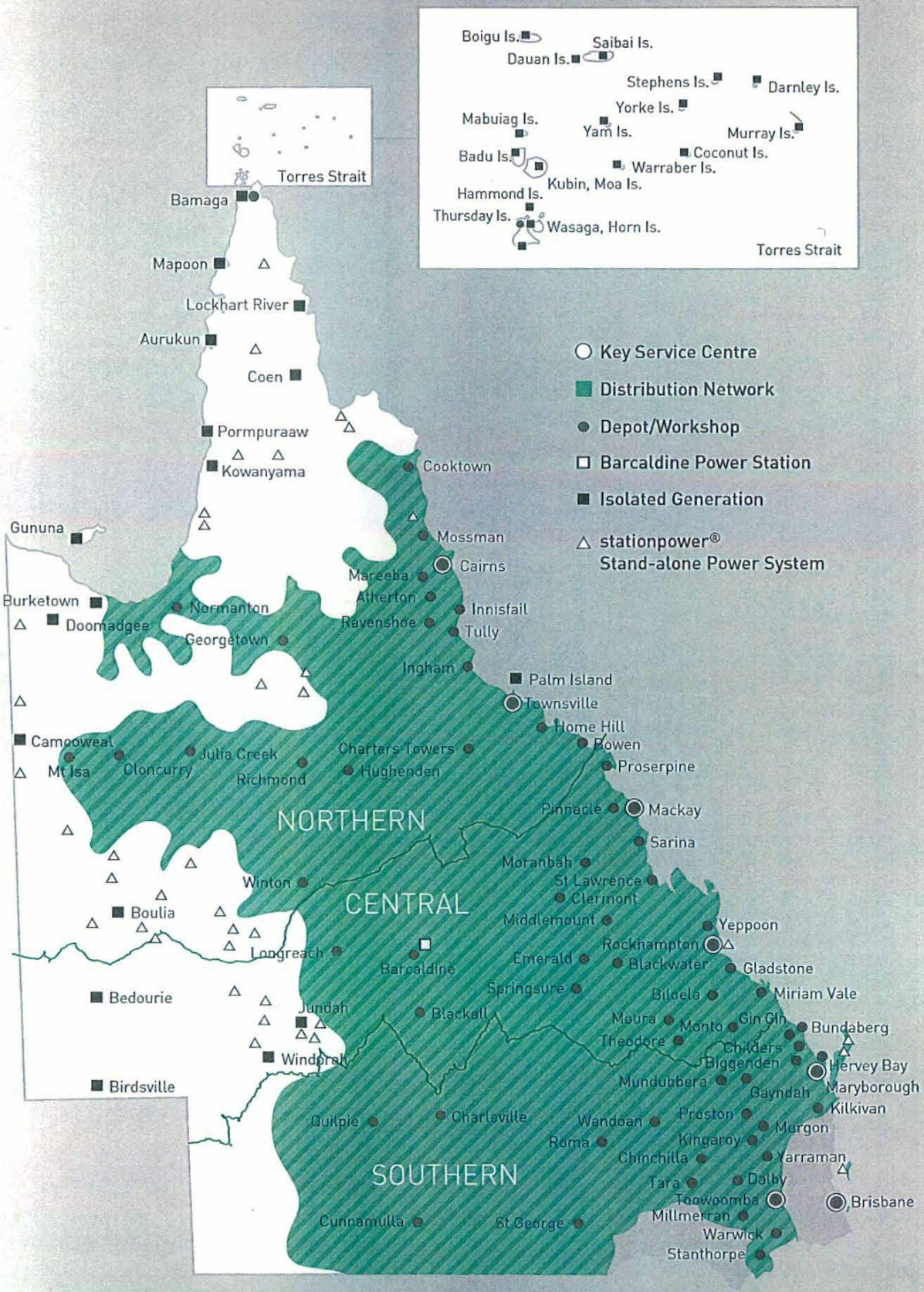
(a) updating its disaster management plans;

(b) producing its 2011-2012 Summer Preparedness Plan; and

(c) undertaking such capital works and maintenance in relation to the distribution network as may be appropriate arising from that assessment.

Schedule 1 - Map of Ergon Energy's Three Geographical Regions

OUR SERVICE AREA



Schedule 2 - Ergon Energy Plans to deal with Emergencies and Disasters

(a) Disaster Management Plan

(b) Operational Resilience Plans: Standards and Guidelines

(c) Emergency Operational Response

(d) Procurement and Logistics Disaster Management Plan

(e) Media and Government Communications Disaster Plan

(f) Network Operations Emergency Management Plan

(g) Transmission and Project Services Emergency Management Plan

(h) Regional Disaster Management: National Contact Centres

(i) Employee and Shared Services Emergency Management Plan

(j) Emergency Management Plan – Northern Region

(k) Emergency Management Plan – Wide Bay

(l) Emergency Management Plan – Central

(m) Emergency Management Plan – South West

(n) Group Services Continuity Plan

(o) Emergency Management Plan – Brisbane

(p) Corporate Property Security Response Plan

(q) Support Services (ESS) Disaster Response Plan

(r) People Support (ESS) Disaster Response Plan

(s) Corporate Property (ESS) Disaster Response Plan

(t) Fleet Disaster Management Plan

(u) Guide to Pandemic Influenza Management

(v) National Contact Centre Disaster Recovery Plan

(w) Customer Service Community Recovery Plan

(x) Generation Services Emergency Management Plan

Schedule 3 - Summary of Ergon Energy's NMP 2010-2011 to 2014-2015

SUMMARY OVERVIEW

Network Management Plan:

Electricity Supply for Regional Queensland

2010-11 to 2014-15

ERGON ENERGY

Ergon Energy's Network Management Plan is focused on the delivery of a safe, dependable and sustainable electricity supply to regional Queensland.

The Plan is essentially a five-year blueprint, based on our asset management strategies and operational plans, which details our intentions relating to network reliability, capacity, security and quality of supply.

Our Blueprint for the Future

Our Network Management Plan has been developed within the framework of Ergon Energy's current corporate priorities, as well as a comprehensive 20-year network vision, and builds on the progress made against the Network Management Plan 2009-2014.

The Plan is driving the ongoing record levels of spending being undertaken by Ergon Energy, building on a $3.3 billion 'system' investment over the past five years. For the current five year regulatory period to June 2015, we anticipate the capital investment for our electricity network will be up to $5.3 billion, together with the $1.9 billion in expenditure on maintaining and operating the network.

This investment is in response to the need to renew an ageing network, develop infrastructure appropriate to the needs of a growing and technologically sophisticated community and supports the continued economic growth and prosperity of regional Queensland.

The Plan is published in two parts, Part A and Part B.

Part A provides details of our operating environment including load growth forecasts, an outline of the policies and strategies underpinning our asset management, an overview of the network's reliability performance and improvement program, as well as a summary of the progress made in relation to the previous Plan.

Additional information is also provided on the challenges around demand side management and climate change, as well as the initiatives we are undertaking in response.

Part B details the specifics of our network capability and works planning. It also facilitates a process for public consultation and stakeholder feedback on network constraints, supply issues and proposed solutions.

In this overview we have highlighted of our progress, along with the focus of the current Plan, around the following key challenges:

- meeting reliability performance expectations
- ensuring security of supply
- demand management, along with the other impacts associated with climate change.

Improving Reliability of Supply

Operating an electricity network over the vast area that we do presents significant reliability challenges. However, we are committed to providing a network that delivers quality and reliability of supply consistent with reasonable customer expectations of service and cost.

The 2009-10 summer period provided significant challenges to the business. In January we faced the threat of not one but two cyclones in the north, which brought drenching rain and gusting winds across the breadth of the state as the monsoonal trough moved south.

In early March the communities of Charleville, Roma, Bollon and St George, as well as other areas of the south west, experienced some of the most severe flooding in more than a decade. Then in late March Cyclone Ului crossed the central Queensland coast as a Category 3 system bringing gale force winds and cutting power from Mackay north to Bowen and west to Collinsville.

These natural disasters enabled Ergon Energy to demonstrate the professionalism of our emergency response and customer communication capability, and in many ways the increasing resilience of the network.

The high level of resilience shown across the network, however, did not translate into strong performance results and, regrettably, mandated performance standards were not met in five of the six categories.

The primary reason for this was the significant impact of our decision to temporarily suspend our 'live' line works program, which was vital to address safety concerns. T\he suspension elevated planned outages by 35%.

Ergon Energy is committed to addressing network performance and to meeting Minimum Service Standards (MSS). This is seeing a comprehensive suite of strategies deployed, through our capital and operational programs, that target both unplanned and planned outages.

These strategies and initiatives are outlined in detail in Part A of the Network Management Plan. They include:

- extending our remote control capability further into the distribution system; our ultimate vision is to have the entire backbone of the network controlled by the state-of-the-art SCADA system.
- the Red Feeder Improvement Program, which targets our consistently poor performing feeder lines. This is particularly important step in developing the preventive maintenance program.
- an annual Summer Preparedness Plan that reviews prioritises and undertakes preparatory works, such as vegetation management and contingency planning, to minimise the risks of outages to customers during the high demand, summer storm period.
- using best-practice asset inspection and defect management systems to support our augmentation, accelerated maintenance and asset life-cycle replacement programs. These programs are improving reliability by increasing the resilience of the network, resulting in a reduction in asset in-service failures.
- an action plan involving capital investment and maintenance activities to deliver Single Wire Earth Return (SWER) scheme performance improvement across western Queensland.

In addition to meeting our MSS, we are committed to delivering against the new Service Target Performance

Incentive Scheme, as well as the Guaranteed Service Levels around an individual customer's reliability of supply.

Ensuring Security of Supply

In addition to reliability, security of supply remains a key focus of our infrastructure planning with the growing demand for electricity the primary driver of our massive annual augmentation investment.

To keep pace with demand, during the past 12 months, we commissioned two new bulk supply points, three new zone substations and augmented a number of existing substations. This has resulted in an increase in installed capacity at Bulk Supply Substations and Zone Substations of 118MVA and 220MVA respectively.

Looking forward, our demand forecasts remain strong despite the recent economic slowdown.

The slowdown saw the rate of growth in overall customer numbers slowing marginally in 2009-10 – falling from an average over the past five years of 2.3% to 2.0% in the coastal zone. However, we anticipate the strong rate of growth in new connections to return as confidence in the global financial outlook returns.

We also project the maximum demand for the whole of Ergon Energy's grid-connected network to increase from the 2009-10 maximum demand level of 2,542MW to almost 3,306MW by 2014-15. This peak or 'coincident' demand on Ergon Energy's distribution system is a major consideration in our asset management task.

Ergon Energy's challenge is to accurately forecast infrastructure requirements to meet demand and to deliver solutions in a timely, cost-effective manner. To do this we are improving load forecasting capability through improvements to asset data and our ability to simulate and analyse future growth scenarios. This is also being supported by extensive stakeholder engagement and more in-depth demographic studies.

As well as keeping up with demand, the Plan is also rolling out a higher standard of security than was previously applied; ensuring supply can be maintained in the event that a single element of the system fails. The planning criteria, which are outlined in detail in the Plan, aim to ensure that N-1 security levels are maintained at all bulk supply substations, major zone substations and subtransmission feeders.

Focusing on Demand Management

Over the past year Ergon Energy has also committed significant resources to developing its capability in non-network alternatives to better manage peak demand – as outlined in Chapter 7 of the Plan.

Lasting for only short intervals, predominately over the summer months and fluctuating year to year, peak demand is being driven by the penetration of air conditioning and other lifestyle appliances, as well as by industry.

Traditionally we have planned and built our infrastructure to a level of capability and redundancy to service this peak. However, this means the community ultimately pays for an investment that is only required, in some areas, for a handful of days per year.

This is where our demand side management initiatives are increasingly playing a role – by providing our customers with opportunities and incentives to manage their electricity peak demand.

To date we have piloted a range of demand management programs. Our aim is to build on this developing expertise to deliver innovative solutions and to better integrate demand management into our network planning processes.

Ergon Energy's climate change response is also taking a proactive approach to energy conservation initiatives, and partnering with external organisations to better leverage greater mutual benefit than what would have resulted from us operating alone.

Looking forward, our climate change response plans cover a range of areas including supporting the energy conservation activities of our customers, and our internal strategies around mitigating greenhouse gas emissions and adapting the network.

Towards Our Vision

To deliver on these key challenges we recognise our people, along with an investment in world-class systems and processes, as being vital. Together, with the elements of this Plan, we are confident we will take Ergon Energy towards its vision to be 'a world-class, customer-driven energy business'.

Ergon Energy invites stakeholder feedback on the Plan and the strategies adopted. This feedback is vital to ensure future versions of the Plan meet the information requirements of our stakeholders and in assisting Ergon Energy to better target the needs of regional Queenslanders.

The major program of work under way to reinforce supply to north Mackay saw the construction of a new bulk supply substation at Glenella in Mackay during the past year, along with a major powerline from Pioneer Valley to Glenella, shown here with the line being strung by helicopter. The final stage, one of the many projects now under way as part of the delivery of this year Network Management Plan, is a new feeder from Glenella to the existing north Mackay zone substation.

Ergon Energy's Network in Profile

Ergon Energy manages an $8.7 billion asset base, primarily associated with regional Queensland's electricity distribution network, which covers over one million square kilometres.

The sparsity of our service area is a critical difference between Ergon Energy and other Distribution Network Service Providers. Together with the low load densities, the geographical spread means much of the subtransmission and distribution network is characterised by long, radial powerlines.

Ergon Energy also owns and operates a 55MW gas-fired power station in Barcaldine, which supplies power into the state-wide electricity grid. In addition, we own and operate 33 stand-alone power stations, with local distribution networks, in the remote areas of western and northern Queensland.

OUR SERVICE AREA

This document is a summary of Ergon Energy's Network Management Plan, available online at www.ergon.com.au

For further information, contact us on 13 10 46

ERGON. ENERGY

Schedule 4 - Ergon Energy's Disaster Management Plan

Disaster Management Plan

everything in our power

ERGON. ENERGY

Table of Contents

Disaster Management Plan

1. PURPOSE AND SCOPE

This document provides the framework for the mobilisation and management of resources to plan, prepare for, respond to and recover from any significant impact on our functions and resources.

2. RESPONSIBILITIES

Business Risk and Compliance Manager is the Process Owner responsible for approving this Reference document.

Group Manager Field Support is responsible for maintaining this Reference document.

Business Resilience Manager is the Subject Matter Expert (SME) for the content of this Reference document.

3. DEFINITIONS, ABBREVIATIONS AND ACRONYMS

Assessment: Survey of a real or potential disaster, to estimate actual or expected damages, and to recommend prevention, preparedness and response measures.

CE: Chief Executive

Disaster: Is a serious disruption in a community, caused by the impact of an event that requires a significant coordinated response by the State and other entities to help the community recover from the disruption.

Disaster Management: The planning, organisation, coordination or implementation of measures necessary or desirable to prevent, minimise or overcome the effects of a disaster upon members of the public or any property.

DMP: (Ergon Energy) Disaster Management Plan

EDMC: Executive Disaster Management Committee

EE: Ergon Energy Corporation Limited

EGMAM: Executive General Manager Asset Management

EGMESS: Executive General Manager Employee Shared Services

EGMCASE: Executive General Manager Customer & Stakeholder Engagement

EGMCS: Executive General Manager Customer Service

EGMO: Executive General Manager Operations

Emergency: An event that arises internally or from external sources, which may adversely affect persons or the community generally, and which requires an immediate response

EMP: (Regional) Emergency Management Plan

EMT: Executive Management Team

GMO: General Manager Operations

GMHS: Group Manager Health & Safety Services

ICT: Information and Communications Technology

IRM: Incident Response Manager

IRT: Incident Response Team

NCC: National Contact Centre

OCC: Operations Control Centre

RDMC: Regional Disaster Management Committee

Resources: Includes manpower, food, any vehicle, vessel, aircraft, plant, apparatus, implement, earthmoving, construction or other equipment of any kind or any means of supplying want or need.

RIRM: Regional Incident Response Manager

RIRT: Regional Incident Response Team

Risk: Expected losses due to a particular hazard for a given area and reference period. Risk is the product of hazard and vulnerability.

RTO: Recovery Time Objective – a time goal for recovery of a function based on acceptable down time and acceptable level of performance.

SDCC: State Disaster Coordination Centre

SDMG: State Disaster Management Group

Significant Incident: Any occurrence affecting Ergon Energy (EE) and the community – including severe injury or loss of life involving EE staff or the public, loss or damage affecting EE or community property, and related matters involving EE which are likely to attract media or public response.

4. REFERENCES

OR000301R100. Operational Resilience Plans: Standards and Guidelines (Reference)

OR000302R100. Emergency Operational Response (Reference)

OR000401R101. Fleet, Procurement and Logistics Disaster Management Plan (Reference)

OR000401R102. Media and Government Communications Disaster Plan (Reference)

OR000401R103. Network Operations Emergency Management Plan (Reference)

OR000401R104. Transmission and Project Services Emergency Management Plan (Reference)

OR000401R105. Regional Disaster Management: National Contact Centres (Reference)

OR000401R106. Employee and Shared Services Emergency Management Plan (Reference)

OR000401R107. Emergency Management Plan – Northern Region (Reference)

OR000401R108. Emergency Management Plan – Southern (Reference)

OR000401R110. Emergency Management Plan – Central (Reference)

OR000401R115. Emergency Management Plan – Brisbane (Reference)

OR000401R116. Corporate Property Security Response Plan (Reference: restricted)

OR000401R120. Property Services (ESS) Disaster Response Plan (Reference)

OR000401R122. Guide to Pandemic Influenza Management (Reference)

OR000401R123. National Contact Centre Disaster Recovery Plan (Reference)

OR000401R124. Customer Service Community Recovery Plan (Reference)

OR000401R125. Generation Services Emergency Management Plan (Reference)

OR000401R126 Tsunami Sub-plan (Reference)

OR000401R127 Ergon Energy/ENERGEX Contact Centre Disaster Plan (Reference)

OR000401R128 Payments Group Continuity Plan (Reference)

OR000401R129 ESS: Payroll and Timesheets Resilience Plan (Reference)

OR000401R130 Accounts Receivable Resilience Plan (Reference)

AS/NZS 5050:2010: Business continuity - Managing disruption–related risk (Standard)

AS/NZS ISO31000:2009 Risk management - Principles and guidelines (Standard)

Disaster Management Act 2003 (Act)

Electrical Safety Act 2002 (Act and Regulations)

Electricity Act 1994 (Act and Regulations)

Public Safety Preservation Act 1986 (Act and Regulations)

5. OVERVIEW

Foreword

Ergon Energy's electricity supply network covers one million square kilometres of regional Queensland and faces significant exposure to events such as cyclones, storm surges, severe storms, floods and earthquakes. Damage to the network can result in significant public safety risks and long interruptions to customers' electricity supply.

The Ergon Energy Disaster Management Plan details the Corporation's response to such events. The plan is consistent with, and defines the linkages to, the Queensland Disaster Management Plan developed in accordance with the State Disaster Management Act and Regulations.

Ergon Energy is conscious that its emergency responses are delivered in an environment of continually increasing needs and expectations, both from customers and other community stakeholders. More than ever Ergon Energy must respond to increasing customer dependency on electricity as technology and appliances become more sophisticated and economic aspirations heighten.

Operational experience and community feedback in relation to severe storms and cyclones over many years throughout regional Queensland, as well as hurricane experience overseas, have underlined the key role of effective communications before, during and after disaster events. Empowering customers with timely and accurate information is recognised as being as important to them as restoration itself.

Ergon Energy's operational priorities in order of importance are:
Ensuring personal safety – both public and Ergon Energy staff
Protecting equipment and infrastructure from damage
Efficient supply restoration – including meeting the communication requirements of customers and other emergency services.

Each year Ergon Energy formally reports to the Queensland Government on its Summer Preparedness Plan and on its implementation. These reports comprehensively describe Ergon Energy's on going work to increase the resilience of its network to disaster impacts, enhance the speed and safety of its response and improve communications to customers.

This Disaster Management Plan sets out the responsibilities and processes of the Ergon Energy Executive Disaster Management Committee and those who support it. Supply restoration priorities - as detailed in the Plan - have been determined in consultation with statutory disaster management groups and draw on broad experience in minimising community disruption.

Ian McLeod
Chief Executive

5.1. Authority

This Plan is authorised by the Chief Executive, Ergon Energy Corporation Limited.

5.2. Introduction

This document helps Ergon Energy to plan for and respond effectively to any event which results in interruption to its services and functions. It also identifies the linkages with State, District and Local Government Disaster Management Groups established under the State Disaster Management Plan. The document provides the framework for the mobilisation of Ergon Energy resources to prepare for, respond to, and recover from the effects of events.

While parts of this document refer to our most common disaster events – cyclones and severe storms – this plan and its support plans establish a process and structure for response to any unexpected event – be it natural (for example, cyclone, earthquake or tsunami), man-made (accidental or deliberate) or technical (failure of a critical system or network asset).

5.3. Aim

To establish a process for the rapid response to all potential and actual disasters and emergencies.

5.4. Objectives

5.4.1 To define Ergon Energy's response to disaster and emergency situations.

5.4.2 To ensure Ergon Energy meets its statutory obligations for disaster management and continuity of services.

5.4.3 To ensure effective interface with community Disaster Management structure at all levels.

5.4.4 To define a structure for response to large scale disaster as well as to emergencies or lesser events.

5.4.5 To produce and maintain controlled disaster management documentation.

5.5. Amendments and Review

The Group Manager Field Support (GMFS) is responsible for planned and post-event review of this Plan as detailed in Section 3.5.

The review checklist is provided in Appendix 3.

5.6. Scope

Ergon Energy's operations cover 97% of the State of Queensland in six geographical regions, as set out in Diagram 1. The State Disaster Management Plan identifies 23 Disaster Districts based on Queensland Police Service Districts, as shown on Diagram 2. The relevant Disaster District areas and associated Ergon Energy Regions are summarised in Table 1.

Disaster Management Plan

Ergon Energy Regions

1.1. DIAGRAM 1

Disaster Management Plan

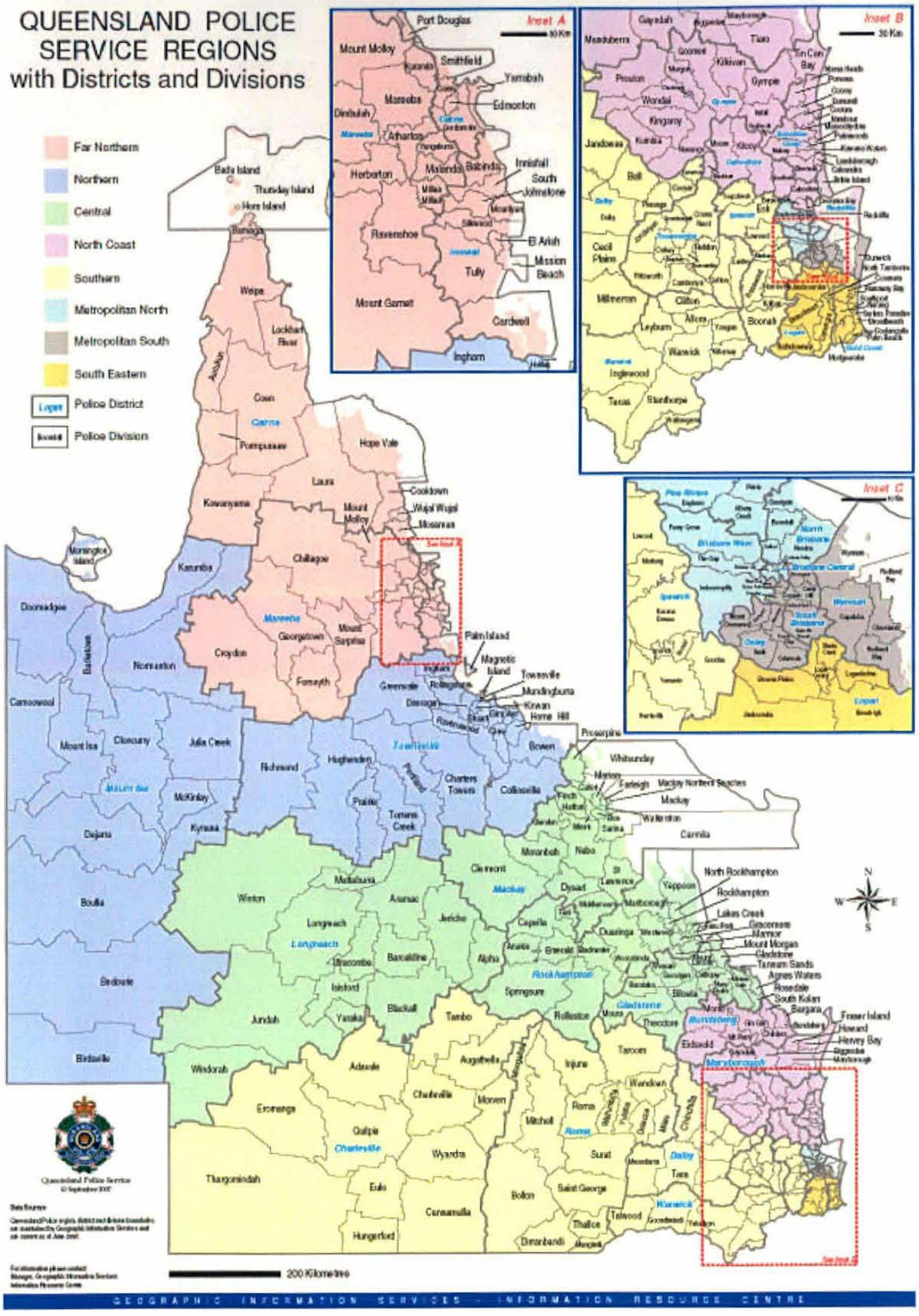


Diagram 2

Ergon Energy Regions and State Disaster Management Districts

Ergon Energy Regions	State Disaster Districts
North (Regional Office – Townsville)	Cairns
	Mareeba
	Innisfail
	Townsville
	Mt Isa (Part)
Central (Capricornia) (Regional Office – Rockhampton)	Longreach
	Mt Isa (Part)
	Mackay
	Rockhampton
	Gladstone
Wide Bay (Regional Office – Maryborough)	Bundaberg
	Maryborough
South West (Regional Office – Maryborough)	Charleville
	Roma
	Dalby
	Toowoomba
	Warwick

Note – State Disaster districts overlap Ergon Energy operational regions in Mackay and Mt Isa.

TABLE 1

6. ROLES AND RESPONSIBILITIES

6.1. Chief Executive (CE)

The Chief Executive will provide organisational direction through the Executive General Manager Operations (EGMO) in response to any major event. The CE will also oversee liaison with owners and the owners' representatives during a major event.

The Chief Executive is also the public face of Ergon Energy, and as such will undertake media appearances as required.

6.2. Executive General Manager Operations (EGMO)

The EGMO will appoint an Incident Response Manager before, during or after an event, depending on the scale, anticipated impact and circumstances at the time.

The EGMO will also provide strategic direction and advice to the Incident Response Manager on behalf of the EMT and the Chief Executive.

6.3. Executive Leadership Team (ELT)

Members of the Executive Management Team will:

- Provide functional leadership for relevant support areas.
- Assist to manage external agencies involved with the response
- Contribute to response plans at all levels
- Liaise with the Incident Response Manager to appoint a lead manager from their areas of the business to work with the Incident Response Manager as part of the Incident Response Team.

6.4. Incident Response Manager (IRM)

The IRM will undertake overall operational management of the emergency or event. This will include all elements of the preparation and response including operations, support functions, external liaison including media management.

The IRM, in consultation with the relevant EMT and Ergon Energy Disaster Management Committee (EDMC) members, will appoint an Incident Response Team (IRT) to assist in the overall management of the event. Normally wherever possible the team will be sourced from members of the EDMC. In addition, one or more Regional Incident Response Managers may be appointed by IRM, again to be sourced wherever possible from members of the relevant RDMC.

Upon the finalisation of an event or response the IRM will stand down the IRT and any RIRT appointed and coordinate reports from all response teams and report to the EDMC.

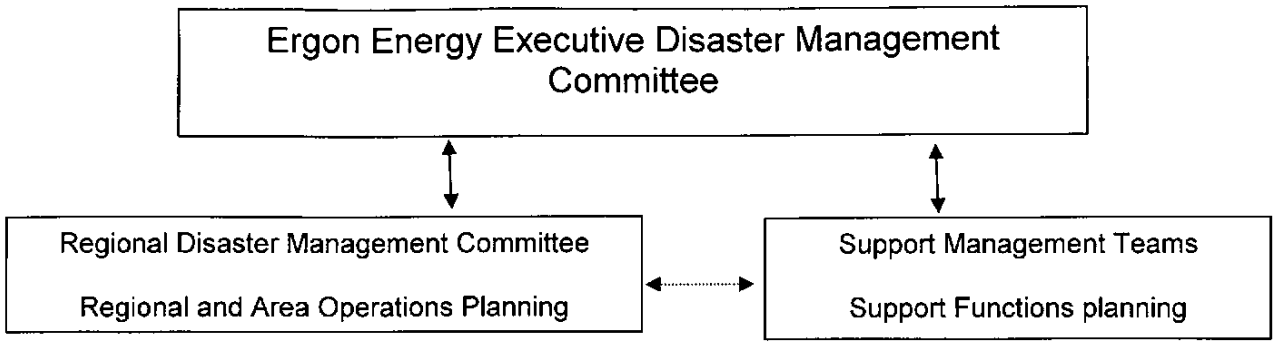
6.5. Ergon Energy Disaster Management Committee (EDMC)

The Ergon Energy Disaster Management Committee is the Disaster Management planning body of Ergon Energy. Its role is to coordinate and review the development of disaster management plans. In addition it will deliver a response to events that may impact on Ergon Energy's people, assets and services to our customers.

The GMFS has been delegated responsibility for convening and chairing the committee and ensure the effectiveness of pre-disaster/incident planning by the EDMC by the Chief Executive of Ergon Energy.

Refer also to the EDMC Charter, available on the Corporate Governance intranet site, for more detail.

The EDMC will maintain a two level disaster planning structure as shown in Diagrams 4 & 5.



Members of the EDMC are as follows:-

- Group Manager Field Support (Chair)
- Executive General Manager Operations
- Executive General Manager Asset Management
- Executive General Manager Customer Service
- Executive General Manager Employee and Shared Services
- Executive General Manager Customer and Stakeholder Engagement
- General Managers Operations (GMO) (North, Central & South)
- General Manager Health & Safety
- Group Manager Corporate Communications
- A senior representative from SPARQ
- Other Managers by invitation

The GMFS will convene the EDMC –

- At least annually, to review this Disaster Management Plan and to ensure compatibility of the plan with current strategy, policy and organisational structure.
- At least quarterly, for post-disaster debrief and plan review, and to manage and monitor organisational resilience planning.

GMFS may convene all or part of the EDMC as required. EDMC members will nominate alternatives to act in their absence.

EDMC members and nominated alternatives contact details are contained at Appendix 2.

In any response to an incident, the EGMO will appoint an Incident Response Manager (IRM). The IRM will decide whether it is necessary to appoint an IRT, and if necessary consult with EMT to decide on the composition of an IRT appropriate to the incident and to the scale of the impact on Ergon Energy. IRT members will normally be drawn from the EDMC.

6.6. Regional Disaster Management Committees (RDMC)

The RDMCs are the regional arms of the EDMC. They are responsible for coordinating and reviewing regional plans including Emergency Management Plans (EMP) and support plans.

The relevant General Manager Operations (GMO) responsible for that disaster planning region will Chair the RDMC, or authorise a delegate to act with his authority.

Other Members of the RDMC are as follows:-

- Manager Regional Services
- Network Operations representative
- Regional Asset representative
- Procurement & Logistics representative
- Transmission and Project Services representative

- Employee Shared Services representative
- Corporate Communication Manager
- Property Area Manager
- Client Relationship Manager
- Customer Service representative (NCC)
- Other members as required

EDMC members will, in consultation with the GMO, nominate appropriate region-based officers to represent their business units as members of the RDMC. Where practicable these should be the people most likely to manage response within an RIRT. Typical roles and responsibilities of members of the RIRT are set out at Appendix 5.

The names and contact details of the nominated officers and their alternates will be recorded in an Appendix to the Emergency Management Plan (EMP) for each Region.

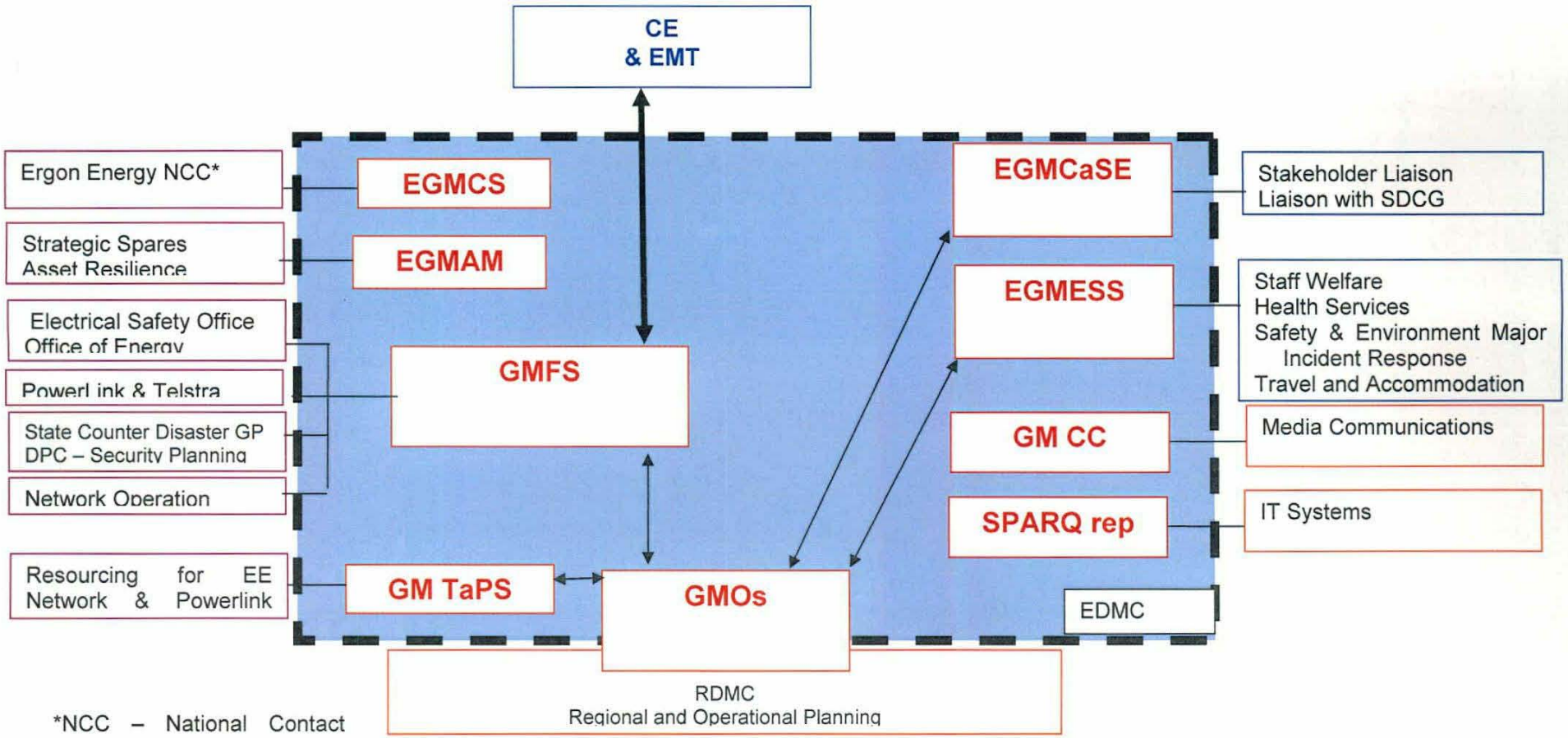
The GMO will convene the RDMC (after prior consultation with the GMFS)–

- Prior to a forecast major event, until a RIRM is appointed by IRM.
- At the direction of the EDMC
- At the request of a District Disaster Management Group,
- At least annually, to review the operational integrity of the Emergency Management Plan for the Region.
- At least annually to undertake a simulated disaster response exercise.
- For post-disaster review and debrief

The GMO may convene all or part of the RDMC as required.

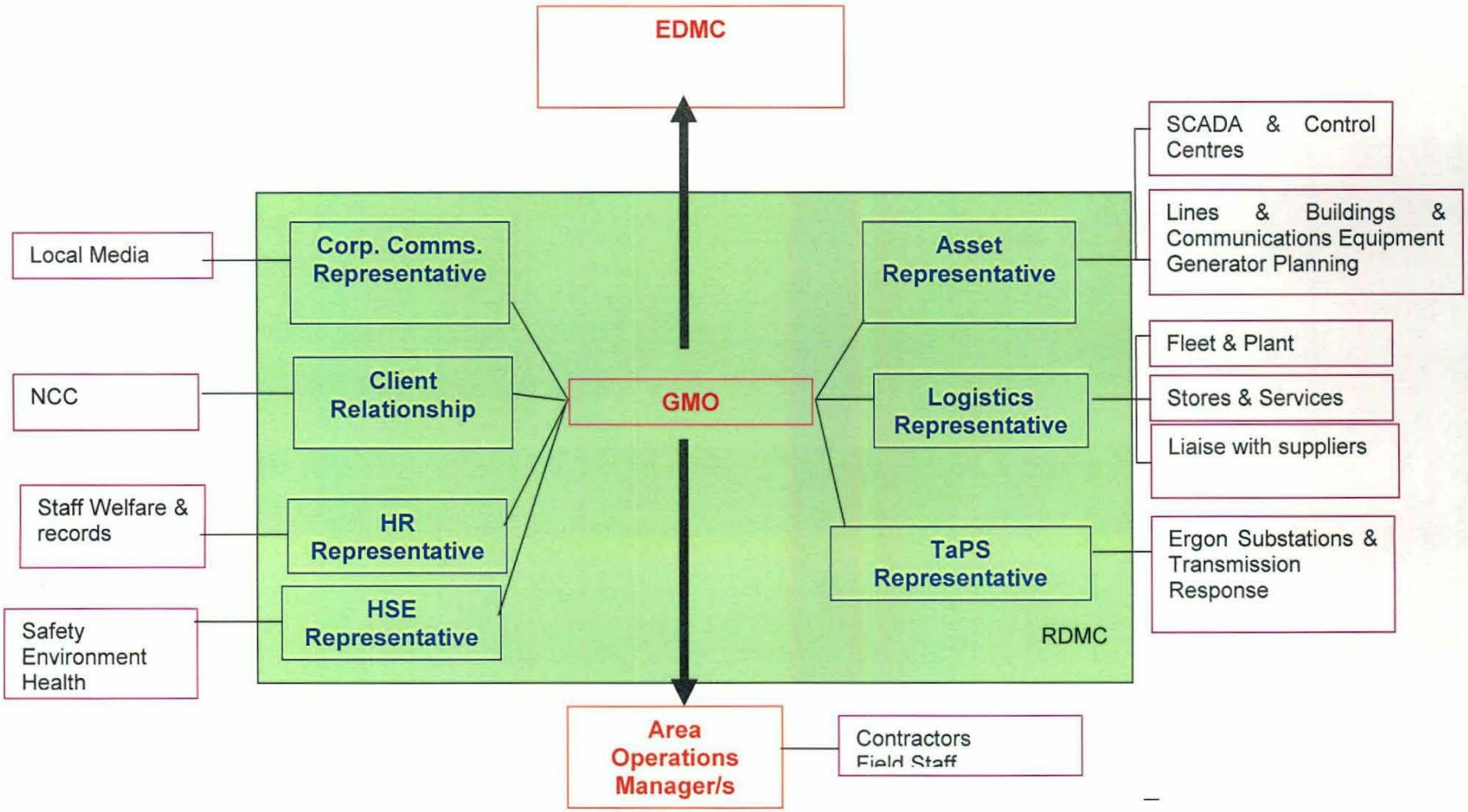
The GMO will report to the GMFS on the planning process within the region.

Diagram 4 Ergon Energy's Executive Disaster Management Committee (EDMC)



*NCC – National Contact

DIAGRAM 5 ERGON ENERGY REGIONAL DISASTER MANAGEMENT COMMITTEE



7. DISASTER MANAGEMENT STRUCTURE AND PROCESSES

7.1. Overview

Ergon Energy's response is based on the following:

- Planning process
- Prevention and Mitigation
- Preparedness Actions
- Response Preparation
- Response Management
- Post Incident Assessment

7.2. Planning Process.

Ergon Energy's response planning will be based on risk assessment of potential events and business impacts.

This program will be supported by risk assessment, event identification and risk action plan reviews will be conducted under the direction of the GMO for each Region, as part of the annual Emergency Management Plan review. The review should follow the Risk Management Standard.

The Risk Register and Risk Treatment Schedule under the Standard will be part of the documentation to be retained with the EMP. The Risk Action Plan under the Standard will comprise the EMP and the relevant supporting plans.

7.3. Critical Infrastructure Protection.

Ergon Energy's program of Critical Infrastructure Protection is an assurance program that deals with the ability to protect critical infrastructure and maintain services. The program not only includes physical infrastructure but also critical business functions. An annual assurance program including testing and auditing will be managed by GMFS and reported to the EDMC.

It requires the development of security and contingency plans for critical sites and continuity plans for critical functions. Once these plans are in place, the relevant RDMC will be responsible for maintenance and updating.

7.4. Prevention and Mitigation

Ergon Energy endeavours to construct and maintain the electricity distribution system to mitigate loss of supply as a result of disasters. Where a post-disaster debrief indicates that changes to materials or work practices would reduce the effects of disasters, the options, costs and benefits should be analysed and appropriate recommendations implemented when appropriate.

Key preparation and mitigation programs include CARE and Critical Infrastructure Protection Programs.

7.5. Preparedness Planning

Disasters may occur at any time. Sometimes there is lead time to prepare beforehand (for example cyclones and floods) but in other instances there is little or no warning. To better prepare Ergon Energy to cope with disaster situations a system of annual reviews of disaster plans and supporting plans is to be undertaken. The GMO for each Region will review the Emergency Management Plan and advise GMFS of outcomes by 30th September each year.

The Executive Disaster Management Plan review will be undertaken by GMFS by 31st October each year (Appendix 4).

7.6. Response Preparation

Preparation and response by Ergon Energy may take place at different levels depending on the circumstances. Where possible and applicable Ergon Energy will use a three phase approach to response preparation. A checklist is available at Appendix 8 for use by all responsible managers.

Preparation/Response Level	Escalation Trigger and Actions
Standby 1 – Condition Yellow Triggered on forecast severe weather (eg Cyclone Advice). Declared by: EGMO	Appoint Incident Response Manager BY: EGMO Appoint Incident Response Team utilising EDMC members (if considered necessary by IRM) BY: IRM Initiate monitoring and reporting by IRT BY: IRT Review resources and advise IRM BY: IRT
Standby 2 - Condition Orange Triggered when an impact is possible (eg. Cyclone Watch). Declared BY: IRM	Run local checklists in potential impact areas via regional operational managers BY: IRM and IRT members Appoint Region Incident Response Manager (RIRM) BY: IRM Initiate contact with industry members and contractors BY: IRT Appoint Regional Incident Response Team (RIRT) utilising RDMC members where appropriate BY: RIRM Plan local pre-deployment activities BY: RIRT
Standby 3 - Condition Red Triggered when impact is likely (eg Cyclone Warning) Declared BY: IRM	Relocate plant and equipment to secure locations within impact zone By Operational Managers and RIRT Pre-position equipment for initial response outside impact zone BY: Operational Managers and RIRT Commence securing external resources BY: Operational Managers and RIRM Initiate external agency and media liaison BY:RIRM Appoint impact assessment team/s and resources BY: RIRM

7.7. Response Management

The management of disasters and major incidents will be coordinated through an Incident Response Team. The IRT will comprise the Incident Response Manager and other senior managers as required to manage the response.

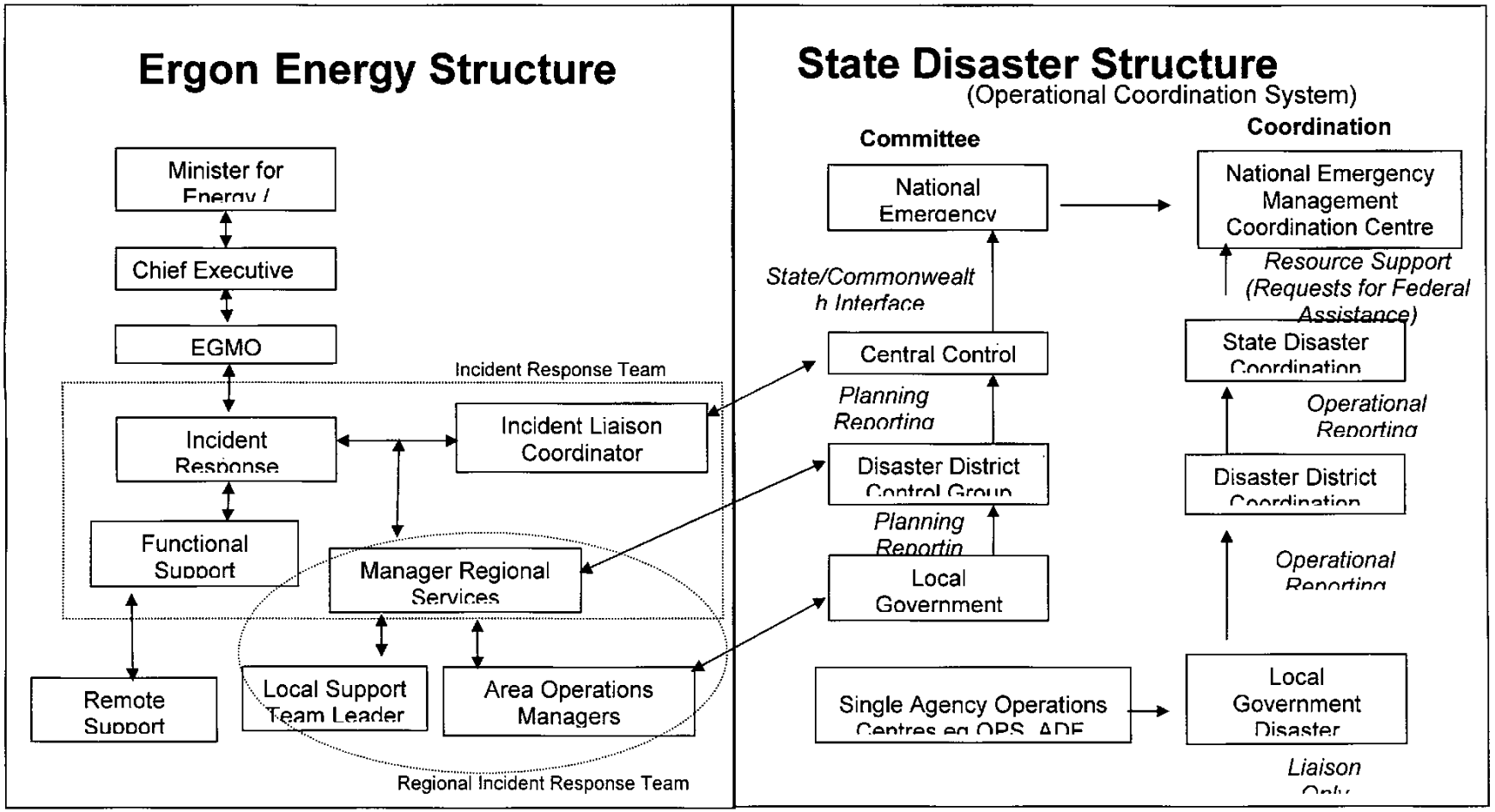
Three basic response levels are used by Ergon Energy. Once the incident has occurred, the Incident Response Manager will determine the level of response required and manage the response appropriately. The response levels may escalate or deescalate as determined by the IRM during an incident. **Appendix 9** is a response checklist for all levels of management.

