# Exercise Tangaroa- Lifeline Utilities Participation Guide

## 1.1 Exercise overview

Exercise Tangaroa 2016 is a Tier 4 (national) exercise led by the Ministry of Civil Defence & Emergency Management (MCDEM) that will be conducted over three days in 2016: 31 August, 14 September, and 28 September. Exercise Tangaroa is based on a **regional source tsunami** (generated less than three hours travel time away from the nearest New Zealand coastline) that impacts the entire New Zealand coastline.

*Note that there will also be two additional activity days held at the national level that will inform the official exercise days two and three: development of a* ***National Situation Report (SitRep) on 8 September*** *and a* ***National Action Plan on 22 September****.*

## Exercise objective for Lifeline Utilities

The overall exercise aim is to test New Zealand’s arrangements for preparing for, responding to, and recovering from a national tsunami impact. Exercise Tangaroa will provide the lifelines sector with an opportunity to practice the lifeline utilities arrangements per the *National Civil Defence Emergency Management (CDEM) Plan 2015*.

## 1.3 Expectations

On Day One, it is expected that the National Lifeline Utilities Coordinator will be activated in accordance with National Crisis Management Centre (NCMC) Standard Operating Procedures (SOPs). Participation at the regional level is at the discretion of the CDEM Group, however we would encourage Groups to replicate national-level participation for this day.

While the exercise is being designed to be as realistic as possible, a number of lifeline utilities have indicated that they may only participate at the national level. This is likely to result in a level of falsity to the exercise that will need to be recognised and contingencies put in place (*see 1.4 below*).

Those lifeline utilities that are participating will communicate via their normal channels and all contingencies to mitigate non-players will be designed to minimise impact on exercise activities as much as possible.

Please note that all exercise participants are required to complete exercise evaluation forms.

## Day One: Wednesday 31 August 2016 (full scale real-time activation)

National-level lifeline utilities activities - test activation process

The NCMC lifelines desk (via the National Lifeline Utilities Coordinator (National LUC)) will, on Day 1, focus on the lifeline utilities’ activation, communication processes and sector information flows.

The objectives for the day are as follows:

* Initiate and maintain contact with national lifeline utilities
  + Contact national lifelines, confirm NCMC activation and arrange reporting times
* Convene sector coordinating entities (SCEs) as needed – request relevant liaisons if not already in attendance
* Initiate and maintain contact with active CDEM Group Emergency Coordination Centres (ECCs) Lifeline Utility Coordinators (LUCs)
* Coordinate tasks, requests and offers of assistance between the NCMC and lifeline utilities sector
* Request/source information regarding expected impacts of the wave on lifeline utilities.

The NCMC National LUC will act as point of contact for all Sector Coordinating Entities (SCEs) as per SOPs.

Exercise Tangaroa will also be used to train two new team members in the National LUC roles – each will act in both National LUC and officer roles and will complete a shift hand over half way through Day One.

Regional-level lifeline utilities activities

ECC LUCs may, on Day One, focus on activation and communication activities as outlined above (and required of Group LUCs in the *Guide to the National CDEM Plan 2015)*.

The objectives (evaluation criteria) for the day are as follows:

* The CDEM Group Lifeline LUC is activated
* Establish and maintain contact with (participating) lifeline utilities - request relevant liaisons (if appropriate) if not already in attendance
* Coordinate tasks, requests and offers of assistance between the EOC, ECC, NCMC and lifelines utilities sector.

## Variation from SOPs/Guide to the Plan

Where variations from normal response processes have been identified (e.g. lifeline utilities would usually respond at a regional level, but a number are choosing not to participate at this level in the exercise), the NCMC and Exercise Control will facilitate the flow of information.

* Where lifeline utilities are only playing at a national level – the NCMC LUC will facilitate information flows (e.g. will receive information from national lifelines utilities and SCEs and pass it onto ECC LUCs). This information will not be sanitised and will be provided to ECCs in the form it arrives with the National LUC.
* If a lifeline utility is not playing at all, Exercise Control will provide injects in order to communicate exercise critical information.

## Day Two[[1]](#footnote-1): Wednesday 14 September 2016 (table top discussion exercise)

Day Two will focus on the response elements including welfare and business continuity and will include table top discussion exercises. CDEM Groups that wish to complete a simple table top discussion/exercise on Day Two may wish to consider the following proposed workshops on business continuity and/or service restoration. ***NB: Day Three[[2]](#footnote-2) will focus on the early elements of recovery and will also involve table top discussion exercises, those wishing to participate on Day Three may wish to split the proposed exercises/workshops below to cover both days.***

Business continuity table top exercise

The All-of-Government Business Continuity Group has created an exercise guideline to help participating agencies run a workshop focussing on business continuity. This template can be used by any Agency or business to exercise/identify gaps in business continuity plans. It will also be of use as an initial discussion exercise for those with no business continuity in place.

Restoration of services

Lifeline utilities, or those driving service prioritisation, who wish to complete a simple table top discussion may wish to consider the following questions using the template provided (see **Appendix 1**).

Using the national situation report to provide contextual information in a regional source tsunami scenario:

* How would you prioritise service restoration?
  + Who would you want to consult with, how would you do this?
  + What timeframes for restoration are you expecting (consider interdependencies on other utilities)?
  + When and how would you be able to communicate these timeframes to the ECC or NCMC (consider information requirements of Government and Emergency Services)?
* What public facing communications, do you think are required for your customers to convey interruptions and manage delivery expectations?
  + How would/could these be communicated?
  + Consider the expectation of the general public and business?
* What services/people/resources do you require to restore services?
  + What can you source yourself (where from)?
  + What would you be requesting through ECCs (or NCMC)?
  + Consider how these may have been impacted by the event.

**Evaluation**

If you use the template at **Appendix 1** for a table top discussion on restoration services, please return the completed template with your exercise evaluation form (see separate instructions for submitting evaluation forms noted on each evaluation form). This will allow the Exercise Coordinators to ascertain the scope, fruitfulness, and depth of the workshop discussion and help shape the picture on a national scale.

Please note that all exercise participants are expected to complete exercise evaluation forms regardless of the number of days of participation.

###### Appendix 1: Discussion exercise – Restoration of services

1. **Please complete the form below and;**
2. **Add this as an appendix to your evaluation form.**

*In the table below please provide a summary of the key discussion points*

| **Evaluator/Facilitator Details** | |
| --- | --- |
| **Date of Discussion** |  |
| **Agency Name:** |  |
| **Evaluator/Facilitator Name:** |  |
| **Phone:** |  |
| **Mobile:** |
| **E-Mail:** |

|  |  |
| --- | --- |
| **How would you prioritise service restoration?** | |
| Who would you need to consult with, how would you do this? |  |
| What timeframes for restoration are you expecting, (consider interdependencies on other utilities)? |  |
| When and how would you be able to communicate these to the ECC or NCMC (consider information requirements of Government and Emergency Services) |  |
| **What public facing communications, do you think, are required for your customers to convey interruptions and manage delivery expectations?** | |
| How would/could these be communicated? |  |
| Consider the expectation of the general public and business |  |
| **What services/people/resources do you require to restore services?** | |
| What can you source yourself (where from) |  |
| What would you be requesting through ECCs (or NCMC) |  |
| **Other comments/ discussion points:** | |
| Did you encounter any unexpected impacts? |  |

1. Notionally the day after Day 1 (i.e. pretending that it is 1 September 2016) [↑](#footnote-ref-1)
2. Notionally two weeks after Day 2 (i.e. pretending that it is 14 September 2016) [↑](#footnote-ref-2)