INCIDENT
LEVEL RESPONSE

OPERATIONS
Tasks, coordinates, and tracks execution of the Action Plan

CIMS
Coordinated
Incident
Management
System

RESPONSIBILITIES INCLUDE

- Execution of the Action Plan

- Implementation of operational aspects of the Action Plan, including the coordination of response activities

- Ensure the Controller and wider IMT are informed of the operational aspects of the response

- Monitor and evaluate operational activities in support of the Action Plan

- Management of field staff and coordination of volunteer activities (ensuring compliance with the Health and Safety at Work Act 2015)

- Collection of information from the field for Intelligence in accordance with Request for Information (RFI) procedure

- Provision of expert Operations advice to the response

- Integration of all stakeholders into the response

KEY RELATIONSHIPS

- Controller (and deputy)

- The IMT and other functions, particularly Planning, Logistics, and Welfare

- Operations functions at other ICPs and at local level (if applicable)

- Internal and external stakeholders, partners, and support agencies/organisations

- Deployed field staff

OPERATIONS SUB-FUNCTIONS

- Action Plan Execution
- Field Staff Management
- Volunteer Coordination
- Investigations
- Lifeline Utilities Coordination
- Support Agency Representatives Coordination
- International Assistance

KEY OUTPUTS

- Logical and succinct tasking of actions to appropriate functions, organisations, or other response elements

- Identification of resources needed to deliver Action Plan, making minor amendments as necessary

- Feasibility assessments of resource requests

- Contingency Plans for Operations to manage anticipated problems

- Tracking of delivery of tasks across all functions

- Operations Status Reports

- Input into the Action Plan

CONSIDERATIONS

- Following Standard Operating Procedures (SOPs) where these are in place

- Ensuring reporting processes are consistent and that everyone is working from the same information base

- Ensuring all procedures are followed in relation to documenting decisions, actions, financial delegations, etc.

- Being the Operations interface between incident and local levels (if applicable), ensuring alignment of points of view, sharing of information, coordination of activities, and that escalation takes place when required

- Anticipation of problems, issues and impacts from variations to the Action Plan and the development of contingencies

- Coordination of activities to minimise gaps and duplication of effort

- Drawing on local knowledge about resources and capability

INITIAL TASKS

- Obtain briefing from the Controller to gain situational awareness / obtain Controller's intent

- Establish Operations function; appoint, brief, and task staff; ensure staff have had an induction (including a Health and Safety induction)

- Set up logs (as required) to record decisions and actions

- Participate in setting response objectives that are feasible and actionable for operational delivery

- Identify, assemble, and deploy required resources (record this); work with Logistics to identify what is immediately available

- Establish and manage staging areas; assemble and deploy resources

- Liaise and share information with other responding agencies; identify what their capabilities are and task them

- Ensure safety and welfare of personnel

DEMOBILISATION

Refer to *Appendix F Demobilisation* in page 96 of the 3rd edition of the CIMS Manual for more information.

ONGOING TASKS

- Provide operational advice to the planning process, ensuring the Action Plan is achievable

- Implement and oversee the Action Plan; develop, allocate, and monitor progress of tasks, adjusting as required

- Communicate tasks to IMT and share relevant progress information across the response

- Provide reports, briefings (including handovers for incoming shifts) and situation updates (as required)

- Record decisions, actions, and other activities

- Continually review, forecast, and advise on resource needs in support of the Action Plan; report to Logistics

- Coordinate and optimise resource requests

- Prioritise the release of resources

- Manage demobilisation for Operations