When determining and reviewing the appropriate response level, IRM and RIRM should assess the composition of the IRT and RIRT in relation to the size and impact of the event. Where necessary, team membership should be varied.

Level 1 Response	Activated to deal with supply issues in one area that can be adequately addressed with local resources and management structures The activities are managed within the context of the Regional Emergency Management Plan. IRM liaises with normal management structures to address incident. Typically would include events such as single employee fatality, widespread or prolonged outages in a single region, cyclone or major storm impact with minimal damage.
Level 2 Response	Activated to deal with a major event within a single region and requires significant support from support groups. Resources from other regions are not required. The activities are managed within the context of the Regional Emergency Management Plan. IRM appointed by EGMO, may or may not appoint IRT, will appoint RIRM RIRM establishes RIRT comprising relevant management from RDMC and key remote support managers and an External Liaison Co-ordinator. There is likely to be involvement with Local Disaster Management Group/s. Typically would include events such as multi-employee fatality, wide spread load shedding, isolated attack on Ergon Energy premises, cyclone or major storm impact with moderate damage within a single region.
Level 3 Response	Activated to deal with major events in one or more Regions which will require resources from across Ergon Energy and external help. There is likely to be heavy involvement with the District and Local Government Disaster Management Groups. IRM will establish an IRT comprising key operational managers and remote support managers. Local support functions transfer from support groups to operational managers for control. IRM together with EDMC members establish RIRT/s to Coordinate local response Typically would include events such as cyclone impact with severe damage, terrorist attack against electricity infrastructure or Ergon Energy specifically. Diagram 3 shows a Level 3 response structure.

As required, the Ergon Energy Incident Response Manager will request the formation of Regional Incident Response Teams to outwork local incident response operations. These teams will be headed by the General Manager Operations and will coordinate with function response teams via the Incident Response Team.

DIAGRAM 6 DISASTER / INCIDENT MANAGEMENT STRUCTURE
Level 3 Response



7.8. Liaison with State Disaster Groups

Ergon Energy will liaise and co-ordinate disaster response with the established State Disaster Management Group (SDMG) and District and Local Government Disaster Management Groups, whilst independently maintaining a focus on restoration and safety of the electricity network. The relationships between Ergon Energy and the established Disaster Management Groups are outlined in Diagram 3.

Ergon Energy Officers will participate at all relevant levels of the various State Disaster Management Groups. GMO for each Region will liaise with District Disaster Management Groups and Area Managers will liaise with Local Government Groups, particularly in the planning phases.

Where a level 2 or level 3 response is required the IRM will appoint an Incident Liaison Coordinator who will ensure effective liaison with State and Commonwealth level agencies and groups.

7.9. Joint Response and Mutual Aid

Ergon Energy and Powerlink have protocols in place for joint response where assets of both organisations are impacted by a disaster or significant incident. The process for co-locating response teams is in Appendix 10. Disaster response plans are exchanged between the organizations.

Ergon Energy and Energex have a Memorandum of Understanding for the sharing of resources in severe weather events. The MoU is reviewed and updated annually.

Ergon Energy and Energex have a similar Memorandum of Understanding in place for reciprocal use of Contact Centre resources when necessary. The implementation process is detailed in the Ergon Energy/Energex Contact Centre Disaster Assistance Plan – OR000401R127 on the Process Zone.

7.10. Event Review and Process Improvement

Within 30 days of the completion of a Level 1 or 2 response, or within 3 months for a Level 3 response, the Incident Response Manager will submit to the EDMC, via GMFS, a Post Disaster Report which should include an Executive Summary, Key Issues, Action Plan and Recommendations. Debrief Summaries, Statistics and other relevant information should be attached.

8. DISASTER TRAINING

8.1. EDMC

The EDMC will conduct at least one Disaster Training Exercise each year. This exercise may be held in conjunction with a State or District Disaster Management Exercise or a joint industry exercise. As a minimum, training shall include a full briefing of the Ergon Energy Disaster Management Plan to all new members of the EDMC and possible alternates.

8.2. RDMC and Support Teams

Each RDMC will conduct one Disaster training exercise each year and this exercise may be held in conjunction with a District or Local Disaster Management Group exercise. As a minimum, training shall include a full briefing of the Regional Emergency Management Plan or Functional Emergency Management Plan for all new members of the RDMC and possible alternate members as appropriate.

9. MAJOR SYSTEM EVENTS REQUIRING LOAD SHEDDING AND RATIONING

Major system events which may be triggered by contingencies in the generation and transmission sectors, including interstate on the interconnected national electricity grid, are the subject of special arrangements authorised by the Minister for Mines and Energy and implemented by the Department of Mines and Energy through Powerlink as Jurisdictional Coordinator. These arrangements take account of the operating rules of the National Electricity Market.

Procedures for Electricity Load Shedding and/or Emergency Rationing Orders are incorporated in Ergon Energy Media and Government Emergency Communications Plan (OR000401R102).

10. SUPPORTING PLANS

10.1. Supporting and Sub Plans

Responsible persons will prepare supporting and sub plans as required by the current version of the **Resilience Plans: Standards and Guidelines** document (OR000301R100). These plans will outline:

- How the Business Unit or work group will continue to provide services during/after a major disaster, and ;
- How the Business Unit or work group will provide support in the restoration of supply to customers under this Plan.
- How resources will be sourced and coordinated to support staff affected by the event.

These Supporting Plans should follow the format of this Plan, and be reviewed within one month of any revision to this plan.

GMFS will ensure the maintenance of sub plans and register these in Ergon Energy's Process Zone on the intranet.

State Government in November 2009 has required the development of a Tsunami Subplan. This has been developed and will be published in the Process Zone by December 2009.

Appendix 1 - Typical Level 3 Incident Response Team Roles and Responsibilities

Title	Roles and Responsibilities
IRM	Key contact for Ergon Energy Executive Managers and IRT Members Coordinate all resources required to respond to disaster Liaise with relevant GMO/RIRM and RIRT Liaise with Energex for the provision of resources to assist in response to disaster Coordination of restoration priorities with Powerlink and Energex
Field Support Rep	Monitor network status Monitor emergency communications resources Liaise with Office of Energy as required Coordinate resources from within team to support response Ensure management of network configuration and the connectivity of customers
TaPS Rep	Coordinate resources to assist response Establish and monitor relevant contracts for emergency response. Monitor logistics resources and availability. Liaise with Powerlink over support required by Powerlink
Contact Centre Rep	Coordinate NCC resources to assist response Monitor liaison between NCC and RIRT in affected Region(s) Monitor IVR data Advise GMO/RIRM on NCC and customer related matters
External Liaison Coordinator	Coordinate briefings for key stakeholders Provide information to and from State level Disaster groups
Media Liaison Coordinator	Manage interface with State and National media on behalf of IRT
Logistics Rep	Coordinate dispatch of material into response area Management of vendors Establishment of emergency stores

Appendix 2 - EDMC Contact List

Disaster Management Plan

Appendix 3 - EDMC Review Checklist

Action	Checked	Date	Signature
References on hand			
EDMC Contact list updated as Appendix 2			
Post Disaster Review Reports since last review:			
Regional EMPs reviewed and published in Process Zone			
Other Organisational Resilience plans reviewed and published			
EE organisational/structure changes verified			
EDMC meeting held			
Updated Plan and report to CE			
Updated DMP to all EDMC members			

Appendix 4 - EDMC Post Disaster Review

	Completed	Date	Signed
IRM/RIRM Post Disaster report/s received			
Issues and recommendations considered by EDMC			
Actions completed			
Report to EGMO where necessary			

Appendix 5 - Regional Response Team Typical Roles and Responsibilities

Title	Roles and Responsibilities
GMO and/or RIRM	Manage all local operations and embedded support functions Provide information as required to Incident Response Team Request additional resources as required Monitor closely liaison with District Disaster Management Groups in Region. Manage and coordinate Ergon Energy response Monitor Welfare, Health, & Safety of all local staff
Regional Asset Representative	Coordinate Asset resources to assist response Coordinate repairs to buildings and facilities Communicate Network requirements to Chair Manage local reporting on network configuration and connectivity
Network Operations Representative	Manage regional control room/day desk Maintain liaison with Operational Control Centres Manage Powerlink operational interface
Logistics Representative	Manage supply and delivery of stores Coordinate regional Logistics personnel Coordinate regional fleet and plant services
Transmission and Project Services Representative	Manage EE substation and transmission repairs Coordinate provision of TaDS resources to assist with distribution system repairs Restoration of EE communications infrastructure Maintain SCADA systems
Client Relationship Manager	Maintain liaison with NCC Monitor correct messaging on IVR Manage customer information – receipt, recording, handover Manage customer contact and welfare at region level Establish and maintain direct contact between NCC and RDMC
NCC representative	Monitor liaison with NCC Advise NCC manager of future resource needs
ESS representative	Coordinate staff support services to assist RDMC Chair Manage staff welfare – local and imported staff and families Coordinate travel and accommodation requirements Manage staff records Monitor IR issues – breaks, penalties, etc
Regional Corporate Communications Manager	Liaise with regional media and prepare media releases and updates Liaise with Manager Media and Community Relations for State and National media releases Support the RDMC Chair with regional interviews and statements
Safety and Environment Representative	Manage site inductions Manage safety briefings Manage staff health Manage safety and environment incident response

Appendix 6 - RDMC Review Checklist

Action	Yes/No	Date	Signature
References on hand			
Liaison officers appointed as Appendix <>			
Contacts List updated Appendix <>			
RDMC meeting convened on			
EMP and supporting plans reviewed			
Appropriate plans updated			
Emergency stockholding levels confirmed			
Last RDMC exercise conducted			
EMP amendments and report sent to GMO			
Remarks			

Appendix 7 - Reports

When the RDMC or RIRT is activated, reports should be submitted to the GMFS as follows:

7.1 Situation Reports

- Situation Reports at intervals as directed by the IRM to keep the IRT abreast of events, progress and planned work as well as advance notice of additional resources required.
- The format for a Situation Report is set out below.

Situation Report

Report number	
1 Date	
2 Region	
3 Event details	
4 Date and time last report sent	
5 Date and time this report sent	
6 Numbers staff this region responding	
7 Numbers staff other region/s assisting	
8 Safety issues	
9 Customers/feeder without supply	
10 Supply restored since last report	
11 Priorities/difficulties	
12 Media/public concerns	
13 Call volumes since last report	
14 Planned work next shift	
15 Support/assistance required & when	

7.2 Incident Reports

- Immediately information is received after the occurrence of a significant event such as an injury or fatality, or major equipment or plant damage, RIRM will advise GMO and IRM of all relevant details associated with the incident, including the date and time, the location and the extent of injury or damage. The initial report may be verbal, but should be followed by a written report confirming the details as soon as possible.

Disaster Management Plan

Appendix 8 - Standby Checklist

By:	Action	Completed/Notes
EGMO	Assess expected incident	
EGMO	Decide initial code level	
EGMO	Appoint Incident Response Manager and communicate code level	
EGMO	Communicate status and subsequent changes to CE, EMT and EGMCaSE	
EGMO	Initiate reporting regime to CE	
IRM	Assess expected incident and possible/ probable impact	
IRM	Select and appoint members of IRT to align with anticipated impact.	
IRM	Obtain information to review expected impact and code level.	
IRM	Communicate team details and code level if changed to EGMO.	
IRM	Establish reporting protocols with EGMO for before and after event	
IRM	Consult with GMO and appoint one or more RIRM/s in threat area	
IRM	Convene meeting of IRT.	
IRM	Communicate reporting protocols and timings to IRT and RIRM/s.	
IRM	Initiate media and communications processes.	
IRM	Initiate internal communications if necessary to restrict non-essential travel and communications to impact area.	
IRM	At RED level, commence securing extra-regional and external resources, based on information from RIRM/s.	
IRM	At appropriate level, initiate contact with external organisations and contractors after consultation with RIRM/s.	
IRT members	Activate high level business unit plan where applicable	
IRT members	Contact relevant staff in region/s, have region plans activated, request status of staff and resources.	
IRT members	Review resources inside and outside impact area, advise IRM	

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By:	Action	Completed/Notes
IRT members	At RED level, commence securing required resources.	
RIRM	Select and appoint members to RIRT to align with potential impact	
RIRM & RIRT	Ensure all relevant region plans activated, and local checklists run for appropriate standby level.	
RIRM	Convene meeting of RIRT	
RIRM	Ensure OCC and NCC representatives join by phone if unable attend	
RIRM & RIRT	Review status of staff and teams in the field and initiate recall/safety measures.	
RIRM & RIRT	Plan and implement pre-event deployment of resources	
RIRM	Initiate media and communications processes	
RIRM	Request internal communications if necessary to restrict non-essential travel and communications to impact area.	
RIRM	Establish reporting protocols with IRM	
RIRM	Establish contact and liaison with community Disaster Management Groups	
RIRT	Ensure contact with local suppliers and establish external resources available.	
RIRM & RIRT	Review resources and communicate status and needs to IRM	
RIRM	At code RED, appoint impact assessment team/s and resources	
Operational Managers	At code RED, relocate plant and equipment to secure locations within impact zone.	
Operational Managers	Pre-position resources outside impact zone for initial response.	
Operational Managers	Ensure staff recalled/stood down before impact.	

Appendix 9 - Response Checklist

This checklist will repeat many of the actions listed in the Standby checklist at **Appendix 12.** Because some events will have no lead time – for example sudden severe storms - there may have been no prior actions under the Standby Checklist, and the first actions will occur after the event.

BY:	Action:	Completed/Notes:
EGMO	Assess incident and decide whether to appoint Incident Response Manager	
EGMO	Appoint Incident Response Manager and request prompt advice of response level.	
EGMO	Communicate status and subsequent changes to CE, EMT and EGMCaSE	
EGMO	Initiate reporting regime to CE	
IRM	Assess incident and actual/ potential impact	
IRM	Select and appoint members of IRT to align with anticipated impact.	
IRM	Obtain information to review expected impact and response level.	
IRM	Communicate team details and response level if changed to EGMO.	
IRM	Establish reporting protocols with EGMO	
IRM	In consultation with GMO, appoint one or more RIRM/s in impact area	
IRM	Appoint staff to log IRT decisions and actions.	
IRM	Convene meeting of IRT and brief members.	
IRM	Request status of available resources from IRT members	
IRM	Communicate reporting protocols and timings to IRT and RIRM/s.	
IRM	Initiate media and communications processes.	
IRM	Request earliest advice of required resources from RIRM/s.	
IRM	Initiate internal communications if necessary to restrict non-essential travel and communications to impact area.	
IRM	Determine if Powerlink assets impacted.	
IRM	If Powerlink joint response required, have RIRM establish liaison and joint resources at response centre – Appendix 14.	
IRM	Monitor timeliness of resource deployment.	

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BY:	Action:	Completed/Notes:
IRM	Regularly review composition of IRT to align with impact and adjust.	
IRT members	Activate high level business unit plan where applicable	
IRT members	Contact relevant staff in region/s, request status of staff and resources.	
IRT members	Review resources inside and outside impact area, advise IRM	
IRT members	At appropriate level, initiate contact with external organisations and contractors.	
IRT members	Commence securing required resources when requested by relevant RIRM/s. Report to IRM on issues arising.	
RIRM	Select and appoint members to RIRT to align with event impact	
RIRM	Ensure OCC and NCC representatives join by phone if unable attend	
RIRM & RIRT	Ensure all relevant region plans activated, and local checklists run for appropriate response level.	
RIRM	Ensure damage assessment teams in field.	
RIRM	Appoint staff to log decisions and actions of RIRT.	
RIRM	Request internal communications if necessary to restrict non-essential travel and communications to impact area.	
RIRM	Establish reporting protocols with IRM	
RIRM	Ensure timely data received from damage assessment teams.	
RIRM	Convene meeting of RIRT and brief members.	
RIRM	Display at response centre names and responsibilities of RIRT members	
RIRM & RIRT	Review status of staff and teams in the field and initiate recall, safety and welfare measures.	
RIRM & RIRT	Determine reception and storage sites for incoming resources and materials as close to response centre as practicable.	
RIRM	Ensure liaison established with external emergency organisations.	
RIRM & RIRT	Plan and implement deployment of resources	
RIRM	Initiate media and communications processes	

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BY:	Action:	Completed/Notes:
RIRT	Establish availability of local external resources if not already actioned under local checklists	
RIRM & RIRT	Review resources and communicate status and needs to IRM	
RIRM	Report status and progress to IRM at pre-determined frequency.	
RIRM	Ensure admin support team/s established by CRM.	
RIRM	Regularly review composition of RIRT to align with impact and adjust.	
Operational Managers	Communicate damage assessments to IRM.	
Operational Managers	Review resources regularly and communicate needs to RIRM.	
Operational Managers	Monitor personal circumstances and safety of staff. Report issues to RIRM	

Disaster Management Plan

Appendix 10 - Co-location of Joint Emergency Management Teams

Overview

During a significant network emergency, the Emergency Management Teams from Powerlink and Ergon may need to consider common issues and priorities to determine the optimum overall response. This response may need to be coordinated with the local Disaster Management groups.

This document details the procedure and facilities required in the event that the Ergon and Powerlink emergency management teams need to be co-located.

Procedure to Co-locate

In the event of an emergency that involves both Powerlink and Ergon assets, the Powerlink Emergency Manager and the Ergon Incident Response Manager will liaise and decide if there is a need to co-locate their respective emergency management teams.

Further decisions needed are:

- Site of the co-location facility;
- Use of shared facilities, or separate rooms and resources required;
- Appointment of a person from each organisation to establish and resource the facility.
  These liaison nominees are:
  - Powerlink: Manager Support Team
  - Ergon: Regional Incident Response Manager

Facilities Required

In some joint emergency scenarios, it is expected that Powerlink staff will co-locate into an existing Ergon facility. The following are the resources that will be required, or need to be addressed in the establishment of the co-location facility.

- Suitably sized rooms. This may require the following separate rooms, depending on the requirements, as determined by the liaison nominees.
  - Powerlink emergency room
  - Ergon emergency room
  - Powerlink Corporate Communications Room
  - Ergon Corporate Communications Room
  - Separate break-out rooms for support staff and technical teams, as required

- Facsimile machine
- Printers, suitable for use with Laptop computers
- Telephones (with conference call/speaker capabilities)
- Satellite phones
- White board and/or "Butcher's Paper"
- Stationery – whiteboard pens, paper, etc
- Suitable catering arrangements established
- Accommodation
- Hire vehicles
- Back-up generator, if considered necessary
- Others, as determined by the liaison nominees

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Appendix 11 – Tsunami Threat Action Checklist

Introduction:
Please refer to Ergon Energy Tsunami Subplan for details of Federal and State protocols, and Bureau of Meteorology tsunami information. Potentially vulnerable Ergon Energy sites are also listed as well as advice to be given to staff at each alert level.

The plan can be found on the Process Zone using this link:
http://intranet/Docs/OR_Manage%20Organisational%20Resilience/OR0004Published/OR000401R126.doc

Ergon Energy recognises its responsibility for:

- The safety of staff
- The option to protect assets without placing staff or the public at risk.

Set out below are required actions by responsible people upon receipt of a tsunami watch or warning. This information is also contained in Regional Emergency Management Plans and the Network Operations Emergency Management Plan.

Responsible	Action	Complete/Notes
EGMCaSE	Receive advice from EMQ/BoM	
	Phone at least one OCC Network Coordinator: OCCS XXXXX, OCCN XXXXX	
	Phone Chair of EDMC and GM Corporate Communications	
OCC Network Coordinator	Receives advice from BoM/SMS/call from EGMCaSE	
	Confirms information on BoM website (eg. may be cancelled)	
	Phones other OCC and OCC Manager to confirm they are aware of situation.	
	Contact any known teams in the field in potential impact area and advise to move to safety (Warning below)	
	Contact relevant AOM/s in relevant coastal areas.	
Chair EDMC	Receive call from EGMCaSE	
	Advise CE, EGMO, EGMESS and relevant GMO/s	
GMO	Receive call from Chair EDMC	
	Advise relevant AOM/s Advise manager/supervisor in each major building at risk.	
	Decide whether major network assets in	

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	potential impact area should be de-energised. If so, arrange with AOM or OCC. If there is time advise LDMG and CCM accordingly.	
AOM	Receive call from OCC or GMO	
	Advise teams in field in potential impact area to move to safety (Warning below)	
	Decide whether broadcast radio message necessary and request OCC Network Coordinator to act	
AOM/Scheduler	Contact staff in buildings in potential impact area	
	If BoM advice is **Watch** staff should be advised to prepare and await further information.	
	If BoM advice is **Warning** staff should be advised to move to >1 km from coast or >10 m above sea level	
	Staff also told to be prepared to walk if traffic becomes an issue	

Refer in particular to the following sections of the Tsunami plan:

- 7.3.2 Warnings to staff in vulnerable sites
- 7.3.3 Warning communication method
- 7.6 What to advise staff
- Appendix 3: Vulnerable offices and depots
- Appendix 4: Vulnerable major network sites

Appendix 12 - Response to Loss of Multiple ICT Systems

Should Ergon Energy experience the loss of multiple ICT systems or a critical organisation-wide system, the EDMC will need to act promptly to determine system restoration priorities at the time of the event, and liaise with Sparq Solutions representative/s to manage the order and timing of restoration. The necessary actions would include:

Responsible	Action	Complete/Notes
EDMC Chair	Obtain details of incident and ICT systems impacted from Sparq	
	Establish name and contact details for Sparq crisis team	
	Communicate to business the nature of outage and expected duration	
	Convene EDMC and delegate contact with business system custodians.	
EDMC members	Contact business custodians for affected systems and determine RTO for each system at the time.	
	Determine Sparq estimations of restoration of all or each system	
EDMC Chair	Jointly negotiate priorities, particularly where there are significant gaps.	
	Advise business custodians to implement workarounds or backup processes where necessary.	
	Monitor restoration progress and review priorities as necessary.	

Schedule 5 - Ergon Energy's Regional Emergency Management Plans

Emergency Management Plan Northern 2010 - 2011

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Emergency Management Plan Northern Region 2010

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1. PURPOSE AND SCOPE

Ergon Energy's electricity supply network covers one million square kilometres of regional Queensland and faces significant exposure to events such as cyclones, storm surges, severe storms, floods and earthquakes. Damage to the network can result in significant public safety risks and long interruptions to customers' electricity supply.

The Ergon Energy Disaster Management Plan details the Corporation's response to such events.

This Emergency Management Plan helps Ergon Energy to respond effectively in the event of a disaster or other event which results in interruption to our services and functions. It also identifies the linkages with District and Local Government Disaster Management Groups established under the State Disaster Management Act. The document provides the framework for the mobilisation of Ergon Energy resources to prepare for, respond to, and recover from the effects of disruptive events.

This plan is to be applied by reference to and in conjunction with The Ergon Energy Disaster Management Plan.

Ergon Energy is conscious that its emergency responses are delivered in an environment of continually increasing needs and expectations, both from customers and other community stakeholders. More than ever Ergon Energy must respond to increasing customer dependency on electricity as technology and appliances become more sophisticated and economic aspirations heighten.

Public discussions surrounding severe storm impacts in the 03/04 summer season, especially in the State's south, have underlined the key role of effective communications before, during and after any disaster event. Empowering customers with timely and accurate information is recognised as being as important to them as restoration itself.

Ergon Energy's operational priorities in order of importance are:

Ensuring personal safety – both public and Ergon Energy staff

Protecting equipment and infrastructure from damage

Efficient supply restoration – including meeting the communication requirements of customers and other emergency services.

Ergon Energy's response to the Electricity Distribution and Service Delivery report will play an integral part in increasing resilience to disaster impacts and improved communications capacity.

This Emergency Management Plan describes the responsibilities and processes of the Ergon Energy Executive Disaster Management Committee and those who support it. Supply restoration priorities - as detailed in the Plan - have been determined in consultation with statutory disaster management groups and draw on broad experience in minimising community disruption.

2. RESPONSIBILITIES

General Manager Operating Support Services is the Process Owner responsible for approving this Reference document.

General Manager Operations Northern is responsible for maintaining this Reference document.

Manager Regional Services Northern is the Subject Matter Expert (SME) for the content in this Reference document.

Ergon Energy Corporation Limited ABN 50 087 646 062
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3. DEFINITIONS, ABBREVIATIONS AND ACRONYMS

Assessment Survey of a real or potential disaster, to estimate actual or expected damages, and to recommend prevention, preparedness and response measures.

CE Chief Executive

EGMO Executive General Manager Operations

Disaster Management The planning, organisation, coordination or implementation of measures that are necessary or desirable to prevent, minimise or overcome the effects of a disaster upon members of the public or any property.

Disaster Is a serious disruption in a community, caused by the impact of an event that requires a significant coordinated response by the State and other entities to help the community recover from the disruption.

DMP (Ergon Energy) Disaster Management Plan OR000401R100

EDMC: Executive Disaster Management Committee

EE: Ergon Energy Corporation Limited

Emergency An event that arises internally or from external sources, which may adversely affect persons or the community generally, and which requires an immediate response

EMP (Regional) Emergency Management Plan

GMN General Manager Network

GMON General Manager Operations Northern

GMFS General Manager Field Support

GMTaPS General Manager Transmission and Project Services

GMHS Group Manager Health & Safety Services

IRM Incident Response Manager

IRT Incident Response Team

NCC National Contact Centre

RDMC Regional Disaster Management Committee

Resources Includes manpower, food, any vehicle, vessel, aircraft, plant, apparatus, implement, earthmoving, construction or other equipment of any kind or any means of supplying want or need.

RIRM Regional Incident Response Manager

RIRT Regional Incident Response Team

Risk Expected losses due to a particular hazard for a given area and reference period. Risk is the product of hazard and vulnerability.

SDMG State Disaster Management Group

Significant Incident Any occurrence affecting EE response and the community – including severe injury or loss of life involving EE staff or the public, loss or damage affecting EE or community property, and matters involving EE which are likely to attract media or public response.

4. REFERENCES

AS/NZS ISO31000:2009 Risk management-Principles and guidelines
Go to eLibrary on the INTRANET, then Standards.

AS/NZS 5050:2010 Business continuity-Managing disruption - related risk
Go to eLibrary on the INTRANET, then Standards

Disaster Management Act 2003
http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/D/DisastManA03.pdf

Electricity Act 1994 & Regulations to date
http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/E/ElectricA94_005_030701.pdf

Electrical Safety Act 2002 and Regulations to date
http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/E/ElectricalSA02.pdf

Public Safety Preservation Act 1986 to date
http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/P/PublicSafetyA86.pdf

5. OVERVIEW

5.1 Authority

This Plan is authorised by the General Manager Operating Support Service (chairperson), Ergon Energy Corporation Limited.

5.2 Introduction

This Emergency Management Plan helps Ergon Energy to respond effectively in the event of a disaster or other event which results in interruption to our services and functions. It also identifies the linkages with District and Local Government Disaster Management Groups established under the State Disaster Management Act. The document provides the framework for the mobilisation of Ergon Energy resources to prepare for, respond to, and recover from the effects of disruptive events.

This plan is to be applied by reference to and in conjunction with The Ergon Energy Disaster Management Plan.

Diagram 1 shows the Ergon Energy Disaster Plan structure

5.3 Aim

To establish a process for the management of restoration of electricity supply and other services to communities following emergencies and disasters.

5.4 Objectives

The objectives of this plan are to:

- To define Ergon Energy's management of a emergency situation in this Region.
- To ensure Ergon Energy meets its statutory obligations for disaster management.
- To ensure effective interface with other appropriate Disaster Management Groups at all levels.
- To produce and maintain controlled disaster management documentation.

5.5 Amendments and Review

The General Manager Operations North (GMON) is responsible for planned and post-event review of this Plan as detailed below. Reviews are to be conducted to the standard set in the State Disaster Management Plan.

The review checklist is provided in Appendix 3.

The General Manager Operating Support Services is responsible for the approval of the plan upon endorsement by the General Manager Operations North.

Emergency Management Plan
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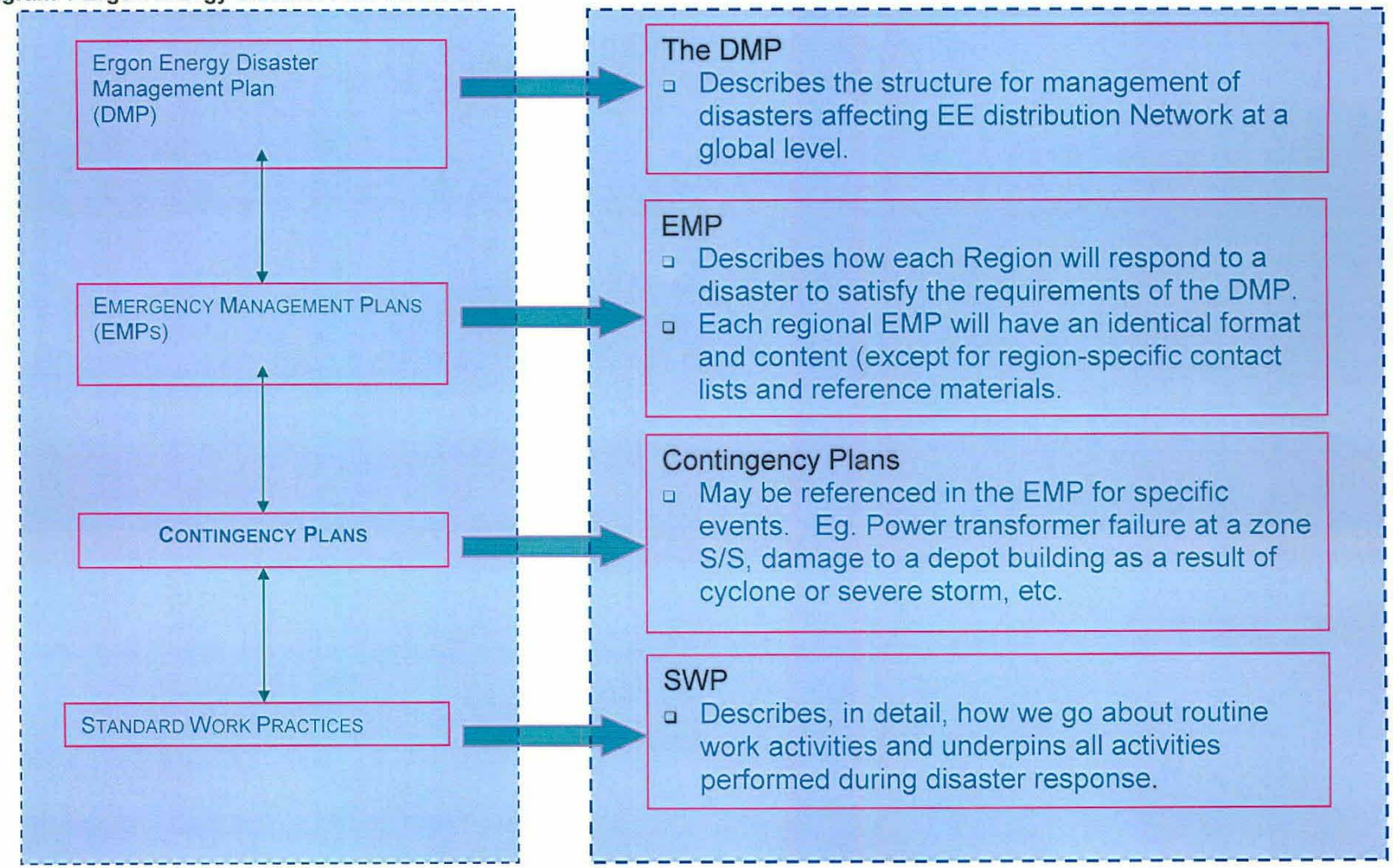
Diagram 1 Ergon Energy Disaster Plan Structure



5.6 Scope

Ergon Energy's operations cover 97% of the State of Queensland in three geographical regions, as set out in the Ergon Energy Disaster Management Plan (DMP). A map of this Region is at Appendix 6.

The State Disaster Management Plan identifies 23 Disaster Districts based on Queensland Police Service Districts - see Table 1. The relevant Disaster Management Districts for this Region are shown in Appendix 7.

Contact details for District and Local Government Disaster Management Committees for this Region are at Appendix 13.

Ergon Energy Region	State Disaster District
Northern Region - Far North Area (Regional Office – Cairns)	Cairns
	Mareeba
	Innisfail
	Mt Isa (Part)
Northern Region – North QLD Area (Regional Office – Townsville)	Mt Isa (Part)
	Townsville
Capricornia (Regional Office – Rockhampton)	Longreach
	Mt Isa (Part)
	Mackay (Part)
	Rockhampton
	Gladstone
Mackay (Regional Office - Mackay)	Mackay (Part)
Wide Bay (Regional Office – Maryborough)	Bundaberg
	Maryborough
South West (Regional Office – Toowoomba)	Charleville
	Roma
	Dalby
	Toowoomba
	Warwick

TABLE 1

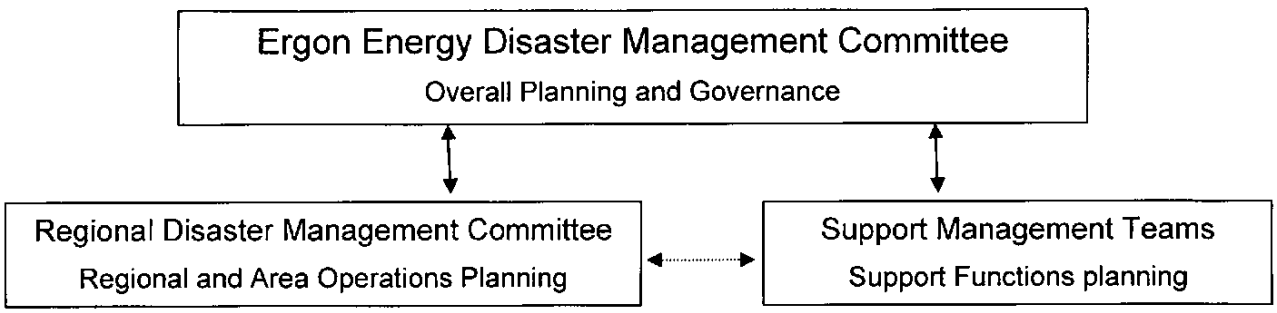
6. ROLES AND RESPONSIBILITIES

6.1 Ergon Energy Disaster Management Committees

The Ergon Energy Disaster Management Committee (EDMC) is the Disaster Management planning body of Ergon Energy. Its role is to coordinate and review the development of emergency and disaster management plans.

The chairperson has been delegated responsibility for convening and chairing the committee and ensuring the effectiveness of pre-disaster/incident planning, by the Chief Executive (CE) of Ergon Energy.

The EDMC will maintain a two level disaster planning structure as shown in Diagram 3.



The EDMC is the main Disaster Management planning body of Ergon Energy. Its role is to coordinate and review the development of emergency and disaster management plans. The chairperson is responsible on behalf of the EDMC for the approval of all subsidiary plans after they are endorsed by the responsible manager for that plan.

6.2 Regional Disaster Management Committee (RDMC)

The RDMCs are the regional arms of the EDMC. They are responsible for coordinating and reviewing regional plans including Emergency Management Plans (EMP) and support plans.

General Manager Operations Northern or his delegate will chair the RDMC.

Other Members of the RDMC are as follows:-

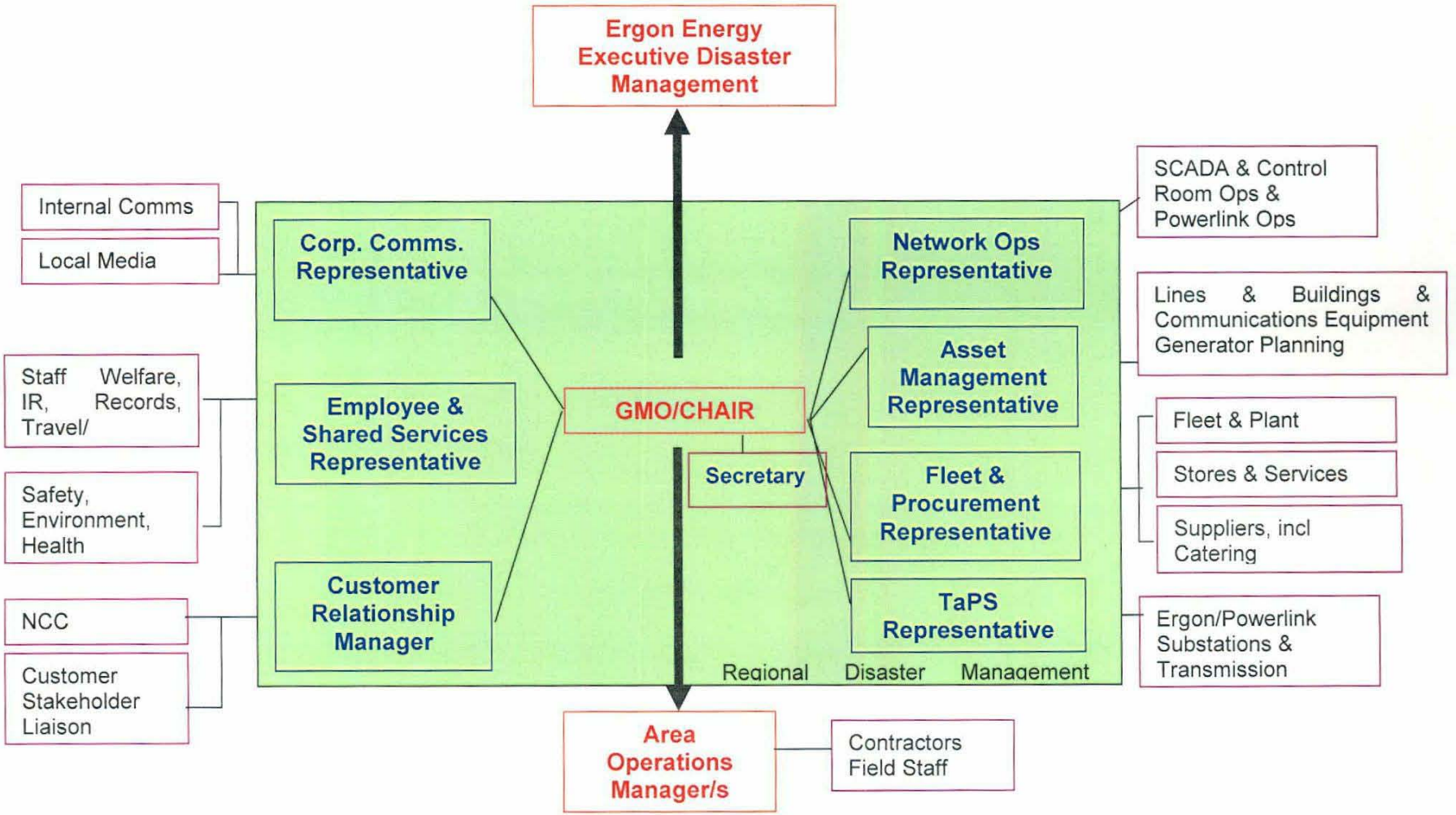
- Asset Management Representative
- Logistics representative (Warehouse and Fleet)
- Transmission and Project Services Representative
- Employee and Shared Services Representative
- Regional Corporate Communications Manager
- Customer Relationship Manager
- Operations Control Centre Representative
- Other members as required by the GMON/Chair

The Chair/GMON will convene the RDMC -

- At the direction of the EDMC
- **At least** twice **annually, to review the operational integrity of the Emergency Management Plan (EMP) for the Region.**
- At least annually to undertake a simulated disaster response exercise.
- For post-disaster review and debrief.

The structure of the RDMC is shown at Diagram 2.

Diagram 2 Ergon Energy Regional Disaster Management Committee



7. DISASTER MANAGEMENT PROCESS

7.1 Overview

Ergon Energy's response is based on the following process:

- Event Identification and Response Assessment
- Prevention and Mitigation
- Preparedness Planning
- Response Preparation
- Response Management
- Post Incident Assessment

7.2 Event Identification and Response Assessment.

Ergon Energy's response planning will be based on risk assessment of potential events and business impact.

Ergon Energy's program of Critical Infrastructure Protection is an assurance program that deals with the ability to protect critical infrastructure. The program not only includes physical infrastructure but also critical business functions.

Risk assessment, event identification and risk action plan reviews will be conducted under the direction of the GMON, as part of the twice yearly Emergency Management Plan (EMP) review referred to above.

The review should comply with the Risk Management Standard (see Appendix 2)

The Risk Register and Risk Treatment Schedule under the Standard will be part of the documentation to be retained with the EMP. The Risk Action Plan under the Standard will comprise the EMP and the relevant supporting plans.

7.3 Prevention and Mitigation

Where practicable, Ergon Energy will endeavour to construct and maintain the electricity distribution system to mitigate loss of supply as a result of disasters. Where a post-disaster debrief indicates that changes to materials or work practices would reduce the effects of disasters, the options, costs and benefits should be analysed and appropriate recommendations implemented when appropriate.

Key preparation and mitigation programs include CARE and Critical Infrastructure Protection Programs.

7.4 Preparedness Planning

Disasters may occur at any time. Sometimes there is lead time to prepare beforehand (for example cyclones and floods) but in other instances there is little or no warning. To better prepare Ergon Energy to cope with disaster situations a system of annual reviews of disaster plans and supporting plans is to be undertaken.

The GMON will review the Emergency Management Plan and advise chairperson of **outcomes (as set out in Appendix 3) by 30th September each year.**

7.5 Response Preparation

Preparation and response by Ergon Energy may take place at different levels depending on the circumstances. Where possible and applicable Ergon Energy will use a three phase approach to response preparation.

Preparation/Response Level	Escalation Trigger and Response
Standby 1 – Condition Yellow Triggered on forecast severe weather (eg Cyclone Advice). Declared by: EGMO	Ergon Energy Appoint Incident Response Manager by: EGMO Appoint Incident Response Team by: IRM Initiate monitoring and reporting by IRT BY: IRT Review resources and advise IRM by: IRT Regional Notify Regional Incident Response Team Notify General Manager Operations Support Services Determine Status of staff, vehicles, communications, equipment, property and systems and address major deficiencies.
Standby 2 - Condition Orange Triggered when an impact is possible (eg. Cyclone Watch). Declared BY: IRM	Ergon Energy Run local checklists in potential impact areas by: IRM and IRT members Plan local pre-deployment activities by: IRT/s Initiate contact with industry members and contractors by: IRT Regional Activate Regional Incident Response Team Complete staff, vehicles, communications, equipment and systems preparation. Plan pre-positioning of staff / equipment if required
Standby 3 - Condition Red Triggered when impact is likely (eg Cyclone Warning) Declared BY: IRM	Relocate plant and equipment to secure locations within impact zone BY: Operational Managers Pre-position equipment for initial response outside impact zone by: Operational Managers Commence securing external resources by: Operational Managers and ERM Initiate external agency and media liaison by: IRM/s Appoint impact assessment team/s and resources by: IRM Regional Secure equipment within impact zone (storm surge, storm damage) Stand down in preparation for response operations Secure Additional emergency equipment (generators) Secure Food and Water supplies as appropriate Pre-positioning of staff / equipment outside impact zone if required

7.6 Response Management

7.6.1 Ergon Energy Response Management

The management of disasters and major incidents will be coordinated through an Incident Response Team. The IRT will comprise the Incident Response Manager (IRM) and other senior managers as required to manage the response.

Three basic response levels are used by Ergon Energy. Once the incident has occurred, the Incident Response Manager will determine the level of response required and manage the response appropriately. The response levels may escalate or deescalate as determined by the IRM during an incident.

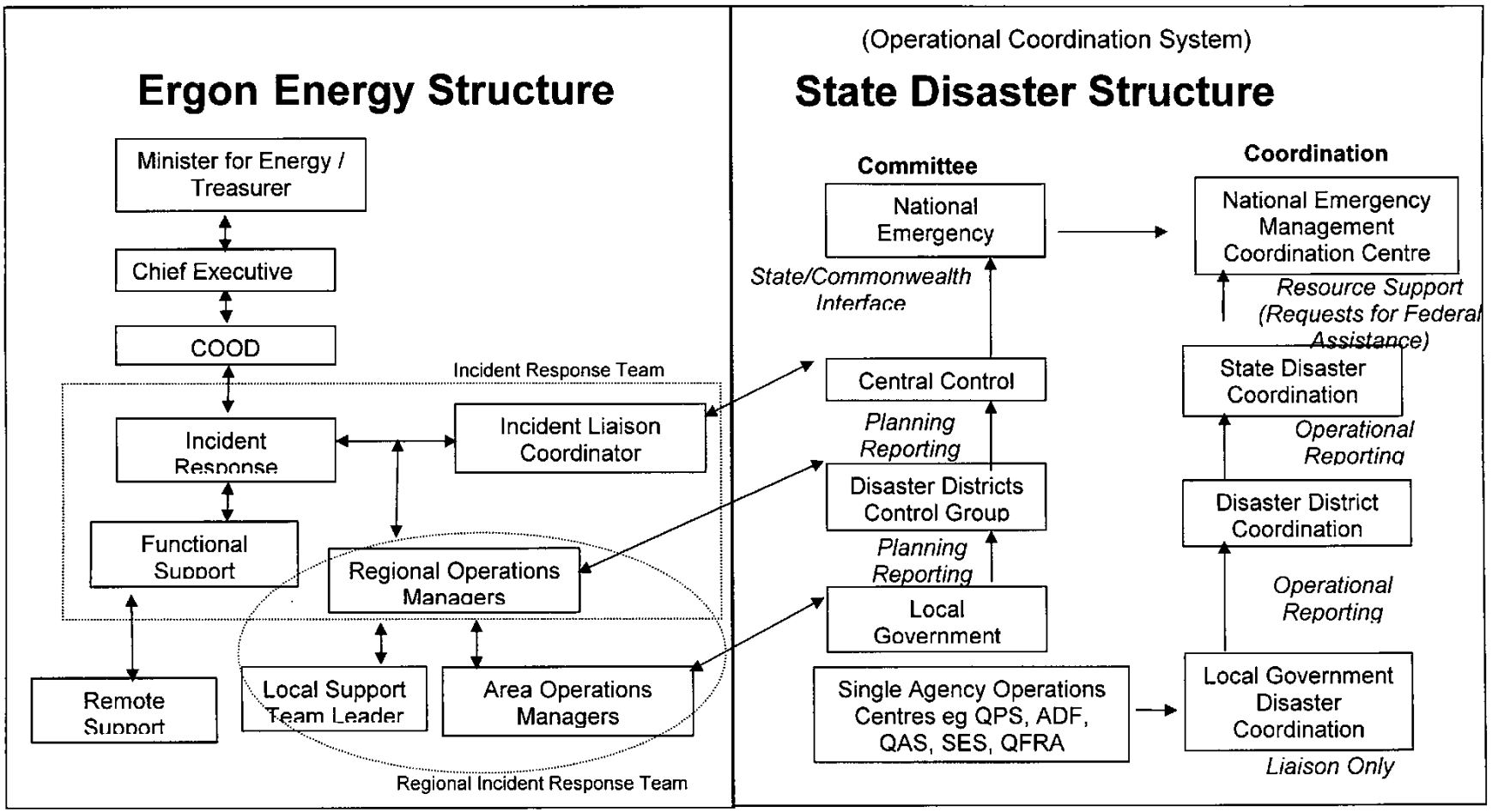
Level 1 Response	Activated to deal with supply issues in one area that can be adequately addressed with local resources and management structures The activities are managed within the context of the Regional Emergency Management Plan. IRM liaises with normal management structures to address incident. Typically would include events such as single employee fatality, widespread or prolonged outages in a single region, cyclone or major storm impact with minimal damage.
Level 2 Response	Activated to deal with a major event within a single region and requires significant support from support groups. Resources from other regions are not required. The activities are managed within the context of the Regional Emergency Management Plan. IRM establishes and IRT comprising normal line management and key remote support managers and an External Liaison Co-ordinator. Typically would include events such as multi-employee fatality, wide spread load shedding, isolated attack on Ergon Energy premises, cyclone or major storm impact with moderate damage within a single region.
Level 3 Response	Activated to deal with major events in one or more Regions which will require resources from across Ergon Energy and external help. There is likely to be heavy involvement with the District and Local Government Disaster Management Groups. IRM will establish an IRT comprising key operational managers and remote support managers. **Local support functions transfer from support groups to operational managers** for **control.** IRM together with EDMC members establish Regional Response Teams to Coordinate local response Typically would include events such as cyclone impact with severe damage, terrorist attack against electricity infrastructure or Ergon Energy specifically.

As required, the Ergon Energy Incident Response Manager will request the formation of Regional Incident Response Team/s to outwork local incident response operations. These teams will be headed by the General Manager Operations and will coordinate with function response teams via the Incident Response Team.

Operational managers will respond immediately to any event, it is not necessary to wait for the response structure to be decided and communicated. Any necessary alignment can be made later.

Emergency Management Plan Northern Region 2010

Diagram 3 Disaster/Incident Management Structure – Level 3 Response



7.6.2 Regional Incident Response Team

Regional Incident Response Teams will be formed upon request of the Incident Response Manager (chairperson) normally where a level 2 or level 3 response is required.

The role of the Regional Incident Response Team is to coordinate all available resources to ensure appropriate steps are taken to respond to the effects of a disaster within its Region; to request additional resources through the Incident Response Manager when necessary; and to coordinate the provision of resources to other areas when directed by the Incident Response Manager.

GMON has the responsibility for coordinating response to a disaster within the Region and will form and lead the RIRT upon request of the Incident Response Manager.

The GMON may request the services of any EE employee with experience in disaster response to assist the RIRT.

Support groups will in consultation with the GMON will nominate appropriate region-based officers to represent their business units as members of the RIRT in accordance with the specified roles and responsibilities described in Appendix 2. Any issues in this respect will be resolved by the Incident Response Manager.

GMON may reallocate roles and responsibilities on the basis of available Staff during a response.

The GMON or delegate will convene the RIRT (after prior consultation with the Incident Response Manager)–

- Prior to the onset of a forecast major event.
- During or as soon as practicable after an event which has interrupted functions.
- At the direction of the Incident Response Manager
- At the request of a District Disaster Management Group,

The GMON will report to the Incident Response Manager at intervals as required during response to an event or disaster. Report formats are at Appendix 5.

Depending on the event and resources available, GMON and Area Managers may restructure staff to more effectively manage the restoration process. Management could be based on an Area or Zone or by combining a number of either.

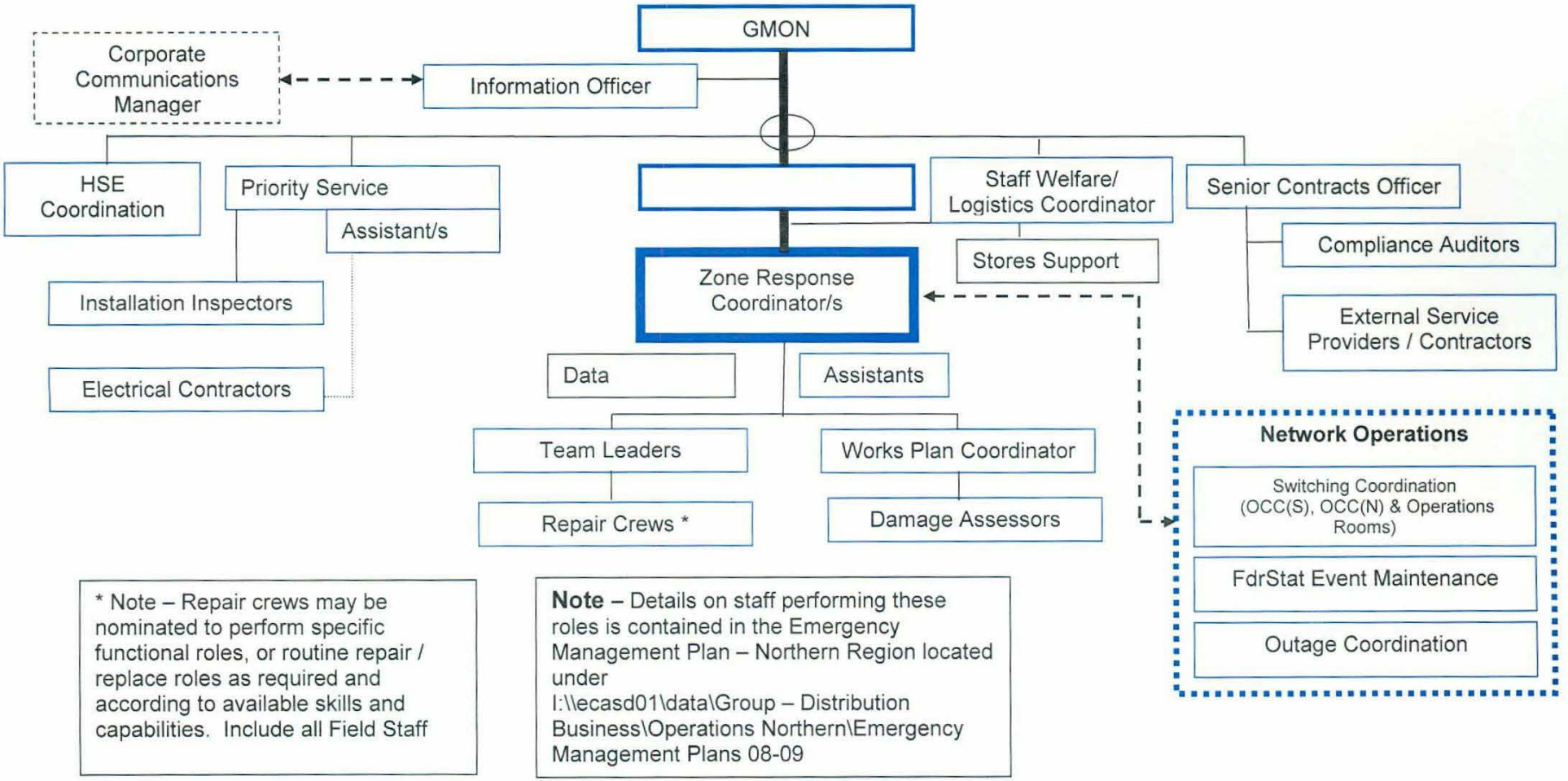
A Regional Incident Response Team Model is shown at Diagram 4. The functions and responsibilities of the staff will vary depending on the scale of the event. They may also change during a response as more information about the effects of the event become available.

Area Managers will prepare supporting plans (to be listed in Appendix 17) which are specific to the geographical, logistical and technical characteristics of areas and zones and to different levels of loss of supply.

These plans should include reporting protocols to ensure the GMON and RIRT receive necessary information in a timely manner as required under Appendix 5, and the allocation of roles and responsibilities for different levels of response. Suitably trained staff will need to be designated for these roles.

These plans will be reviewed by the Area Operations Manager as part of the annual review of the EMP – see Appendix 3

Diagram 4 Regional Incident Response Team Model



7.7 Event Review and Process Improvement

Within 30 days of completion of a Level 1 or 2 emergency response, and within 3 months of a Level 3 response, RDMC Chair will submit to GMON a Post Disaster Report which should include an Executive Summary, Key Issues, Action Plan and Recommendations. Debrief Summaries, Statistics and other relevant information should be attached in accordance with Appendix 4.

Upon receipt of reports from all GMOs affected by an event, the chairperson will convene the EDMC to conduct its review.

7.8 Liaison

Ergon Energy will liaise and coordinate disaster response with the District and Local Government Disaster Management Committees, whilst independently maintaining a focus on restoration and safety of the electricity network.

GMO Northern will appoint Liaison Officers to each Committee in the Region and record details in the EMP. The appointments are to be reviewed at least twice a year and the Plan updated in Appendix 8. Changes will be notified in writing to the relevant committee.

7.9 Procedural Compliance

At all times during an incident Ergon Energy staff and supporting contractors will comply with all Safety, Environment, Switching and Access, and Human Resource Management Policies. In particular, this will include compliance with Ergon Energy's fatigue guidelines.

8. DISASTER TRAINING

Each RDMC will conduct at least one Disaster Training Exercise each year and this Exercise may be conducted in conjunction with a District or Local Government Disaster Management exercise.

9. SUPPORTING PLANS

The GMON will, in consultation with the RDMC, establish and maintain the EMP for the Region. This Plan will be reviewed as required – see section 3.4 above.

Regional representatives of Business Units will prepare a Contingency Plan for their Unit indicating

- How the Unit/Group will continue to provide services during/after a major disaster, and
- How the Unit/Group will provide additional resources and changed processes to assist in any response under the EMP.

These plans should form part of, or complement the plans prepared by the respective General Manager to support the Disaster Management Plan.

Area Managers will prepare and maintain response plans which will also become supporting plans for the EMP.

These supporting plans should follow the format of the EMP and should be reviewed at the same time as the RDMC reviews the EMP.

GMON will maintain a set of these plans and supporting plans and register these in Appendix 17.

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APPENDIX 1 - REFERENCES

Title	Last Update	Date Checked	By
Disaster Management Act 2003 http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/D/DisastManA03.pdf	1/07/2010	19/08/2010	
Public Safety Preservation Act 1986 to date http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/P/PublicSafetyA86.pdf	1/07/2010	19/08/2010	
State Disaster Management Plan website http://www.disaster.qld.gov.au	1/07/2010	19/08/2010	
Electricity Act 1994 & Regulations to date http://www.legislation.qld.gov.au/ http://www.legislation.qld.gov.au/LEGISLTN/ACTS/1994/94AC064.pdf	1/07/2010	19/08/2010	
AS/NZS ISO31000:2009 Risk management-Principles and guidelines http://www.saiglobal.com/online/autologin.asp type "risk management" into search field, click "search". Select the document titled AS/NZS ISO31000:2009 Risk management-Principles and guidelines.	31/08/04	16/09/2009	
Electrical Safety Act 2002 and Regulations to date http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/E/ElectricalSA02.pdf	1/07/2010	19/08/2010	
Disaster Management Plan OR000401R100 Ver 10	16/12/2009	19/08/2010	
District Disaster Management Plan Cairns District			
District Disaster Management Plan Mareeba District			
District Disaster Management Plan Innisfail District			
District Disaster Management Plan Mt Isa District	2004	06/11/2008	
District Disaster Management Plan Townsville District	2004	06/11/2008	
Managing Data During Disasters Procedure P61J05 - Managing Data During Disasters Procedure	25/07/07	19/08/2010	
Powerlink State Disaster Emergency Management Plan Powerlink - Corporate Emergency Management Handbook	25/07/2007		
Townsville City Council Disaster Plan V3	17/11/2009	19/08/2010	
Townsville City Council Tsunami Response Plan	2009	19/08/2010	
Burdekin Shire Council Disaster Plan			
Whitsunday Regional Council Disaster Plan	25/06/2008	19/08/2010	
Charters Towers Regional Council Disaster Plan			
Cairns Regional Council Disaster Plan	01/08/2008	19/08/2010	
Carpentaria Shire Council Disaster Plan	01/12/2009	19/08/2010	
Cassowary Coast Regional Council	3/09/2008	19/08/2010	
Cook Shire Council Disaster Plan			

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Croydon Shire Council Disaster Plan			
Etheridge Shire Council Disaster Plan	2007 (Draft)	06/11/2008	
Hinchinbrook Shire Council	01/02/2010	20/08/2010	
Tablelands Regional Council	4/12/2008	19/08/2010	
Torres Shire Council Disaster Plan			
Cairns Seaport Emergency Plan	24/09/2008	03/09/2010	
Queensland Tsunami Notification Protocol Ver 1	2009	19/08/2010	
Cairns Airport Cyclone Plan	01/02/2010	19/08/2010	
Townsville Airport Emergency Plan	01/08/2010	20/08/2010	

The most recent Copies of the above references are on hand for use by the North Region Disaster Management Committee.

..... GMON .....
Signature Title Date

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APPENDIX 2 - RIRT ROLES AND RESPONSIBILITIES

Title	Roles and Responsibilities
Chair/GMO	Responsible for Region Emergency Management Plan Chair of Regional Disaster Management Committee Forward Situation and Incident Reports as required by chairperson. Request additional resources through EDMC if necessary Monitor closely liaison with District Disaster Management Groups in Region. Manage and coordinate Ergon Energy response Manage WH&S of all response staff
Secretary	Meeting arrangements Minute taking Record keeping
Network Ops Representative	Maintain SCADA systems Manage regional control rooms Switching coordination/approval Operational constraints Liaison with OCC
Asset Management Representative	Coordinate regional Network resources to assist response Coordinate repairs to buildings and facilities via corporate property Communicate Network requirements to RIRM
Fleet & Procurement Representative	Coordinate regional fleet and plant services including fuel supplies Manage supply and delivery of stores Coordinate regional Fleet & Procurement personnel
TaPS Representative	Manage EE/Powerlink substation and transmission repairs within the priority framework agreed with RIRM Coordinate Powerlink and EE substation and transmission repairs Coordinate provision of TaPS resources to assist with distribution system repairs Powerlink liaison
Customer Relationship Manager	Monitor correct messaging on IVR Manage customer information – receipt, recording, handover Manage customer contact and welfare at region level Establish and maintain direct contact between NCC and RDMC
Employee & Shared Services Representative	Coordinate support services to assist RIRM Manage staff welfare – local and imported staff and families Manage travel and accommodation requirements Manage WH&S, inductions and IR issues – breaks, penalties
Regional Corporate Communications Manager	Liaise with regional media and prepare media releases and updates Liaise with Manager Media and Community Relations for State and National media releases Support the RIRM with regional interviews and statements Prepare internal communication updates

APPENDIX 3 - ANNUAL REVIEW CHECKLIST

This checklist is to be updated and submitted to EDMC Chairperson by 31 August each year

Checklist Item Description	Checked by	Date	Signature
References on hand as Appendix 1			
Liaison Officers updated and available as Appendix 8			
Regional Contact list updated as Appendix 9			
RDMC meeting convened			
EMP and supporting plans reviewed			
Appendices updated where necessary			
Date exercise conducted or planned			
Report and amendments forwarded to EDMC Chairperson			
Remarks			

..... GMON .....

Signature Title Date

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APPENDIX 4 - POST DISASTER REPORT CHECKLIST

Checklist Item Description	Yes/No	Date	Name
Debriefs held with all teams involved(within 20 days of completion)			
Key learnings and actions summarised			
RDMC meeting convened to debrief incident and confirm action plan and improvements			
Report submitted to Chairperson (within 30 days) For Level 1&2; within 3 months for Level 3 response			

Following the ..... event from..... to..... in the ..... area, a meeting of the RDMC has considered all issues raised, and relevant reports and recommendations are attached.

..... GMON .....
Signature Title Date

SAMPLE POST DISASTER REPORT FORMAT

Executive Summary		
Safety Issues		
Customer Impacts		
Performance Analysis		
Key Learnings		
Action Plan and Recommendations		
Appendices – statistics and KPIs to include -		
• Phone calls to NCC daily		
• Outage times		
• Numbers customers affected		
• Safety – public and staff		
• Staff numbers and hours		
• Costs and numbers transformers, poles, services, spans		
• Overtime		

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APPENDIX 5 - REPORTS

When the RDMC/RIRT is activated, reports should be submitted to the chairperson as follows:

SITUATION REPORTS

- Situation Reports at intervals as directed by the chairperson to keep the IRT abreast of events, progress and planned work as well as advance notice of additional resources required.
- The format for a Situation Report is set out below.

Report number	
Date	
Region	
Event description	
Date and time this report sent	
Numbers staff this region responding	
Numbers staff other region/s assisting	
Safety issues	
Customers/feeder without supply	
Supply restored since last report	
Priorities/difficulties	
Media/public concerns	
Call volumes since last report	
Planned work next shift	
Support/assistance required & when	
Other issues	

INCIDENT REPORTS

- Immediately information is received after the occurrence of a significant event such as an injury or fatality, or major equipment or plant damage, RIRM will advise chairperson of all relevant details associated with the incident, including the date and time, the location and the extent of injury or damage. The initial report may be verbal, but should be followed by a written report confirming the details as soon as possible.

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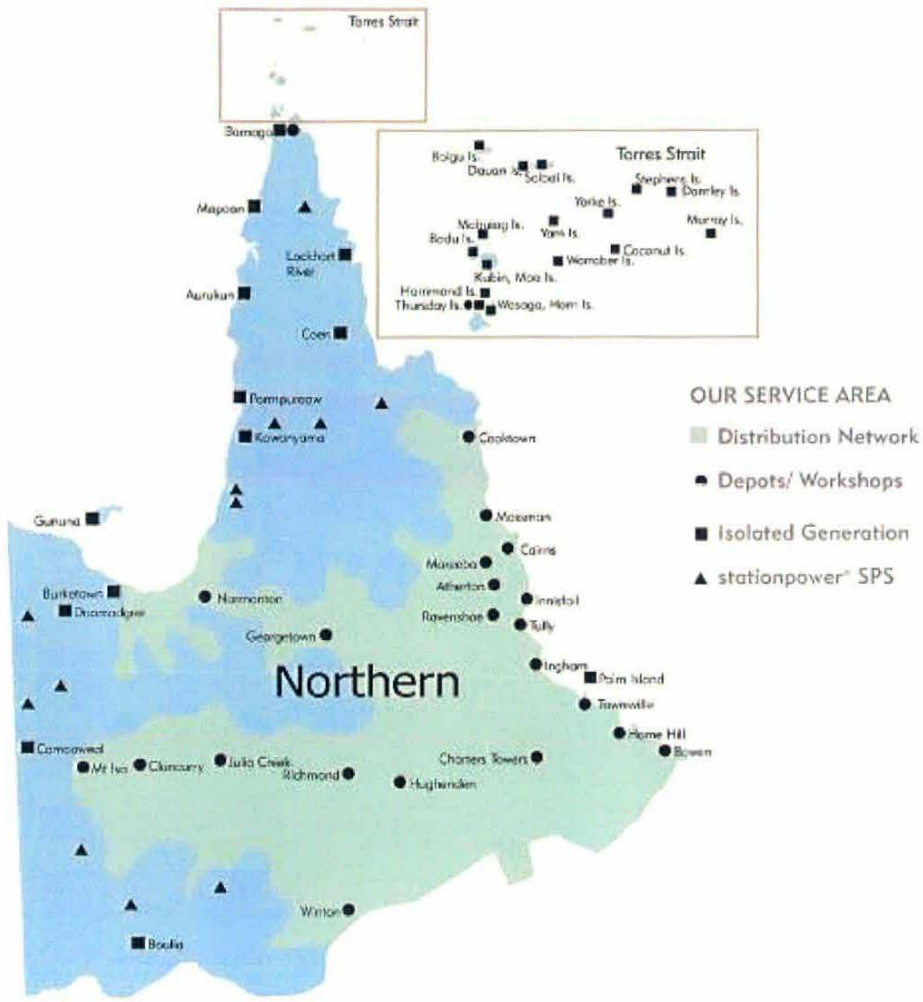
APPENDIX 6 - NORTHERN REGION MAP



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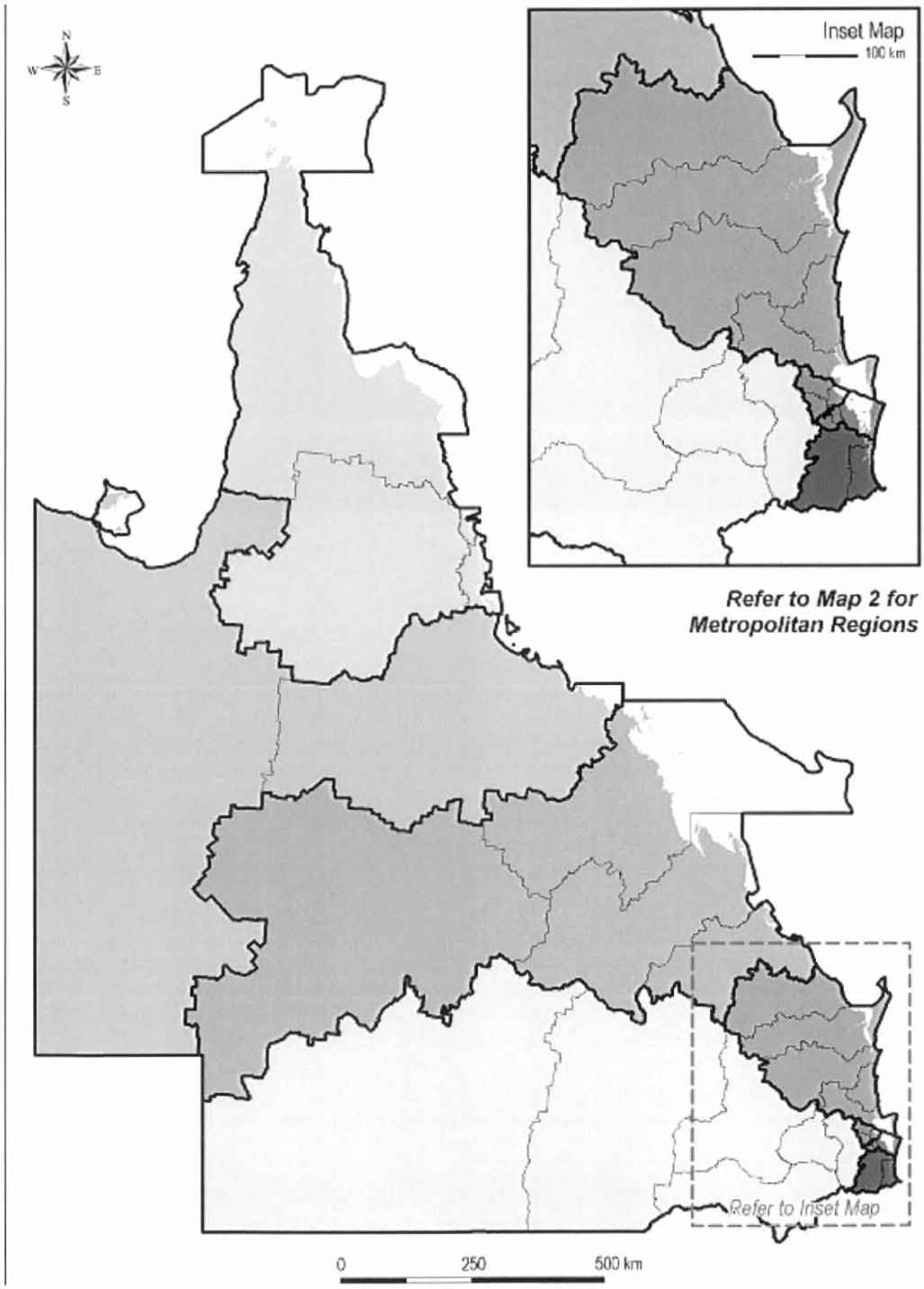
APPENDIX 7 - REGION DISASTER MANAGEMENT DISTRICTS MAP



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APPENDIX 8 - LIAISON OFFICERS

Liaison Officers appointed to represent Ergon Energy on District and Local Government Disaster Management Groups have an important role to play at all times. This includes

- Attending planning and other scheduled meetings
- Maintaining contact with the Committee when it is activated. MRS will determine whether it is necessary for the Liaison Officer to physically sit with the Group during activation.
- Maintain close and timely contact with the RDMC through the MRS, particularly with respect to information impacting on EE response, and where there are requests for assistance or resources to be provided by EE.

DDMG Contacts					

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List of Ergon Energy contacts for Aboriginal & Torres Strait Islander Local Government and Community Councils (FN)

Organisation/Name	Title	Name	Contact	Mobile	Org. advised

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APPENDIX 9 - RDMC CONTACT LIST

[redacted]							
[redacted]							
[redacted]							
[redacted]							
[redacted]							
[redacted]							
[redacted]							
[redacted]							
[redacted]							
[redacted]							

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Note: (P) is primary contact & (S) is secondary contact

These email addresses are to be used to set up a group address so that RDMC members can be efficiently contacted for RDMC meetings and activations.

SMS Text messaging will also be utilised as a means of contacting RDMC members for meeting requests. To send an SMS from your computer to a mobile telephone, enter the MOBILE NUMBER (without spaces)@messagenet.com.au.

XXXX Type the message in the Subject field – no more than 160 characters.
Two lists will be prepared for Primary and Secondary contacts. Secondary contacts will be placed on standby and requested to liaise with Primary contacts to determine availability.

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SPARQ CONTACT LIST

SPARQ and **CDP** Representatives	Assess damage and estimate material and manpower requirements to affect repairs. Prioritise order of damage repair with impact from Key Clients. Establish Business Priority Allocate staff to the various tasks required for damage repair. Liaise with Service Providers to ensure data links are re-established i.e. Network Group for Microwave Links; Telstra for Major Comms Links Liaise with Service Provider to ensure Telecommunication Services are restored.

APPENDIX 10 - DISTRICT AND LOCAL GOVERNMENT DISASTER MANAGEMENT GROUP CONTACTS

Note: Address all correspondence to The Executive Officer.

District Groups

DISASTER CONTROL GROUP DISTRICT	NAME	ADDRESS	TELEPHONE	FACSIMILE
Townsville				
Mt Isa				

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Cairns				
Innisfail				
Mareeba				

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Local Government Groups

Organisation	*Executive Officer Name*	*Postal address*	*Phone*	*Fax*

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Community Councils Contacts

Organisation	*Executive Officer Name*	*Postal address*	*Phone*	*Fax*

APPENDIX 11 - PRIORITY CUSTOMERS

A customer list in order of priority of restoration of supply based on the resources required by the community to respond to and recover from the event or disaster. The list should be based on the following definitions in priority order and should be compiled in consultation with relevant District Disaster Management Group/s:

Medical and life support including hospitals, aged care centres

Health including water and sewerage facilities

Emergency services headquarters, EE response sites and substations, evacuation centres.

Supermarkets, food and cold stores

Communications facilities – telephone, radio, TV

Special cases of hardship.

Note: This information is held and maintained in file

Refer to the following server directory:

North

XXXX

Far North (Last updated 09/04/2010)

XXXX

And can also be found at: (Last updated 09/04/2010)

XXXX

APPENDIX 12 - DAILY SHIFT PLAN

When the DMP is activated to respond to a disaster situation, the following should be used as a basis for work and action timings. However chairperson may specify that he requires reports at other intervals and the shift plan should be amended accordingly.

Time	Area	RIRM	RDMC		
	Debrief night shift, brief day shift				
	Report to RIRM	Review reports	Report to Chairperson		
	Start day shift				
		Convene RDMC	Review status Draft media reports		
	Report to RIRM	Review reports			
			Report to Chairperson		
		Convene RDMC	Review status Draft media reports		
	Debrief day shift, brief night shift				
	Report to RIRM	Review reports			
			Report to Chairperson		

Please Note: Timings for above will be determined by RDMC

APPENDIX 13 - EMERGENCY COMMUNICATIONS PLAN

In the event that the telephone system (landline or mobile) is unavailable in whole or in part of an affected area, set out the backup system that will be used.

Pre-planning is essential so that contractors or teams from other areas or regions can be inducted on arrival on the operation of the backup system.

SATELLITE PHONES FOR Emergency / DISASTER USE.

The satellite phones listed below have been deployed as shown for use during disaster events.

They should be stored securely and tested at least monthly to ensure they are in working order and the batteries are fully charged.

When a major event such as a severe cyclone threatens any region, or after an event which is known to have impacted on communications, the phones should be turned on and monitored in all regions by the Chair of the Regional Disaster Management Committee or by the leader of the Regional Incident Response Team/s.

The phones should be used only for disaster management purposes. The numbers should not be made public or made generally available unless for operational purposes this becomes necessary.

Please keep this information with your electronic/hard copy disaster management plans in your emergency kit.

Location	Responsible	Phone #

EMERGENCY COMMUNICATIONS PLAN

The communications networks used for cyclone restoration work consists of the following:

- *2 way radios – fitted to most operational vehicles and operated through repeater networks*
- *Hard wire telephones – access available through PABX, Commander systems or direct line to the network*
- *Carrier telephones – can be access from PABX lines or zone substations*
- *Mobile phones – fitted to some vehicles and issued to key personnel*
- *HF radios – fitted to key vehicles*
- *Satellite Phones – fitted to key vehicles and issued to key personnel*

At Stage 3 of cyclone preparation satellite phones not fitted to vehicles will be redistributed to priority locations as determined by the RIRM.

If the 2 way radio repeater stations are damaged and out of action, 2 way radio communications can be resumed in an emergency by using the common channels 19 and 20, car to car.

In the event of total failure of the Telstra network and mobile services, satellite phones will provide the source of communication outside the 2 way radio broadcast area to provide situation reports and seek guidance and assistance. Power line carrier systems may hold up following a cyclone and can be used to communicate outside the district.

Vehicles being dispatched to other Ergon areas are now programmed with all area radio channels. Radio channel information is part of the intra-region resource request form to enable use of correct channels in other regions.

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AOM	District	Site	Radio Channel	Power Supply	Battery Life	Access

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SATELLITE PHONES (NORTHERN)

VEHICLE SAT PHONE NUMBERS

Vehicle #	Area	Depot	Allocation	Vehicle Make	Vehicle Model	Vehicle Type	Phone Number

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HAND HELD SAT PHONES (NORTHERN)

Area	Depot	Phone No	Service

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CARRIER PHONES (FN)

Location	Substation	Extension Name	Prefix	Extn No	Comments

CARRIER PHONES (FN)

Location	Substation	Extension Name	Prefix	Extn	Comments

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APPENDIX 14 - CHECKLIST – STAFF TO WORK IN ANOTHER REGION
FOR INTER-REGION STAFF ASSISTING WITH CYCLONE/STORM REPAIRS

STAGE 1 To Be Completed By Work Group Administrative Officer Prior To Leaving Home Region And Faxed To Administrative Officer At Destination Depot			
Name of employee:			
Employee Mobile:			
Next of Kin:		Relationship:	
Home Contact Phone Number:			
Base Region:		Business Unit:	
Base Depot::			
Vehicle Number:		Radio Channels	
Payroll Number:		Work Order No:	
Work Location Assigned to:			
Job Description:			
Accommodation Address:			
Accommodation Contact Phone Number:			
Date Commenced:			
Anticipated Completion Date:			

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STAGE 1 (cont'd)			
Name of Reporting Supervisor:			
Position Title:			
Contact Phone Number:		FAX Number:	
Mobile Phone Number:			
Special Requirements of employee:	Health / Medical / Allergies:		
	Diet:		
	Other:		
Inoculations:	Hepatitis "A" ☐	Hepatitis "B" ☐	
	Tetanus ☐	Japanese Encephalitis ☐	

Japanese Encephalitis is recommended for work in the Torres Straits and tip of Cape York Peninsula during the wet season for period in excess of 3 weeks.

Travel Details:	Airline ☐	Charter ☐	Road ☐	Other ☐
Flight Number:				
Road:	Ergon Vehicle ☐ Private Vehicle ☐ Bus ☐	Vehicle Number Vehicle Registration Booking Reference		
Proposed Route:				
Other:				
Departure Date: Arrival Date::		Departure Time: Arrival Time:		

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(Tick boxes to indicate Employees qualifications & competencies currently held)

Current Competencies:	Electrical Fitter Mechanic	☐	Linesperson	☐
	Cable Jointer	☐	Trades Assistant	☐
	Approved Person	☐	Borer Driver	☐
	Service Polarity Testing	☐	Pole Top Rescue	☐
	Pole Top Rescue	☐	Current Resuscitation	☐
	Roadway Warning Signs	☐	Traffic Control	☐
	Switchboard Rescue	☐	ABC Low Voltage	☐
	ABC High Voltage	☐	Aluminium Services	☐
	EWP/EPV (over 11M)	☐	EWP Escape	☐
	HVIA Training: L1 ☐ L2 ☐ L3 ☐		Safe Use of Chainsaws	☐
	Tree Trimming	☐	Pole Inspection	☐
	Energising Transformers	☐	HR Drivers License	☐
	Environmental Awareness	☐		

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APPENDIX 15 - CHECKLIST – STAFF FROM ANOTHER REGION

STAFF & EQUIPMENT REQUEST - INTER-REGION

Request	Details		
To	General Manager Operating Support Services		
From	Manager Regional Services		
Region			
Date Requested			
Anticipated Completion Date			
Depot Assigned to:			
Depot Address			
Depot Supervisor's Name			
Depot Phone		Mobile:	
Depot FAX		Radio Channels:	
Emergency Contact Phone			
Job Description			
Hours of Work	6 am to 6 pm with 30 minute meal break at maximum of 6 hours after commencement of work. Meals and drinks supplied at designated pick up points.		
Accommodation Name			
Accommodation Address			
Accommodation Phone			
Accommodation FAX			
Job Ticket Number			
Inoculations Required:	Tetanus ☐	Hepatitis "A" ☐	Hepatitis "B" ☐ Japanese Encephalitis ☐

Japanese Encephalitis is recommended for work in the Torres Straits and tip of Cape York Peninsula during the wet season for period in excess of 3 weeks.

STAFF REQUEST

Skills & Competencies	Number
Linesperson	
Lifter Borer Operator	
Trades Assistants	
Electrical Fitter Mechanic	
Approved Person/Connection Officer	
Cable Jointer	

Plant & Equipment Request	Number
2 man vehicles	
2 man 4 X 4 vehicles	
EWP Vehicles	
Lifter Borer Vehicles	
General Purpose Vehicles with Hiab	
Stores delivery vehicles	

MRS-N Signed: _____ Date: _____

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TO BE COMPLETED BY INDUCTING OFFICER AT DESTINATION DEPOT

GENERAL INDUCTION (Prior to starting work at assigned depot)

Welcome the employee and explain the induction process ☐

Introduce to Team Leader/Supervisor and advise who to approach with queries/concerns ☐

Discuss the work assignment ☐

Hours of work (12 hours per day from 6am to 6pm, minimum 30 minute compulsory lunch break no later than 12 noon) ☐

Location & times for meals supplied, location of ice & water suppliers ☐

Discuss work area, general facilities and other sites with which there may be contact ☐

Explain office practices ie. submitting timesheets, patrol reports, follow up repair reports ☐

Explain reporting of completed work, details required and contact phone numbers ☐

Explain the Standard LV Phasing in area (Eg. A N B C from property) ☐

Brief staff on Wire Down – Contact Document ☐

Brief staff on Patrol Sheets ☐

Brief staff on LV Isolation Sheets ☐

Communications – Switching operations to take precedence over general traffic ☐

Communications – Work receipt & reports over mobile phone where possible ☐

Two way radio channels used in work area ☐

Work area contact person, radio channel & phone number for urgent isolation of supply ☐

Identify how staff are to advise customers on mains box/customer related issues ☐

Streetlight Circuits: caution about streetlight circuits traversing substation areas & feeders ☐

Carry out work activity assessment & toolbox talk prior to starting work on job site ☐

Strict adherence to HVIA practices including use of "DNOB" tags ☐

Always "Test before you touch or apply earths & short-circuits" ☐

Compliance officers will be conducting field audits for safety, quality & compliance ☐

Outline process for incident/hazard reporting ☐

Name & contact phone number of Compliance Officer to report injuries ☐

Serious Events: Report to Compliance officer, do not disturb site unless life threatening ☐

Serious Events: Do not make any statements to anyone outside Ergon employees ☐

Dealing with irate/difficult customers – do not make any promises on restoration times etc ☐

. ☐

. ☐

. ☐

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SAFETY INDUCTION

ITEM	TICK
WH&Safety Obligations Safety First – duty of care to Self, Workmates, Customer, Asset including plant & equipment Reinforce public safety: identify; isolate & make hazards safe, roadway warning signs (everyone is responsible, all hazards are to be made safe or reported & remain on site until the situation is made safe) Restoration of supply last priority Close and strict supervision of apprentices/trainees at all times Ensure that all tools, PPE & equipment is within test period	☐
Site Safety: Secure site safety Use appropriate road signage Ensure safety of workers and public alike Use appropriate signage for site security Conduct workplace inspection & work activity assessment prior to starting work	☐
PERSONAL PROTECTIVE EQUIPMENT (PPE)	
Clothing: To be worn at all times whilst working Overall or long sleeved shirt & long trousers High visibility retro-reflective clothing or vest whilst working near roadways Flame retardant wet weather gear when exposed to electrical flashover hazards (Live equipment)	☐
Head Protection: to be worn as appropriate Safety helmet in designated safety helmet areas Soft wide brimmed hat may be worn in non-designated safety helmet areas for sun protection	☐
Foot/Leg Protection: to be worn as appropriate Class 1 boots with insulated soles – all field workers Steel capped gumboots – wet /damp conditions Chainsaw chaps & Armguards – using chainsaws	☐
Eye Protection: to be worn as appropriate Safety eyewear to be worn in field at all times UV safety eyewear worn for sun/UV protection	☐

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SAFETY INDUCTION

ITEM	TICK
Hearing Protection: to be worn as appropriate Ear Muffs/Plugs where exposed to 85dB + noise levels	☐
Respiratory Protection: to be worn as appropriate Face masks for air born dust Appropriate face masks for biological or hazardous substances determined by risk assessment	☐
Hand Protection: to be worn as appropriate Working gloves – manual handling Class "00" gloves – in proximity to LV or de-energised situations which may become energised accidentally Class "00" glove to be worn by offsider when tradesperson requires "00" gloves Class "00" glove to be worn when connecting mains boxes & switchboard work Class "0" or "2" gloves to be worn for HV operations as required. Live Line G&B gloves to be worn as prescribed in LL Manual Other gloves Eg. Nitrile or PVC Gauntlets - handling hazardous substances as determined through documented risk assessment	☐
Fall Protection Equipment: When working at heights above 2.4 metres No free climbing on structures including buildings/poles etc above 2.4 metres When working in EWP	☐
SAFETY POLICIES	
Jewellery Employees engaged in outdoor or indoor work where there is a risk of exposure to electrical hazards shall remove all jewellery (Eg. Watches, rings, ear rings, necklaces) & body adornments.	☐
Sun Protection Long sleeved shirts, long trousers, head & neck protection Apply 30+ sunscreen regularly Helmet shade brim & neck flap Wear eyewear that provide adequate levels of UV protection	☐

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SAFETY INDUCTION

ITEM	TICK
Alcohol & Drug zero tolerance or recreational drugs & alcohol on the job zero alcohol for work involving: Heavy vehicles & all plant, HV switching , Live work at any voltage, Mandated work sites (Eg. mines) Smoke free workplace	☐
Housekeeping Maintain reasonable standards of housekeeping in & on vehicles & job sites Tidy up debris before leaving job site Report on job sheet any follow up pickup of debris on jobsite	☐
Personal Hygiene Location of public toilets within work one Wash hands before eating & after handling chemicals Bathe adequately to reduce body odour Laundry services will be provided – contact Team Leader/Supervisor if problem exists	☐
Heat Stress & Fatigue Management This is a significant problem in a post cyclonic/storm event Reduce effect of heat stress by: Regular intake of cool water Work rotation Rest breaks Manage Fatigue by adhering to maximum of 12 hour days with minimum ½ hour meal taken in middle of day	☐

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SPECIFIC AREAS OF CONCERN RAISED BY THE EMPLOYEE AND ADDRESSED:

I hereby acknowledge that I have received an Ergon Energy Induction in accordance with Stage 3 of this Form, Induction Checklist and have had the applicable items, as indicated on the Checklist, explained and/or demonstrated. I understand my commitment thereto and agree to act within these guidelines at all times.

I understand that at the completion of my assignment with Ergon Energy, all assets used are to be returned in a sound and operational condition. I also agree to participate in an Exit Interview should this be required.

Employee Name	*Signature*	*Date*

Induction completed and all relevant documentation has been placed on the appropriate File.

Induction Officer	*Signature*	*Date*

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APPENDIX 16 - EMERGENCY DOCUMENTS

Work Instructions which relate specifically to response to disaster situations in the Region should be listed here to ensure they are reviewed regularly as part of the disaster planning process.

Document	Version Date	Checked
P53K05B03C02 Switching Sheet for Overhead Distribution Substation	12/04/10 V6	02/09/10
P53K05B03C03 Switching Sheet for Single Isolation Point	30/04/10 V5	02/09/10
P53K05B06C01 Unplanned Switching Record	11/09/09 V4	02/09/10
P53K35 Manage Unplanned Interruption	26/02/10 V4	02/09/10
P53K35B03 SMS Messaging Outage Communications Initial Notification & Final Resolution	26/02/10 V2	02/09/10
P53K35B04 Determine Source of Unplanned Outage	26/02/10 V1	02/09/10
P53K35B05 Conduct Unplanned Outage Rectification	26/02/10 V1	02/09/10
P53K40B01 Manual Reclosing	26/02/10 V3	02/09/10
P53K40B01C01 Manual Reclose Checklist	26/02/10 V6	02/09/10
P53K40B02 Restoration after Interruption for Zone/Bulk Substations	26/02/10 V3	02/09/10
P53K40R01 Fault Finding Reference Document	26/02/10 V3	02/09/10
BS001404R135 Installation Reconnection after Natural Disaster	01/02/09 V1	02/09/10
BS001404R136 Re-energising Water Inundated Plant	01/02/09 V1	02/09/10
P61J05 FO Managing Data During Disasters Procedures	02/11/04 V3	02/09/10
HS000403T100 Working in Flood Waters Job Safety Analysis Form	03/09/06 V1	02/09/10
BS001401R104 Working In or On Water (Reference)	11/01/10 V1	02/09/10
BS001401R105 Managing Risk with Overhead Mains During Floods	20/11/09 V1	02/09/10
BS001401R106 Working In or On Water (Field Instruction)	11/01/10 V1	02/09/10

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APPENDIX 17 - REGION SUPPORTING PLANS

All supporting plans which are aimed at supporting the Region's response to loss of supply should be registered here so that they are regularly reviewed as part of the planning process. The representative of the Business Unit on the RDMC is responsible for providing and updating the relevant supporting plan.

All support plans can be found using the following directory:

I:\Group - Distribution Business\Operations Northern\Disaster Management Plan 09-10

Plan Name	Business Unit	Responsible	Area FN/NQ	Updated	Checked
Cyclone Contingency Plan Far North \\ecnsds01\public\Counter Disaster Plan Far North\Cyclone Contingency Plan FN\Current	Operations Northern	MRSN	FN		
OR000302R100 : Emergency Operational Response	Operations	Business Resilience Manager	Business Wide		
OR000401R100 Ergon Energy EMP	Corporate Governance	Business Resilience Manager	Business Wide		
OR000401R101 Ver 9 : Procurement and Logistics Disaster Management Plan	Employee & Shared Services	Group Mngr Proc & Logistics	Business Wide		
OR000401R102 : Media and Government Communications Counter Disaster Plan	Cust & Stakeholder Engmnt	Corporate Communications Manager	Business Wide		
OR000401R103: Network Operations Emergency Management Plan	Operations	Manager NW Operations	Business Wide		
OR000401R104: Emergency Management Plan - TaPS	Operations	GM Operating Support Services	Business Wide		
OR000401R105: NCC Regional Disaster Management Support Plan	National Contact Centre	NCCM	Business Wide		
OR000401R106: Employee and Shared Services	Employee and Shared Services	Hr Advisor	Business Wide		
OR000401R108 EMP – Wide Bay	Operations	Manager	Business Wide		
OR000401R110 EMP – Central Region	Operations	Manager	Business Wide		
OR000401R111 EMP – South West Region	Operations	Manager	Business Wide		
OR000401R113: Group Services Continuity	Group Services	Mgr Ess Business Support & Improvement	Business Wide		
OR000401R115 EMP – Brisbane			Business Wide		

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OR000401R118: Support Services(ESS)	Employee and Shared Services	Business Services Manager	Business Wide		
OR000401R119: People Support (ESS)	Employee and Shared Services	Channel Operations Manager	Business Wide		
OR000401R120: Corporate Property ESS Disaster Response Plan	Corporate Property	Corporate Property Mngr	Business Wide		
OR000401R121: Fleet Disaster Management Plan	Fleet Management	Channel Operations Manager	Business Wide		
OR000401R122 Guide to Pandemic Influenza Management	Employee and Shared Services		Business Wide		
OR000401R123 NCC Disaster Recovery Plan			Business Wide		
OR000401R124 Customer Service Community Recovery Plan	Employee and Shared Services		Business Wide		
OR000401R125 Generation Services EMP			FN		
OR000401R126 Tsunami Subplan			Business Wide		
Contractor EMP	Energy Services	SCO	FN/NQ	01/12/2009	06/09/2010
Home Hill – Burdekin District	FO	AOM-B	NQ	19/03/2010	06/09/2010
Ingham Area	FO	AOM-H	NQ	6/11/2008	06/09/2010
North West Area	FO	AOM-NW	NQ	03/09/2009	06/09/2010
Townsville Area	FO	AOM-TT	NQ	01/09/2009	06/09/2010
Atherton - Ravenshoe Area	FO	AOM-T	FN	16/01/2009	06/09/2010
Cairns Area	FO	AOM-C	FN	24/11/2009	06/09/2010
Cooktown Area	FO	AOM-T	FN	10/03/2008	06/09/2010
Generation Area	FO	AOM-T	FN	10/03/2008	06/09/2010
Innisfail Area	FO	AOM-H	FN	06/11/2008	06/09/2010
Mareeba Area	FO	AOM-T	FN	16/01/2009	06/09/2010
Mossman Area	FO	AOM-T	FN	10/03/2008	06/09/2010
Normanton – Georgetown Area	FO	AOM-T	FN	10/03/2008	06/09/2010
RAM FN	Asset Management		FN	30/09/2009	06/09/2010
Tully Area	FO	AOM-H	FN	06/11/2008	06/09/2010

Memorandum of Understanding on Severe Weather Response between Energex & Ergon Energy can be found using the following directory:

I:\Group - Distribution Business\Operations Northern\Disaster Management Plan 10-11

Emergency Management Plan
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APPENDIX 18 - CIRCULATION LIST

Copies of the North Region DMP are held as follows:

Held by	Date
Chairperson	
All members of EE Disaster Management Committee as per Appendix 4, EE Disaster Management Plan	
All District and Local Government Disaster Management Committees as per Appendix 11 of this plan	
All members of the North Regional Disaster Management Committee as per Appendix 9 of this plan.	
All Liaison Officers as per Appendix 8 of this plan.	

APPENDIX 19 - IRT CHECKLIST

Condition Yellow – Check List

Standby 1 – Condition Yellow Triggered on forecast severe weather (eg Cyclone Advice). Declared by: EGMO	Ergon Energy • Appoint Incident Response Manager by: EGMO • Appoint Incident Response Team by: IRM • Initiate monitoring and reporting by IRT by: IRT • Review resources and advise IRM by: IRT Regional • Notify Regional Incident Response Team • Determine status of staff, vehicles, communications, equipment, property and systems and address major deficiencies.

Checklist Items	Responsibility	Assigned To	Date / Time Complete
Establish Incident Response team and notify the RDMC	IRM		
Contact SPARQ representative.	IRM		
Confirm staff availability and confirm key staff contact details.			
Confirm availability and preparation of vehicles.			
Confirm availability of communications equipment.			
Confirm local staff availability.			
Contact SPARQ contact person and inform of status of event.			
Check and confirm availability of basic supplies – i.e. torches, batteries, raincoats, first aid kits etc are in place and adequately stocked.			

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Condition Orange – Check List

Standby 2 - Condition Orange Triggered when an impact is possible (eg. Cyclone Watch). Declared by: IRM	Ergon Energy • Run local checklists in potential impact areas by: IRM and IRT members • Plan local pre-deployment activities by: IRT/s • Initiate contact with industry members and contractors by: IRT Regional • Activate Regional Incident Response Team • Complete staff, vehicles, communications, equipment and systems preparation. • Plan pre-positioning of staff / equipment if required

Checklist Items	Responsibility	Assigned to	Date / Time Completed
Appoint/confirm staff in key roles.			
Establish staff welfare support such as the need for undercover car parks, catering, raising with the relevant groups and departments, including HR.			
Establish extended shift regimes for key staff to meet business requirements. Expect generally similar start times, but extended finishing times providing overlap.			
Establish Fatigue Monitoring log-on; log off schedules to ensure all fatigue management issues can be managed.			
Establish availability of out-of-region staff to attend the emergency region and plan for travel.			
Monitor weather reports and disseminate Met Bureau advice to the IRT and RDMC.			
Review any operational contingency plans for specific disasters, such as fire, flood, storm surge etc			
Review Ergon Contingency Plans for loss of major Powerlink Infrastructures that might be affected by the impending emergency.			
Issue and reiterate advice to all Operations staff that they should ensure they and their families are safe before attendance at work if required.			

As many staff as possible are to be released to attend to personal (family) needs and secure their possessions prior to the event.			
Circulate staff message email including regarding Disaster Response contact number (1300 132 797)			
Ensure all vehicles are fuelled and any operational equipment is prepared and serviceable.			
Confirm that emergency building service generators are replete with fuel.			
If flooding is a significant risk at specific substations, initiate evacuation preparations to alternate disaster response centre location.			
Confirm contact list for the RDMC to commence escalation processes if required.			

APPENDIX 20 - RDMC AGENDA AND ACTION CHECKLIST

Meeting Notice

NAME OF MEETING RDMC/RIRT

DATE OF MEETING

PLACE OF MEETING

MEETING CALLED BY

Attendees:

Apologies:

Inward: (details from external parties eg Council, Police etc)

Review Situation: Updates, Current state of play and predicted short term & long term impacts.

Action Items:

Item	Action	Responsible	Comments
Finance	Implement financial management approach for capturing disaster response costs across the business units. Establish appropriate works orders to capture all operational costs (labour, plant and equipment, transport, accommodation, travel, contractors, logistics etc)		
Mapping	Zone Substation and Feeder maps critical to manage repairs. Eg feeder maps on wall & tray to capture FDRSTAT logs related to that feeder and paperwork from admin and field staff. (see details under general business for map links)		
Resources	Clear direction and instruction (in writing) to all WGL and staff for critical activities and record who the detail is provided to (eg patrols must cover all HV & LV up to Mains box. Isolate/make safe LV, report all details to control centre). Morning debrief to all staff & WGL/critical response staff.		

XXXX employees in a disaster affected area can receive information such as whether they are required at work. The recorded message service will be initiated by the Incident Response Manager in that region (usually the Customer Relationship Manager - CRM) who will direct the NCC to record the relevant message as part of Ergon Energy's disaster management plan activation process.
For more information about the service please refer to Regional Disaster Management plan NCC OR000401R105 or contact XXXX

	Confirm Contract/External Resource		
	Confirm Line Service Resource		
	Confirm TaPS Resources		
	Confirm Intra-Region Options. Eg design staff		
	Explore Inter-Region Options. Admin/Engineering support.		
	Explore Admin & Field Coordinator Options.		
	Explore External Resources: helicopter, heavy plant, equipment hire, electrical contractors (who are critical late in restoration to restore supply to customer) etc		
	Manage procurement/options for and the tracking of generators		
People Management	Manage the sourcing and delivery of food to workers. All catering functions. Set up control centre with food and beverages.		
	Ensure field staff assigned to supervisor/EIC to manage		
	Full list of staff & fatigue management roster (Appendix 14) maintained. Includes admin, RDMC, management & coordinators on roster.		
	Manage travel and accommodation arrangements.		
	Ensure inductions completed & recorded for all external staff.		
	Staff must ensure they clock on, clock off and advise supervisor of movements at all times. Must advise fatigue mgt people they will report for next shift at agreed time (avoids ringing and waking up staff to check)		
Stakeholder Management	Communication is most critical aspect. Corporate Communication Staff fully utilised for preparation of one consolidated report to issue out of disaster area to media & stakeholders.		

	Contact affected Local Govt &/or District Disaster Management Committees affected (refer Appendix 11). Assign meeting attendees as requested. Establish communication channels (Ergon hotline) with external disaster committee members (SES, Council, police etc). Consider person under RAM as attendee. Identify key Council infrastructure issues to manage (water, sewage etc)		
	Liaise with XXXX. Ensure contact made with affected Mayors & relevant State & Federal Members with contact details for updates.		
	CCM management of media commitments and establish communication channels with media.		
	Complete Situation Report at daybreak as per Appendix 4 and Daily Shift Plan & ensure regular updates issued via Chair to internal stakeholders in Appendix 10. Situation Report to be the "one source of information" to avoid mixed messages.		
Customers	Ascertain timeframes and customer details for any ongoing loss of supply and establish direct contact with customers. Review priority customers and communication channels.		
	Establish NCC/RECC interface during emergency & Information Broker interaction. Regular & accurate IVR updates (consider changing voice to identify new updates).Clear direction fo what to record as life threatening (don't' overload FDRSTAT with "no supply")		
	CRITICAL! Management of FDRSTAT and continual monitor for wires down/life threatening logs to manage on ach feeder. Feeder patrols must be reconciled against ALL FDRSTAT logs for wires down/life threatening before re-energising. Final review of FDRSTAT for that feeder.		

	Identify key public locations (eg servo, motel, caravan park etc) and level of support (generator, truck delivery of goods, toilets, shower etc) for customers in affected areas		
	Ensure comms are accurate and timely so customers can make informed decisions (stay elsewhere, seek gen, mange water/hygiene, manage foodstuffs etc)		
Disaster Management	Establish control centre/s and field response management through maps, data & whiteboards. Consider subsidiary control centre where response is remote from main control centre. Ease of operations through a central point – focal point for supervisors/field staff/ food delivery etc		
	Review critical resources – fuel, repairs, tyres, food etc		
	Establish and communicate internal hotline desk (with message facility) Monitor for enquiries (family, schedulers/WGL checking on staff requirements etc)		
Logistics	Current inventory list available. Consider transport of gear and staffing levels for stores functions. Vehicles from other areas/depots come fully laden with gear.		
	Consider critical materials from other regions or suppliers as required and request via RDMC.		
Control Centres	Region/Area Centre to consider Designated desk/table area for admin managing staff rosters, preparing situation reports • Separate/additional phone/s computer/laptop to manage fatigue • Subsidiary control centre to manage comms & staff at the emergency site • Designated areas for radios, admin, FDRSTAT, food/staff mgt, key functions		

General Business:

Maps

XXXX

If the link doesn't work you need to navigate through the intranet site for the old structure (left hand side of Intranet home page) as follows - Business Units, Energy Services, Network, Network Data, Data Services, Maps, Network Maps, Storm Season Maps - 2009.

Next Meeting:

Date: Time: Location:

Required Attendees:

APPENDIX 21 - TSUNAMI THREAT ACTION CHECKLIST

Introduction:

Please refer to Ergon Energy Tsunami Subplan for details of Federal and State protocols, and Bureau of Meteorology tsunami information. Potentially vulnerable Ergon Energy sites are also listed as well as advice to be given to staff at each alert level.

The plan can be found on the Process Zone using this link:

XXXX

Ergon Energy recognises its responsibility for:

- The safety of staff
- The option to protect assets without placing staff or the public at risk.

Set out below are required actions by responsible people upon receipt of a tsunami watch or warning.

Responsible	Action	Complete/Notes
EGMCaSE	Receive advice from EMQ/BoM	
	Phone at least one OCC Network Coordinator: OCCS: XXXX, OCCN: XXXX	
	Phone Chair of EDMC and GM Corporate Communications	
OCC Network Coordinator	Receives advice from BoM/SMS/call from EGMCaSE	
	Confirms information on BoM website (eg. may be cancelled)	
	Phones other OCC and OCC Manager to confirm they are aware of situation.	
	Contact any known teams in the field in potential impact area and advise to move to safety (Warning below)	
	Contact relevant AOM/s in relevant coastal areas.	

Responsible	Action	Complete/Notes
Chair EDMC	Receive call from EGMCaSE	
	Advise CE, EGMO, EGMESS and relevant GMO/s	
GMO	Receive call from Chair EDMC	
	Advise relevant AOM/s Advise manager/supervisor in each major building at risk.	
	Decide whether major network assets in potential impact area should be de-energised. If so, arrange with AOM or OCC. If there is time advise LDMG and CCM accordingly.	
AOM	Receive call from OCC or GMO	
	Advise teams in field in potential impact area to move to safety (Warning below)	
	Decide whether broadcast radio message necessary and request OCC Network Coordinator to act	
AOM/Scheduler	Contact staff in buildings in potential impact area	
	If BoM advice is **Watch** staff should be advised to prepare and await further information.	
	If BoM advice is **Warning** staff should be advised to move to >1 km from coast and/or >10 m above sea level	
	Staff also told to be prepared to walk if traffic becomes an issue	

Refer in particular to the following sections of the Tsunami plan:

- 7.3.2 Warnings to staff in vulnerable sites
- 7.3.3 Warning communication method
- 7.6 What to advise staff
- Appendix 3: Vulnerable offices and depots
- Appendix 4: Vulnerable major network sites

APPENDIX 22 - STORM SEASON MAPS

USER GUIDE

STORM SEASON MAPS – 2009

Storm season maps are available on the intranet to be used in the event of a disaster where maps are required to indicate the location of the network. They are on the intranet so they are accessible to anyone within Ergon Energy, from any location. These maps are produced from Smallworld GIS data.

Each storm season map is dated as of the day it was produced. Hence the maps are only indicative of the network, as it may have changed since a map was produced.

The maps are based on Zone Substations and show the network out of a particular Zone Substation. The network items are listed in the Legend on the map. They are in pdf file format.

A key map appears on the first page, showing the HV Network and is covered by a grid. The subsequent pages show maps of each grid cell with more detail.

The location of the maps on the intranet is - XXXX

Once you have navigated to the latest Storm Season site, select the region where the Zone Substation/s are located that you wish to access maps for. Then select the pdf file for the respective Zone Substations. You can view the map on screen or print it out for hardcopy.

NB. These maps are indicative only of the network, as the network may have changed since they were produced. If, in the event of a disaster, current maps are required the Network Data Services team can assist – subject to availability depending on the location of the disaster. Contact Network Data Services Manager, XXXX who will assign the task to a team member. XXXX

Emergency Management Plan – Central Region

everything in our power

ERGON. ENERGY

Table of Contents

Emergency Management Plan – Central Region

1. PURPOSE AND SCOPE

This plan assists Ergon Energy to respond effectively in the event of a disaster or emergency which interrupts region functions.

Ergon Energy's electricity supply network covers one million square kilometres of regional Queensland and faces significant exposure to events such as cyclones, storm surges, severe storms, floods and earthquakes. Damage to the network can result in significant public safety risks and long interruptions to customers' electricity supply.

The Ergon Energy Disaster Management Plan details the Corporation's response to such events. The plan is consistent with, and defines the linkages to, the Queensland Disaster Management Plan developed in accordance with the State Disaster Management Act and Regulations.

Ergon Energy is conscious that its emergency responses are delivered in an environment of continually increasing needs and expectations, both from customers and other community stakeholders. More than ever Ergon Energy must respond to increasing customer dependency on electricity as technology and appliances become more sophisticated and economic aspirations heighten.

Operational experience and community feedback in relation to severe storms and cyclones over many years throughout regional Queensland, as well as hurricane experience overseas, have underlined the key role of effective communications before, during and after disaster events. Empowering customers with timely and accurate information is recognised as being as important to them as restoration itself.

Ergon Energy's operational priorities in order of importance are:

Ensuring personal safety – both public and Ergon Energy staff

Protecting equipment and infrastructure from damage

Efficient supply restoration – including meeting the communication requirements of customers and other emergency services.

Each year Ergon Energy formally reports to the Queensland Government on its Summer Preparedness Plan and on its implementation. These reports comprehensively describe Ergon Energy's on going work to increase the resilience of its network to disaster impacts, enhance the speed and safety of its response and improve communications to customers.

This Disaster Management Plan sets out the responsibilities and processes of the Ergon Energy Executive Disaster Management Committee and those who support it. Supply restoration priorities - as detailed in the Plan - have been determined in consultation with statutory disaster management groups and draw on broad experience in minimising community disruption.

2. RESPONSIBILITIES

Business Risk and Compliance Manager is the Process Owner responsible for approving this Reference document.

General Manager Operations Central is responsible for maintaining this Reference document.

General Manager Operations Central is the Subject Matter Expert (SME) for the content this Reference document.

3. DEFINITIONS, ABBREVIATIONS AND ACRONYMS

Assessment: Survey of a real or potential disaster, to estimate actual or expected damages, and to recommend prevention, preparedness and response measures.

CE Chief Executive

EGMO Executive General Manager Operations

Disaster an event that causes or threatens to cause any of the following:

- Widespread or severe property damage, or
- Widespread or severe human injury or illness, or
- Loss of human life

Disaster Management The planning, organisation, coordination or implementation of measures that is necessary or desirable to prevent, minimise or overcome the effects of a disaster upon members of the public or any property.

DMP (Ergon Energy) Disaster Management Plan

EDMC Executive Disaster Management Committee

EE Ergon Energy Corporation Limited

EGMESS Executive General Manager Employee & Shared Services

EGM CASE Executive General Manager Customer and Stakeholder Engagement

EMP (Regional) Emergency Management Plan

GMFS Group Manager Field Support

EGMAM Executive General Manager Asset Management

GMO General Manager Operations

GM TaPS General Manager Transmission and Project Services

GMHS General Manager Health & Safety

NCC National Contact Centre

NCCM National Contact Centre Manager

RDMC Regional Disaster Management Committee

Resources Includes manpower, food, any vehicle, vessel, aircraft, plant, apparatus, implement, earthmoving, construction or other equipment of any kind or any means of supplying want or need.

Risk Expected losses due to a particular hazard for a given area and reference period. Risk is the product of hazard and vulnerability.

SDMG State Disaster Management Group

Significant Incident Any occurrence affecting EE response and the community – including severe injury or loss of life involving EE staff or the public, loss or damage affecting EE or community property, and related matters involving EE which are likely to attract media or public response.

4. REFERENCES

AS/NZS 4360:1999 Risk Management (Go to PROCESS DOCUMENTS on the Intranet-Select Reference Sources Icon. Then "Useful Internet Information Sites".-Then "Australian Standards Online" from the "government & other Business" (last group) However there is a document on the Intranet P88E01R01. which steps you through how to use the site to log on)

Electricity Act & Regulations to date www.legislation.qld.gov.au/OQPChome.htm

OR000401R100. Ergon Energy Disaster Management Plan (Reference)

OR000401R101. Fleet, Procurement and Logistics Disaster Management Plan (Reference)

OR000401R103. Network Operations Emergency Management Plan (Reference)

OR000401R104. Transmission and Project Services Emergency Management Plan (Reference)

OR000401R105. Regional Disaster Management Procedures – Guide for NCC (Reference)

OR000401R106. Employee and Shared Services Emergency Management Plan (Reference)

OR000401R107. Emergency Management Plan – Northern Region (Reference)

OR000401R110. Emergency Management Plan – Central Region - (Reference)

OR000401R113. Group Services Continuity Plan (Reference)

OR000401R115. Emergency Management Plan – Brisbane (Reference)

OR000401R116. Corporate Property Security Response Plan (Reference)

OR000401R118. Support Services (ESS) Disaster Response Plan (Reference)

OR000401R119. People Support (ESS) Disaster Response Plan (Reference)

OR000401R120. Corporate Property (ESS) Disaster Response Plan (Reference)

OR000401R122. Guide to Pandemic Influenza Management (Reference)

OR000401R119. National Contact Centre Disaster Recovery Plan (Reference)

OR000401R124. Community Recovery Response Plan (Reference)

P61J05. Field Operations - Managing Data during Disaster (Reference)

Public Safety Preservation Act 1986
http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/P/PublicSafetyA86.pdf

State Counter Disaster Organisation Act 1975
http://www.health.qld.gov.au/emerg_serv/11201Act.pdf

State Counter Disaster Plan www.disaster.qld.gov.au under publications

5. OVERVIEW

5.1. Authority

This Plan is authorised by the Group Manager Field Support, Ergon Energy Corporation Limited.

5.2. Introduction

This plan helps Ergon Energy to respond effectively in the event of a disaster or other event which results in loss of power. It also identifies the linkages with District and Local Government Disaster Management Groups established under the State Disaster Management Plan. The document provides the framework for the mobilisation of Ergon Energy resources to prepare for, respond to, and recover from the effects of disasters on its distribution network.

This plan is to be applied by reference to and in conjunction with The Ergon Energy Disaster Management Plan.

Diagram 1 shows the Ergon Energy Disaster Plan structure.

5.3. Aim

To establish a process for the rapid restoration of electricity supply and other Ergon Energy services to communities following emergencies and disasters.

5.4. Objectives

The objectives of this plan are:

- To define Ergon Energy's response to a disaster situation in this Region.
- To ensure Ergon Energy meets its statutory obligations for disaster management.
- To ensure effective interface with other appropriate Disaster Management Groups at all levels.
- To produce and maintain controlled disaster management documentation.

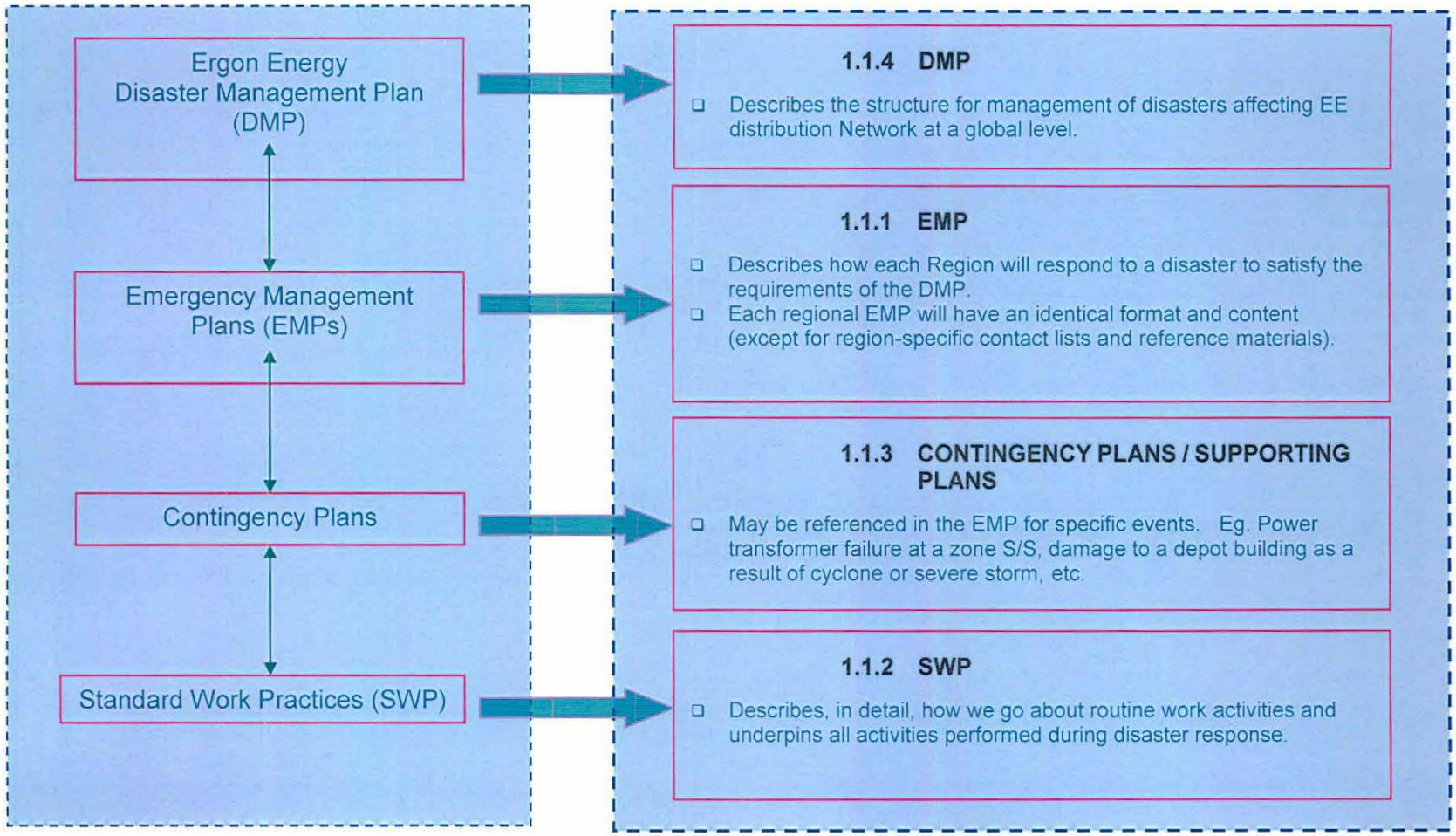
5.5. Amendments and Review

The General Manager Operations Central (GMOC) is responsible for planned and post-event review of this Plan as detailed in Sections 3.2 & 3.5. Reviews are to be conducted to the standard set in the State Disaster Management Plan.

The review checklist is provided in Appendix 3 & 4 respectively.

The General Manager Field Support is responsible for the approval of the plan upon endorsement by the General Manager Operations Central.

Diagram 1: Ergon Energy Disaster Plan Structure



5.6. Scope

Ergon Energy's operations cover 97% of the State of Queensland in six geographical regions, as set out in the Ergon Energy Disaster management Plan (DMP). A map of this Region is at Appendix 6.

The State Disaster Management Plan identifies 23 Disaster Districts based on Queensland Police Service Districts - see Table 1.

Contact details for District and Local Government Disaster Management Groups for this Region are at Appendix 11.

TABLE 1

Ergon Energy Region	State Disaster District
Far North (Regional Office – Cairns)	Cairns
	Mareeba
	Innisfail
	Mt Isa (Part)
North (Regional Office – Townsville)	Mt Isa (Part)
	Townsville
Capricornia (Regional Office – Rockhampton)	Longreach
	Mt Isa (Part)
	Mackay (Part)
	Rockhampton
	Gladstone
Mackay (Regional Office - Mackay)	Mackay (Part)
Wide Bay (Regional Office – Maryborough)	Bundaberg
	Maryborough
South West (Regional Office – Toowoomba)	Charleville
	Roma
	Dalby
	Toowoomba
	Warwick

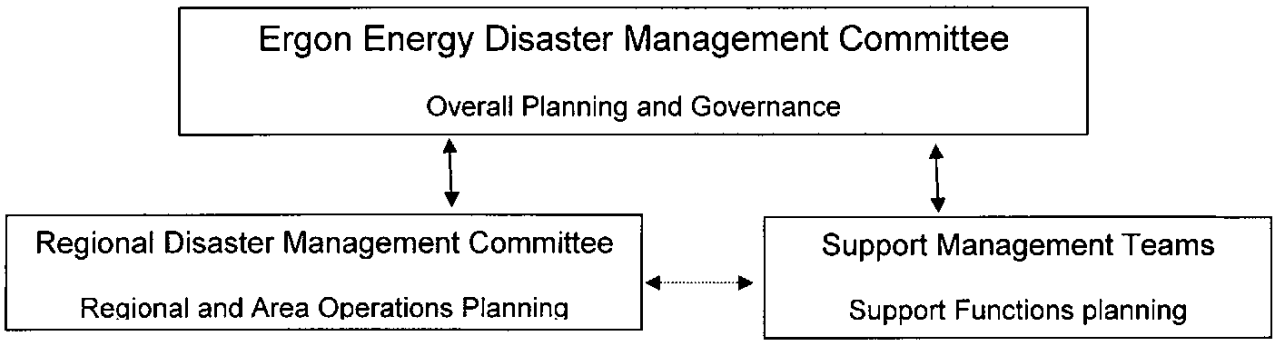
6. ROLES AND RESPONSIBILITIES

6.1. Ergon Energy Disaster Management Structure

The Ergon Energy Disaster Management Committee (EDMC) is the Disaster Management planning body of Ergon Energy. Its role is to coordinate and review the development of emergency and disaster management plans.

The GMFS has been delegated responsibility for convening and chairing the committee and ensuring the effectiveness of pre-disaster/incident planning by the EDMC, by the Chief Executive (CE) of Ergon Energy.

The EDMC will maintain a two level disaster planning structure as shown in Diagram 3.



The EDMC is the main Disaster Management planning body of Ergon Energy. Its role is to coordinate and review the development of emergency and disaster management plans. The GMFS is responsible on behalf of the EDMC for the approval of all subsidiary plans after they are endorsed by the responsible manager for that plan.

6.2. Regional Disaster Management Committee (RDMC)

The RDMCs are the regional arms of the EDMC. They are responsible for coordinating and reviewing regional plans including Emergency Management Plans (EMP) and support plans.

General Manager Operations Central (GMOC) is responsible for disaster planning for this region and will Chair the RDMC.

Other Members of the RDMC are as follows:

- Operational Asset representatives
- Strategic Asset representatives
- Logistics representative
- Transmission and Project Services representative
- Human Resources representative
- Regional Corporate Communications Manager
- Customer Relationship Manager
- Other members as required by the GMOC

The GMOC will convene the RDMC:

- At the direction of the EDMC
- At least twice annually, to review the operational integrity of the Emergency Management Plan (EMP) for the Region.

- At least annually to undertake a simulated disaster response exercise.
- For post-disaster review and debrief.

The structure of the RDMC is shown at Diagram 2.

7. EMERGENCY MANAGEMENT

7.1. Overview

Ergon Energy's response is based on the following process:

- Event Identification and Response Assessment
- Prevention and Mitigation
- Preparedness Planning
- Response Preparation
- Response Management
- Post Incident Assessment

7.2. Event Identification and Response Assessment

Ergon Energy's response planning will be based on risk assessment of potential events and business impact.

Ergon Energy's program of Critical Infrastructure Protection is an assurance program that deals with the ability to protect critical infrastructure. The program not only includes physical infrastructure but also critical business functions.

Risk assessment, event identification and risk action plan reviews will be conducted under the direction of the GMOC, as part of the annual Emergency Management Plan (EMP) review referred to above. The review should comply with the Risk Management Standard (see Appendix 1).

The Risk Register and Risk Treatment Schedule under the Standard will be part of the documentation to be retained with the EMP. The Risk Action Plan under the Standard will comprise the EMP and the relevant supporting plans.

7.3. Prevention and Mitigation

Ergon Energy endeavours to construct and maintain the electricity distribution system to mitigate loss of supply as a result of disasters. Where a post-disaster debrief indicates that changes to materials or work practices would reduce the effects of disasters, the options, costs and benefits should be analysed and appropriate recommendations implemented when appropriate.

Key preparation and mitigation programs include CARE and Critical Infrastructure Protection programs.

7.4. Preparedness Planning

Disasters may occur at any time. Sometimes there is lead time to prepare beforehand (for example cyclones and floods) but in other instances there is little or no warning. To better prepare Ergon Energy to cope with disaster situations a system of annual reviews of disaster plans and supporting plans is to be undertaken.

The GMOC will review the Emergency Management Plan and advise GMFS of outcomes by 30th September each year.

This will be as set out in Appendix 3.

7.5. Response Preparation

Preparation and response by Ergon Energy may take place at different levels depending on the circumstances. Where possible and applicable Ergon Energy will use a three phase approach to response preparation.

Preparation / Response Level	Escalation Trigger and Actions
Standby 1 **CONDITION YELLOW** Triggered on forecast severe weather (eg Cyclone Advice) Declared by: EGMO	EE Actions • Appoint Incident Response Manager BY: EGMO • Appoint Incident Response Team BY: IRM • Initiate monitoring and reporting by IRT BY: IRT • Review resources and advise IRM BY: IRT Regional Actions • Notify Regional Incident Response Team • Determine status of staff, vehicles, communications, equipment, property and systems and address major deficiencies.
Standby 2 **CONDITION ORANGE** Triggered when an impact is possible (eg. Cyclone Watch) Declared BY: IRM	EE Actions • Run local checklists in potential impact areas BY: IRM and IRT members • Plan local pre-deployment activities BY: IRT/s • Initiate contact with industry members and contractors BY: IRT Regional Actions • Activate Regional Incident Response Team • Complete staff, vehicles, communications, equipment and systems preparation. • Plan pre-positioning of staff / equipment if required • Disaster Response Committee to review Fault Finding Reference document P53K40R01 • Activate and start to communicate with NCC and advise NCC Manager of the contact numbers for fulltime phone operators • Feederstat Data Entry Team to be organised and ready to respond to disaster areas within the first 12 to 24 hours.

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Standby 3 **CONDITION RED** Triggered when impact is likely (eg Cyclone Warning) Declared BY: IRM	EE Actions • Relocate plant and equipment to secure locations within impact zone BY: Operational Managers • Pre-position equipment for initial response outside impact zone BY: Operational Managers • Commence securing external resources BY: Operational Managers and RIRM • Initiate external agency and media liaison BY: IRM/s • Appoint impact assessment team/s and resources BY: IRM Regional Actions • Secure equipment within impact zone (storm surge, storm damage) • Stand down in preparation for response operations • Secure Additional emergency equipment (generators) • Secure Food and Water supplies as appropriate • Pre-positioning of staff / equipment outside impact zone if required • IRM to review the level of Feederstat Operators

Diagram 2: Ergon Energy Regional Disaster Management Committee

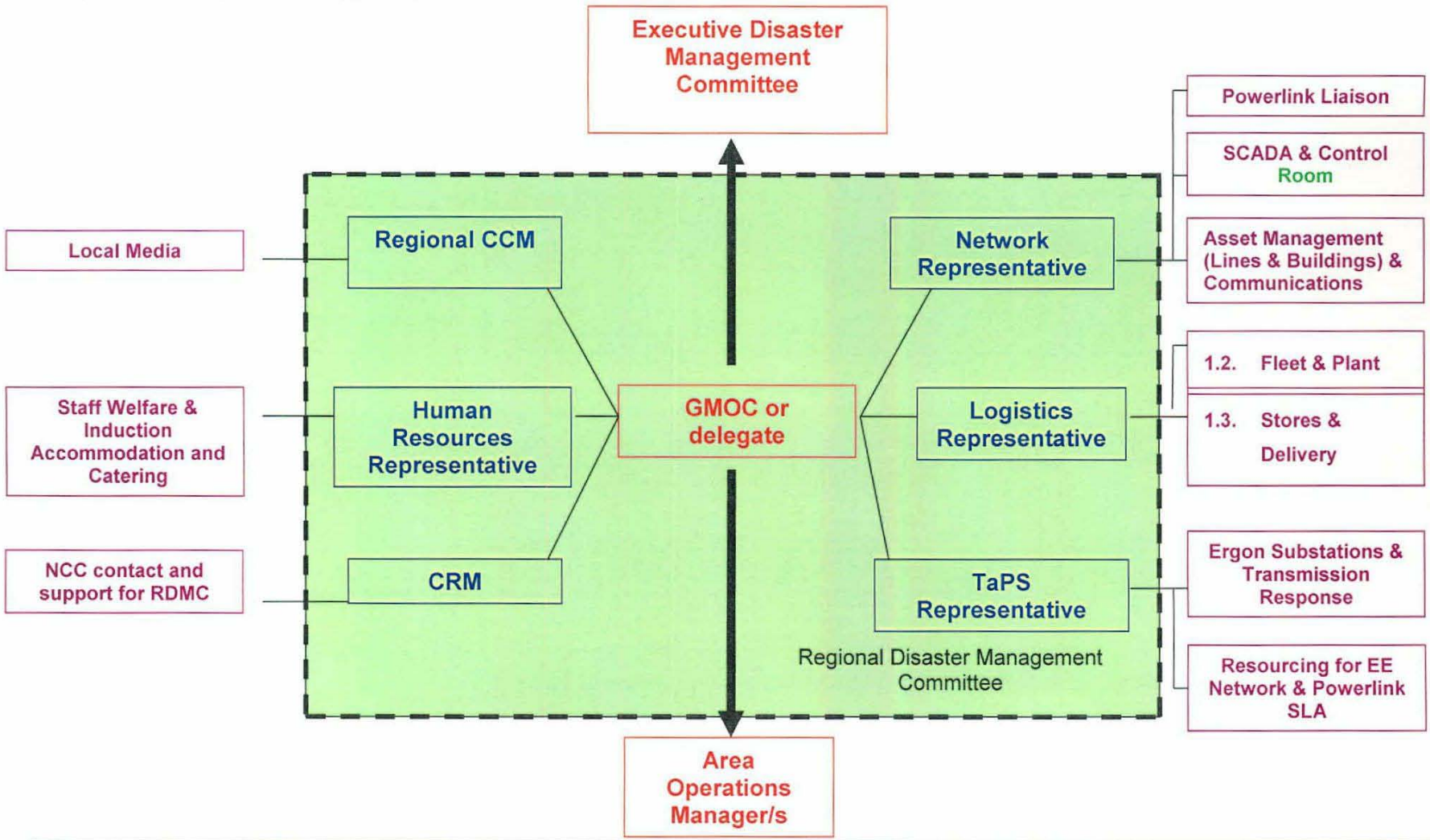
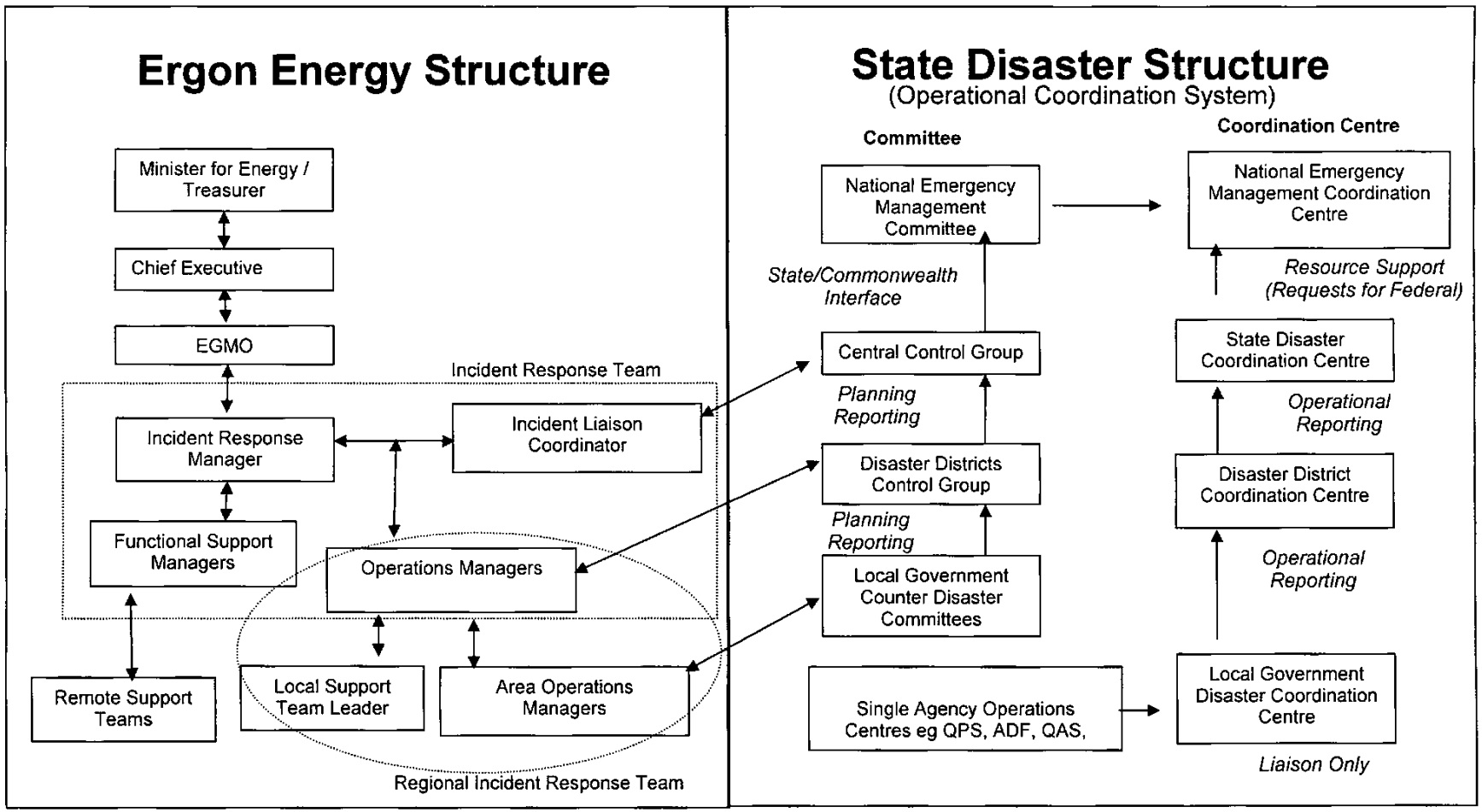
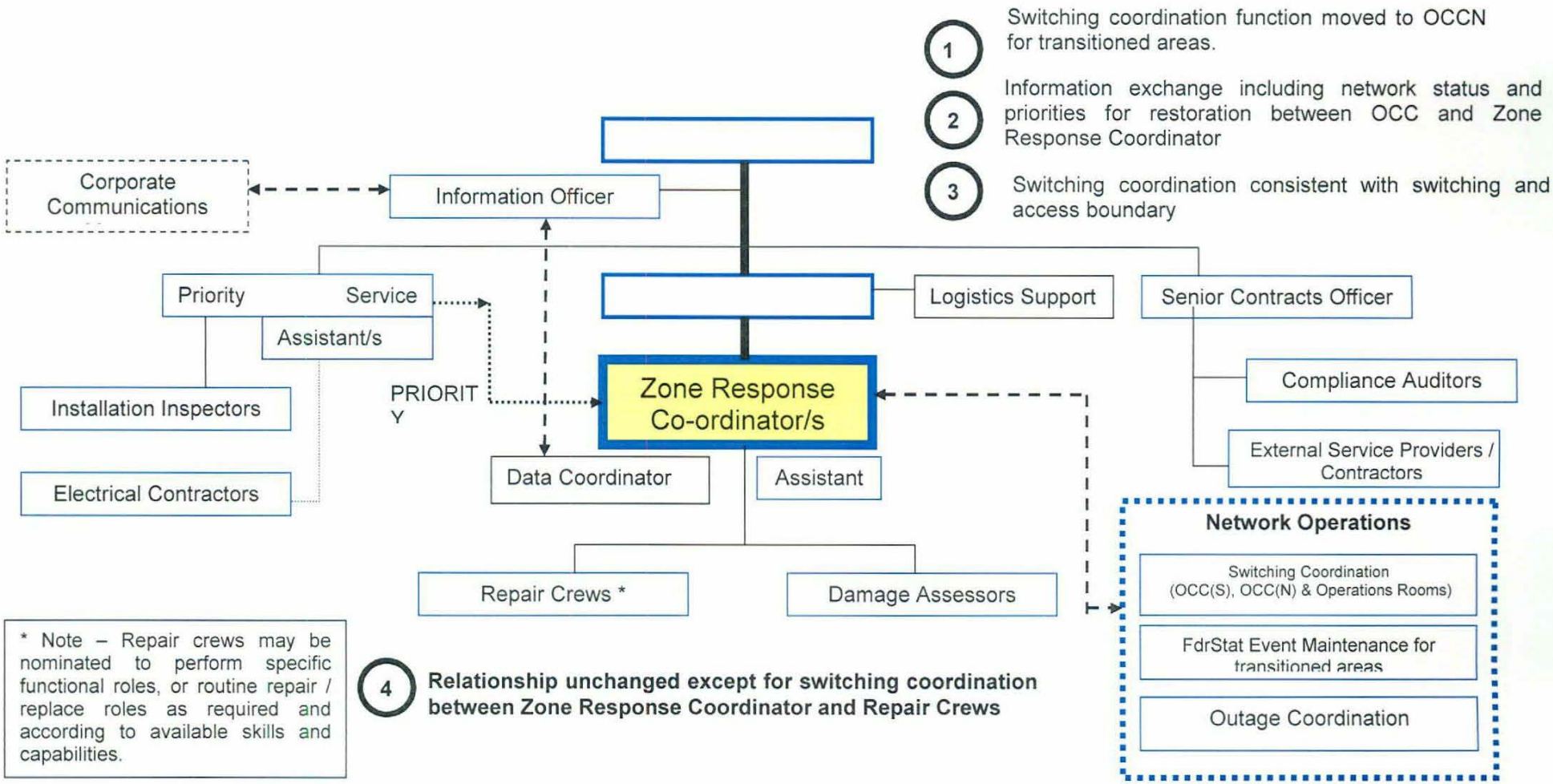


Diagram 3: Disaster / Incident Management Structure – Level 3 Response



Emergency Management Plan – Central Region

Diagram 4: Regional Emergency Response Model



7.6. Response Management

Ergon Energy Response Management

The management of disasters and major incidents will be coordinated through an Incident Response Team. The IRT will comprise the Incident Response Manager and other senior managers as required to manage the response.

Three basic response levels are used by Ergon Energy. Once the incident has occurred, the Incident Response Manager will determine the level of response required and manage the response appropriately. The response levels may escalate or deescalate as determined by the IRM during an incident.

Level 1 Response	Activated to deal with supply issues in one area that can be adequately addressed with local resources and management structures. The activities are managed within the context of the Regional Emergency Management Plan. IRM liaises with normal management structures to address incident. Typically would include events such as single employee fatality, widespread or prolonged outages in a single region, cyclone or major storm impact with minimal damage.
Level 2 Response	Activated to deal with a major event within a single region and requires significant support from support groups. Resources from other regions are not required. The activities are managed within the context of the Regional Emergency Management Plan. IRM establishes and IRT comprising normal line management and key remote support managers and an External Liaison Co-ordinator. Typically would include events such as multi-employee fatality, wide spread load shedding, isolated attack on Ergon Energy premises, cyclone or major storm impact with moderate damage within a single region.
Level 3 Response	Activated to deal with major events in one or more Regions which will require resources from across Ergon Energy and external help. There is likely to be heavy involvement with the District and Local Government Disaster Management Groups. IRM will establish an IRT comprising key operational managers and remote support managers. Local support functions transfer from support groups to operational managers for control. IRM together with EDMC members establish Regional Response Teams to Coordinate local response. Typically would include events such as cyclone impact with severe damage, terrorist attack against electricity infrastructure or Ergon Energy specifically.

As required, the Ergon Energy Incident Response Manager will request the formation of Regional Incident Response Teams to outwork local incident response operations. These teams will be headed by the General Manager Operations and will coordinate with function response teams via the Incident Response Team.

Operational managers will respond immediately to any event, it is not necessary to wait for the response structure to be decided and communicated. Any necessary alignment can be made later.

Event Review and Process Improvement

- Within 30 days of completion of a Level 1 or Level 2 response, GMOC will submit to GMFS a Post Disaster Report in accordance with Appendix 4.
- Upon receipt of reviews or reports from all RDMC affected by an event, the GMFS will convene the EDMC to conduct its review within 3 months of a Level 3 response.

8. DISASTER TRAINING

Each RDMC will conduct one Disaster Training Exercise each year and this Exercise may be conducted in conjunction with a District or Local Government Committee Exercise.

9. SUPPORTING PLANS

The GMOC will, in consultation with the RDMC, establish and maintain the EMP for the Region. This Plan will be reviewed as required – see section 3.2 above.

Representatives of Business Units in each Region will prepare a Contingency Plan for their Unit. These plans should form part of, or complement the plans prepared by the Respective General Manager to support the Disaster Management Plan.

Area Managers will also prepare and maintain response plans (see 2.2.1 above) which will also become supporting plans for the EMP.

These supporting plans should follow the format of the EMP and should be reviewed at the same time as the RDMC reviews the EMP.

GMOC will maintain a set of these plans and supporting plans and register these in Appendix 19.

10. APPENDIX 1 - REFERENCES

Title	Last Update	Date Checked	Signature
Disaster Management Act 2003 http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/D/DisastManA03.pdf	Reprint 1 March 2008	13/08/2010	
Public Safety Preservation Act 1986 to date http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/P/PublicSafetyA86.pdf	Reprint 1 March 2008	13/08/2010	
State Disaster Management Plan			
Electricity Act 1994 & Regulations to date http://www.legislation.qld.gov.au/LEGISLTN/REPEALED/E/ElectricR94_09A_051007.pdf	1 July 2003	13/08/2010	
Electrical Safety Act 2002 and Regulations to date *Act:* http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/E/ElectricalSA02.pdf *Regulation:* http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/E/ElectricalSR02.pdf	23 February 2009	13/08/2010	
Fleet Management Disaster Management Plan http://intranet/Docs/OR_Manage%20Organisational%20Resilience/OR0004Published/OR000401R121.doc	9 September 2009	13/08/2010	
AS/NZS 4360:2004 Risk Management & HB 436:2004 **1.** Select the '***Process Zone***' on the Intranet **2.** Select '***Related Site***' and then 'e-Library' **3.** Select the '***Database & Websites***' Icon **4.** Under Standards select '***Standards Online – includes Australian Standards, ENA Documents and subscribed ISO and IEC standards'.***	31 August 2004	13/08/2010	
Counter Disaster Plan (R'ton & Fitzroy Shires) Group-Operations\Central Region\Counter Disaster Plan – EMP – Central\Area Supporting Plans\CC Sub Plan November 06	November 2009	10/09/09	
District Counter Disaster Plan Rockhampton District Ergrd1\Data on 'Ecasd01'\Group-Operations\Central Region\Counter Disaster Plan – EMP – Central \Area Supporting Plans\Rockhampton District Disaster Plan	January 2002	18/09/09	
Powerlink – State Disaster Management Plan	8 December 2006	10/09/09	
Managing Data During Disasters Procedure P61J05.	2 November 2004	13/08/2010	
Disaster Management Plan OR000401R100.	17 July 2009	13/08/2010	

The most recent Copies of the above references are on hand for use by the Central Region Disaster Management Committee.

....

GMOC Signature Date

11. APPENDIX 2 - RDMC ROLES AND RESPONSIBILITIES

Title	Roles and Responsibilities
GMOC or delegate	Responsible for Ergon Energy Emergency Management Plan Forward Situation and Incident Reports as required by IRM. Request additional resources through IRM if necessary Monitor closely liaison with District Disaster Management Groups in Region. Manage and coordinate Ergon Energy response Monitor WH&S of all response staff
Network representative	Coordinate regional Network resources to assist response Manage regional control rooms Coordinate repairs to buildings and facilities Maintain SCADA systems Communicate Network requirements to RIRT
Logistics & Materials representative	Coordinate regional fleet and plant services Manage supply and delivery of stores Coordinate regional Logistics personnel
TaPS representative	Manage EE substation and transmission repairs within the priority framework agreed with Chair Coordinate Powerlink and EE substation and transmission repairs Coordinate provision of TaDS resources to assist with distribution system repairs
Customer Relationship Manager	Maintain liaison with NCC Monitor correct messaging on IVR Manage customer information – receipt, recording, handover Manage customer contact and welfare at region level Establish and maintain direct contact between NCC and RIRT Contact SPARQ about planned changes to key systems and services so that they can be delayed, if necessary
HR representative	Coordinate HR support services to assist RIRT Coordinate on-site catering services Manage staff welfare – local and imported staff and families Manage travel and accommodation requirements Monitor inductions and IR issues – breaks, penalties
Regional Corporate Communications Manager	Liaise with regional media and prepare media releases and updates Liaise with Group Manager, Media & Community Relations for State and National media releases Support the RIRM with regional interviews and statements

12. APPENDIX 3 - ANNUAL REVIEW CHECKLIST

This checklist is to be updated and submitted to GMFS with a report by 31 August each year.

Action	Checked by	Date	Signature
References on hand as Appendix 1			
Liaison Officers updated and available as Appendix 8			
Regional Contact list updated as Appendix 9			
RDMC meeting convened			
EMP and supporting plans reviewed at meeting			
Appendices updated where necessary			
Emergency stockholding levels confirmed			
Date last exercise conducted.....			
Report and plan amendments forwarded to GMFS			
Remarks -			

....

GMOC Signature Date

13. APPENDIX 4

13.1. Post Disaster Report Checklist

Action	Yes/No	Date	Name
Debriefs held with all teams involved (within 20 days of completion)			
Key learnings and actions summarised			
RDMC meeting convened to debrief incident and confirm action plan and improvements			
Report submitted to GMFS (within 30 days)			

Following the ..... event from..... to..... in the ..... area, a meeting of the RDMC has considered all issues raised, and relevant reports and recommendations are attached.

....

GMOC Signature Date

13.2. Sample Post Disaster Report Format

Executive Summary
Safety Issues
Customer Impacts
Performance Analysis
Key Learnings
Action Plan and Recommendations
Appendices – statistics and KPIs to include -
• Phone calls to NCC daily
• Outage times
• Numbers customers affected
• Safety – public and staff
• Staff numbers and hours
• Costs and numbers transformers, poles, services, spans
• Overtime

14. APPENDIX 5 - REPORTS

When the RDMC is activated, reports should be submitted to the GMFS as follows:

14.1. Situation Reports

- Situation Reports at intervals as directed by the GMFS to keep the EDMC abreast of events, progress and planned work as well as advance notice of additional resources required.
- The format for a Situation Report is set out below.

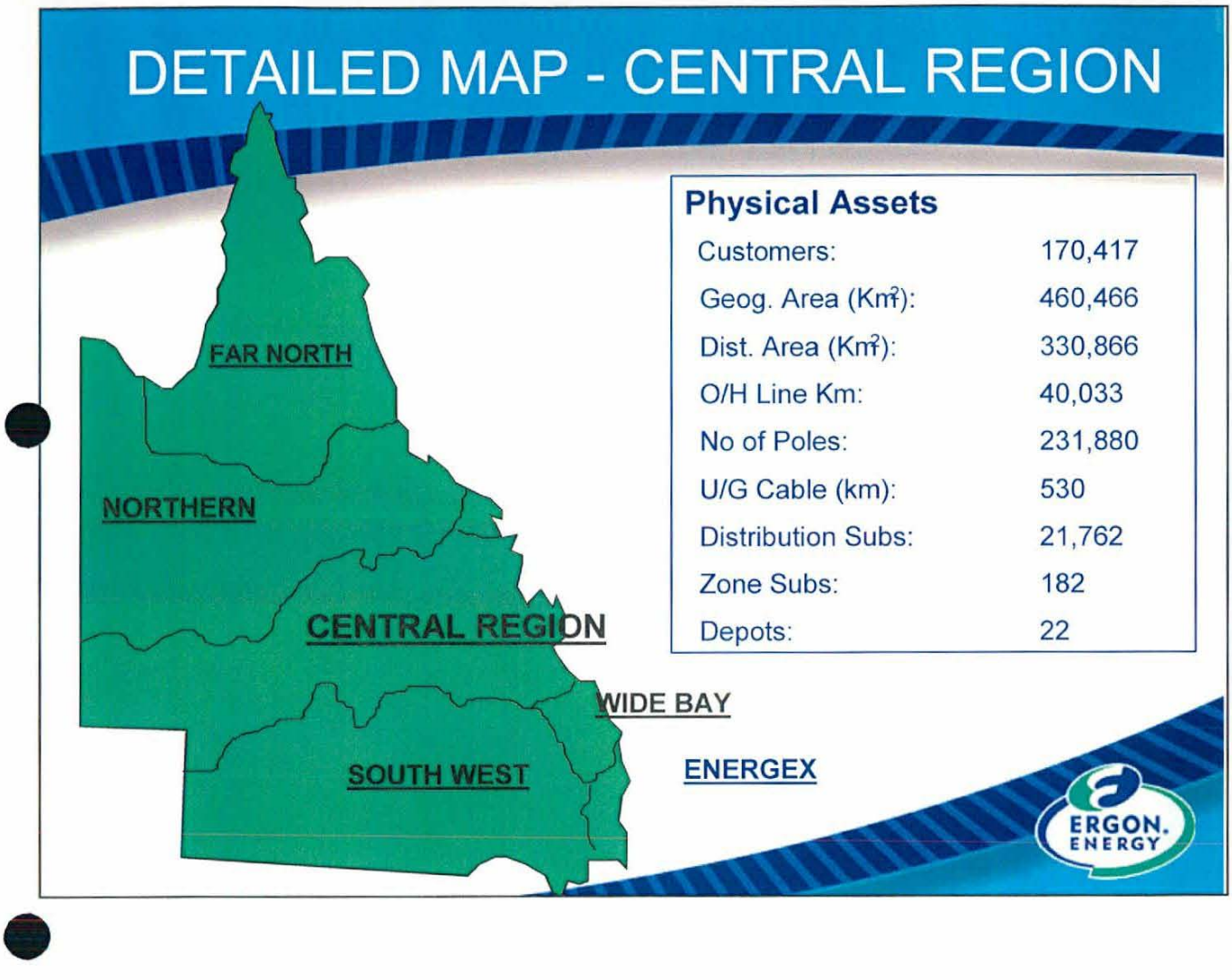
Situation Report

1. Report number	
2. Date	
3. Region	
4. Event description	
5. Date and time this report sent	
6. Numbers staff this region responding	
7. Numbers staff other region/s assisting	
8. Safety issues	
9. Customers/feeder without supply	
10. Supply restored since last report	
11. Priorities/difficulties	
12. Media/public concerns	
13. Call volumes since last report	
14. Planned work next shift	
15. Support/assistance required & when	
16. Other issues	

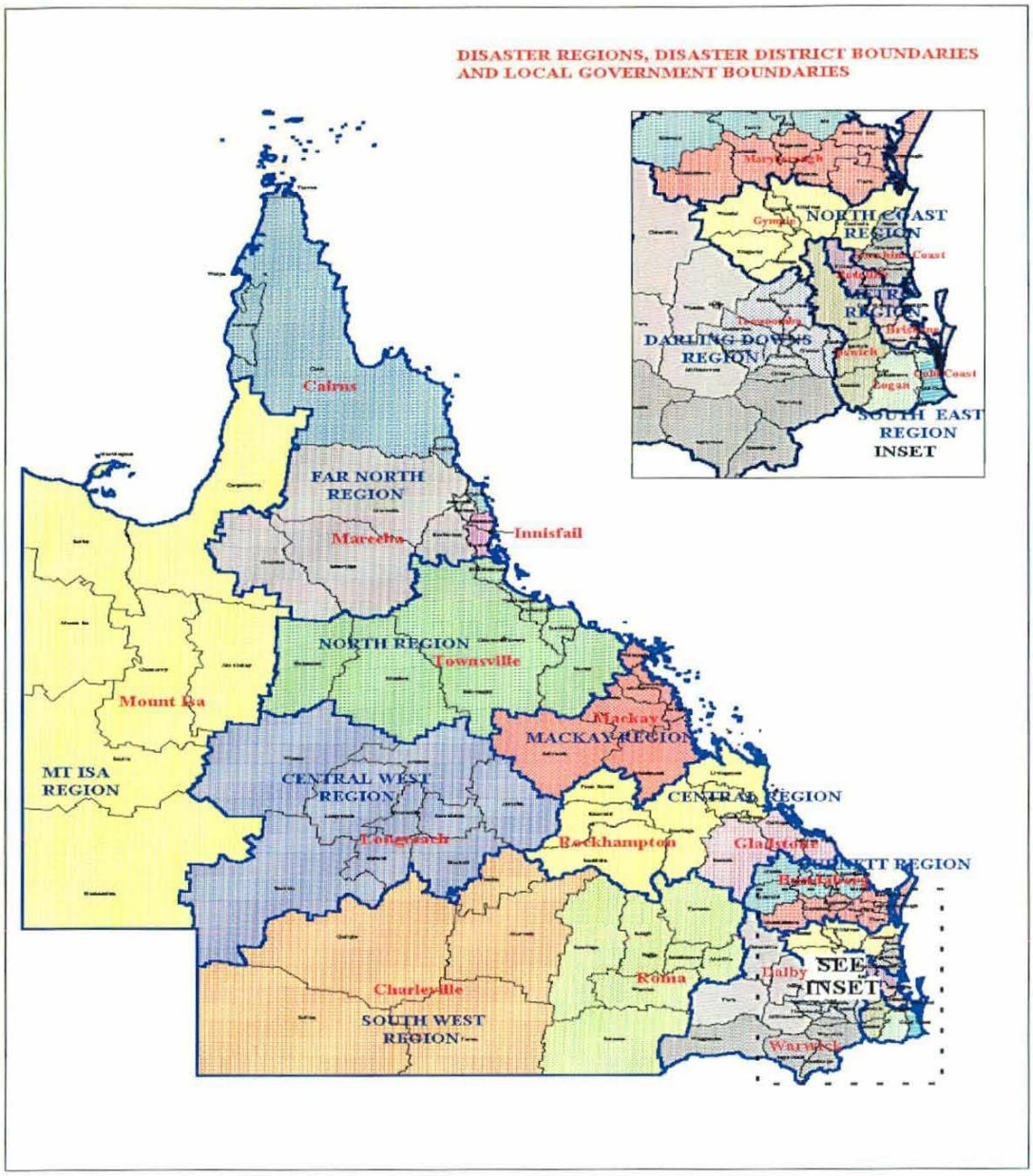
14.2. Incident Reports

Immediately information is received after the occurrence of a significant event such as an injury or fatality, or major equipment or plant damage, GMOC will advise GMFS of all relevant details associated with the incident, including the date and time, the location and the extent of injury or damage. The initial report may be verbal, but should be followed by a written report confirming the details as soon as possible.

15. APPENDIX 6 - REGION MAP



16. APPENDIX 7 - REGION DISASTER MANAGEMENT DISTRICTS MAP



17. APPENDIX 8 - RDMC LIAISON OFFICERS

Liaison Officers appointed to represent Ergon Energy on District and Local Government Disaster Management Groups have an important role to play at all times. This includes:

- Attending planning and other scheduled meetings
- Maintaining contact with the Group when it is activated. AOM will determine whether it is necessary for the Liaison Officer to physically sit with the Committee during activation.
- Maintain close and timely contact with the RDMC through the AOM, particularly with respect to information impacting on EE response, and where there are requests for assistance or resources to be provided by EE.

Organisation / Name	Title	Contact Numbers	Org. advised
Rockhampton CDD XXXXX	Regional Admin Service Manager Central	XXXXX	
Gladstone CDD Wayne Wilson XXXXX	 Design Technical Officer Network Refurbishment Officer	XXXXX	
Longreach CDD XXXXX	ASM Central West	XXXXX	
XXXXX	Area Asset Officer Mackay		
XXXXX	Distribution Planning Officer	XXXXX	
XXXXX	Network Connection Manager	XXXXX	

18. APPENDIX 9 - RDMC CONTACT LIST

Emergency Management Plan – Central Region

Ergon Energy Corporation Limited ABN 50 087 646 062
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19. APPENDIX 10 - RDMC ACTIVATION ADVICE LIST AND EMAIL ADDRESSES

A list of Ergon Energy persons to be advised by email when GMOC activates the RDMC.

This is to be used to set up and maintain an email address group for the Region.

Title	Name	Email
GMH&S		
GMTaPS		
GMOC		
MRS		
AOM Central Coast		
AOM Central West		
AOM Mackay		
AOM Call Curt		
CRM Rockhampton		
ASM Central West		
RHRMC		
MSCC		
WC		
RAM		
CCM		
MNCC		
SCO		
PA		
PAMC		
OCCM(S)		
OCCM (N)		
MTOR		
WGLSO		
MTOM		
MNO		
GROUP EMAIL		

20. APPENDIX 11 - DISTRICT AND LOCAL GOVERNMENT: DISASTER MANAGEMENT GROUP CONTACTS

Emergency Management Plan – Central Region

Local Government

Emergency Management Plan – Central Region

[redacted]

XXXXX

Ergon Energy Corporation Limited ABN 50 087 646 062
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21. APPENDIX 12 - PRIORITY CUSTOMERS

A customer list in order of priority of restoration of supply based on the resources required by the community to respond to and recover from the event or disaster. The list should be based on the following definitions in priority order and should be compiled in consultation with relevant District Disaster Management Committee/s:

- Medical and life support including hospitals, aged care centres
- Health including water and sewerage facilities
- Emergency services headquarters, EE response sites and substations, evacuation centres.
- Supermarkets, food and cold stores
- Communications facilities – telephone, radio, TV
- Special cases of hardship.

Listing located at the following server directory:-

Refer to the following server directory:

XXXXX

22. APPENDIX 13 - CONTRACTORS

Contractors and suppliers of resources essential to the EE response should be listed here for easy reference. Examples could include plant and equipment, services, catering, helicopters and other transport.

Listing located at the following server directory:-

Refer to the following server directory:

XXXX

23. APPENDIX 14 - DAILY SHIFT PLAN

When the EMP is activated to respond to a disaster situation, the following should be used as a basis for work and action timings. However GMDS may specify that he requires reports at other intervals and the shift plan should be amended accordingly.

Time	Area	GMOC	RDMC
0530	Debrief night shift, brief day shift		
0530	Report to GMOC	Report to IRM	
0600	Start day shift		
0800		Report to IRM	
0900		Convene RDMC	Review status Draft media reports
1230	Report to GMOC	Review reports	
1300		Report to IRM	
1500		Convene RDMC	Review status Draft media reports
1700	Debrief day shift, brief night shift		
1730	Report to GMOC	Review reports	
1800		Report to IRM	

24. APPENDIX 15 - EMERGENCY COMMUNICATIONS PLAN

In the event that the telephone system (landline or mobile) is unavailable in whole or in part of an affected area, set out the backup system that will be used.

Pre-planning is essential so that contractors or teams from other areas or regions can be inducted on arrival on the operation of the backup system.

In the event of an emergency the IRM or RDMC may direct that a message is recorded on the "Incident Response Line" to keep staff in the region informed. The Incident Response line is XXXX and is activated through the NCC emergency plan.

Listing located at the following server directory:-

XXXX

25. APPENDIX 16 - CHECKLIST - STAFF TO WORK IN ANOTHER REGION

A checklist of actions to be completed for staff required to move to another region to assist in disaster response.

FOR INTER-REGION STAFF ASSISTING WITH CYCLONE/STORM REPAIRS

STAGE 1 TO BE COMPLETED BY WORK GROUP ADMINISTRATIVE OFFICER PRIOR TO LEAVING HOME REGION AND FAXED TO ADMINISTRATIVE OFFICER AT DESTINATION DEPOT			
Name of Employee:			
Employee Mobile:			
Next of Kin:		**Relationship:**	
Home Contact Phone Number:			
Base Region:		**Business Unit:**	
Base Depot:			
Vehicle Number:		**Radio Channels:**	
Payroll Number:		**Job Ticket No:**	
Work Location Assigned to:			
Job Description:			
Accommodation Address:			
Accommodation Contact Phone Number:			
Date Commenced:			
Anticipated Completion Date:			

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STAGE 1 (cont'd)

Name of Reporting Supervisor:			
Position Title:			
Contact Phone Number:		**FAX Number:**	
Mobile Phone Number:			
Special Requirements of Employee:	Health / Medical / Allergies:		
	Diet:		
	Other:		
Inoculations:	**Hepatitis "A"** ☐	**Hepatitis "B"** ☐	
	Tetanus ☐	**Japanese Encephalitis** ☐	

Japanese Encephalitis is recommended for work in the Torres Straits and tip of Cape York Peninsula during the wet season for period in excess of 3 weeks.

Travel Details:	**Airline** ☐ **Charter** ☐ **Road** ☐ **Other** ☐		
Flight Number:			
Road:	**Ergon Vehicle** ☐ **Private Vehicle** ☐ **Bus** ☐	**Vehicle Number** **Vehicle Registration** **Booking Reference**	
Proposed Route:			
Other:			
Departure Date: **Arrival Date::**		**Departure Time:** **Arrival Time:**	

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(Tick boxes to indicate employee's qualifications & competencies currently held)

Current Competencies:	**Electrical Fitter Mechanic**	☐	**Linesperson**	☐
	Cable Jointer	☐	**Trades Assistant**	☐
	Approved Person	☐	**Borer Driver**	☐
	Service Polarity Testing	☐	**Pole Top Rescue**	☐
	Pole Top Rescue	☐	**Current Resuscitation**	☐
	Roadway Warning Signs	☐	**Traffic Control**	☐
	Switchboard Rescue	☐	**ABC Low Voltage**	☐
	ABC High Voltage	☐	**Aluminum Services**	☐
	EWP/EPV (over 11M)	☐	**EWP Escape**	☐
	HVIA Training: L1 ☐ L2 ☐ L3 ☐		**Safe Use of Chainsaws**	☐
	Tree Trimming	☐	**Pole Inspection**	☐
	Energising Transformers	☐	**HR Drivers License**	☐
	Environmental Awareness	☐		☐
		☐		☐

26. APPENDIX 17 - CHECKLIST - STAFF FROM ANOTHER REGION

STAFF & EQUIPMENT REQUEST - INTER-REGION

Request	**Details**		
To	**Group Manager Field Support**		
From	**General Manager Operations Central**		
Region			
Date Requested			
Anticipated Completion Date			
Depot Assigned to:			
Depot Address			
Depot Supervisor's Name			
Depot Phone		Mobile:	
Depot FAX		Radio Channels:	
Emergency Contact Phone			
Job Description			
Hours of Work	6 am to 6 pm with 30 minute meal break at maximum of 6 hours after commencement of work. Meals and drinks supplied at designated pick up points.		
Accommodation Name			
Accommodation Address			
Accommodation Phone			
Accommodation FAX			
Job Ticket Number			
Inoculations Required: Tetanus ☐	Hepatitis "A" ☐	Hepatitis "B" ☐	Japanese Encephalitis ☐

Japanese Encephalitis is recommended for work in the Torres Straits and tip of Cape York Peninsula during the wet season for period in excess of 3 weeks.

STAFF REQUEST

Skills & Competencies	***Number***
Linesperson	
Lifter Borer Operator	
Trades Assistants	
Electrical Fitter Mechanic	
Approved Person/Connection Officer	
Cable Jointer	

PLANT & EQUIPMENT REQUEST

Equipment	***Number***
2 man vehicles	
2 man 4 X 4 vehicles	
EWP Vehicles	
Lifter Borer Vehicles	
General Purpose Vehicles with Hiab	
Stores delivery vehicles	

GMO Central Signed: _____ Date: _____

Emergency Management Plan – Central Region

TO BE COMPLETED BY INDUCTING OFFICER AT DESTINATION DEPOT	
GENERAL INDUCTION (Prior to starting work at assigned depot)	
Welcome the Employee and explain the induction process	☐
Introduce to Team Leader/Supervisor and advise who to approach with queries/concerns	☐
Discuss the work assignment	☐
Hours of work (12 hours per day from 6am to 6pm, minimum 30 minute compulsory lunch break no later than 12 noon)	☐
Location & times for meals supplied, location of ice & water suppliers	☐
Discuss work area, general facilities and other sites with which there may be contact	☐
Explain office processes i.e. submitting timesheets, patrol reports, follow up repair reports	☐
Explain reporting of completed work, details required and contact phone numbers	☐
Explain the Standard LV Phasing in area (Eg. A N B C from property)	☐
Brief staff on Wire Down – Contact Document	☐
Brief staff on Patrol Sheets	☐
Brief staff on LV Isolation Sheets	☐
Communications – Switching operations to take precedence over general traffic	☐
Communications – Work receipt & reports over mobile phone where possible	☐
Two way radio channels used in work area	☐
Work area contact person, radio channel & phone number for urgent isolation of supply	☐
Identify staff processes of advising customers on mains box/customer related issues	☐
Streetlight Circuits: caution about streetlight circuits traversing substation areas & feeders	☐
Carry out work activity assessment & toolbox talk prior to starting work on job site	☐
Strict adherence to HVIA processes including use of "DNOB" tags	☐
Always "Test before you touch or apply earths & short-circuits"	☐
Compliance officers will be conducting field audits for safety, quality & compliance	☐
Outline process for incident/hazard reporting	☐
Name & contact phone number of Compliance Officer to report injuries	☐
Serious Events: Report to Compliance officer, do not disturb site unless life threatening	☐
Serious Events: Do not make any statements to anyone outside Ergon employees	☐
Dealing with irate/difficult customers – do not make any promises on restoration times etc	☐

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Emergency Management Plan – Central Region

SAFETY INDUCTION

ITEM	TICK
Workplace Health & Safety Obligations **Safety First – duty of care to Self, Workmates, Customer, Asset including plant & equipment** • Reinforce public safety: identify; isolate & make hazards safe, roadway warning signs (everyone is responsible, all hazards are to be made safe or reported & remain on site until the situation is made safe) • Restoration of supply last priority • Close and strict supervision of apprentices/trainees at all times • Ensure that all tools, PPE & equipment is within test period	☐
Site Safety: *Secure site safety* • Use appropriate road signage • Ensure safety of workers and public alike • Use appropriate signage for site security • Conduct workplace inspection & work activity assessment prior to starting work	☐
PERSONAL PROTECTIVE EQUIPMENT (PPE)	
Clothing: *To be worn at all times whilst working* **Overall or long sleeved shirt & long trousers** • High visibility retro-reflective clothing or vest whilst working near roadways • Flame retardant wet weather gear when exposed to electrical flashover hazards (Live equipment)	☐
Head Protection: *to be worn as appropriate* • Safety helmet in designated safety helmet areas • Soft wide brimmed hat may be worn in non-designated safety helmet areas for sun protection	☐
Foot/Leg Protection: *to be worn as appropriate* • Class 1 boots with insulated soles – all field workers • Steel capped gumboots – wet /damp conditions • Chainsaw chaps & Armgards – using chainsaws	☐
Eye Protection: *to be worn as appropriate* • Safety eyewear to be worn in field at all times • UV safety eyewear worn for sun/UV protection	☐

Emergency Management Plan – Central Region

SAFETY INDUCTION

ITEM	TICK
Hearing Protection: *to be worn as appropriate* • Ear Muffs/Plugs where exposed to 85dB + noise levels	☐
Respiratory Protection: *to be worn as appropriate* • Face masks for air born dust • Appropriate face masks for biological or hazardous substances determined by risk assessment	☐
Hand Protection: *to be worn as appropriate* • Working gloves – manual handling • Class "00" gloves – in proximity to LV or de-energised situations which may become energised accidentally • Class "00" glove to be worn by offsider when tradesperson requires "00" gloves • Class "00" glove to be worn when connecting mains boxes & switchboard work • Class "0" or "2" gloves to be worn for HV operations as required. • Live Line G&B gloves to be worn as prescribed in LL Manual • Other gloves Eg. Nitrile or PVC Gauntlets - handling hazardous substances as determined through documented risk assessment	☐
Fall Protection Equipment: When working at heights above 2.4 metres • No free climbing on structures including buildings/poles etc above 2.4 metres • When working in EWP	☐
SAFETY POLICIES	
Jewellery • Employees engaged in outdoor or indoor work where there is a risk of exposure to electrical hazards shall remove all jewellery (Eg. Watches, rings, ear rings, necklaces) & body adornments.	☐
Sun Protection • Long sleeved shirts, long trousers, head & neck protection • Apply 30+ sunscreen regularly • Helmet shade brim & neck flap • Wear eyewear that provide adequate levels of UV protection	☐

Emergency Management Plan – Central Region

SAFETY INDUCTION

ITEM	TICK
Alcohol & Drug • zero tolerance or recreational drugs & alcohol on the job • zero alcohol for work involving: • Heavy vehicles & all plant, • HV switching , • Live work at any voltage, • Mandated work sites (Eg. mines) • Smoke free workplace	☐
Housekeeping • Maintain reasonable standards of housekeeping in & on vehicles & job sites • Tidy up debris before leaving job site • Report on job sheet any follow up pick up of debris on job site	☐
Personal Hygiene • Location of public toilets within work one • Wash hands before eating & after handling chemicals • Bathe adequately to reduce body odour • Laundry services will be provided – contact Team Leader/Supervisor if problem exists	☐
Heat Stress & Fatigue Management • This is a significant problem in a post cyclonic/storm event • Reduce effect of heat stress by: • Regular intake of cool water • Work rotation • Rest breaks • Manage Fatigue by adhering to maximum of 12 hour days with minimum ½ hour meal taken in middle of day	☐

Emergency Management Plan – Central Region

SPECIFIC AREAS OF CONCERN RAISED BY THE EMPLOYEE AND ADDRESSED:

I hereby acknowledge that I have received an Ergon Energy Induction in accordance with Stage 3 of this Form, Induction Checklist and have had the applicable items, as indicated on the Checklist, explained and/or demonstrated. I understand my commitment thereto and agree to act within these guidelines at all times.
I understand that at the completion of my assignment with Ergon Energy, all assets used are to be returned in a sound and operational condition. I also agree to participate in an Exit Interview should this be required.

Employee Name	*Signature*	*Date*

Induction completed and all relevant documentation has been placed on the appropriate File.

Induction Officer	*Signature*	*Date*

27. APPENDIX 18 - EMERGENCY DOCUMENTS

Documents which relate specifically to response to disaster situations in the Region should be listed here to ensure they are reviewed regularly as part of the disaster planning process.

Document	*Version Date*
P53K05B03C02. Switching Sheet Overhead Substation	
P53K05B03C03. Switching Sheet 1 Isolation Point	
P53K05B06C01. Unplanned Switching Record	
P53K35. Unplanned Interruption	
P53K35B01. Monitor Unplanned Outage	
P53K35B02. Monitor Unplanned Outage after Hours	
P53K40B01. Manual Reclose	
P53K40B01C01. Manual Reclose Checklist	
P53K40B02. one Substation Restoration	
P53K40R01. Fault Finding Reference Document	
BS001404R135 : Installation Reconnection after Natural Disaster Guideline (Reference)	
BS001404R136 : Re-Energising Water Inundated Plant Guideline (Reference)	
BS001401R104 : Working In or On Water (Reference)	
BS001401R105 : Managing Risk with Overhead Mains During Floods (Reference)	
BS001401R106 : Working In or On Water (Field Instruction)	
XXXX	

28. APPENDIX 19 - REGION SUPPORTING PLANS

All supporting plans which are aimed at supporting the Region's response to loss of supply should be registered here so that they are regularly reviewed as part of the planning process. The representative of the Business Unit on the RDMC is responsible for providing and updating the relevant supporting plan.

Emergency Management Plan – Central Region

29. APPENDIX 20 - CIRCULATION LIST

Copies of the Central Region: Capricornia EMP are held as follows:

Copy	Held by	Date	Signed
1	GMFS		
2	NCC		
3			
4	All District and Local Government Disaster Management Groups as per appendix 11 of this plan		
5	All members of Central Region Rockhampton RDMC as per appendix 9 of this plan		
6	All Liaison Officers as per Appendix 8 of this plan		
7			
8			
9			
10			

30. APPENDIX 21 - SATELLITE PHONES

Please note: The satellite phones do not operate like a normal mobile phone.

Turning on Satellite Phone

- Rotate and Extend Antenna
- Press and hold the power button till switches on – Button LHS red button
- The phone will prompt you to put in a pin number, this is on the side of the phone along with the phone number – enter pin and than OK
- Wait for phone to search and register

To Dial Out

- XXXX
- After you dial the number press OK
- To end call press OK

Charging

- Make sure phone is turned off
- Plug adaptor into power point and insert charging device into the LHS of the satellite phone
- Operations Support Officer is to check the phones monthly to ensure batteries are charged

Other Features

- Volume control on the left hand side of the phone, use the arrows to control the volume
- To bring up the last 10 numbers dialled, press OK and scroll down using the arrows on the front of the phone

Satellite Phones information -

Phone Number Asset Number

XXXX

31. APPENDIX 22 - QUEENSLAND TSUNAMI NOTIFICATION PROTOCOL VERSION 1

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32. APPENDIX 23 - RDMC AGENDA AND ACTION CHECK LIST

Meeting Notice

NAME OF MEETING RDMC/RIRT

DATE OF MEETING

PLACE OF MEETING

MEETING CALLED BY

Attendees:

Apologies:

Inward: (details from external parties eg Council, Police etc)

Review Situation: Updates, Current state of play and predicted short term & long term impacts.

Action Items:

Item	Action	Responsible	Comments
Finance	Implement financial management approach for capturing disaster response costs across the business units. Establish appropriate works orders to capture all operational costs (labour, plant and equipment, transport, accommodation, travel, contractors, logistics etc)		
Mapping	Zone Substation and Feeder maps critical to manage repairs. Eg feeder maps on wall & tray to capture FDRSTAT logs related to that feeder and paperwork from admin and field staff. (see details under general business for map links)		
Resources	Clear direction and instruction (in writing) to all WGL and staff for critical activities and record who the detail is provided to (eg patrols must cover all HV & LV up to Mains box. Isolate/make safe LV, report all details to control centre). Morning debrief to all staff & WGL/critical response staff.		
1300 132797 employees in a disaster affected area can receive information such as whether they are required at work. The recorded message service will be initiated by the Incident Response Manager in that region (usually the Customer Relationship Manager - CRM) who will direct the NCC to record the relevant message as part of Ergon Energy's disaster management plan activation process. For more information about the service please refer to Regional Disaster Management plan NCC OR000401R105 or contact XXXX			
	Confirm Contract/External Resource		
	Confirm Line Service Resource		
	Confirm TaPS Resources		
	Confirm Intra-Region Options. Eg design staff		
	Explore Inter-Region Options. Admin/Engineering support.		

	Explore Admin & Field Coordinator Options.		
	Explore External Resources: helicopter, heavy plant, equipment hire, electrical contractors (who are critical late in restoration to restore supply to customer) etc		
	Manage procurement/options for and the tracking of generators		
People Management	Manage the sourcing and delivery of food to workers. All catering functions. Set up control centre with food and beverages.		
	Ensure field staff assigned to supervisor/EIC to manage		
	Full list of staff & fatigue management roster (Appendix 14) maintained. Includes admin, RDMC, management & coordinators on roster.		
	Manage travel and accommodation arrangements.		
	Ensure inductions completed & recorded for all external staff.		
	Staff must ensure they clock on, clock off and advise supervisor of movements at all times. Must advise fatigue mgt people they will report for next shift at agreed time (avoids ringing and waking up staff to check)		
Stakeholder Management	Communication is most critical aspect. Corporate Communication Staff fully utilised for preparation of one consolidated report to issue out of disaster area to media & stakeholders.		
	Contact affected Local Govt &/or District Disaster Management Committees affected (refer Appendix 11). Assign meeting attendees as requested. Establish communication channels (Ergon hotline) with external disaster committee members (SES, Council, police etc). Consider person under RAM as attendee. Identify key Council infrastructure issues to manage (water, sewage etc)		
	Liaise with XXXX. Ensure contact made with affected Mayors & relevant State & Federal Members with contact details for updates.		
	CCM management of media commitments and establish communication channels with media.		
	Complete Situation Report at daybreak as per Appendix 4 and Daily Shift Plan & ensure regular updates issued via Chair to internal stakeholders in Appendix 10. Situation Report to be the "one		

	source of information" to avoid mixed messages.		
Customers	Ascertain timeframes and customer details for any ongoing loss of supply and establish direct contact with customers. Review priority customers and communication channels.		
	Establish NCC/RECC interface during emergency & Information Broker interaction. Regular & accurate IVR updates (consider changing voice to identify new updates).Clear direction fo what to record as life threatening (don't' overload FDRSTAT with "no supply")		
	CRITICAL! Management of FDRSTAT and continual monitor for wires down/life threatening logs to manage on ach feeder. Feeder patrols must be reconciled against ALL FDRSTAT logs for wires down/life threatening before re-energising. Final review of FDRSTAT for that feeder.		
	Identify key public locations (eg servo, motel, caravan park etc) and level of support (generator, truck delivery of goods, toilets, shower etc) for customers in affected areas		
	Ensure comms are accurate and timely so customers can make informed decisions (stay elsewhere, seek gen, mange water/hygiene, manage foodstuffs etc)		
Disaster Management	Establish control centre/s and field response management through maps, data & whiteboards. Consider subsidiary control centre where response is remote from main control centre. Ease of operations through a central point – focal point for supervisors/field staff/ food delivery etc		
	Review critical resources – fuel, repairs, tyres, food etc		
	Establish and communicate internal hotline desk (with message facility) Monitor for enquiries (family, schedulers/WGL checking on staff requirements etc)		
Logistics	Current inventory list available. Consider transport of gear and staffing levels for stores functions. Vehicles from other areas/depots come fully laden with gear.		
	Consider critical materials from other regions or suppliers as required and request via RDMC.		
Control Centres	Region/Area Centre to consider • Designated desk/table area for		

	admin managing staff rosters, preparing situation reports • Separate/additional phone/s computer/laptop to manage fatigue • Subsidiary control centre to manage comms & staff at the emergency site • Designated areas for radios, admin, FDRSTAT, food/staff mgt, key functions		

General Business:

Maps

XXXX

If the link doesn't work you need to navigate through the intranet site for the old structure (left hand side of Intranet home page) as follows - Business Units, Energy Services, Network, Network Data, Data Services, Maps, Network Maps, Storm Season Maps - 2009.

Next Meeting:

Date: Time: Location:

Required Attendees:

33. APPENDIX 24 - TSUNAMI THREAT ACTION CHECKLIST

Introduction:

Please refer to Ergon Energy Tsunami Subplan for details of Federal and State protocols, and Bureau of Meteorology tsunami information. Potentially vulnerable Ergon Energy sites are also listed as well as advice to be given to staff at each alert level.

The plan can be found on the Process Zone using this link:

XXXX

Ergon Energy recognises its responsibility for:

- The safety of staff
- The option to protect assets without placing staff or the public at risk.

Set out below are required actions by responsible people upon receipt of a tsunami watch or warning.

Responsible	Action	Complete/Notes
EGMCaSE	Receive advice from EMQ/BoM	
	Phone at least one OCC Network Coordinator: OCCS XXXX, OCCN XXXX	
	Phone Chair of EDMC and GM Corporate Communications	
OCC Network Coordinator	Receives advice from BoM/SMS/call from EGMCaSE	
	Confirms information on BoM website (eg. may be cancelled)	
	Phones other OCC and OCC Manager to confirm they are aware of situation.	
	Contact any known teams in the field in potential impact area and advise to move to safety (Warning below)	
	Contact relevant AOM/s in relevant coastal areas.	

Responsible	Action	Complete/Notes
Chair EDMC	Receive call from EGMCaSE	
	Advise CE, EGMO, EGMESS and relevant GMO/s	
GMO	Receive call from Chair EDMC	
	Advise relevant AOM/s Advise manager/supervisor in each major building at risk.	
	Decide whether major network assets in potential impact area should be de-energised. If so, arrange with AOM or OCC. If there is time advise LDMG and CCM accordingly.	
AOM	Receive call from OCC or GMO	
	Advise teams in field in potential impact area to move to safety (Warning below)	
	Decide whether broadcast radio message necessary and request OCC Network Coordinator to act	
AOM/Scheduler	Contact staff in buildings in potential impact area	
	If BoM advice is **Watch** staff should be advised to prepare and await further information.	
	If BoM advice is **Warning** staff should be advised to move to >1 km from coast and/or >10 m above sea level	
	Staff also told to be prepared to walk if traffic becomes an issue	

Refer in particular to the following sections of the Tsunami plan:

- 7.3.2 Warnings to staff in vulnerable sites
- 7.3.3 Warning communication method
- 7.6 What to advise staff
- Appendix 3: Vulnerable offices and depots
- Appendix 4: Vulnerable major network sites

34. APPENDIX 25 - LOW LEVEL GUIDELINES FOR THE USE BY PERSONNEL WHO OPERATE FEEDERSTAT AND / OR TELEPHONES TO SUPPORT RESPONSE COORDINATORS

Please note: A more effective solution will be for enough feederstat operators to be utilized who can also provide field communications (telephone support) for the response coordinators. These guidelines are to be considered as a base requirement but flexible dependant on direction of the Incident Response Manager. Feederstat operators should ideally have access to the corporate application Google Earth EC or similar to ensure effective linking of fault locations to geographic locations.

Feederstat Guidelines

1. Each feederstat operator is to have an individual response coordinator assigned to them as part of their induction into the disaster response. This response coordinator is to set clear guidelines as to what specific network areas they are to monitor.
2. Asset events are only to be generated by OCC personnel. If an operator in the response centre determines that an Asset Event should be generated they are first to report the situation to their assigned response coordinator for further action.
3. No asset event is to have logs automatically linked to the asset event. Individual logs must be first checked by the operator to ensure that all logs of the following type are individually attended and actioned. T-Tingle/Shock, L-Life Threatening, D-Lines Down, F-Fire – Pole/Structure. Where an operator suspects that logs have been automatically linked on creation of an asset event they are to check every log linked to that event and unlink logs of this type.
4. All logs that are individually attended and actioned must be printed and given to the response coordinator immediately. The feederstat operator is to ensure they actively follow up each of these logs until actioned and then enter exactly what was done in each log before closing out the log.
5. All manual "Loss of Supply" forms given to the operator are to be logged into feederstat promptly and actioned appropriately dependant on the nature of the log.
6. The feederstat operator is responsible for the printing of logs to be used by the response coordinator for issuing to work crews, as directed by the response coordinator. To support the response coordinator the operator should first determine approximate geographic locations of logs so the response coordinator can dispatch to crews effectively.
7. Printed logs returned from field crews are to be entered into the corresponding log in feederstat and actioned accordingly by the feederstat operator promptly.

Telephone Operator Guidelines

8. Phone operators are to be assigned an individual response coordinator assigned to them as part of their induction into the disaster response.
9. Phone operators required to provide communications with field crews are required to keep a written record of the field workers name, phone number, location and reason for calling including the specific actions undertaken. This is then to be communicated to the response coordinator.

Emergency Management Plan – Southern Region

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Emergency Management Plan – Southern Region

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Emergency Management Plan – Southern Region

Ergon Energy Corporation Limited ABN 50 087 646 062
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Emergency Management Plan – Southern Region

1. PURPOSE AND SCOPE

This plan assists Ergon Energy to respond effectively in the event of a disaster or emergency which interrupts region functions.

2. RESPONSIBILITIES

Business Risk & Compliance Manager is the Process Owner responsible for approving this Reference document.

General Manager Operations Southern is responsible for maintaining this Reference document.

General Manager Operations Southern is the Subject Matter Expert (SME) for the content of this Reference document.

3. DEFINITIONS, ABBREVIATIONS AND ACRONYMS

Assessment: Survey of a real or potential disaster, to estimate actual or expected damages, and to recommend prevention, preparedness and response measures.

CE: Chief Executive

Disaster: an event that causes or threatens to cause any of the following:

Widespread or severe property damage, or

Widespread or severe human injury or illness, or

Loss of human life

Disaster Management: The planning, organisation, coordination or implementation of measures that is necessary or desirable to prevent, minimise or overcome the effects of a disaster upon members of the public or any property.

DMP: (Ergon Energy) Disaster Management Plan

EDMC: Executive Disaster Management Committee

EE: Ergon Energy Corporation Limited

EGMESS: Executive General Manager Employee & Shared Services

EGMCASE: Executive General Manager Customer & Stakeholder Engagement

EMP: (Regional) Emergency Management Plan

EGMO: Executive General Manager Operations

BR & CM: Business Risk & Compliance Manager

GMO: General Manager Operations

EGMAM: Executive General Manager Asset Management

GM TaPs: General Manager Transmission and Project Services

GMWHS: General Manager Workplace Health & Safety

NCC: National Contact Centre

NCCM: National Contact Centre Manager

RDMC: Regional Disaster Management Committee

Resources: Includes manpower, food, any vehicle, vessel, aircraft, plant, apparatus, implement, earthmoving, construction or other equipment of any kind or any means of supplying want or need.

Risk: Expected losses due to a particular hazard for a given area and reference period. Risk is the product of hazard and vulnerability.

SDMG: State Disaster Management Group

Significant Incident: Any occurrence affecting EE response and the community – including severe injury or loss of life involving EE staff or the public, loss or damage affecting EE or community property, and related matters involving EE which are likely to attract media or public response.

IRM: Incident Response Manager

IRT: Incident Repose Team

4. REFERENCES

OR000401R100. Ergon Energy Disaster Management Plan (Reference)

OR000401R101. Procurement and Logistics Disaster Management Plan (Reference)

OR000401R103. Network Operations Emergency Management Plan (Reference)

OR000401R104. Transmission and Distribution Service Emergency Management Plan (Reference)

OR000401R105. NCC Regional Disaster Management Support Plan (Reference)

OR000401R106. Employee and Shared Services Emergency Management Plan (Reference)

OR000401R107. Emergency Management Plan – Northern Region (Reference)

OR000401R110. Emergency Management Plan – Central Region - (Reference)

OR000401R113. Group Services Continuity Plan (Reference)

OR000401R115. Emergency Management Plan – Brisbane (Reference)

OR000401R116. Corporate Property Security Response Plan (Reference)

OR000401R118. ESS Support Services Disaster Response Plan (Reference)

OR000401R119. ESS People Support Disaster Response Plan (Reference)

OR000401R120. Corporate Property (ESS) Disaster Response Plan (Reference)

OR000401R121. Fleet Management Disaster Management Plan (Reference)

OR000401R122. Guide to Pandemic Influenza Management (Reference)

OR000401R123. National Contact Centre Disaster Recovery Plan (Reference)

OR000401R124. Customer Service Community Recovery Plan (Reference)

P61J05. Field Operations - Managing Data during Disaster (Reference)

State Counter Disaster Organisation Act 1975 http://www.health.qld.gov.au/emerg_serv/11201Act.pdf

Public Safety Preservation Act 1986
http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/P/PublicSafetyA86.pdf

State Counter Disaster Plan www.disaster.qld.gov.au under publications

Electricity Act & Regulations to date www.legislation.qld.gov.au/OQPChome.htm

5. OVERVIEW

5.1. Authority

This Plan is authorised by the GMO Southern Ergon Energy Corporation Limited.

5.2. Introduction

This plan helps Ergon Energy to respond effectively in the event of a disaster or other event which interrupts region functions. It also identifies the linkages with District and Local Government Disaster Management Committees established under the State Disaster Management Plan. The document provides the framework for the mobilisation of Ergon Energy resources to prepare for, respond to, and recover from the effects of disasters.

This plan is to be applied by reference to and in conjunction with The Ergon Energy Disaster Management Plan.

Ergon Energy's operational priorities in order of importance are:

Ensuring personal safety – both public and Ergon Energy staff

Protecting equipment and infrastructure from damage

Efficient supply restoration – including meeting the communication requirements of customers and other emergency services.

Diagram 1 shows the Ergon Energy Disaster Plan structure

5.3. Aim

To establish a process for the rapid restoration of electricity supply to communities following emergencies and disasters.

5.4. Objectives

The objectives of this plan are to:

- To define Ergon Energy's response to a disaster situation in this Region.
- To ensure Ergon Energy meets its statutory obligations for disaster management.
- To ensure effective interface with other appropriate Disaster Management Groups at all levels.
- To produce and maintain controlled disaster management documentation.

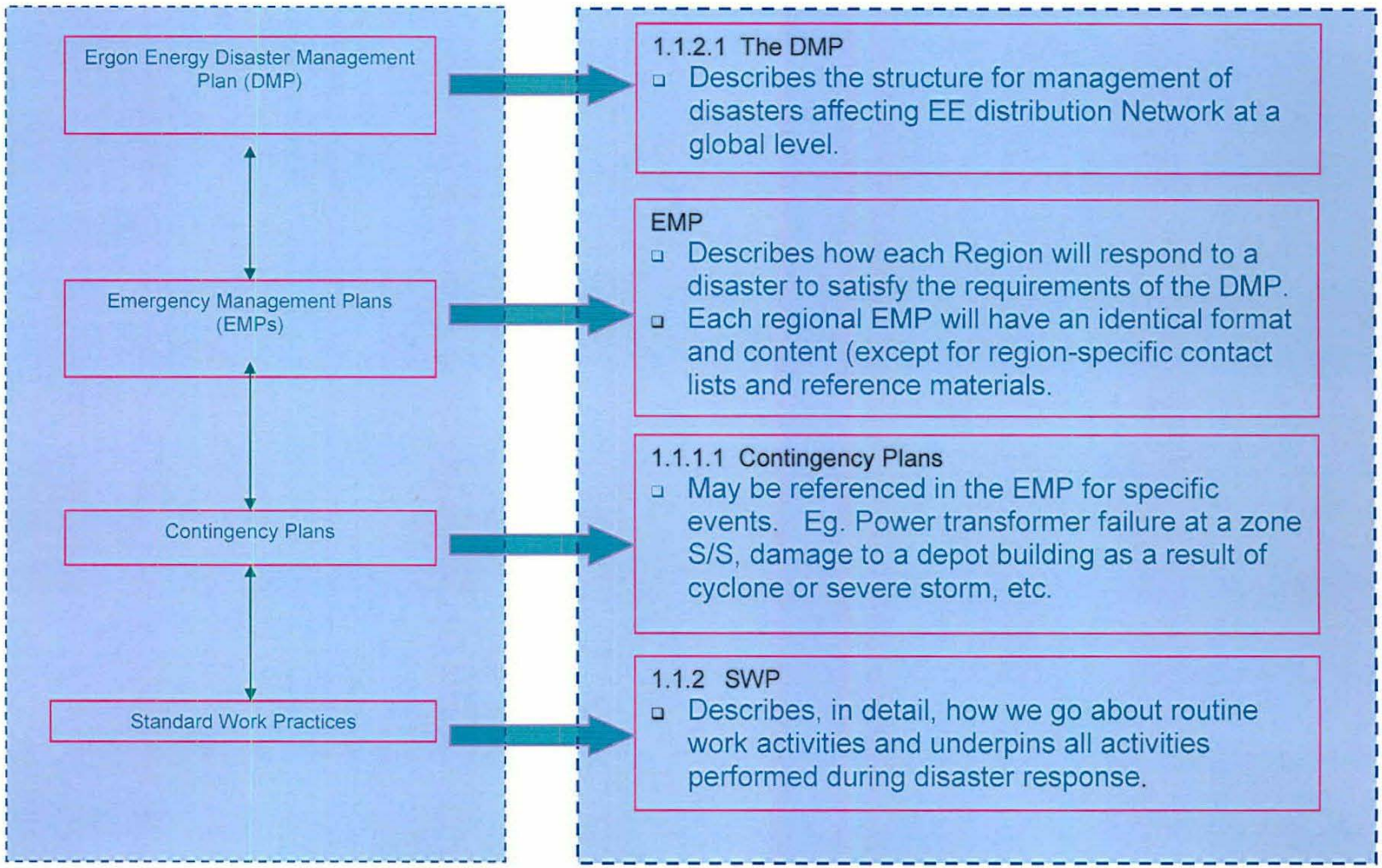
5.5. Amendments and Review

The GMO Southern is responsible for planned and post-event review of this Plan as detailed in Sections 9.2 and 9.4. Reviews are to be conducted to the standard set in the State Disaster Management Plan.

The review checklist is provided in Appendix 3.

The Business Risk & Compliance Manager is responsible for the approval of the plan upon endorsement by the GMO Southern.

6. DIAGRAM 1 ERGON ENERGY DISASTER PLAN STRUCTURE



6.1. Scope

Ergon Energy's operations cover 97% of the State of Queensland in six geographical regions, as set out in the Ergon Energy Disaster Management Plan (DMP). A map of this Region is at Appendix 6.

The State Disaster Management Plan identifies 23 Disaster Districts based on Queensland Police Service Districts - see Table 1. The relevant Disaster Management Districts for this Region are shown in Appendix 7.

Contact details for District and Local Government Disaster Management Committees for this Region are at Appendix 12.

TABLE 1

Ergon Energy Region	State Counter Disaster District
Far North (Regional Office – Cairns)	Cairns
	Mareeba
	Innisfail
	Mt Isa (Part)
North (Regional Office – Townsville)	Mt Isa (Part)
	Townsville
Capricornia (Regional Office – Rockhampton)	Longreach
	Mt Isa (Part)
	Mackay (Part)
	Rockhampton
	Gladstone
Mackay (Regional Office - Mackay)	Mackay (Part)
Southern (Regional Office – Maryborough)	Bundaberg
	Maryborough
(Regional Office – Toowoomba)	Charleville
	Roma
	Dalby
	Toowoomba
	Warwick

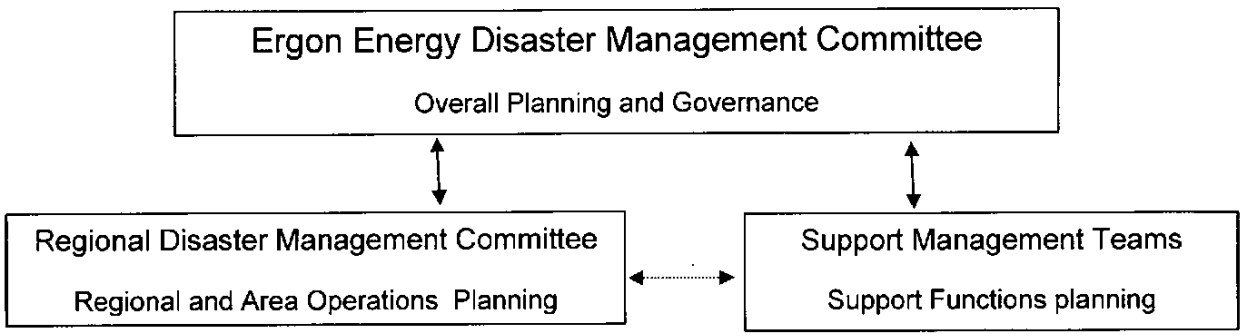
7. ROLES AND RESPONSIBILITIES

7.1. Ergon Energy Disaster Management Committees

The Ergon Energy Disaster Management Committee (EDMC) is the Disaster Management planning body of Ergon Energy. Its role is to coordinate and review the development of emergency and disaster management plans.

The BR&CM has been delegated responsibility for convening and chairing the committee and ensure the effectiveness of pre-disaster/incident planning by the EDMC by the Chief Executive (CE) of Ergon Energy, and will chair the Committee.

The EDMC will maintain a two level disaster planning structure as shown in Diagram 3.



The EDMC is the main Disaster Management planning body of Ergon Energy. Its role is to coordinate and review the development of emergency and disaster management plans. The BR&CM is responsible on behalf of the EDMC for the approval of all subsidiary plans after they are endorsed by the responsible manager for that plan.

7.2. Regional Disaster Management Committee (RDMC)

The RDMC's are the regional arms of the EDMC. They are responsible for coordinating and reviewing regional plans including Emergency Management Plans (EMP) and support plans.

The GMO Southern is responsible for that disaster planning region and will Chair the RDMC.

Other Members of the RDMC are as follows:-

- Operational Asset representatives
- Strategic Asset representatives
- Logistics representative
- Transmission and Project Services representative
- Human Resources representative
- Regional Corporate Communications Manager
- Customer Relations Manager
- Other members as required by the GMO Southern. The GMO Southern will convene the RDMC (after prior consultation with the BR&CM).

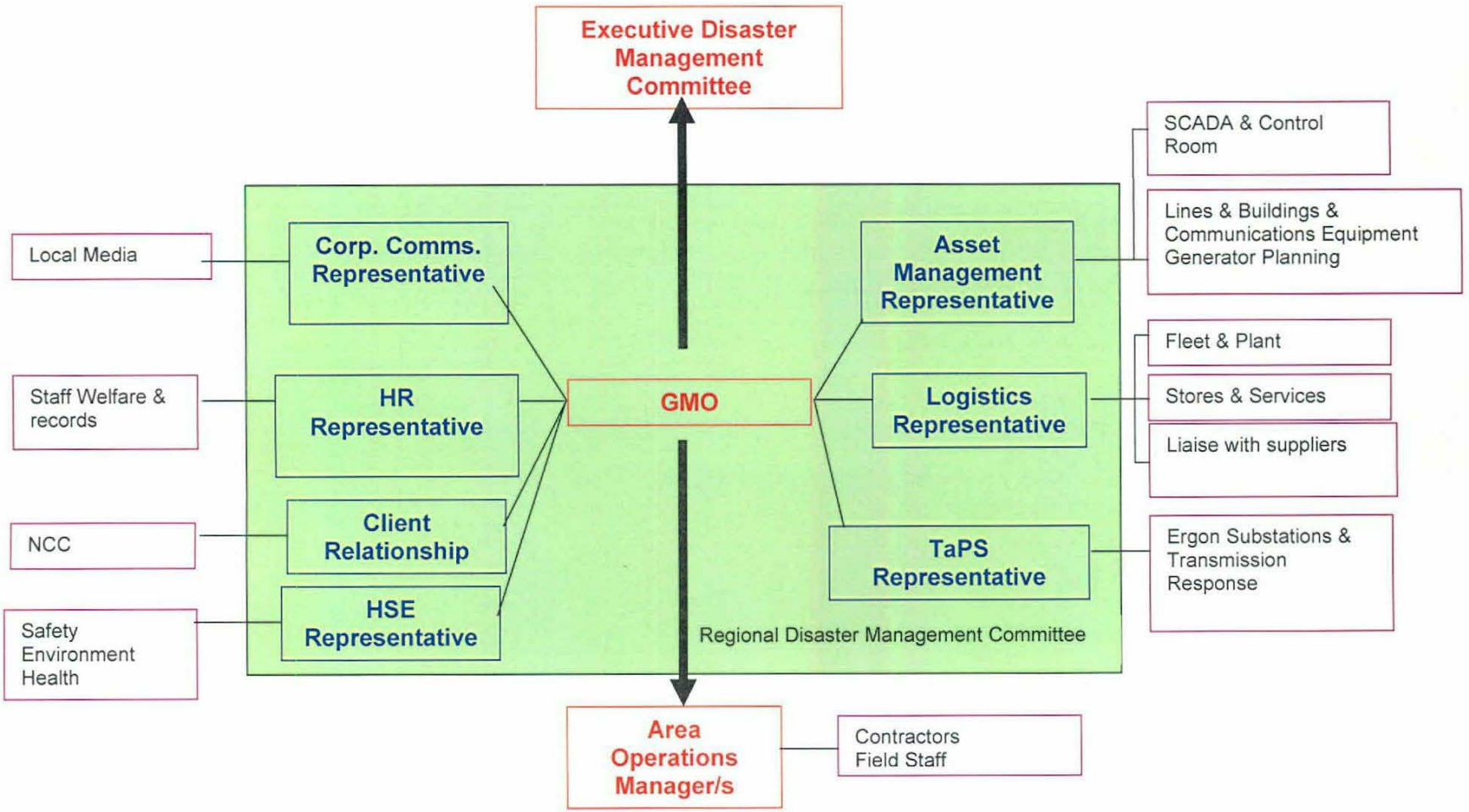
Contact list for the RDMC is contained in Appendix 9.

The GMO Southern will convene the RDMC (after prior consultation with the BR&CM)–

- At the direction of the EDMC
- At least twice annually, to review the operational integrity of the Emergency Management Plan (EMP) for the Region.
- At least annually to undertake a simulated disaster response exercise.
- For post-disaster review and debrief.

The structure of the RDMC is shown at Diagram 2.

8. DIAGRAM 2 ERGON ENERGY REGIONAL DISASTER MANAGEMENT COMMITTEE



9. DISASTER MANAGEMENT

9.1. Overview

Ergon Energy's response is based on the following process:

- Event Identification and Response Assessment
- Prevention and Mitigation
- Preparedness Planning
- Response Preparation
- Response Management
- Post Incident Assessment

9.2. Event Identification and Response Assessment.

Ergon Energy's response planning will be based on risk assessment of potential events and business impact.

Ergon Energy's program of Critical Infrastructure Protection is an assurance program that deals with the ability to protect critical infrastructure. The program not only includes physical infrastructure but also critical business functions.

Risk assessment, event identification and risk action plan reviews will be conducted under the direction of the GMO Southern, as part of the twice yearly Emergency Management Plan (EMP) review referred to above. The review should comply with the Risk Management Standard (see References section)

The Risk Register and Risk Treatment Schedule under the Standard will be part of the documentation to be retained with the EMP. The Risk Action Plan under the Standard will comprise the EMP and the relevant supporting plans.

9.3. Prevention and Mitigation

Where practicable, Ergon Energy will endeavour to construct and maintain the electricity distribution system to mitigate loss of supply as a result of disasters. Where a post-disaster debrief indicates that changes to materials or work practices would reduce the effects of disasters, the options, costs and benefits should be analysed and appropriate recommendations implemented when appropriate.

Key preparation and mitigation programs include CARE and Critical Infrastructure Protection Programs.

9.4. Preparedness Planning

Disasters may occur at any time. Sometimes there is lead time to prepare beforehand (for example cyclones and floods) but in other instances there is little or no warning. To better prepare Ergon Energy to cope with disaster situations a system of annual reviews of disaster plans and supporting plans is to be undertaken.

The GMO for each Region will review the Emergency Management Plan and advise BR&CM of outcomes by 30th September each year. This will be as set out in Appendix 2.

9.5. Response Preparation

Preparation and response by Ergon Energy may take place at different levels depending on the circumstances. Where possible and applicable Ergon Energy will use a three phase approach to response preparation.

Preparation/Response Level	Escalation Trigger and Actions
Standby 1 – Condition Yellow Triggered on forecast severe weather (eg Cyclone Advice). Declared by: EGMO	EE Actions Appoint Incident Response Manager BY: EGMO Appoint Incident Response Team BY: IRM Initiate monitoring and reporting by IRT BY: IRT Review resources and advise IRM BY: IRT Regional Actions Notify Regional Incident Response Team Determine Status of staff, vehicles, communications, equipment, property and systems and address major deficiencies.
Standby 2 - Condition Orange Triggered when an impact is possible (eg. Cyclone Watch). Declared BY: IRM	EE Actions Run local checklists in potential impact areas BY: IRM and IRT members Plan local pre-deployment activities BY: IRT/s Initiate contact with industry members and contractors BY: IRT Regional Actions Activate Regional Incident Response Team Complete staff, vehicles, communications, equipment and systems preparation. Plan pre-positioning of staff / equipment if required
Standby 3 - Condition Red Triggered when impact is likely (eg Cyclone Warning) Declared BY: IRM	Relocate plant and equipment to secure locations within impact zone BY: Operational Managers Pre-position equipment for initial response outside impact zone BY: Operational Managers Commence securing external resources BY: Operational Managers and ERM Initiate external agency and media liaison BY: IRM/s Appoint impact assessment team/s and resources BY: IRM Regional Actions Secure equipment within impact zone (storm surge, storm damage) Stand down in preparation for response operations Secure Additional emergency equipment (generators) Secure Food and Water supplies as appropriate Pre-positioning of staff / equipment outside impact zone if required

9.6. Response Management

9.6.1 Ergon Energy Response Management

The management of disasters and major incidents will be coordinated through an Incident Response Team. The IRT will comprise the Incident Response Manager and other senior managers as required to manage the response.

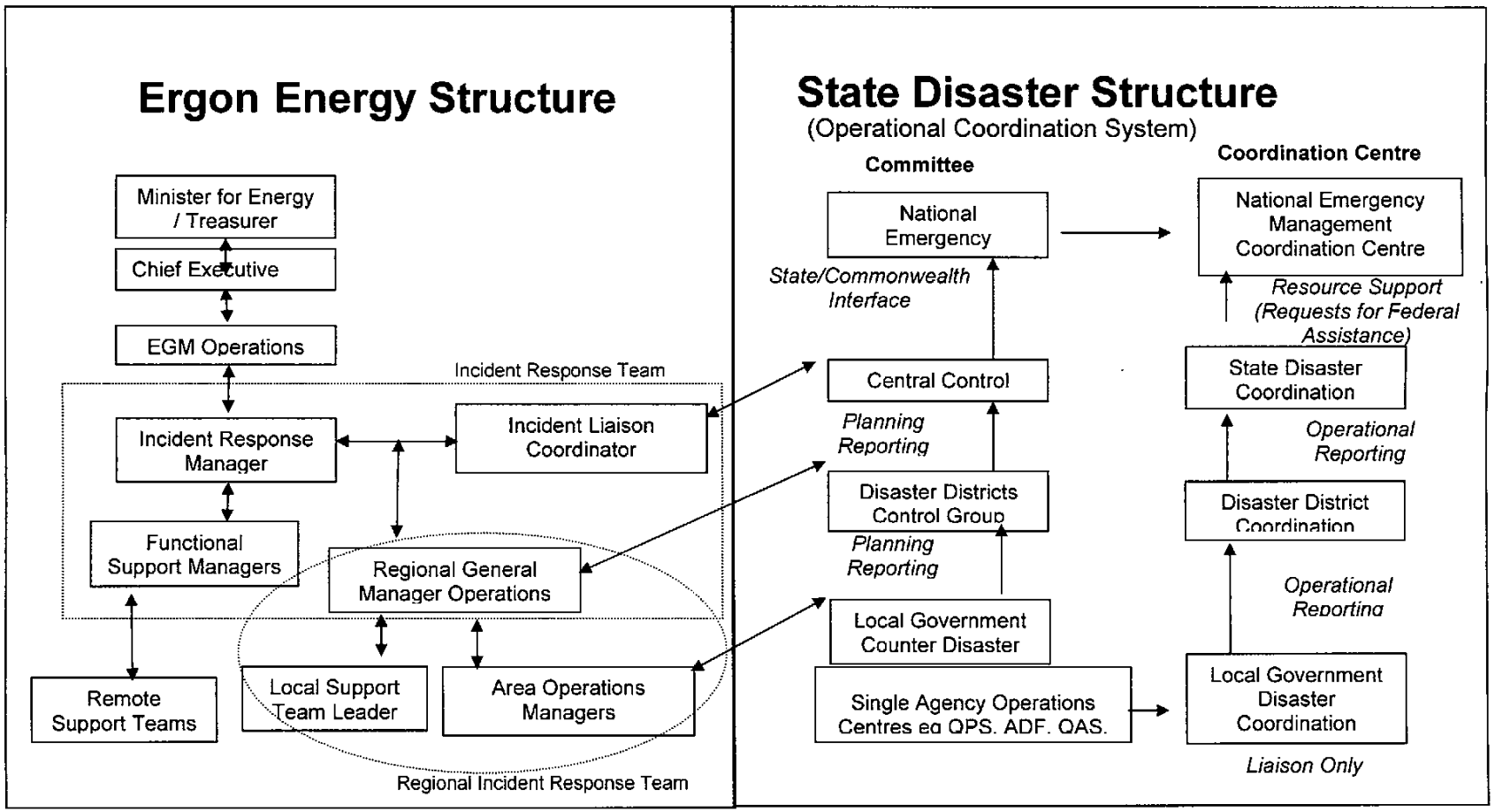
Three basic response levels are used by Ergon Energy. Once the incident has occurred, the Incident Response Manager will determine the level of response required and manage the response appropriately. The response levels may escalate or reduce as determined by the IRM during an incident.

Level 1 Response	Activated to deal with supply issues in one area that can be adequately addressed with local resources and management structures The activities are managed within the context of the Regional Emergency Management Plan. IRM liaises with normal management structures to address incident. Typically would include events such as single employee fatality, widespread or prolonged outages in a single region, cyclone or major storm impact with minimal damage.
Level 2 Response	Activated to deal with a major event within a single region and requires significant assistance from support groups. Resources from other regions are not required. The activities are managed within the context of the Regional Emergency Management Plan. IRM establishes and IRT comprising normal line management and key remote support managers and an External Liaison Co-ordinator. Typically would include events such as multi-employee fatality, wide spread load shedding, isolated attack on Ergon Energy premises, cyclone or major storm impact with moderate damage within a single region.
Level 3 Response	Activated to deal with major events in one or more Regions which will require resources from across Ergon Energy and external help. There is likely to be heavy involvement with the District and Local Government Disaster Management Groups. IRM will establish an IRT comprising key operational managers and remote support managers. Local support functions transfer from support groups to operational managers for control. IRM together with EDMC members establish Regional Response Teams to Coordinate local response Typically would include events such as cyclone impact with severe damage, terrorist attack against electricity infrastructure or Ergon Energy specifically.

As required, the Ergon Energy Incident Response Manager will request the formation of Regional Incident Response Teams to outwork local incident response operations. These teams will be headed by the General Managers Operations and will coordinate with function response teams via the Incident Response Team.

Operational managers will respond immediately to any event, it is not necessary to wait for the response structure to be decided and communicated. Any necessary alignment can be made later.

10. DIAGRAM 3 DISASTER/INCIDENT MANAGEMENT STRUCTURE – LEVEL 3 RESPONSE



10.1.1 Regional Incident Response Team

Regional Incident Response Teams will be formed upon request of the Incident Response Manager normally where a level 2 or level 3 response level is required.

The role of the Regional Incident Response Team is to coordinate all available resources to ensure appropriate steps are taken to respond to the effects of a disaster within its Region; to request additional resources through the Incident Response Manager when necessary; and to coordinate the provision of resources to other areas when directed by the Incident Response Manager.

The GMO Southern is has the responsibility for coordinating response to a disaster within the Region and the GMO Southern will form and lead the IRT upon request of the Incident Response Manager.

The GMO Southern may request the services of an Ergon Energy employee with experience in disaster response in the region to assist the RIRT in an advisory capacity.

Support groups will in consultation with the GMO Southern will nominate appropriate region-based officers to represent their business units as members of the RIRT in accordance with the specified roles and responsibilities described in Appendix 1. Any issues in this respect will be resolved by the Incident Response Manager.

The GMO Southern may reallocate roles and responsibilities on the basis of available members during a response.

The GMO Southern will convene the RIRT (after prior consultation with the Incident Response Manager)–

Prior to the onset of a forecast major event.

During or as soon as practicable after an event which has caused extensive loss of supply.

At the direction of the Incident Response Manager

At the request of a District Disaster Management Committee,

The GMO Southern will report to the Incident Response Manager at intervals as required by the BR&CM during response to an event or disaster. Report formats are at Appendix 4.

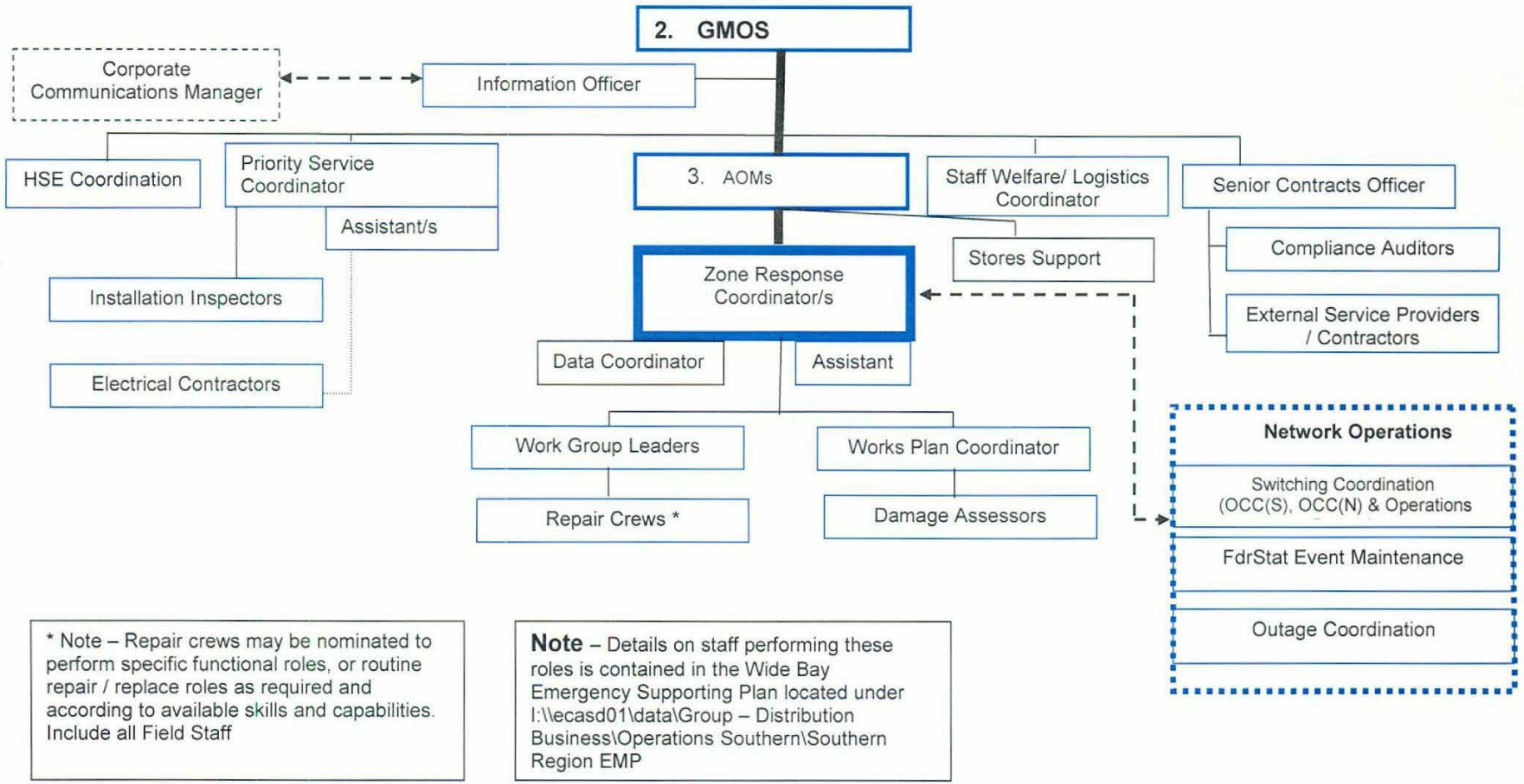
Depending on the event and resources available, the GMO Southern and Area Operations Managers may restructure staff to more effectively manage the restoration process. Management could be based on an Area or Zone or by combining a number of either.

A Regional Emergency Response Incident Team Model is shown at Diagram 4. The functions and responsibilities of the staff will vary depending on the scale of the event. They may also change during a response as more information about the effects of the event become available.

Area Operations Managers will prepare supporting plans (to be listed in Appendix 28) which are specific to the geographical, logistical and technical characteristics of areas and zones and to different levels of loss of supply. These plans should include reporting protocols to ensure the GMO Southern and RIRT receive necessary information in a timely manner as required under Appendix 4 and the allocation of roles and responsibilities for different levels of response. Suitably trained staff will need to be designated for these roles.

These plans will be reviewed by the Area Operations Manager as part of the twice-yearly review of the EMP – see Appendix 2.

11. DIAGRAM 4 REGIONAL INCIDENT RESPONSE TEAM MODEL



* Note – Repair crews may be nominated to perform specific functional roles, or routine repair / replace roles as required and according to available skills and capabilities. Include all Field Staff

Note – Details on staff performing these roles is contained in the Wide Bay Emergency Supporting Plan located under I:\\ecasd01\data\Group – Distribution Business\Operations Southern\Southern Region EMP

11.1. Event Review and Process Improvement

Within 30 days of completion of an emergency response, RDMC Chair will submit to GMO Southern a Post Disaster Report which should include an Executive Summary, Key Issues, Action Plan and Recommendations. Debrief Summaries, Statistics and other relevant information should be attached in accordance with Appendix 3.

Upon receipt of reports from all GMO's affected by an event, the BR&CM will convene the EDMC to conduct its review.

11.2. Liaison

Ergon Energy will liaise and coordinate disaster response with the District and Local Government Disaster Management Committees, whilst independently maintaining a focus on restoration and safety of the electricity network.

GMO Southern will appoint Liaison Officers to each Committee in the Region and record details in the EMP. The appointments are to be reviewed at least twice a year and the Plan updated in Appendix 8. Changes will be notified in writing to the relevant committee.

11.3. Compliance

At all times during an incident Ergon Energy staff and supporting contractors will comply with all Safety, Environment, Switching and Access, and Human Resource Management Policies, processes and Safe Work Practices. In particular, this will include compliance with Ergon Energy's fatigue guidelines.

12. DISASTER TRAINING

Each RDMC will conduct at least one Disaster Training Exercise each year and this Exercise may be conducted in conjunction with a District or Local Government Disaster Management exercise.

12.1. Supporting Plans

The GMO Southern will, in consultation with the RDMC, establish and maintain the EMP for the Region. This Plan will be reviewed as required – see section 11 above.

Representatives of Business Units in each Region will prepare a Contingency Plan for their Unit indicating –

- How the Unit/Group will continue to provide services during/after a major disaster, and
- How the Unit/Group will provide additional resources and changed processes to assist in the restoration of supply to customers under the EMP.

These plans should form part of, or complement the plans prepared by the Respective General Manager to support the Disaster Management Plan.

Area Operations Managers will also prepare and maintain response plans (see 7.7.1 above) which will also become supporting plans for the EMP.

These supporting plans should follow the format of the EMP and should be reviewed at the same time as the RDMC reviews the EMP.

The GMO Southern will maintain a set of these plans and supporting plans and register these in Appendix 28.

13. APPENDICES

APPENDIX 1 – RIRT ROLES / RESPONSIBILITES

Title	Roles and Responsibilities
Chair	• Responsible for Ergon Energy Emergency Management Plan • Chair of Regional Disaster Management Committee • Forward Situation and Incident Reports as required by GMO Southern and/or BR&CM • Request additional resources through GMO Southern if necessary • Monitor closely liaison with District Disaster Management Committees in Region. • Manage and coordinate Ergon Energy response • Monitor WH&S of all response staff
Strategic Asset Representative	• Coordinate Asset resources to assist response • Coordinate repairs to buildings and facilities • Communicate Network requirements to GMO Southern • Manage Powerlink asset management interface
Operational Asset representative	• Manage regional control room/day desk • Maintain liaison with RECC • Coordinate access and switching to restoration priorities set by RDMC • Monitor and maintain records of Network status • Manage Powerlink operational interface
Logistics Representative	• Coordinate regional fleet and plant services • Manage supply and delivery of stores • Coordinate regional Logistics personnel
Transmission and Project Services Representative	• Manage EE substation and transmission repairs within the priority framework set by RDMC • Coordinate Powerlink and EE substation and transmission repairs • Coordinate provision of TaPS major project resources to assist with distribution system repairs • Restoration of EE communications infrastructure • Maintain SCADA systems
Customer Relations Manager	• Maintain liaison with NCC and establish contact/interaction with Information Broker • Monitor correct messaging on IVR • Manage customer information – receipt, recording, handover • Manage customer contact and welfare at region level • Establish and maintain direct contact between NCC and RDMC

HR representative	• Coordinate HR support services to assist GMO Southern • Manage staff welfare – local and imported staff and families • Coordinate travel and accommodation requirements • Manage site inductions and staff records • Monitor IR issues – breaks, penalties etc
Regional Corporate Communication Manager	• Liaise with regional media and prepare media releases and updates • Liaise with Manager Media and Community Relations for State and National media releases • Support the GMO Southern with regional interviews and statements

Safety Coordinator	• Assist with staff inductions and safety communications to staff during debriefs • Site visits/assistance with food/equipment delivery • Manage safety incidents and reporting • Site Safety advice and safety advice on work practices/repairs
GMO Southern to determine	• Minutes and Records GMO Southern PA XXXX • Coordinate IT services and support XXXX • Commercial Support XXXX • Coordinate telecommunications services and support XXXX • Coordinate environmental emergency response XXXX • Vegetation Management XXXX • Coordinate Travel Centre services – refer HR • Coordinate building maintenance services XXXX • Coordinate Design Resources, Smallworld, Mapping data XXXX • Other Support Staff Senior Regulatory Officer XXXX XXXX Distributions Support staff – Field Assessors XXXX Fleet XXXX • Technical Standards XXXX • Coordinate other EE services and support required • Source and prepare status reports for RDMC • Manage manual and computer asset data capture

APPENDIX 2 – TWICE YEARLY REVIEW CHECKLIST

This checklist is to be updated and submitted to BR&CM with a report by 15 April and 15 October each year

Action	Checked by	Date	Signature
References on hand as per "References Section			
Liaison Officers updated and available as App. 8			
Regional Contact list updated as App. 9			
RDMC meeting convened			
EEEMP and supporting plans reviewed at meeting			
Appendices updated where necessary			
Emergency stockholding levels confirmed			
Date last exercise conducted.....			
Report and amendments forwarded to BR&CM			
Remarks			

..... GMO Southern..... .....

Signed Date

APPENDIX 3 – POST EVENT CHECKLIST

Action	Yes/No	Date	Name
Debriefs held with all teams involved(within 20 days of completion)			
Key learning's and actions summarised			
RDMC meeting convened to debrief incident and confirm action plan and improvements			
Report submitted to BR&CM (within 30 days)			

Following the ..... event from..... to..... in the ..... area, a meeting of the RDMC has considered all issues raised, and relevant reports and recommendations are attached.

Signed..... Date .....

GMO Southern

Sample Post Disaster Report Format

SOUTHERN REGION

POST DISASTER REPORT FOR (*Name of Incident*)

DATE (*Insert date*)

Executive Summary:

Safety Issues:

Customer Impacts:

Performance Analysis:

Key Learnings:

Action Plan and Recommendations:

Appendices – statistics and KPIs to include:

- Phone calls to NCC daily
- Outage times
- Number of customers affected
- Safety – public and staff
- Staff numbers and hours
- Costs and numbers of transformers, poles, services and span
- Overtime

APPENDIX 4 – REPORTS

When the RDMC is activated, reports should be submitted to the BR&CM as follows:

Situation Reports

Situation Reports at intervals as directed by the BR&CM to keep the EDMC abreast of events, progress and planned work as well as advance notice of additional resources required.

The format for a Situation Report is set out below.

NOTE: Contact State Disaster Management Group (ph 32478463) to determine their needs for status reporting

Situation Report

1. Report number	
2. Date	
3. Region	
4. Event description	
5. Date and time this report sent	
6. Numbers staff this region responding	
7. Numbers staff other region/s assisting	
8. Safety issues	
9. Customers/feeder without supply	
10. Supply restored since last report	
11. Priorities/difficulties	
12. Media/public concerns	
13. Call volumes since last report	
14. Planned work next shift	
15. Support/assistance required & when	
16. Other issues	
17. For further details or latest update contact	Name: Phone: Email:

Incident Reports

- Immediately information is received after the occurrence of a significant event such as an injury or fatality, or major equipment or plant damage, GMO Southern will advise BR&CM of all relevant details associated with the incident, including the date and time, the location and the extent of injury or damage. The initial report may be verbal, but should be followed by a written report confirming the details as soon as possible.

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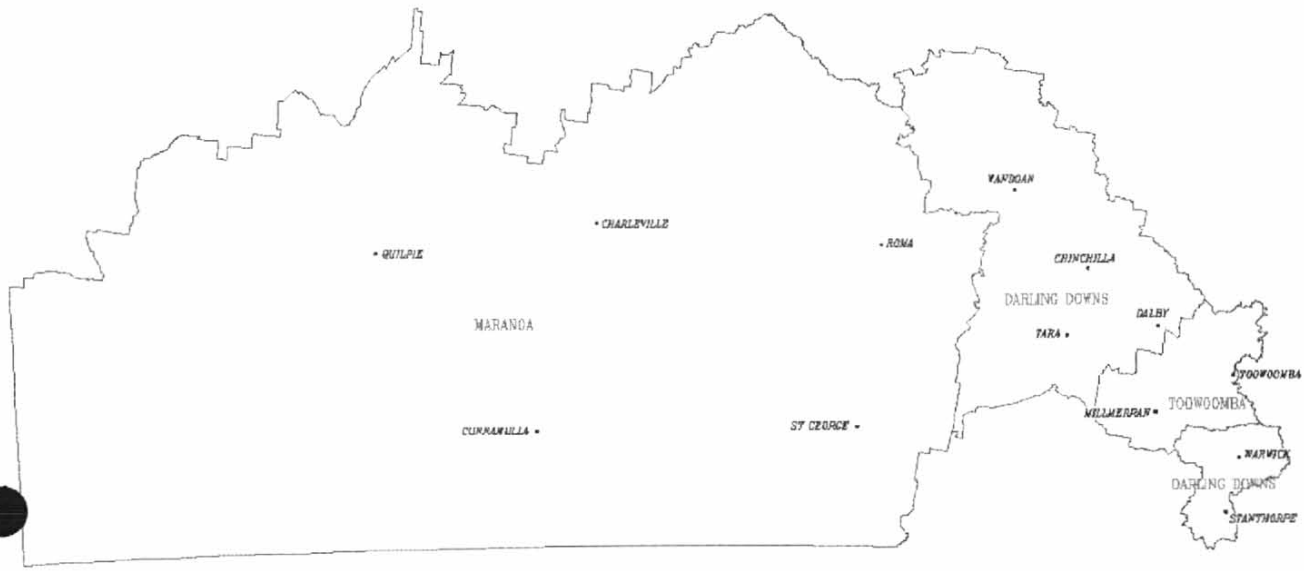
APPENDIX 5 – SOUTHERN REGION DISASTER DISTRICT CONTACT LIST

APPENDIX 6 – REGION MAPS

WIDE BAY NORTH

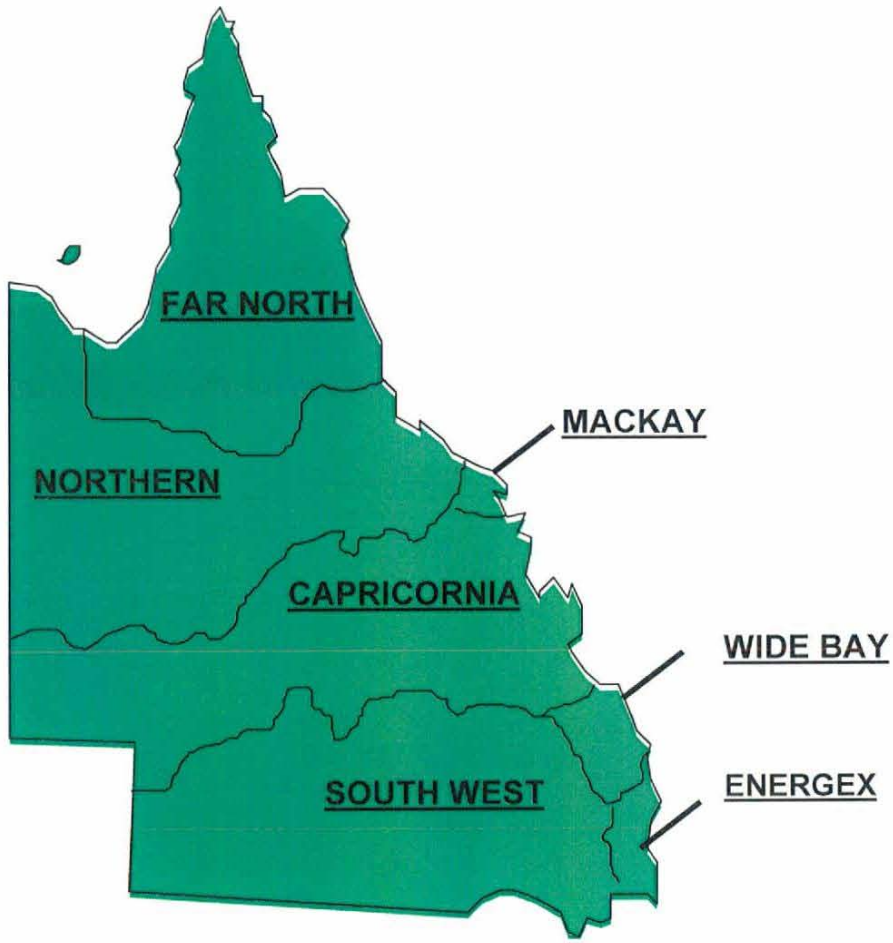
WIDE BAY SOUTH

ERGON SOUTH WEST
AREA OF SUPPLY



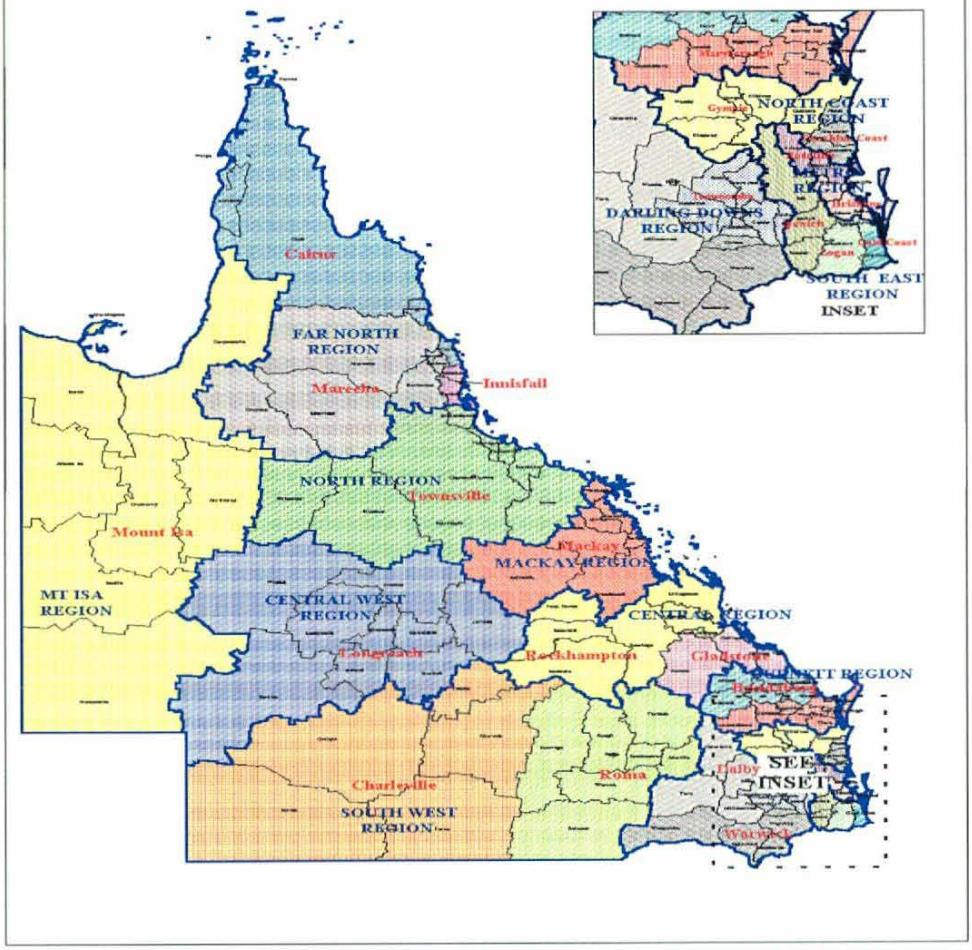
Emergency Management Plan – Southern Region

ERGON ENERGY REGIONS – QLD



APPENDIX 7 – DISASTER MANAGEMENT DISTRICTS FOR THIS REGION

Queensland Disaster District Boundaries
Disaster Regions, Disaster District Boundaries and Local Government Boundaries



Disaster Management Districts for Southern Region

Region Office – Maryborough
District Offices:
Maryborough
Bundaberg

Region Office - Toowoomba
District Offices:
Roma
Caloundra (takes in South Burnett)

APPENDIX 8 – LIAISON OFFICERS

Liaison Officers appointed to represent Ergon Energy on District and Local Government Disaster Management Committee have an important role to play at all times. This includes

Attending planning and other scheduled meetings

Maintaining contact with the group when it is activated. GMO Southern will determine whether it is necessary for the Liaison Officer to physically sit with the group during activation.

Maintain close and timely contact with the RDMC through the GMO Southern, particularly with respect to information impacting on EE response, and where there are requests for assistance or resources to be provided by EE.

GMO & AOM are responsible for ensuring EE is represented at the District and Local Government Disaster Management Committees.

Organisation/Name	Title	Contact Numbers

Organisation/Name	Title	Contact Numbers

APPENDIX 9 – RDMC CONTACT LIST WIDE BAY AND SOUTH WEST

WIDE BAY				

Emergency Management Plan – Southern Region

SOUTH WEST				

Emergency Management Plan – Southern Region

SAFETY SUPPORT TEAM CONTACTS

Emergency Management Plan – Southern Region

APPENDIX 10 – RDMC AGENDA AND ACTION CHECK LIST

Meeting Notice

NAME OF MEETING RDMC

DATE OF MEETING

PLACE OF MEETING

MEETING CALLED BY

Attendees:

Apologies:

Inward: (details from external parties eg Council, Police etc)

Review Situation: Updates, Current state of play and predicted short term & long term impacts.

Action Items:

Item	Action	Responsible	Comments
Finance	Implement financial management approach for capturing disaster response costs across the business units. Establish appropriate works orders to capture all operational costs (labour, plant and equipment, transport, accommodation, travel, contractors, logistics etc)		
Mapping	Zone Substation and Feeder maps critical to manage repairs. Eg feeder maps on wall & tray to capture FDRSTAT logs related to that feeder and paperwork from admin and field staff. (see details under general business for map links)		
Resources	Clear direction and instruction (in writing) to all WGL and staff for critical activities and record who the detail is provided to (eg patrols must cover all HV & LV up to Mains box. Isolate/make safe LV, report all details to control centre). Morning debrief to all staff & WGL/critical response staff.		
XXXX employees in a disaster affected area can receive information such as whether they are required at work. The recorded message service will be initiated by the Incident Response Manager in that region (usually the Customer Relationship Manager - CRM) who will direct the NCC to record the relevant message as part of Ergon Energy's disaster management plan activation process. For more information about the service please refer to Regional Disaster Management plan NCC OR000401R105 or contact XXXX			
	Confirm Contract/External Resource		
	Confirm Line Service Resource		
	Confirm TaPS Resources		
	Confirm Intra-Region Options. Eg design staff		
	Explore Inter-Region Options. Admin/Engineering support.		
	Explore Admin & Field Coordinator Options.		
	Explore External Resources: helicopter, heavy plant, equipment hire, electrical contractors (who are critical late in restoration to restore supply to customer) etc		
	Manage procurement/options for and the tracking of generators		

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People Management	Manage the sourcing and delivery of food to workers. All catering functions. Set up control centre with food and beverages.		
	Ensure field staff assigned to supervisor/EIC to manage		
	Full list of staff & fatigue management roster (Appendix 21) maintained. Includes admin, RDMC, management & coordinators on roster.		
	Manage travel and accommodation arrangements.		
	Ensure inductions completed & recorded for all external staff.		
	Staff must ensure they clock on, clock off and advise supervisor of movements at all times. Must advise fatigue mgt people they will report for next shift at agreed time (avoids ringing and waking up staff to check)		
Stakeholder Management	Communication is most critical aspect. Corporate Communication Staff fully utilised for preparation of one consolidated report to issue out of disaster area to media & stakeholders.		
	Contact affected Local Govt &/or District Disaster Management Committees affected (refer Appendix 12). Assign meeting attendees as requested. Establish communication channels (Ergon hotline) with external disaster committee members (SES, Council, police etc). Consider person under RAM as attendee. Identify key Council infrastructure issues to manage (water, sewage etc)		
	Liaise with Justin Fitzgerald to manage govt interactions. Ensure contact made with affected Mayors and relevant State & Federal Members with contact details for updates.		
	CCM management of media commitments and establish communication channels with media.		
	Complete Situation Report at daybreak as per Appendix 4 and Daily Shift Plan & ensure regular updates issued via Chair to internal stakeholders in Appendix 11. Situation Report to be the "one source of information" to avoid mixed messages.		
Customers	Ascertain timeframes and customer details for any ongoing loss of supply and establish direct contact with customers. Review priority customers and communication channels.		
	Establish NCC/RECC interface during emergency & Information Broker interaction. Regular & accurate IVR updates (consider changing voice to identify new updates).Clear direction of what to record as life threatening (don't' overload FDRSTAT with "no supply")		
	CRITICAL! Management of FDRSTAT and continual monitor for wires down/life threatening logs to manage on ach feeder. Feeder patrols must be reconciled against ALL FDRSTAT logs for wires down/life threatening before re-energising. Final review of FDRSTAT for that feeder.		

	Identify key public locations (eg servo, motel, caravan park etc) and level of support (generator, truck delivery of goods, toilets, shower etc) for customers in affected areas		
	Ensure comms are accurate and timely so customers can make informed decisions (stay elsewhere, seek gen, mange water/hygiene, manage foodstuffs etc)		
Disaster Management	Establish control centre/s and field response management through maps, data & whiteboards. Consider subsidiary control centre where response is remote from main control centre. Ease of operations through a central point – focal point for supervisors/field staff/ food delivery etc		
	Review critical resources – fuel, repairs, tyres, food etc		
	Establish and communicate internal hotline desk (with message facility) Monitor for enquiries (family, schedulers/WGL checking on staff requirements etc)		
Logistics	Current inventory list available. Consider transport of gear and staffing levels for stores functions. Vehicles from other areas/depots come fully laden with gear.		
	Consider critical materials from other regions or suppliers as required and request via RDMC.		
Control Centres	Region/Area Centre to consider • Designated desk/table area for admin managing staff rosters, preparing situation reports • Separate/additional phone/s computer/laptop to manage fatigue • Subsidiary control centre to manage comms & staff at the emergency site • Designated areas for radios, admin, FDRSTAT, food/staff mgt, key functions		

General Business:

Maps

XXXX

If the link doesn't work you need to navigate through the intranet site for the old structure (left hand side of Intranet home page) as follows - Business Units, Energy Services, Network, Network Data, Data Services, Maps, Network Maps, Storm Season Maps - 2009.

Next Meeting:

Date: Time: Location:

Required Attendees:

APPENDIX 11 – ACTIVATION ADVICE – EMAIL

A list of Ergon Energy persons to be advised by email when GMO Southern activates the RIRT. This is to be used to set up and maintain an email address group for the Region.

Title	Name	Email
CE		
GM H & S		
MRS		
GMO's		
TAPS		
Asset Management		
Customer Service		
Finance		
Regulatory		
Works Planning		
AOM – Wide Bay South		
AOM – Wide Bay North		
RM – Bundaberg		
AOM – Toowoomba		
AOM - Darling Downs		
AOM – Maranoa		
RM – Toowoomba		
Minister		
Media		
Employee & Shared Services		
SPARQ		
EMP coordinator		

APPENDIX 12 – DISTRICT AND LOCAL GOVERNMENT DMC CONTACTS

Organisation	Executive Officer Name	Postal Address	Phone	Fax

Emergency Management Plan – Southern Region

Organisation	Executive Officer Name	Postal Address	Phone	Fax

APPENDIX 13 - STATE EMERGENCY SERVICES CONTACT LIST – DARLING DOWNS DISTRICT

SES UNIT/GROUP	TITLE/NAME	ADDRESS	TELEPHONE NO.	FAX/MOBILE NUMBER

Emergency Management Plan – Southern Region

SES UNIT/GROUP	TITLE/NAME	ADDRESS	TELEPHONE NO.	FAX/MOBILE NUMBER

Emergency Management Plan – Southern Region

SES UNIT/GROUP	TITLE/NAME	ADDRESS	TELEPHONE NO.	FAX/MOBILE NUMBER

SES UNIT/GROUP	TITLE/NAME	ADDRESS	TELEPHONE NO.	FAX/MOBILE NUMBER

SES UNIT/GROUP	TITLE/NAME	ADDRESS	TELEPHONE NO.	FAX/MOBILE NUMBER

APPENDIX 14 - STATE EMERGENCY SERVICES CONTACT LIST – MARANOA DISTRICT

SES UNIT/GROUP	TITLE/NAME	TELEPHONE NO.	FAX/MOBILE NUMBER

APPENDIX 15 – STATE EMERGENCY SERVICES CONTACT LIST – WIDE BAY BURNETT DISTRICT

UNIT	TITLE / NAME	MOBILE NUMBER

APPENDIX 16 - PRIORITY CUSTOMERS

A customer list in order of priority of restoration of supply based on the resources required by the community to respond to and recover from the event or disaster. The list should be based on the following definitions in priority order and should be compiled in consultation with relevant District Disaster Management Committee/s: **REVIEW FDRSTAT FOR PRIORITY CUSTOMERS**

Medical and life support including hospitals, aged care centres

Health including water and sewerage facilities

Emergency services headquarters, EE response sites and substations, evacuation centres.

Supermarkets, food and cold stores

Communications facilities – telephone, radio, TV

Special cases of hardship.

APPENDIX 17 – REPEATER STATIONS AND TRANSMITTERS – SOUTHERN REGION

XXXX

APPENDIX 18 – POLICE CONTACT NUMBERS SOUTH WEST

Name	Address	Phone

Emergency Management Plan – Southern Region

Name	Address	Phone

Ergon Energy Corporation Limited ABN 50 087 646 062
Legal\303549358.1

APPENDIX 19 – POLICE CONTACT NUMBERS WIDE BAY

NAME	ADDRESS	PHONE

APPENDIX 20 – CONTRACTORS (EXTERNAL RESOURCES)

Description	Location	Contact

Emergency Management Plan – Southern Region

Description	Location	Contact
[redacted]		

Emergency Management Plan – Southern Region

Description	Location	Contact

Emergency Management Plan – Southern Region

Description	Location	Contact

Emergency Management Plan – Southern Region

Description	Location	Contact

Ergon Energy Corporation Limited ABN 50 087 646 062
Legal\303549358.1

APPENDIX 21 – FATIGUE TRACKING TEMPLATE

Refer HS000301R110. Manage Fatigue Risk (Reference)

The RDMC committee will assign responsibility for the production of a fatigue management plan for all staff involved in the emergency response. This plan must cover all staff including field. Admin, coordination, management & RDMC members to allow adequate breaks and overall flow of work. The plan must allow for adequate debriefing at the changeover of critical staff. The plan can be managed by admin staff through an excel spreadsheet including but not limited to the following headings.

Staff Member	Depot	Position	Anticipated Commence Time	Commence Time	Anticipated Cease Time	Cease Time	Person Relieving	Vehicle Nos/Type	Radio Call Sign	Phone Contact

Plans should be prepared for each day and staff should be advised to ensure they check in when ceasing and commencing work.

Fatigue Management Spreadsheet is **located under "I:\\ecasd01\data\Group – Distribution Business\Operations Southern\Southern Region EMP**

APPENDIX 22 – DAILY PLAN

When the EMP is activated to respond to a disaster situation, the following should be used as a basis for work and action timings. However the GMO Southern may specify that he requires reports at other intervals and the shift plan should be amended accordingly.

Time	**Area**	**GMO Southern**	**RIRT**		
0530	Debrief night shift, brief day shift				
0600	Start day shift				
0730	Report to GMO Southern	Review reports			
0800		Report to IRT			
0900		Convene RDMC	Review status Draft media reports		
1230	Report to GMO Southern	Review reports			
1300		Report to IRT			
1500		Convene RIRT	Review status Draft media reports		
1700	Debrief day shift, brief night shift				
1730	Report to GMO Southern	Review reports			
1800		Report to IRT			

APPENDIX 23 – EMERGENCY COMMUNICATIONS

In the event that the telephone system (landline or mobile) is unavailable in whole or in part of an affected area, set out the backup system that will be used.

Pre-planning is essential so that contractors or teams from other areas or regions can be inducted on arrival on the operation of the backup system.

Refer to file "Emergency Communications Plan" located under "I:\\ecasd01\data\Group – Distribution Business\Operations Southern\Southern Region EMP\ directory

It is critical that open communication channels are established both for operational response and key stakeholders communication (eg daily Situation Report).

The communication networks utilised will be governed by extent of damage and system availability.

- Hardwire Phones – landlines available through PABX when operational. Establish auxiliary supply to PABX via generator back-up.

Mobile Phones – utilise while operational.

Satellite Phones – satellite phones to be accessed via Area Operations Managers, pooled and utilised to best affect under direction of RDMC. Satellite phones are to be utilised in the event of total Telstra Network failure. Satellite phones sit with GMO Southern PA for use in emergency.

2 way radios – operational while repeater stations in place. Communication vehicle to vehicle readily available on common channel at all times. Depot/office to vehicle relies on repeater. Restoration of supply or establish auxiliary supply to repeater sites high priority.

Handheld radios – utilise where available.

System Control can utilise powerline carrier comms. for emergency communication with areas outside disaster zone and regular updates.

Vehicles dispatched from other areas should have 2 way radios pre-programmed by comms technicians prior to dispatch to avoid delays on arrival.

Auxiliary supply required for power interruptions in excess of back-up battery – approx 8hours life.

- XXXX

Where prior warning to a disaster is available, approach local distributors of communication equipment to obtain additional equipment.

APPENDIX 24 – RADIO COMMUNICATION INFORMATION SOUTH WEST AND WIDE BAY

Channel No.	Repeater	Location

Emergency Management Plan – Southern Region

Channel No.	Repeater	Location
		Wide Bay

APPENDIX 25 – INTER REGION STAFF CHECKLIST

STAGE 1 TO BE COMPLETED BY WORK GROUP ADMINISTRATIVE OFFICER PRIOR TO LEAVING HOME REGION AND FAXED TO ADMINISTRATIVE OFFICER AT DESTINATION DEPOT			
Name of Employee:			
Employee Mobile:			
Next of Kin:		Relationship:	
Home Contact Phone Number:			
Base Region:		Business Unit:	
Base Depot::			
Vehicle Number:		Radio Channels	
Payroll Number:		Job Ticket No:	
Work Location Assigned to:			
Job Description:			
Accommodation Address:			
Accommodation Contact Phone Number:			
Date Commenced:			
Anticipated Completion Date:			
Name of Reporting Supervisor:			
Position Title:			
Contact Phone Number:		FAX Number:	
Mobile Phone Number:			

Emergency Management Plan – Southern Region

Special Requirements of Employee:	Health / Medical / Allergies:	
	Diet:	
	Other:	
Inoculations:	**Hepatitis "A"** ☐	**Hepatitis "B"** ☐
	Tetanus ☐	**Japanese Encephalitis** ☐

Japanese Encephalitis is recommended for work in the Torres Straits and tip of Cape York Peninsula during the wet season for period in excess of 3 weeks.

Travel Details:	Airline ☐ Charter ☐ Road ☐ Other ☐		
Flight Number:			
Road:	Ergon Vehicle ☐ Private Vehicle ☐ Bus ☐	Vehicle Number Vehicle Registration Booking Reference	
Proposed Route:			
Other:			
Departure Date: **Arrival Date::**		**Departure Time:** **Arrival Time:**	

(Tick boxes to indicate employees qualifications & competencies currently held)

Qualifications:	**Electrical Fitter Mechanic** ☐		**Linesperson** ☐	
	Cable Jointer ☐		**Trades Assistant** ☐	
	Approved Person ☐		**Borer Driver** ☐	
Current Competencies:	**Service Polarity Testing** ☐		**Pole Top Rescue** ☐	
	Pole Top Rescue ☐		**Current Resuscitation** ☐	
	Roadway Warning Signs ☐		**Traffic Control** ☐	
	Switchboard Rescue ☐		**ABC Low Voltage** ☐	
	ABC High Voltage ☐		**Aluminium Services** ☐	
	EWP/EPV (over 11M) ☐		**EWP Escape** ☐	
	HVIA Training: L1 ☐ **L2** ☐ **L3** ☐		**Safe Use of Chainsaws** ☐	
	Tree Trimming ☐		**Pole Inspection** ☐	
	Energising Transformers ☐		**HR Drivers License** ☐	
	Environmental Awareness ☐		☐	
	☐		☐	

Emergency Management Plan – Southern Region

APPENDIX 26 – INTER DEPOT STAFF CHECKLIST

STAGE 2 – TO BE COMPLETED BY INDUCTING OFFICER AT DESTINATION DEPOT

GENERAL INDUCTION (Prior to starting work at assigned depot)

Welcome the Employee and explain the induction process ☐
Introduce to Team Leader/Supervisor and advise who to approach with queries/concerns ☐
Discuss the work assignment ☐
Hours of work (12 hours per day from 6am to 6pm, minimum 30 minute compulsory lunch break no later than 12 noon) ☐
Location & times for meals supplied, location of ice & water suppliers ☐
Discuss work area, general facilities and other sites with which there may be contact ☐
Explain office processes i.e.: submitting timesheets, patrol reports, follow up repair reports ☐
Explain reporting of completed work, details required and contact phone numbers ☐
Explain the Standard LV Phasing in area (Eg. A N B C from property) ☐
Brief staff on Wire Down – Contact Document ☐
Brief staff on Patrol Sheets ☐
Brief staff on LV Isolation Sheets ☐
Communications – Switching operations to take precedence over general traffic ☐
Communications – Work receipt & reports over mobile phone where possible ☐
Two way radio channels used in work area ☐
Work area contact person, radio channel & phone number for urgent isolation of supply ☐
Identify staff processes of advising customers on mains box/customer related issues ☐
Streetlight Circuits: caution about streetlight circuits traversing substation areas & feeders ☐
Carry out work activity assessment & toolbox talk prior to starting work on job site ☐
Strict adherence to HVIA processes including use of "DNOB" tags ☐
Always "Test before you touch or apply earths & short-circuits" ☐
Compliance officers will be conducting field audits for safety, quality & compliance ☐
Outline process for incident/hazard reporting ☐
Name & contact phone number of Compliance Officer to report injuries ☐
Serious Events: Report to Compliance officer, do not disturb site unless life threatening ☐
Serious Events: Do not make any statements to anyone outside Ergon employees ☐
Dealing with irate/difficult customers – do not make any promises on restoration times etc ☐

STAGE 2 SAFETY INDUCTION

WH&SAFETY OBLIGATIONS	*TICK*
Safety First – duty of care to Self, Workmates, Customer, Asset including plant & equipment Reinforce public safety: identify; isolate & make hazards safe, roadway warning signs (everyone is responsible, all hazards are to be made safe or reported & remain on site until the situation is made safe) Restoration of supply last priority Close and strict supervision of apprentices/trainees at all times Ensure that all tools, PPE & equipment is within test period	☐
Site Safety: ***Secure site safety*** Use appropriate road signage Ensure safety of workers and public alike Use appropriate signage for site security Conduct workplace inspection & work activity assessment prior to starting work	☐

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PERSONAL PROTECTIVE EQUIPMENT (PPE)	
Clothing: ***To be worn at all times whilst working*** **Overall or long sleeved shirt & long trousers** High visibility retro-reflective clothing Flame retardant wet weather gear when exposed to electrical flashover hazards (Live equipment)	☐
Head Protection: ***to be worn as appropriate*** Safety helmet in designated safety helmet areas Soft wide brimmed hat may be worn in non-designated safety helmet areas for sun protection	☐
Foot/Leg Protection: ***to be worn as appropriate*** Class 1 boots with insulated soles – all field workers Steel capped gumboots – wet /damp conditions Chainsaw chaps & Armguards – using chainsaws	☐
Eye Protection: ***to be worn as appropriate*** Safety eyewear to be worn in field at all times UV safety eyewear worn for sun/UV protection	☐
Hearing Protection: ***to be worn as appropriate*** Ear Muffs/Plugs where exposed to 85dB + noise levels	☐
Respiratory Protection: ***to be worn as appropriate*** Face masks for air born dust Appropriate face masks for biological or hazardous substances determined by risk assessment	☐
Hand Protection: ***to be worn as appropriate*** Working gloves – manual handling Class "00" gloves – in proximity to LV or de-energised situations which may become energised accidentally Class "00" glove to be worn by offsider when tradesperson requires "00" gloves Class "00" glove to be worn when connecting mains boxes & switchboard work Class "0" or "2" gloves to be worn for HV operations as required. Live Line G&B gloves to be worn as prescribed in LL Manual Other gloves Eg. Nitrile or PVC Gauntlets - handling hazardous substances as determined through documented risk assessment	☐
Fall Protection Equipment: When working at heights above 2.4 metres No free climbing on structures including buildings/poles etc above 2.4 metres **When working in EWP**	☐

Emergency Management Plan – Southern Region

SAFETY POLICIES	
Jewellery Employees engaged in outdoor or indoor work shall remove all jewellery (Eg. Watches, rings, ear rings, necklaces) & body adornments.	☐
Sun Protection Long sleeved shirts, long trousers, head & neck protection Apply 30+ sunscreen regularly Helmet shade brim & neck flap Wear eyewear that provide adequate levels of UV protection	☐
Alcohol & Drug: Zero tolerance or recreational drugs & alcohol on the job Smoke free workplace	☐
Housekeeping Maintain reasonable standards of housekeeping in & on vehicles & job sites Tidy up debris before leaving job site Report on job sheet any follow up pickup of debris on jobsite	☐
Personal Hygiene Location of public toilets within work zone Wash hands before eating & after handling chemicals Bathe adequately to reduce body odour Laundry services will be provided – contact Team Leader/Supervisor if problem exists	☐

Heat Stress & Fatigue Management This is a significant problem in a post cyclonic/storm event Reduce effect of heat stress by: Regular intake of cool water Work rotation Rest breaks Manage Fatigue by adhering to maximum of 12 hour days with minimum ½ hour meal taken in middle of day	☐

SPECIFIC AREAS OF CONCERN RAISED BY THE EMPLOYEE AND ADDRESSED:

I hereby acknowledge that I have received an Ergon Energy Induction in accordance with Stage 3 of this Form, Induction Checklist and have had the applicable items, as indicated on the Checklist, explained and/or demonstrated. I understand my commitment thereto and agree to act within these guidelines at all times.
I understand that at the completion of my assignment with Ergon Energy, all assets used are to be returned in a sound and operational condition. I also agree to participate in an Exit Interview should this be required.

Employee Name	*Signature*	*Date*

Induction completed and all relevant documentation has been placed on the appropriate File.

Induction Officer	*Signature*	*Date*

APPENDIX 27 – LIST OF EMERGENCY DOCUMENTATION

Work Instructions which relate specifically to response to disaster situations in the Region should be listed here to ensure they are reviewed regularly as part of the disaster planning process.

Documentation	Version Date
BS001404R135. Installation Reconnection after Natural Disaster	1/2/09
BS001404R136. Re-energising Water Inundated Plant Guideline	1/2/09
P53K05B03C02. Switching Sheet Overhead Substation	12/4/10
P53K05B03C03 Switching Sheet Single Isolation Point	30/4/10
P53K05B06C01. Unplanned Switching Record	11/9/09
P53K35. Manage Unplanned Interruption	26/2/10
P53K40B01. Manual Reclosing	26/2/10
P53K40B01C01. Manual Reclose Checklist	26/2/10
P53K40B02. Restoration after Interruption for Zone/Bulk Substations	26/2/10
P53K40R01. Fault Finding Reference Document	26/2/10
OR00030207 Implement Contingency or Disaster Plan (Step)	9/7/09
P61J10R03. Pre-Qualified Aerial Service Providers	16/2/10
HS000301R101. Manage Fatigue Risk (Field Instruction)	2/4/09
BS001401R104 : Working In or On Water (Reference)	11/1/10
BS001401R106 : Working In or On Water (Field Instruction)	11/1/10
BS001401R105 : Managing Risk with Overhead Mains During Floods (Reference)	20/11/09

APPENDIX 28 – SUPPORTING SUB PLANS WIDE BAY & SOUTH WEST

All supporting plans which are aimed at supporting the Region's response to loss of supply should be registered here so that they are regularly reviewed as part of the planning process. The representative of the Business Unit on the RDMC is responsible for providing and updating the relevant supporting plan.

Plan Name	Business Unit	Location	Responsible	Updated
Southern Region Emergency Supporting Plan	Operations	I:\\ecasd01\data\Group – Distribution Business\Operations Southern\Southern Region EMP ("I:drive")	RDMC Member	2009
Southern Region HR Supporting Plan	HR	I:drive	RDMC Member	2009
Southern Region Media Supporting Plan	Media	I:drive	RDMC Member	2009
Southern Region RAM Supporting Plan	RAM	I:drive	RDMC Member	2009
Southern Region TaPS Supporting Plan	TaPS	I:drive	RDMC Member	2009
Southern Region Customer Service Comms Plan	CSO	I:drive	RDMC Member	2009
Finance – Managing Costs During Disasters Procedure	Finance	I:drive	RDMC Member	2009
Generation Services	TaPS	I:drive	Jason Brand	2009

Emergency Management Plan – Southern Region

SUPPORTING PLANS SOUTH WEST

PLAN NAME	BUSINESS UNIT	LOCATION	RESPONSIBLE	UPDATED
Logistics Disaster management Plan	Logistics			
Media and Government Communications Disaster management Plan 2006-07	Corporate Communications			
Customer Service Plan	NCC/Customer Service			
Human Resources Contingency Plan	Human Resources			
TaPS Disaster Management Plan & Local Plan	Transmission & Project Services			
Network Disaster management Plan	RAM			
Area Manager Disaster management Plan	Field Services			
Network Loadshedding	Network Services			
Sparq Corporate Business Continuity Plan	SPARQ Solutions			

APPENDIX 29 – CIRCULATION LIST

Copies of the EMP are issued to the following:

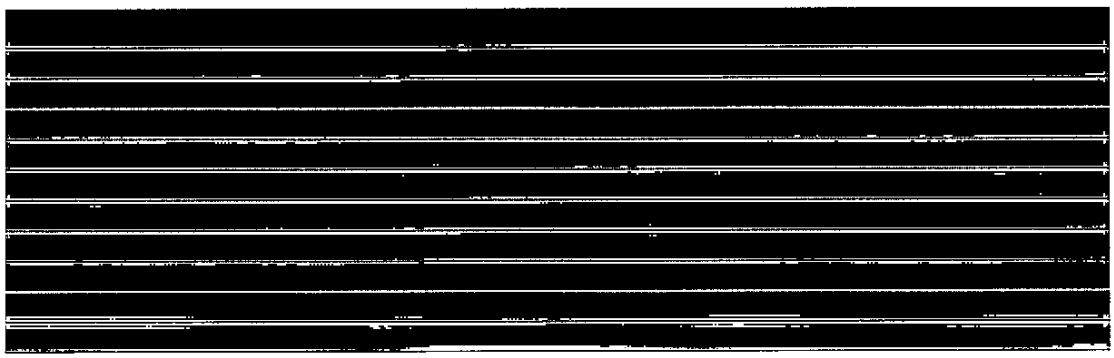
Copy #	**Held by**
1	District Disaster Management Committees (refer Appendix)
2	Local Government Disaster Management Committee (refer Appendix)
3	Hardcopy retained with GMO Southern PA
4	Business Resilience Manager XXXX. For approval and dissemination once plan approved by BR&CM

Upon completion of the annual exercise and any updates of OR000401R108 Emergency Management Plan – Southern Region email to be issued to RDMC (refer Appendix 9) advising of the updated plan available under 'Process Documentation' on the Intranet and to advise their relevant staff.

APPENDIX 30 – OTHER CONTACT LISTS

Reason for Call (OCC SOUTHERN)	Telephone	Powerlink OTN
Distribution		
Fault Response		
Substation Entry		
Sub transmission		
Emergency / Priority Access		
Network Coordinator		
OCCS Non Operational Phone Number		

Senior Network Operations Staff



Emergency Management Plan - Brisbane

everything in our power

ERGON. ENERGY

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Ergon Energy Corporation Limited ABN 50 087 646 062
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Emergency Management Plan – Brisbane

1. PURPOSE AND SCOPE

Ergon Energy's electricity supply network covers one million square kilometres of regional Queensland and faces significant exposure to events such as cyclones, storm surges, severe storms, floods and earthquakes. Damage to the network can result in significant public safety risks and long interruptions to customers' electricity supply.

The Ergon Energy Disaster Management Plan details the Corporation's response to such events. The plan is consistent with, and defines the linkages to, the Queensland Disaster Management Plan developed in accordance with the State Disaster Management Act and Regulations.

Ergon Energy is conscious that its emergency responses are delivered in an environment of continually increasing needs and expectations, both from customers and other community stakeholders. More than ever Ergon Energy must respond to increasing customer dependency on electricity as technology and appliances become more sophisticated and economic aspirations heighten.

Operational experience and community feedback in relation to severe storms and cyclones over many years throughout regional Queensland, as well as hurricane experience overseas, have underlined the key role of effective communications before, during and after disaster events. Empowering customers with timely and accurate information is recognised as being as important to them as restoration itself.

Ergon Energy's operational priorities in order of importance are:

Ensuring personal safety – both public and Ergon Energy staff

Protecting equipment and infrastructure from damage

Efficient supply restoration – including meeting communication requirements of customers and other emergency services.

Ergon Energy is aware that its core responsibilities can also be affected by Brisbane region disasters and emergencies which affect its core business functions and its ability to deliver internal and external services – even though the electricity network is not affected.

The role of the Brisbane Disaster Management Committee (BDMC) is to coordinate and review plans for the effects of a disaster or any event which may interrupt our core business functions. The plans will include this Emergency Management Plan (EMP) and any supporting plans deemed necessary

This plan helps Ergon Energy to respond effectively to any event which impacts on Ergon Energy's staff, sites and functions in Brisbane.

2. RESPONSIBILITIES

Business Risk and Compliance Manager is the Process Owner responsible for approving this Reference document.

Executive General Manager ESS is responsible for maintaining this Reference document.

General Manager Human Resources is the Subject Matter Expert (SME) for the content of this Reference document.

3. DEFINITIONS, ABBREVIATIONS AND ACRONYMS

BDMC: Brisbane Disaster Management Committee

CE: Chief Executive

EGMO: Executive General Manager Operations

Disaster: A serious disruption in a community caused by the impact of an event that requires a significant co-ordinated response by the State and other entities to help the community recover from the disruption (Disaster Management Act 2003). Example: Cyclone or terrorist attack, etc.

DMC: Disaster Management Committee

EDMC: Ergon Energy Executive Disaster Management Committee

EDMP: Ergon Disaster Management Plan

EGM ESS: Executive General Manager Employee and Shared Services

Emergency: An event that arises internally or from external sources which may adversely affect persons or the community generally and which requires an immediate response (Source AS 3745-2002).

Example: Workgroup/line management response to an emergency situation at the workplace, such as to:

- a bomb threat
- fire emergency
- chemical spill

Such a response may also involve Queensland Emergency Services but is not categorised as a disaster (Disaster Management Act 2003).

EMP: Emergency Management Plan

EMPB: Emergency Management Plan Brisbane

GMFS: Group Manager Field Support

IRT: Incident Response Team

IRM: Incident Response Manager

RIRM: Regional Incident Response Manager

RIRT: Regional Incident Response Team

4. REFERENCES

Nil.

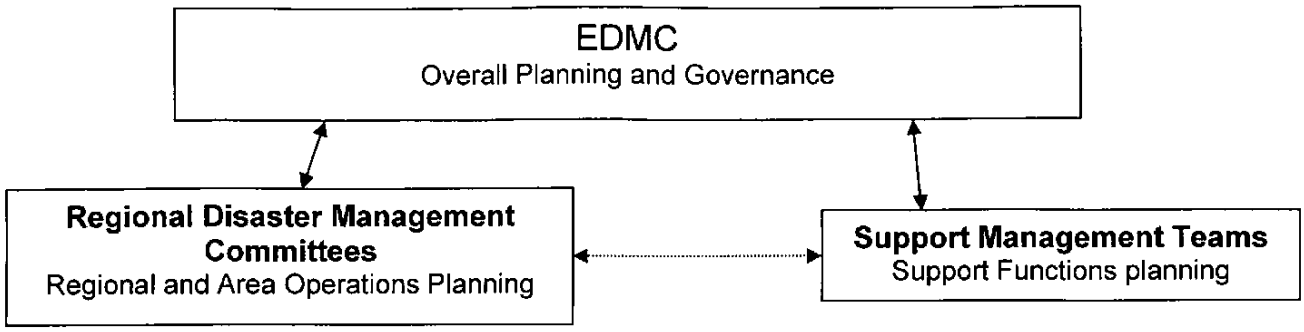
5. ERGON ENERGY EXECUTIVE DISASTER MANAGEMENT COMMITTEE

The Ergon Energy Executive Disaster Management Committee (EDMC) is the peak disaster management planning body for Ergon Energy. It's responsible for coordinating and reviewing the development of emergency and disaster management plans.

The Group Manager Field Support (GMFS) has been delegated responsibility by the Chief Executive (CE) of Ergon Energy for:

- convening and chairing the EDMC
- ensuring the effectiveness of pre-disaster/emergency planning by the EDMC
- is responsible on behalf of the EDMC for the approval of all subsidiary plans after they are endorsed by the responsible manager for that plan.

The EDMC will maintain a two level disaster planning structure as shown below. The role of the EDMC is to coordinate and review the development of disaster and emergency management plans developed to support the Ergon Energy Disaster Management Plan (EDMP).



6. REGIONAL DISASTER MANAGEMENT COMMITTEE - BRISBANE

The role of the Brisbane Disaster Management Committee (BDMC) is to coordinate and review plans for the effects of a disaster and/or emergency which may interrupt our core business functions. The plans will include *this* Emergency Management Plan (EMP) and any supporting plans and standard work practices deemed necessary.

The EGM ESS will chair the BDMC, members of the BDMC will be nominated by the chair and will include:

- Employee and Shared Services representative/s
- Energy Services representative/s
- Customer Service representative/s
- Corporate Communications representative/s

A SPARQ Solutions representative may be requested as required to provide support to the Committee where IT systems are affected.

Each member will have an alternate representative for contingencies. The Chair may request the services of any Ergon Energy employee to assist in the planning or review phases and names and contact details of the nominated representatives and alternative representatives will be recorded and are contained in **Appendix 2.**

The Chair will convene the BDMC prior to the onset of a forecast major event, for post-disaster/emergency review and debrief, and at the direction of the EDMC.

7. OVERVIEW

7.1. Authority

This Plan is authorised by the Executive General Manager Employee & Shared Services (EGM ESS), Ergon Energy Corporation Limited.

7.2. Aim

This plan will assist Ergon Energy prepare for, effectively respond to, and recover from a disaster and or emergency which impacts on its staff, sites or functions in Brisbane. Diagram 1 shows the Ergon Energy Disaster management structure.

7.3. Objectives

The objectives of this plan are to:

- to define Ergon Energy's response to a disaster and or emergency situation in Brisbane;
- to ensure Ergon Energy meets its statutory obligations for disaster management;

- to ensure effective management of the response to any event which threatens or impacts Ergon Energy within Brisbane.

7.4. Amendments and Review

The EGM ESS is responsible for planned and post-event reviews of this plan. The review checklist is provided in Appendix 1.

7.5. Event Review and Process Improvement

Within 30 days of completing a level 1 or 2 response, and within three months of a level 3 response, the BDMC Chair will submit a Post Disaster Report to the EDMC. The report should be in the format provided in Appendix 5 and may include debrief summaries and other relevant information.

7.6. Liaison

Ergon Energy will liaise and coordinate disaster response with the District and Local Government Disaster Management Committees. The BDMC notes that the Queensland Police Service has published the Brisbane CBD Emergency Plan or Brisbane Secure which sets out the framework to safeguard the public in an emergency situation in the CDB. BDMC will liaise as appropriate with the Queensland Police Service with respect to interpretation of the plan. The plan may be viewed on the internet at the following link –

XXXX

7.7. Procedural Compliance

At all times Ergon Energy staff and supporting contractors will comply with all Safety, Environment and Human Resource Management Policies and Procedures paying particular attention to requirements of Ergon Energy's Fatigue Management Guidelines.

8. DISASTER MANAGEMENT PROCESS

8.1. Overview

Ergon Energy's response is based on the following process:

- Event identification and response assessment
- Prevention and mitigation
- Preparedness planning
- Response preparation
- Response management
- Post event assessment

8.2. Event Identification and Response Assessment

Ergon Energy's response planning will be based on a risk assessment of potential events and business impacts.

Ergon Energy's program of Critical Infrastructure Protection is an assurance program that deals with the ability to protect critical infrastructure. The program not only includes physical infrastructure but also critical business functions.

8.3. Prevention and Mitigation

Where practicable Ergon Energy will endeavour to reduce the risks associated with any disaster/emergencies by:

- ensuring staff are adequately trained in disaster/emergencies planning and actions.
- ensuring that all property, plant and equipment is fit for purpose and offers a level of resilience to disaster/emergencies.
- assess the location and nature of assets for impacts associated with disaster/emergencies.
- ensuring any identified disaster/emergency equipment and or supplies are maintained and are fit for purpose.

8.4. Preparedness Planning

Disasters can occur at any time. Sometimes there is lead time to prepare (for example cyclones and floods) but in other instances there is little or no warning. To better prepare Ergon Energy to cope with disaster situations a system of annual reviews of disaster plans and supporting plans will to be undertaken. This will include reviews of risk registers, risk assessments and risk treatment schedules.

The EGM ESS will review the EMPB and advise the GMFS of the outcomes by 30 September each year (refer **Appendix 1**).

8.5. Response Preparation

Preparation and response to an event by Ergon Energy may take place at any level of the organisation depending on the circumstances. Ergon Energy will use a three tiered approach to response preparation, as outlined below.

Emergency Management Plan – Brisbane

Preparation Level	Escalation Trigger and Actions Ergon Energy	Escalation Trigger and Actions Brisbane
Standby 1 – Condition Yellow Triggered on forecast of severe weather, terrorist threat or pandemic, etc. Declared by: EGMO	Appoint Incident Response Manager (IRM) BY: EGMO Appoint Incident Response Team (IRT) BY: IRM Initiate program of monitoring and reporting to IRM BY: IRT Review resources and advise IRM BY: IRT	Notify members of BDMC BY: Chair of BDMC Appoint members to Regional Incident Response Team (RIRT) BY: Chair of BDMC Determine Status of staff, vehicles, communications, equipment, property and systems and address major deficiencies. BY: RIRT
Standby 2 - Condition Orange Triggered when an impact is possible (e.g. Cyclone Watch). Declared BY: IRM	Appoint Regional Incident Response (RIRM) if required BY: EGMO Run local checklists in potential impact areas BY: IRM and IRT Plan local pre-deployment activities BY: IRT/s Initiate contact with industry members and contractors BY: IRT	Activate RIRT BY RIRM Complete staff, vehicles, communications, equipment and systems preparation BY: RIRT Plan pre-positioning of staff/equipment if required BY: RIRT Report status to IRM BY: RIRM
Standby 3 - Condition Red Triggered when impact is likely (e.g. Cyclone Warning, escalating terrorist threat, etc) Declared BY: IRM	Relocate plant and equipment to secure locations within impact zone BY: Operational Managers Pre-position equipment for initial response outside impact zone BY: Operational Managers Commence securing external resources BY: Operational Managers and IRM Initiate external agency and media liaison BY: IRM/s Appoint impact assessment team/s and resources BY: IRM	Secure plant and equipment within impact zone BY: RIRT Stand down staff, to ensure their safety, in preparation for operational response BY: RIRT and Operational Managers Secure Additional emergency equipment (generators) BY: RIRT Secure Food and Water supplies as appropriate BY: RIRT Report status to IRM BY: RIRM

Emergency Management Plan – Brisbane

8.6. Response Management

The management of disasters and or emergencies will be coordinated through an Incident IRT. The IRT will comprise the IRM and other senior managers as required to manage the response.

Three basic response levels are used by Ergon Energy. Once the event has occurred, the IRM will determine the level of response required and manage the response appropriately. The response levels may escalate or deescalate as determined by the IRM during an incident.

Level 1 Response	Activated to deal with issues in the local area that can be adequately addressed with local resources and management structures The activities are managed within the context of the EMPB IRM liaises with normal management structures to address incident Typically would include events such as single employee fatality, cyclone or major storm impact with minimal damage
Level 2 Response	Activated to deal with a major event within a single region and requires significant collaboration from support groups Resources from other regions are not required The activities are managed within the context of the EMPB IRM establishes IRT comprising normal line management, support managers and an External Liaison Co-ordinator Typically would include events such as multi-employee fatality, isolated attack on Ergon Energy premises or major storm impact with moderate damage within the Brisbane region
Level 3 Response	Activated to deal with major events in one or more regions which will require resources from across Ergon Energy and external to the business There is likely to be heavy involvement with the District and Local Government Disaster Management Groups IRM will establish an IRT comprising key operational managers and remote support managers Local support functions transfer from support groups to operational managers for control IRM together with RIRM establish Regional Response Teams to Coordinate local response Typically would include events such as cyclone with severe damage, terrorist attack against electricity infrastructure or pandemic, etc

As required, the IRM will request the formation of RIRT/s to outwork operational incident response. The RIRT/s will coordinate with function response teams via the RIRM and IRT.

The IRM will normally appoint a RIRM when a level 2 or 3 response is required. Support groups, in consultation with the RIRM will nominate appropriate officers to represent their business units as members of the RIRT in accordance with the specified roles and responsibilities described in Appendix 3. Any issues arising in this respect will be resolved by the IRM.

The IRM may reallocate roles and responsibilities on the basis of available resources during a response. RIRM has the responsibility for:

- appointing and notifying the RIRT/s.
- coordinating the response to a disaster within Brisbane.
- lead the RIRT.
- request the services of any Ergon Energy employee with experience in disaster response to assist the RIRT in an advisory capacity.

The RIRM will convene the RIRT, after consultation with the IRM, in the following circumstances:

- prior to the onset of a forecast major event.
- during or as soon as practicable after an event which impacted on Ergon Energy.
- at the direction of the IRM.
- at the request of the BDMC.

The role of the Brisbane RIRT is to:

- coordinate all available resources to ensure appropriate steps are taken to respond to the effects of a emergency and or disaster.
- to request additional resources through the IRM when necessary.
- to coordinate the provision of resources to other areas when directed by an IRM.

The EGM ESS will report to the IRM at intervals as required during the response to a disaster or emergency. Report formats are provided at **Appendix 4**.

9. COMMUNICATION OPTIONS

BDMC Dedicated Conference Line

This is a dedicated telephone line for the Brisbane Disaster Management Committee's use.

1. Dial XXXX
2. Enter the account number XXXX and immediately enter the PIN XXXX

Wait until the announcement has been deleted (this may take 30 seconds) and test by dialling.

Broadcast Message for Employees

This is a dedicated telephone line which can be used to record messages for **Ergon Energy staff** affected by a disaster or emergency. To record a new announcement you will need to follow the steps below (note is advisable to use a meeting room telephone for this purpose):

1. Dial XXXX
2. Delete the current announcement, dial XXXX.
3. Wait until the announcement has been deleted (this may take 30 seconds, test by dialling 1362, you will hear the engaged signal until deletion has been completed.
4. Record new announcement, dial XXXX and "speak the announcement".
5. When complete hang the up phone softly to avoid unwanted noise in the announcement.
6. Listen to announcement by dialling XXXX. If satisfactory hang up, if not repeat from step 1.

For assistance with using this service contact XXXX on XXXX.

10. DISASTER TRAINING

The Chair of BDMC will conduct at least one disaster training exercise each year.

APPENDIX 1 – ANNUAL REVIEW CHECKLIST

This checklist is to be updated and submitted to the GM OSS by the Chair by 30 September each year:

Action	Checked by	Date
Contact list updated as Appendix 2.		
Annual BDMC meeting convened.		
EMPB and supporting plans reviewed.		
Annual disaster scenario conducted.		

Emergency Management Plan – Brisbane

APPENDIX 2 – BDMC CONTACT LIST

Ergon Energy Corporation Limited ABN 50 087 646 062
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APPENDIX 3 – BRISBANE ROLES AND RESPONSIBLITIES

Title	Roles and Responsibilities
Chair/RIRM	• Chair of Brisbane Disaster Management Committee. • Manage and coordinate response to events. • Manage the review and update of the EMPB and all supporting resilience plans. • Forward Situation and Incident Reports as required by IRM. • Request additional resources through IRM if necessary. • Liaise with Emergency Services. • Liaise with IRM in appointment of RIRT members.
HR RIRT representative	• Co-ordinate HR support services to assist response. • Co-ordinate travel, on-site catering, accommodation and other incidentals such as clothing and toiletries when required. • Manage staff welfare – local and temporarily relocated staff and families. • Manage inductions and payroll issues – rosters, breaks, penalties. • Notify Procurement and Logistics Customer Service Desk re number of personal care packs required.
H&S RIRT representative	• Monitors health & safety issues. • Assists in incident management and reports. • Assist with WH&S issues for affected and response staff including monitoring of fatigue management system.
Power Solutions RIRT representative	• Manage site contingency plans as required. • Manage critical network infrastructure and continuity of power. • Manage coordination with Energex or Powerlink for power restoration as required.
Customer Service RIRT representative	• Manage retail site contingency and functional continuity plans as required.
Facilities RIRT representative	• Manage site security and contingency plans. • Co-ordinate repairs to buildings and facilities.
Corporate Communications RIRT representative	• Liaise with media and prepare media releases and updates. • Liaise with Manager Media and Community Relations for State and National media releases. • Support the Chair with regional interviews and statements and with reports as necessary.
Other roles which may be assigned to team members	• Monitor and report on business systems and data. • Liaise with Sparq Solutions • Represent Ergon Energy in prioritising service restoration for business systems and data where Sparq Solutions and / or Energex are also impacted.

APPENDIX 4 – SITUATION AND INCIDENT REPORTS

When the RIRT is activated, reports should be submitted to the IRM as follows:

Situation Reports

- Situation reports should be provided in the format below.

1. Report number
2. Date
3. Region
4. Event description
5. Date and time this report sent
6. Number of staff in this region responding
7. Numbers staff from other regions assisting
8. Safety issues
9. Environmental issues
10. Priorities/difficulties
11. Media/public concerns
12. Call volumes since last report
13. Support/assistance required & when
14. Other issues

- Situation reports must be prepared at intervals as required to keep the IRM and EDMC up to date with events.

Incident Reports

- Incident reports must be prepared immediately information is received following the occurrence of a significant event.
- The RIRM will advise IRM of all relevant details associated with the incident, including the date and time, the location and the extent of injury or damage.
- The initial report may be verbal, but should be followed by a written report confirming the details as soon as possible.
- All incident reports must be logged into the eSafe system.

APPENDIX 5 – POST DISASTER REPORT CHECKLIST

Action	Yes/No	Date	Name
Debriefs held with all teams involved within 20 days of event			
Key learning's and actions summarised			
BDMC meeting convened to debrief event and confirm action plan and improvements			
Report submitted to EDMC • within 30 days for level 1 or 2 event • within 3 months for level 3 event			

Following the ..... event covering the period from..... to ..... in the ..... area, a meeting of the BDMC has considered all issues raised, relevant reports and developed the attached recommendations.

_____ Date ____/____/____

Signed Chair of the BDMC

Post Disaster Report Format

Executive Summary
Key issues
Safety Issues
Environmental issues
Customer impacts
Business impacts
Performance analysis
Key learning's
Recommendations
Action plan/s
Appendices – statistics and KPIs to include -
• Safety – public and staff
• Staff numbers and hours
• Overtime

Emergency Management Plan – Brisbane

APPENDIX 6 – OTHER BRISBANE SITE CONTACTS

Ergon Energy Corporation Limited ABN 50 087 646 062
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Emergency Management Plan – Brisbane

APPENDIX 7 – EMPB SUPPORT PLANS

DOCUMENT	REFERENCE	OWNER
Ergon Energy Disaster Management Plan	ED000401R100	GMFS
Far North Emergency Management Plan	ED000401R109	GMON
North Emergency Management Plan	ED000401R107	GMON
Central (Mackay Emergency Management Plan	ED00401R112	GMOC
Central (Capricornia) Emergency Management Plan	ED000401R110	GMOC
Wide Bay Emergency Management Plan	ED000401R108	GMOS
South West Emergency Management Plan	ED000401R111	GMOS
Brisbane Emergency Management Plan	ED000401R115	EGM ESS
Network Operations Emergency Management Plan	ED000401R103	GMFS
TAPS Emergency Management Plan	ED000401R104	GM TAPS
ESS Disaster Management Plan	ED000401R106	EGM ESS
Media & Government Communications Emergency Plan	ED000401R102	EGM CASE
National Contact Centre Disaster Recovery Plan	ED000401R105	GM Service Channels
Corporate Property Disaster Response Plan	ED000401R120	Corporate Property Manager
Procurement & Logistics Disaster Response Plan	ED000401R101	GM Fleet & Procurement
People Support Disaster Response Plan	ED000401R119	GM Health, Safety Environment
Fleet Disaster Response Plan	ED000401R121	Fleet Manager
Support Services Disaster Response Plan	ED000401R118	GM Shared Services

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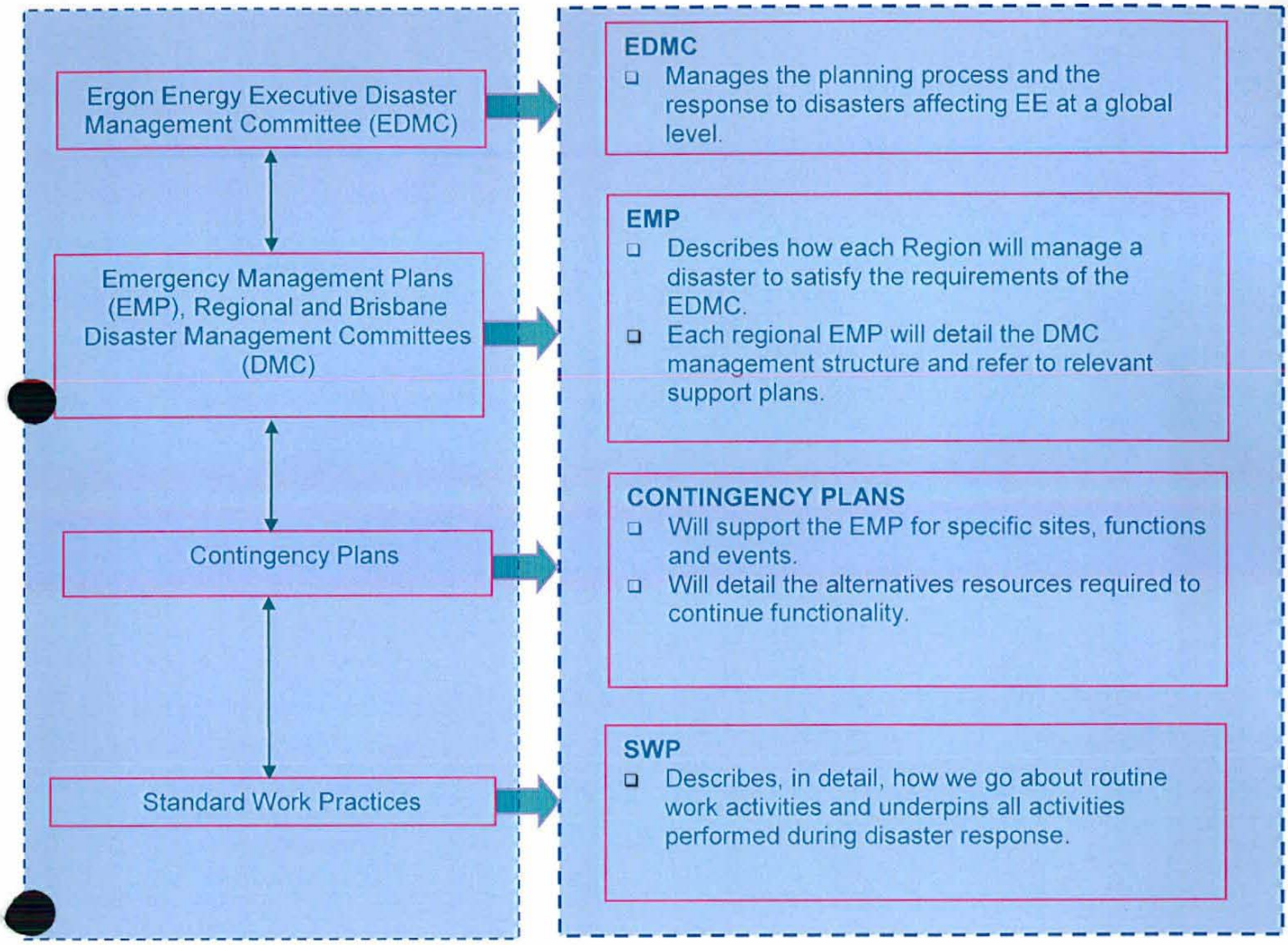
APPENDIX 8 – ERGON ENERGY DISASTER MANAGEMENT STRUCTURE

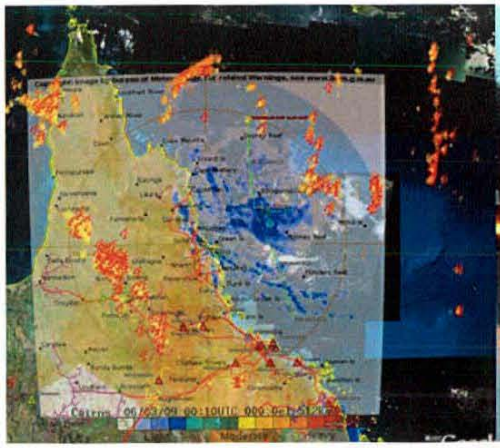


Schedule 6 - Ergon Energy's Summer Preparedness Plan



ERGON ENERGY

Summer Preparedness Plan 2010/11



ERGON ENERGY SUMMER PREPAREDNESS PLAN 2010/11

Ergon Energy's Summer Preparedness Plan outlines a whole-of-business strategy for dealing with the increase in electricity demand and the extreme weather risks of the busy summer storm and cyclone season. Each year we prepare for the potential impacts on our network during this period, and this year is no exception.

For the coming summer, so that we can continue to meet the expectations of our regional customers and communities, we are looking to achieve continuous improvement across all areas of our preparedness, from our reliability initiatives to our disaster management capability.

During the past season our readiness, most notably our ability to respond to natural disasters, was showcased through two major events; the biggest flooding on record in the south west and Cyclone Ului, which impacted the central coast. In both cases large areas of our territory were affected – so it was critical that we were prepared – and the professionalism of our people shone through.

Even with the extensive preparations that we undertake, responding to major events like these can be challenging. Following these events we analyse our response, and review our planned approach, to ensure we are even better prepared for the impacts of the next inevitable natural disaster.

Over the past year we also revised our communication strategy to target demand management, as well as the more traditional storm safety messages. Our latest campaign explains that by reducing consumption we can keep Queensland's increasing usage in check, particularly during our summer peak times.

We are committed to making the necessary investment to meet demand and to strengthen the network to secure supply and reduce the potential for outages.

We are confident that this investment and the initiatives outlined in this Summer Preparedness Plan will once again have us ready for the busy storm season ahead to the benefit of our customers in Regional Queensland.

[redacted]

Ian McLeod
CHIEF EXECUTIVE

CONTENTS

1. OVERVIEW

1.1. Preparing for the Challenge

Ergon Energy's network faces its greatest test during summer, when it experiences its highest load and greatest exposure to significant weather events. Most of the forward planning and specific initiatives outlined in our Summer Preparedness Plan, in conjunction with our annual works program, aim to prepare the network for the busy summer period and ensure its resilience during major weather events and peak demand times.

While we cannot guarantee to keep the lights on during cyclones and other extreme weather events, we can guarantee to our customers that we are always fully prepared and ready to deal with these events.

This preparation is evident in the specific actions we outline in this plan, which will be delivered in the lead-up to the storm season. While we routinely undertake many of these actions each year, others are new initiatives developed out of the lessons of previous years.

Broadly the plan includes:

- **continued investment into the network** to boost capacity and reliability, along with improvements to our asset management capability.

  To address reliability across our service area we are also increasing our remote monitoring and control capability and adopting temporary load support solutions to minimise customer outages, this includes options such as mobile substations, contingency generation, and strategic spares.

  The areas receiving priority investment attention in preparation for summer of 2010/11 include North Queensland, South West and Central, where major substation work is underway.

- **enhancements to our emergency management response capacity** to ensure we are equipped to deal with the next inevitable natural disaster that comes out way.

  Here we are continuing to develop the relationship we have with Energex, our South East Queensland counterpart, to enable us to share resources in times of need – as we did successfully during the aftermath of Cyclone Ului in 2010.

- **customer and stakeholder engagement around the challenges** associated with the summer season, from the outage management and the safety risks to the increased use of air conditioners.

  This includes ensuring our Contact Centre has the capacity to deal with the avalanche of calls that come with a major disaster, both from a resourcing and from a technology perspective. It also includes a major investment in community education, from safety to energy efficiency messaging. Our latest 'energy sense' campaign is advising customers how to better manage their summer power bills, and at the same time explaining how cutting consumption will keep Queensland's increasing summer usage in check overall.

Our delivery against the commitments made in this plan will be monitored through to completion, with progress reporting throughout this period. Overall performance is measured as part of performance agreements with key managers and staff. A list of specific actions for 2009/10 is shown in Appendix C.

1.2. The Summer Season 2009/10

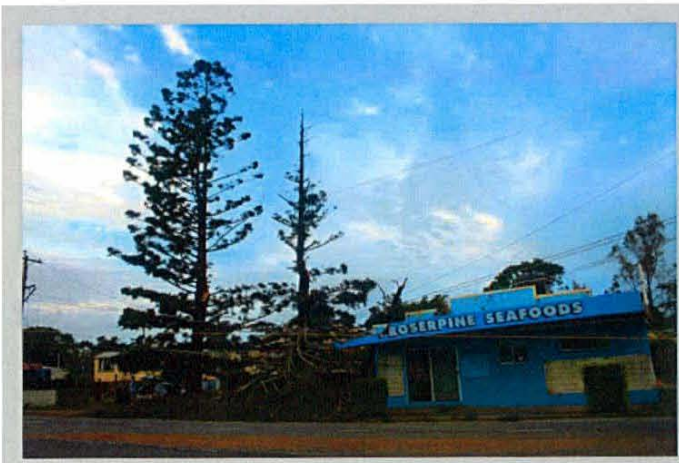
In the lead up to this year's summer storm period the commitments made in our 2009/10 Summer Preparedness Plan were delivered. This saw the capital investment program deliver 131MVA of additional network capacity to ensure security of supply.

There was also an ongoing investment in undergrounding key strategic overhead lines in cyclone-prone communities with three major projects completed in preparation for the summer threat. Targeted maintenance programs, most importantly vegetation clearing, contingency planning and the strategic placement of spares were also undertaken.

Our well-tested Disaster Management Plans were also enhanced. Desktop exercises were undertaken in each region to ensure the effectiveness of the plans in a 'real-life' scenario, and to test inter-business unit and inter-agency cooperation. A significant summer season awareness program was also delivered through the media, supporting the capability of our customer contact centre, which maintained customer satisfaction above 80% for interactions during a power interruption during this challenging period.

The 2009/10 summer storm season had its challenges with major weather events across the state. In January we faced the threat of not one but two cyclones in the north, which, although they were at no time extremely intense systems, brought drenching rain and gusting winds across the breadth of the state as the monsoonal trough moved through south. And by early March the communities of Charleville, Roma, Bollon and St George, as well as other areas of the south west, experienced some of the most severe flooding in more than a decade.

Then in late March Cyclone Ului crossed the central Queensland coast, bringing gale force winds to the Mackay and Whitsunday region. Like the earlier events, this major natural disaster demonstrated the professionalism of our emergency response and customer communication capability, and in many ways the increasing resilience of the network. However, adverse weather will always impact on reliability of supply; these events simply reinforced that we just need to be ready to respond.



The destructive force of Cyclone Ului, which crossed the central Queensland coast in March 2020, cut power from Mackay, north to Bowen and west to Collinsville. The gale force winds of 200 kilometres saw 31 of the 33 zone substations in the region off line with extensive damage across the network, as captured here in Proserpine.

2. BACKGROUND

2.1 Summer Preparedness Plan and Purpose

Ergon Energy's Summer Preparedness Plan explains our summer preparedness activities and strategies for 2010/11. This plan also meets our requirements under clause 2.2 of the *Electricity Industry Code*. The document outlines:

- specific activities to be undertaken before the start of summer and a timetable for implementing those activities, including:
  - operational or maintenance expenditure programs and initiatives
  - capital expenditure programs and initiatives.

- the capacity of the distribution entity to manage and respond to extreme weather events and emergencies, including:
    - emergency response programs;
    - the capacity of existing telephone and other customer information systems over summer;
    - our public communications strategy
    - staffing levels over summer and the ability to call on extra resources.

Ergon Energy is committed to delivering a safe, high quality, reliable and economic electricity supply to regional Queensland. As part of this commitment, each year Ergon Energy clearly and consistently outlines the planning program and new initiatives it has in place to deal with the potential impacts of the busy summer season, particularly storms and cyclones.

The Summer Preparedness Plan 2010/11 focuses on the impending summer period and reflects the public commitments of Ergon Energy's Network Management Plan 2010/11 – 2014/15. The Network Management Plan is a five-year blueprint of major works planned to improve the network's performance in the short to medium-term. As a publicly available document, the Network Management Plan also gives information on our summer preparations program.

Ergon Energy's network faces its greatest test during summer, when it experiences its highest load and greatest exposure to significant weather events. Most of the forward planning and specific initiatives outlined in this plan, in conjunction with our record works program, aim to prepare the network for the busy summer period and ensure its resilience during major weather events and peak demand times.

3. NETWORK INVESTMENT IN PREPARATION FOR SUMMER

3.1 Our Response to Minimising the Potential for Outages

Ergon Energy understands the growing importance of a high standard of electricity supply to the continued economic growth, prosperity and lifestyle of regional Queensland. In line with this, we are strongly committed to maintaining and developing a supply network that meets the growing expectations of our customers and communities.

The highest demand on the network and the potential exposure to significant weather events generally occurs over the busy summer period. For this reason, most of our annual works program and investment is aimed at preparing the network for the impacts of summer.

To minimise the potential for outages arising from storms, cyclone events or extreme temperatures, by the start of summer 2010/11 we will have:

- completed an annual review and update of the Network Management Plan to provide customers with transparency and understanding of our network and its capacity. The plan provides a five-year blueprint of our network planning and priorities
- responded to priority defects through the asset inspection and defect remediation program. This ongoing program is aimed at identifying defects and repairing them in a timely manner, to ensure that the network is improved and reliable, and improving the accuracy of our network data. We have made a solid start since last summer and with the allocation for the total 2010/11 Maintenance Program being $351.8 million, it is expected that approximately 40% of this work will be undertaken by the start of December.

To minimise the impact of outages arising from storms, cyclone events or extreme temperatures, by the start of summer 2010/11 we will have:

- implemented Outage Dashboard which displays the real time (or near real time) effect of critical outages. This enables the Control Centre staff and Field Operations staff to prioritise the restoration of supply to network segments with the most critical impact on network reliability.

  The table below is based on the number of known defects on the network as of July 2010 and highlights selected items in the annual Maintenance Program (these are estimated quantities that may reduce if any defect reassessments are undertaken):

PLANNED MAINTENANCE WORKS PRE-SUMMER

KEY PARTS OF MAINTENANCE PROGRAM	JUL – DEC '10
Vegetation Management – No. of spans cleared	180,000
Poles replaced	386
Poles nailed	868
Cross-arm replacements	1,493
Pole top repairs	9,221
Repairs to services	2,299

- added additional capacity to cater for both anticipated growth in summer peak demand and to provide increased reliability. The system allocation for the 2010/11 capital works program is $792.6 million

  The following table shows the actual and budgeted expenditure for the 2010 calendar year:

CAPITAL WORKS PROGRAM PRE-SUMMER

PROGRAM	CATEGORY	ACTUAL JAN-JUNE '10 $'000	BUDGET JULY-DEC '10 $'000
Corporation	Network Refurbishment	65,633	57,237
	Ageing Asset Replacement	43,040	36,739
	Reliability	5,372	14,095
	Augmentation	101,245	93,971
	Other	11,688	51,690
Total Corporation Initiated Works		**226,976**	**253,732**
Customer	Commercial and Industrial	52,304	50,278
	Other	55,635	52,775
Total Customer Initiated Works		**107,939**	**103,053**
Generation	Generation	8,984	15,180
Grand Total		**[1]343,900**	**[2]371,965**

[1] Year end preliminary capex numbers to be updated in the Final Summer Preparedness Plan.

[2] Budget data are preliminary forecasts as at the end of July 2010.

- continued our Cyclone Area Reliability Enhancement (CARE) program to focus on securing supply to key community facilities, partly through undergrounding assets; and
- maintained our program of preventive vegetation management –
- with a specific focus on pre-summer vegetation trimming and maintenance as part of this years $93.8 million vegetation program.

In addition to the key reliability improvements outlined above, capacity and security are also major focal points of our network improvement program. Air-conditioner usage is a significant driver of summer peak demand. Over 79% of Queensland homes now have air conditioning installed – with close to three units on average per home – and the take up is continuing to grow. Over the next five years, if air conditioning penetration increases towards 90% as expected along with increased saturation – over a billion dollars will need to be invested in the network to keep up with demand for electricity in this area alone. The planned network capacity increases prior to summer will assist in addressing this issue for the 2010/11 summer.

3.2 Network Improvement Activities

The specific activities being undertaken to prepare the network for the 2010/11 summer and generally improve reliability (expanded throughout the remainder of Section 3) include:

- network maintenance and other reliability improvement programs:
  - Asset inspection and defect remediation
  - Feeder patrols
  - Bushfire mitigation program
  - Thermographic and pole top inspections
  - Vegetation management
  - Network monitoring and control capability.
  - Cyclone Area Reliability Enhancement (CARE).
- network capacity and security improvement programs:
  - Planning for security of supply
  - Plant emergency rating information
  - Strategic spare components
  - Temporary Load Support
  - Demand management.

In addition to the specific activities, much of the annual program of work we do in developing, maintaining and operating the network is aimed at preparing the network for summer.

Ergon Energy's network is so vast that the impact of summer varies. In the south-west and Wide Bay, storm cells usually start developing in October and typically extend through summer until late February. In the north, the network's main exposure to storms is in late December, with the likelihood of cyclones and floods through to March/April. The high humidity and temperatures throughout January and February also drive increased electricity demand and further test the network.

As a result, the timing of our various work programs recognises the many and varied weather characteristics of our regionally diverse territory. We undertake works at the most appropriate time for the various regions.

Ergon Energy is committed to providing a distribution network that delivers quality and reliability of supply consistent with reasonable customer expectations of service and cost.

$3.3 billion has been invested over the past five years, through the capital works program, to secure the network. This has contributed significantly to our ability to meet the increasing 'peak' in demand for electricity and to a more robust and resilient network that is better able to withstand storm impacts.

This is reflected in an improvement on the average normalised unplanned SAIDI and SAIFI when compared to the year prior, despite the fact that the performance statistics from past two years performance were adversely impacted by the combined impact of the two safety-initiated operating constraints:

- planned power interruptions were escalated by a suspension of live-line work on the high voltage network (from February to November 2009);
- operating restrictions were placed on particular makes and types of Air Break Switches (ABSs) in 2008.

To illustrate the underlying improvement, with the impact of the live line ban on planned outages removed, since 2005/06 the duration of unplanned outages has been reduced by 19% and the frequency by 16%.

This result is despite the adverse weather conditions arising from extensive monsoonal and cyclonic activity (which particularly affected the supply restoration time to our customers), as well as the safety-related precautionary actions taken by Ergon Energy to safely manage the operation of the high-voltage network during record floods in the south west of the state.

Ergon Energy's overall reliability strategy is to understand reasonable customer expectations, identify the gaps between those expectations and current performance, and develop solutions to bridge the gaps, while acknowledging that customers' expectations are continuing to rise over time. The strategy is implemented through comprehensive maintenance programs and specific reliability improvement initiatives.

3.2.1 Network Maintenance and Other Reliability Improvement Programs

Ergon Energy has well-developed plans for the efficient and effective maintenance and replacement of network assets on a routine basis. Goals set for the maintenance and replacement plans arise from:

- ensuring employee, public and environmental safety
- customer expectations of reliability
- the present and future needs of the asset
- legislative requirements
- internal and external benchmarks.

Our maintenance and replacement plans set out the actions needed to implement our maintenance policies. We have developed detailed strategies specific to each asset type. Each of the equipment-based plans is subject to ongoing refinement to ensure continuous improvement of outcomes and strive to meet or exceed industry best practice. The Summer Preparedness Maintenance Program focuses on the critical areas outlined below.

3.2.1.1 Asset Inspection and Defect Remediation

Ergon Energy has been undertaking an asset inspection program on a four-year cycle. The AER in its Final Determination has only funded a four and a half-year cycle and we are reviewing our response to this outcome. This program is the key to understanding the condition of the distribution lines, including poles, cross-arms, ties and insulators.

Asset inspections verify existing asset data, assess pole serviceability and identify, prioritise and record defects which are of risk to the network. Defects are prioritised in accordance with the joint Energex/Ergon Energy Defect Classification Manual and are rectified in accordance with Ergon Energy's defect remediation policies, which include timeframes and actions for different classes of defects. This is an ongoing process. We consider it vital to correct all identified defects in strict accordance with our policy leading into the summer season. This is due to the additional stress placed on the network due to abnormal weather events and high loads.

3.2.1.2 Feeder Patrols

In the lead-up to summer, we assess the main feeder powerlines forming the backbone of the distribution network for summer criticality. We carry out a risk assessment of all summer critical feeders and schedule a pre-summer line patrol where required.

The factors considered in the risk assessment are:

- The likelihood of the condition of the feeder's assets causing an interruption to supply:
  - historical reliability performance of the line
  - age and condition of the line
  - line design, for example, presence or absence of an overhead earth wire, concrete poles
  - environment in which the line is placed, for example lightning exposed or high rainfall area.
- Consequence of an interruption to supply:
  - number of customers supplied by the line
  - number and importance of industrial and commercial customers supplied by the line
  - availability of alternative supply
  - community impact.

The specific items inspected in this process will vary depending on the construction of the line (i.e. tower, concrete or wood) and how recently the vegetation, asset inspection or other routine inspections have been undertaken. In general, the process involves a physical inspection to look for abnormal conditions. A determination is then made for each feeder as to whether the patrol will be aerial or ground line, or a combination of both.

The inspection process for summer critical feeders is timed so that it allows for any remedial actions to be completed before summer. The time required for remedial actions will be linked to the type of construction, priority of defect and coordination with other coincidental works

3.2.1.3 Bushfire Mitigation Program

Ergon Energy has established a Memorandum of Understanding (MOU) with the Queensland Fire and Rescue Service in respect of bushfire mitigation in regional Queensland. The purpose of the MOU is to:

- facilitate effective and efficient communications and planning regarding bush and grassfire risks in regional Queensland
- facilitate effective systems designed to minimise environmental impacts, minimise net costs and maintain high standards of safety
- guide related dealings between the parties

- provide an overarching strategic framework that supports and guides specific operational processes in place between the parties.

To minimise the risk of fire ignition from its electrical assets, Ergon Energy has adopted a Bushfire Mitigation Policy that contains the following objectives:

- reduce the risk of personal injury arising from fire ignition from electrical assets
- reduce the risk of damage to third party and network assets arising from fire ignition from electrical assets
- maintain compliance with relevant electrical safety legislation.

To meet these objectives the following strategies are adopted:

- identify all areas of high bushfire hazard and the location of all electricity assets in those areas
- monitor general vegetation growth and dryness using satellite imaging or other similar techniques
- liaise with the Department of Emergency Services, Land Management Agencies, and Local Government regarding bushfire related matters
- enhance public awareness on the responsibilities of owners of private overhead electric lines in relation to bushfire mitigation
- adopt preventive strategies to minimise the risk of our electrical assets starting fires
- list all works required and associated deadlines in readiness for the next fire season;
- adopt work practices that minimise the risk of fire starts
- develop a response capability for fire events or during periods of total fire ban or fire danger periods
- investigate bushfire related incidents and monitor trends.

Action plans for bushfire mitigation include:

- carrying out bushfire preventative activities such as aerial patrols and defect management to minimise potential Ergon Energy asset fire start issues, and in turn, potential threats to our assets
- setting up ready access contact systems to regional fire and emergency service providers for assistance in monitoring or controlling fire outbreaks
- ensuring staff awareness of bushfire aspects, risks, response actions, and preventative measures to limit the opportunity for fire starts
- monitoring resource/fatigue management both during and immediately after an event, through to resolution.

3.2.1.4 Thermographic and Pole Top Inspections

Thermographic inspections are conducted on the first kilometre of all distribution feeders and selected subtransmission feeders over a four year period. Inspections are generally undertaken in the month of June and have continued as per plan with approximately 5,000 inspections completed for summer 2010/11.

Pole top inspections are undertaken on HV and LV poles over 15 years old that experience greater than 1,500mm of rainfall per year. Inspection contracts were called and evaluated in the early part of the year. Resources are now being briefed and work plans agreed. It is expected that the program will commence in August.

3.2.1.5 Vegetation Management

Effective vegetation management is essential for the maintenance of reliability for the summer period. Any vegetation identified as high-risk during our normal maintenance operations, which would not be addressed as part of the current inspection and management cycle, is reviewed and trimmed as a priority before the storm season begins.

Ergon Energy has a comprehensive and carefully planned approach to the delivery of the Vegetation Management Program. The benefit to customers, especially those in the fast-growing vegetation areas of the tropics, is a significantly lower risk of vegetation-related outages.

The vegetation strategy has an allocated spend of $93.8 million for 20010/11, a significant increase on 2009/10. This investment, along with the new standards and processes for vegetation management introduced in 2009/10, will mean we are able to continue to address the backlog of rural vegetation clearing and treatment identified in 2008. Exciting progress is also being made around using technology to identify areas where vegetation is posing a risk. This success will see us using a combination of digital and radar imagery, captured from a low flying light aircraft, as a key input into our vegetation management planning. This initiative will commence in the coming months, however, will initially be in the exploratory stage.

Key aspects of this year's vegetation program include:

- a stable regional contracting workforce of about 200 personnel working on the program at any one time
- different vegetation management strategies and practices between rural and urban environments. This has improved the effectiveness of the program and enabled the existing contractors to treat the urban areas along the coastal strip before the onset of summer
- close liaison between the Vegetation Contracts Manager and Vegetation Management Officers and local area personnel to identify particular priority areas
- effective processes to enable customers and staff to notify Ergon Energy of potential problems with vegetation through the National Contact Centre.

3.2.1.6 Building Our Monitoring and Control Capability

One of the key strategies is to enhance the functionality of the network by extending remote monitoring and control capability further into the network. This strategy aims to provide more timely response to outage events and will ultimately provide significant improvement to outage duration.

We are building an all encompassing telecommunications network for the future– known as the 'Ubiquitous Network', or 'UbiNet'. This initiative will pave the way for greater control of the network – as well as support our telecommunications requirements more broadly. The first phase of an investment of $134.6 million will see approximately 40 depots and 80 substations linked by a core telecommunication backbone by 2012, which will underpin the future connection of a range of sophisticated information technology to our electricity grid.

In addition to further address the gap in our reliability performance in the future we are deploying a SCADA Acceleration Strategy (Supervisory Control and Data Acquisition SAS). The aim of the SAS is to accelerate the installation of SCADA to achieve increased remote control and supervision of the high-voltage network supplying more than 90% of customers across our service area.

The completion of this program was originally targeted for the end of 2014/15; however, Ergon Energy has identified 56 regional zone substation sites to be addressed by this strategy in the next two financial years.

We are also currently expanding the Auto Reclose functionality at our Zone Substations. The program is aimed at achieving feeder performance improvement through reduced feeder outage duration, to achieve improved SAIDI mostly for the urban and short rural feeders in the Townsville area of North Queensland supply region. Improved application of automatic reclosing on 11kV feeders could potentially reduce the impact of the severe weather events by reducing the outage time observed by customers and reduce the strain on Ergon Energy field resources deployed to carry out patrols on faulted feeders before a re-energisation attempt is made.

The other key reliability improvement initiative is the Feeder Improvement Program which targets the performance improvement of consistently poor performing feeders. Ergon Energy's Feeder Improvement Program (FIP) is developed to address reliability performance issues on the worst performing distribution feeders via a composite of proactive and reactive reliability improvement programs.

3.2.1.7 Cyclone Area Reliability Enhancement

Ergon Energy's ongoing Cyclone Area Reliability Enhancement (CARE) program is progressively addressing the need for undergrounding of key distribution assets in cyclone-prone areas of North Queensland. The program has a budget of $10 million annually and identifies critical projects in cyclone-prone areas. Where possible, we schedule works for completion prior to the cyclone season.

Leading into the 2010/11 cyclone season, more than $47 million has been invested to secure supply through undergrounding to essential services, such as hospitals and emergency services facilities, in a variety of communities including Cairns, Mossman, Malanda, Mackay, Sarina, Townsville, Ayr, Bowen, Home Hill, Ingham, Port Douglas, Tully, Sarina, Proserpine/Airlie Beach, Kuranda and Innisfail.

3.2.2 Network Capacity and Security Improvement Programs

Building network capacity and security is part of a long-term strategic planning focus for Ergon Energy - based on priority - across the network. These plans ensure infrastructure development is targeted to meet customer need as the demand for electricity increases during the peak summer loads. They are specifically based on load growth forecasts using historical data and demographic information detailing the types and densities of loads likely to occur in the areas of interest. Data about the activities of larger commercial and industrial customers is also critical to this development process.

As outlined in the Network Management Plan, there are several areas receiving priority attention in preparation for summer 2010/11. These focus areas include North Queensland, South West Queensland and, Central Queensland, where seven new Zone Substations are under construction and capacity is being increased at another three substations. These projects are being undertaken to improve capacity and reliability.

We are also undertaking similar projects in other parts of regional Queensland where there has been significant load growth for various reasons. Contingency plans will be developed for any projects not completed for this summer.

Appendix A provides a list of projects that form part of the Summer Preparedness Plan and deliver increased capacity and reliability to our customers prior to summer.

3.2.2.1 Planning for Security of Supply

Ergon Energy continues to work towards implementing a security of supply criteria that will result in:

- substations with load of 5MVA and above having an N-1 level of security
- subtransmission feeders to substations with loads greater than 15MVA having an N-1 level of security
- urban distribution feeders from substations being able to supply all load after the loss of one feeder, following field switching of load onto adjacent feeders (3 into 2).

The N-1 level of security provides the ability to continue to supply all load at a site when a single item of plant is out of service. It should be noted that following the completion of the security criteria review conducted by Ergon Energy and Energex in 2009, Ergon Energy was requested to continue to implement this level of security. However, following the AER Final Determination, the N-1 level of security may not be achieved, if the load increases to Ergon Energy's load forecast.

3.2.2.2 Plant Emergency Rating Information

Ergon Energy documents the rating of all key network infrastructure to ensure risks associated with supplying load under emergency conditions can be appropriately managed and customer interruptions are minimised in these circumstances.

The ratings of power transformers in all zone substations have been reviewed, and the ratings of all sub-transmission feeders calculated and documented using known design data. Critical feeders are routinely reviewed as required by performing line surveys to determine ground clearances. The security of supply policy presently requires N-1 at sub-transmission feeder level when loads exceed 15MVA.

Ratings for zone substation distribution exit cables have been determined using standard conditions for thermal conductivity and operating temperature. Critical distribution feeder ratings are calculated as required using data for actual conditions. Zone substation exits generally have three into two security (i.e. two operating exit cables can take the load from a failed exit cable in a contingency situation) to cover the failure of a single exit cable. The ratings of all distribution overhead feeders have been calculated using known design data.

3.2.2.3 Strategic Spare Components

Ergon Energy has now audited and placed all critical strategic spares into our stores to:

- provide a clear view of all critical spares,
- ensure required maintenance is undertaken where necessary,
- Items are replaced automatically with established max/min levels.

There are presently approximately $18 million worth of critical strategic spares in the Ergon Energy stores system. These strategic spare components will provide replacements if primary plant such as a power transformer, circuit breaker, current transformer, or voltage transformer fails.

This strategy is important because of the wide variety of voltage ratios and transformer capacities at the major supply points in Ergon Energy's network. This is due to the amalgamation of six regional networks, which were designed and developed separately in the past. The most common voltage ratios are 33/11kV, 66/11kV and 66/22kV. The total number of power transformers that cover these three voltage ratios is approximately 400.

Having strategic spares can speed up our response time if a piece of plant fails. This reduces the risks posed by plant failure and improves supply reliability at zone substations.

Ergon Energy is working with Energex, our South east Queensland counterpart, to progress a shared usage of spare units, where possible, to reduce costs for both organisations.

3.2.2.4 Temporary Load Support Strategy

Ergon Energy is committed to improving customer service and reliability by adopting temporary load support solutions that minimise customer outages beyond acceptable tolerance. We are developing a Temporary Load Support Strategy which focuses on the activities and processes necessary to maintain and improve the security of supply within the business.

The contingency support solutions are:

- mobile substations
- skid mounted substations
- contingency generation
- strategic spares- including multi winding transformers
- modification of substation sites to quickly and efficiently accept mobile and skid mounted substations
- detailed monitoring of real time loads.

In preparation for summer Ergon Energy has purchased 6 x 1250KVA containerised generator units for temporary load support.

The Temporary Load Support Strategy will enable Regional Asset Management teams, Project Managers, Network Groups and Operational staff to effectively plan and execute contingency works (planned and unplanned) to minimise network supply disruptions.

3.2.2.5 Demand Management Initiatives

Ergon Energy has a strong focus on reducing demand on its network, particularly during the hot summer months. In addition to the substantial load that we already have under dynamic control through the promotion of off-peak tariffs, we are piloting a range of demand management programs, many with funding support from the Queensland Government. Our aim is to develop the expertise to deliver innovative solutions and to better integrate demand management into our network planning process.

These efforts are now bearing fruit in Townsville, with in excess of 20MVA of future demand reduction contracted with a range of large commercial and industrial customers. This includes a peak load reduction strategy to reduce 7MVA of load by 2015 through a partnership with James Cook University. This is being achieved largely by changes to their air conditioning arrangements and changes to lighting and improved building design.

With the verification of the contracted outcomes in this project now underway, we have also started taking the lessons learnt to the Bohle Industrial Area, near Townsville.

There is a mutual benefit in Ergon Energy working closely with customers in this area to reduce peak demand – if we can contract a 6MVA of load reduction we can defer a proposed $20 million zone substation by at least two years.

Our residential demand management trials are also continuing – one of our greatest success stories to date has been the *Townsville: Queensland Solar City* project. Considering the predicted15% increase in peak demand for the summer of 2010, the 7% fall from 2008 achieved by the project equates to an overall peak demand improvement of 22%.

Another success has been the Single Wire Earth Return (SWER) program – with the first phase on the Cloncurry North SWER now achieving a 20% reduction in peak demand - we are on the way to replicating this success in four other SWER systems across the network.

We have also rolled out our Energy Savers initiative across Mt Isa and North Mackay this year, piloting the use of available Government rebate programs to get better outcomes for our customers.

We are also trialling the use of Demand Reduction Enabled Devices (DREDs) to reduce air conditioner compressor load, without sacrificing the comfort they provide, and a technical solution that provides load control on pool pumps while allowing for limited control override by the pool owners during times that Ergon Energy has taken control.

All of this leads to reducing the overall demand on the network. The findings from these pilots will be used to inform the further development of these initiatives into the future.

Project manager for the Townsville: Queensland Solar City project, Ian Cruickshank, talking with shareholding Minister, Stephen Robertson about the positive downward trend in energy use on Magnetic Island, off Townsville – a trend that to date has achieved an overall peak demand improvement of 22%.

4. ENHANCING OUR CAPACITY TO RESPOND TO EXTREME EVENTS

4.1 Resourcing Levels to Support Contingency Plans

In the lead up to summer key aspects of our substantial internal and contractor resources available to respond to severe weather events include:

- a field workforce of approximately 3,087 (including design, construction, maintenance, inspection and vegetation workers). This capability will be deployed as necessary for any event that occurs through summer; and
- leave rosters that are managed to ensure adequate availability of field resource for the summer period.

The geographic spread of Ergon Energy also assists us in our response to weather-triggered network events. The timing and severity of weather events varies and it is highly improbable that the impact of a single weather system will require significant capability to be deployed throughout the state at the same time. As a result, Ergon Energy can move its resourcing capability around the state to meet the demands of any particular event.

Ergon Energy also continues to a substantial annual apprentice intake, recognising that apprentices are integral to our future success. We currently have 290 apprentices with active training contracts – with further intakes planned – 106 of these apprentices will graduate this year in the lead-up to summer 2010/11 thus helping develop the workforce of the future.

4.2 Access to Energex Resources

Ergon Energy and Energex have developed strong ties in sharing field resources at key times. This relationship proved critical during the recent Cyclone Ului when 10 crews from Energex assisted with restoration work. This strong working relationship was originally formalised into a Memorandum of Understanding for sharing of field resources for summer 2004/05 and was updated leading into the 2006/07 summer period. As in previous years, arrangements for the recognition of authorisations, equipment sharing and awareness of work practices relevant to both organisations have been reviewed during the year. This greatly assists Ergon Energy in its targeted and effective response to major events during the summer period.

4.3 Emergency Response Program

In the lead up to summer, significant activities are undertaken to enable us to respond to outages faster and more effectively. These include:

- enhancing our business and system continuity
- understanding our readiness
- improving how we prioritise and schedule work during major or widespread outages
- preparing comprehensive contingency plans for major events.

4.3.1 Business and System Continuity

Ergon Energy has four Regional Emergency Management Plans and a whole-of-business Executive Disaster Management Plan that clearly document our planning, preparation, response, restoration and philosophy in relation to disaster and emergency planning.

The four regional Emergency Management Plans primarily document the actions required by key business units before, during and after a significant network event. The overall Executive Disaster Management Plan helps co-ordinate these actions. This plan requires key managers in all business units to coordinate resource provision to those areas affected by a major event.

These plans are reviewed and trialled annually as part of our routine preparation leading up to the storm season. This program of review includes testing the plans with specific regionally-based desktop exercises to ensure their appropriateness and effectiveness in a 'real-life' situation. Key activities in the review process for this year include:

- a series of Regional Disaster Management Committee meetings from September to November to review outcomes from:
    - the response to storm and flood in South West Queensland during 2009/10summer period
    - the response to Cyclone Ului in North and Central Queensland
    - the results of the annual simulation exercises and performance in past significant network events
    - issues in other organisations
    - the extension of the planning process.
- reviewing and updating the overall Executive Disaster Management Plan by the end of October, as well as all supporting plans;
- reviewing and updating the regional Disaster Management Plans by the end of September, as well as all supporting plans

– reviewing and updating National Contact Centre and Control Centre plans by the end of September.

Following the reviews, individual business units undertake a simulation exercise to test specific Emergency Management Plans. Exercises are also held to test inter-business unit responses to emergency situations.

A joint emergency response exercise is also scheduled with Powerlink Queensland prior to the 2010/11 storm season. As part of this joint working program, Ergon Energy, Powerlink Queensland and Energex exchange disaster plans and related information at a series of meetings to ensure consistency and inter-organisational awareness.

4.3.2 Understanding Our Readiness

We undertake a readiness assessment in accordance with the processes already outlined. This work is completed partly through desktop analysis and also through a preparedness audit undertaken in each region. The audit includes simulating a significant event involving representatives from all business units and levels of management. This readiness assessment will be completed by the end of November.

To assist in preparing for the wide range of eventualities that could arise as a result of storms, extreme hot weather or critical asset failure, successive annual simulations have tested a diverse range of potential contingencies. Recent examples include a simulated major storm or cyclone with widespread damage over a period of time coincident with the failure of a critical asset in a major centre. These and similar simulations used most recently ensure all key staff are keenly aware of updates or changes to our emergency planning and are prepared in the event of a significant incident. It also flags any potential issues to be dealt with prior to summer.

4.3.3 Prioritising and Scheduling Work During Outages

Ergon Energy's response in a disaster situation is managed within an escalation process that ramps up our capabilities and coordination, potentially drawing on extensive resources across our operations to focus on the area of major impact.

Preparation and response by Ergon Energy may take place at different levels depending on the circumstances. Where applicable, Ergon Energy will use a three phase approach to response preparation, as outlined below.

Preparation Level	Escalation Trigger and Actions
Standby 1 - Condition Yellow Triggered on forecast severe weather (e.g. Cyclone Advice). Declared by: Chief Operating Officer	Appoint Incident Response Manager Appoint Incident Response Team Initiate monitoring and reporting Review resources and advise Incident Response Manager
Standby 2 - Condition Orange Triggered when an impact is possible (e.g. Cyclone Watch). Declared by: Incident Response Manager	Run local checklists in potential impact areas Plan local pre-deployment activities Initiate contact with industry members and contractors

Preparation Level	Escalation Trigger and Actions
Standby 3 - Condition Red Triggered when impact is likely (e.g. Cyclone Warning) Declared by: Incident Response Manager	Relocate plant and equipment to secure locations within impact zone Pre-position equipment for initial response outside impact zone Commence securing external resources Initiate external agency and media liaison Appoint impact assessment team/s and resources

The management of disasters and major incidents will be coordinated through an Incident Response Team (IRT). The IRT will comprise the Incident Response Manager (IRM) and other senior managers as required to manage the response and deploy additional resources to the impacted area/s.

Three basic response levels are used by Ergon Energy. Once the incident has occurred, the Incident Response Manager will determine the level of response required and manage the response appropriately. The response levels may escalate or de-escalate as determined by the IRM during an incident. The table below details the three response levels.

Levels	Action
Level 1 Response	Activated to deal with supply issues in one area that can be adequately addressed with local resources and management structures The activities are managed within the context of the Regional Emergency Management Plan. IRM liaises with normal management structures to address incident. Typically would include events such as single employee fatality, widespread or prolonged outages in one region, cyclone/major storm with minimal damage.
Level 2 Response	Activated to deal with a major event within a single region and requires significant support from support groups. Resources from other regions are not required. The activities are managed within the context of the Regional Emergency Management Plan. IRM appointed by COO, may or may not appoint IRT, will appoint RIRM RIRM establishes RIRT comprising relevant management from RDMC and key remote support managers and an External Liaison Coordinator. Typically would include events such as multi-employee fatality, wide spread load shedding, isolated attack on Ergon Energy premises, cyclone or major storm impact with moderate damage within a single region.
Level 3 Response	Activated to deal with major events in one or more regions which will require resources from across Ergon Energy and external help. There is likely to be heavy involvement with the District and Local Government Disaster Management Groups. IRM will establish an IRT comprising key operational managers and remote support managers. Local support functions transfer from support groups to operational managers for control. IRM together with EDMC members establish RIRT/s to coordinate local response Typically would include events such as cyclone impact with severe damage, terrorist attack against electricity infrastructure or Ergon Energy specifically.

Prioritisation of our restoration work is managed within the context of the regional Emergency Management Plans. Where there are multiple interruptions, the priority for restoration is on emergency services, such as hospitals, police, ambulance and utilities. Beyond this, our main priorities are based on safety, number of customers affected, extent of damage, types of customers and availability of staff in terms of repair and switching work.

4.3.4 Preparing Contingency Plans for Major System Events

As part of annual summer preparedness planning, any potential system risks resulting from aged plant or possible capacity overload issues are appropriately assessed. Effective contingency plans are then put in place until longer-term remediation works can be completed. This can include ensuring adequate system spares are available and access to temporary generating capacity is on hand.

The detailed process for contingency plan development and maintenance is ongoing year-round, and the resulting documentation is continually updated. Leading up to summer, increased focus is placed on effective contingency planning to prepare for events where the network might be placed under particular stress.

5. KEEPING CUSTOMERS INFORMED AND ENGAGED

5.1 National Contact Centre Planning and Improvements

Each year Ergon Energy focuses on key improvements in its flagship service channel in the National Contact Centres (NCC). As a critical interface for customers during weather-related outages, significant effort is directed towards taking the lessons of previous summer seasons and applying these to continuous improvement and developments in customer service. These lessons are incorporated into our annual storm season preparations.

In the lead-up to summer, Key Customer Managers undertake the vital role of maintaining emergency contact details for major sites and informing key customers of Ergon Energy contacts for emergency and outage communication.

Resourcing and refresher training for staff in the NCC is a critical component of our summer preparedness planning. Leading into the 2010/11 summer, staff who are not currently trained to handle fault calls, will complete specialised training (by the end of September 2010) to boost our capacity during major outages and events. This increase equates to an additional 31 people not currently trained, who will be capable of handling fault calls during times of crisis and high impact on the network. In addition, all staff at the NCC will undertake refresher training in coming months to ensure the NCC is at full available capacity to handle increased call demand if required. Temporary labour hire staff will also undertake this training upon starting with Ergon Energy.

A special pre-storm season recruitment of temporary staff is planned prior to October to enhance our capability to manage the increased fault call volumes during storm season. The numbers in the on call response team will remain at five staff with the ability to ramp up to fifteen members in response to storm activity, following the successful introduction of increased staffing levels for the 2009/10 storm season. This boost in numbers significantly increases flexibility and the Contact Centre's capacity to cope in times of high demand.

A key element of our storm season response capability is the Disaster Assistance Plan (DAP) arrangement held with Energex. The people, process and system capability is tested monthly to ensure critical technology is maintained, and staff are suitably trained to manage both organisations fault calls. The value of regularly testing the DAP arrangements was highlighted during Cyclone Ului in March 2010, when the DAP was activated operationally under critical conditions for the first time, with Energex staff successfully taking some 905 fault calls from Ergon Energy customers.

In terms of call capability, this year, the technology environment supporting the IVR's (Interactive Voice Recognition system) is being upgraded to keep abreast of advances in technology which will result in higher system resilience and stability. These changes include new faults IVR and Avaya platforms which will provide a more stable platform for our IVR services. Service Channels undertakes comprehensive testing to establish the confidence of the faults IVR system to ensure it is capable of handling increased call volume during major weather events. In addition to stress testing the faults IVR platform, we will for the first time, conduct stress tests of our IVR messaging platform prior to the 2010/11 storm season. This testing regime is designed to provide a level of confidence surrounding the critical messaging service for customers, allowing Ergon Energy to reduce customer wait times and provide improved service to our customers.

Part of our annual preparations focus on ensuring Disaster Recovery Plans are up to date and support business requirements. Physical testing of NCC 'failover' is carried out prior to summer and appropriate Disaster Recovery Planning is invoked as required. Testing is also undertaken to ensure solutions provided as part of summer planning are stable and capable of achieving expected outcomes. This includes validating that relevant solutions can be used in a disaster situation. Service Channel management ensures operational disaster plans are being met and the capability to handle overflow and emergency situations is fully in place with Energex.

A new initiative currently underway is the Customer Self Serve Project, which involves the expansion of self-serve transactions for the general enquiries line to free up agents to handle more fault-related calls during storm season. A call back facility has also been established on the IVR system 'Sophie' for use in peak or call avalanche times.

Other operational improvements such as a complete PC replacement and the introduction of new telephone headsets for service representatives has been conducted to ensure that Customer Service Representatives have quality tools and equipment to support our service provision this storm season.

5.3 Communications Programs to Raise Summer Awareness

Ergon Energy works through a comprehensive program of targeted media and marketing communications before and during the summer storm season to help customers prepare for this period. This activity includes providing customers with:

- storm and cyclone 'survival' tips to help customers prepare for the summer season, and advice on what to do before, during, and after a storm. This activity also includes clear messages on what to do if there is a power outage;
- safety information regarding the dangers of fallen powerlines, which is delivered via targeted television commercials and supporting media to raise community awareness;
- energy efficiency advice and key tools to guide customers in promoting energy efficient behaviours, in particular air conditioning use, in order to reduce consumption over the traditionally peak consumption period of summer;
- surge protection advice to educate customers on the benefits of using a surge protector to protect valuable appliances; and
- ongoing summer season advice and warnings via Ergon Energy's residential customer newsletter, delivered with quarterly bills.

5.3 Media and Community Relations

In addition to the traditional 'business-as-usual' marketing activity to keep customers informed and engaged, Ergon Energy continues to use its strong, locally-based media relationships to keep key storm season messages 'top-of-mind' throughout this period.

These messages are delivered through media releases and special media events involving key stakeholders to assist in raising community awareness of weather-related issues that can arise, such as cyclone preparation and safety, and deliver clear messages to customers on how to contact Ergon Energy in the event of a major outage or event.

Ergon Energy's Media and Community relations team has locally-based corporate communications managers in major regional centres, with key internal and external networks that enable the delivery of fast, accurate and targeted communications to customers.

This team of professional communicators proactively distribute advice to customers before, during and after major weather events such as storms and cyclones. This can include 'live to air' communications with relevant media to deliver timely, up to date information to impacted customers and communities.

The regional Corporate Communications Managers also play an active role in annual planning exercises to test summer preparedness. This includes taking part in the exercises, providing communications advice and assisting in reviewing plans and strategies, including Ergon Energy's Regional Counter Disaster Management Plans. In line with this, the Media and Community Relations team manages and updates the organisation's Media & Government Communications Emergency Management Plan.

Externally, Ergon Energy has a targeted internet Storm Centre on its website for customers to access accurate and up to date information about repair and restoration progress during major events and outages. The site also provides important information on preparations, what to do during major storms and cyclones and the general process Ergon Energy follows to restore supply to its customers in impacted areas. During major events the site is frequently updated by Media and Community Relations team members to provide customers with the very latest information on the work Ergon Energy is doing in their area and likely restoration times. The Storm Centre has consistently proven its worth in keeping customers engaged and informed - this is evident in the number of customers shown to be accessing this information at critical times.

What we want our customers to understand is that to keep pace with growing demand we have to invest more into building the infrastructure that delivers electricity; and that this is ultimately paid for by our customers.

6. OUR SAFETY COMMITMENT

Being Always Safe is one of the key strategic priorities for the business. As an organisation we are committed to doing whatever it takes to reach our Always Safe objectives. Our ultimate goal is to be a leader in safety, targeting zero injuries within our workplace and, from an electrical safety perspective, the wider community.

Over recent years our workplace health and safety performance has declined. And during the past year, a number of serious incidents and near misses have acted as a sobering reminder of the impact injury has on an employee and their family and friends. This record is of particular concern during the busy summer period when there is a heighten safety risk with our field workforce often operating in adverse weather conditions.

In response, a five point response plan is being rolled out to lift our safety leadership capability, improve our risk analysis capability, evolve our behavioural safety program and re-energise our communications, as well implement a drug and alcohol testing regime.

In addition, we have in many ways gone back to basics, to ensure the fundamentals are being addressed, from regular safety meetings to equipment tests.

This approach, along with the deployment of a comprehensive whole-of-organisation Safety Management Plan that we have developed to take us forward, we believe will turn our workplace health and safety performance around.

On a more positive note, over recent years we have seen a significant improvement around community electrical safety, as well as contractor safety.

Since our Community Electrical Safety Awareness Plan commenced in 2007/08, there has been a 45% reduction in the number of electrical-safety related incidents – with the greatest improvement this year to come from one of our most 'at risk' industries, road and transport.

Community safety is particularly important during the storm season and we a committed to maintaining electrical safety awareness in the community.

The Summer Preparedness Plan's focus on continuous improvement and produces tangible benefits before, during and after the summer period is critical to achieving our target of zero injuries, now and into the future.

7. APPENDICES

Appendix A – Summer Preparedness Works Program

The works program in the tables below is expected to be completed prior to summer.

Southern

	Project	Purpose/Comment
1	Cawdor – Establish New 33/11kV Substation	To cater for load growth and provide summer contingency
2	Kearneys Spring Substation – Hodgsonvale 11kV Feeder Augmentation	To meet summer peak demand
3	Increased Transformer Capacity Warwick BSP - To Reduce Load at East Warwick Substation.	To meet summer peak demand
4	Daandine Substation – 33kV Feeder Works 2 New Feeders.	To cater for load growth
5	Roma East to Roma West 33kV Line Augmentation.	To provide increased load transfer
6	Roma West 33kV Line Augmentation.	To provide increased load transfer
7	Mt Perry SWER – Feeder Augmentation Stage 4	To cater for load growth and improve reliability
8	Blackbutt Feeder Reliability Project	To improve reliability
9	Woolooga Feeder Reliability Project	To improve reliability
10	Brooklands Feeder Reliability Project.	To improve reliability

Central

	Project	Purpose/Comment
11	Jubilee Pocket – Establish 66/11kV Substation	To cater for increased load growth
12	Jubilee Pocket Substation – 11kV Distribution Works 5 New Feeders.	To cater for increased load growth and provide summer contingency
13	Glenella – Establish 66/33/11kV Substation	To cater for increased load growth
14	Glenella – North Mackay DCCP 66kV Line Construction	To cater for increased load growth
15	Glenella – T141 Pioneer Valley 132kV Line Construction	To cater for increased load growth
16	Tanby – Establish 66/22kV Substation	To cater for increased load growth
17	Tanby Substation – 22kV Distribution Works 4 New Feeders	To cater for increased load growth and provide summer contingency
18	Berserker – Establish 66/11kV Substation	To cater for increased load growth
19	Berserker Substation – 11kV Distribution Works 4 New Feeders.	To cater for increased load growth and provide summer contingency

Northern

	Project	Purpose/Comment
20	El Arish – Establish 132/22kV Substation	To cater for increased load growth
21	Kowanyama – Increase Capacity of Generation Sets 2 & 3	To cater for increased load growth
22	Aurukun – Upgrade generation Set 1	To cater for increased load growth
23	Belgian Gardens – Establish 66/11kV Substation.	To cater for increased load growth
24	Rasmussen Substation – Increase capacity Tx2	To cater for increased load and provide summer contingency
25	Bohle Substation – Construct New 11kV Distribution Feeder	To cater for increased load growth
26	Black River Substation – Increase Transformer Capacity and Construct 4 New 11kV Feeders.	To cater for increased load growth

1.3. Appendix B – Our Health and Safety Policy

Ergon Energy is committed to working in a way which ensures the health and safety of its employees, contractors, customers and members of the public.

To support this commitment, Ergon Energy shall:

- Continually reinforce that working safely is a mandatory condition of employment for all employees and contractors.
- Implement a Health and Safety Management System that not only meets all statutory and industry health and safety requirements, but also aims to achieve best practice.
- Ensure all levels of management demonstrate commitment to and are accountable for community and workplace health and safety.
- Establish and measure occupational health and safety programs to reduce work-related injury and illness.
- Continue to deliver comprehensive safety leadership programs.
- Integrate community and workplace health and safety requirements into all relevant business processes and decisions.
- Consult and involve employees in the development and implementation of workplace health and safety programs that strive for continuous improvement towards zero injuries.
- Develop and implement procedures and work practices which minimise and manage exposure to workplace hazards and risks.
- Ensure all employees and contractors have the information, training and equipment required to competently and safely perform their work.
- Provide and manage the rehabilitation of injured/ill employees.
- Recognise, reward and promote employees who demonstrate positive safety behaviours and take personal responsibility for their safety and those around them.
- Allocate adequate resources to fulfil the aims of this policy.
- Monitor and report compliance with statutory, industry and corporate health and safety requirements.

[redacted]

June 2010
Ian McLeod, Chief Executive

EP02 Ver 6

Appendix C – Summer Preparedness Action List

SPECIFIC ACTIVITIES UNDERTAKEN IN PREPARATION FOR SUMMER

ACTION FROM SUMMER PREPAREDNESS PLAN	DUE DATE
Network Capacity and Security – Listed projects completed.	1st Dec 2010
Network Management Plan - Review and Update.	31st Aug 2010
Asset Inspection and Defect Remediation –all asset inspections and repairs of defects will be up to date in accordance with Ergon Energy policies.	1st Dec 2010
Feeder Patrols – All line patrols that are considered necessary on critical feeders, are completed.	14th Nov 2009
Bushfire Mitigation Program – Mitigation activities in place.	1st Dec 2010
Thermographic and Pole Top Inspections completed	1st Dec 2010
Vegetation – 250,000 spans cleared.	31st Dec 2010

CAPACITY TO MANAGE AND RESPOND TO EXTREME WEATHER EVENTS AND EMERGENCIES

ACTION FROM SUMMER PREPAREDNESS PLAN.	DUE DATE
Resourcing Levels to Support Contingency Plans during Summer – Evidence of staffing/resource levels.	1st Dec 2010
Access to Energex Resources – Evidence of arrangements in place.	1st Dec 2010
Disaster Planning – Reviews and exercises complete.	1st Dec 2010
Understanding our Readiness – Desk top analysis and audits complete.	1st Dec 2010
Preparing Contingency Plans for Major System Events – Ensure individual risks are assessed and where necessary addressed with appropriate contingency plans.	1st Dec 2010

SYSTEM CAPACITY TO KEEP CUSTOMERS INFORMED

ACTION FROM SUMMER PREPAREDNESS PLAN.	DUE DATE
Improved National Contact Centre Capability – Evidence of additional resources for summer period.	1st Nov 2010
Improved National Contact Centre Capability – Evidence of completed training.	1st Oct 2010
Contact Centre back up arrangements between Energex and Ergon Energy in place	1st Dec 2010
Upgrade of technology environment supporting the IVR's	1st Dec 2010
Communications Programs to Raise Summer Awareness –Media campaign in progress.	1st Dec 2010
Use of Internet – Evidence that Storm Site is regularly updated during storms and cyclones.	28th Feb 2011
Reviewing Stakeholder Management Plans – Review Stakeholder Management Plans.	1st Dec 2010