

# EMERGENCY MANAGEMENT SERVICE LEVEL AGREEMENT

Between  
**Environment Canterbury**  
and  
**Canterbury  
Civil Defence Emergency  
Management Group**

2008-2009

Adopted by the Canterbury CDEM Group on \_\_\_\_\_  
and Environment Canterbury on \_\_\_\_\_

Signed:..... Signed:.....

Director  
Environment Canterbury

Chairperson  
Canterbury CDEM  
Co-ordinating Executive Group

...../...../2008

...../...../2008



## **CDEM GROUP VISION**

A resilient Canterbury – Waitaha Tukaha

*A resilient Canterbury will exist when communities are environmentally, socially and physically resilient to the impact of emergency events*

## **CDEM GROUP PURPOSE**

*To foster partnerships and co-operation in emergency management, to reduce the impact of emergencies on Canterbury.*

## **CDEM GROUP KEY MISSIONS**

1. IDENTIFY AND UNDERSTAND THE HAZARDS THAT OUR COMMUNITIES FACE **(HAZARD ANALYSIS)**
2. REDUCE THE IMPACT AND LIKELIHOOD OF EMERGENCY EVENTS **(REDUCTION)**
3. ENCOURAGE OUR COMMUNITIES AND EMERGENCY RESPONSE AGENCIES TO BE PREPARED FOR EMERGENCY EVENTS **(READINESS)**
4. RESPOND EFFECTIVELY TO EMERGENCY EVENTS THROUGH CO-OPERATION AND CO-ORDINATION **(RESPONSE)**
5. ENABLE OUR COMMUNITIES TO REBUILD AND RESTORE AFTER EMERGENCIES **(RECOVERY)**
6. EDUCATE OUR COMMUNITIES IN PREPARATION FOR EMERGENCIES AND INFORM OUR COMMUNITIES DURING EMERGENCIES **(PUBLIC EDUCATION /PUBLIC INFORMATION)**

## DRAFT

CANTERBURY CDEM GROUP – ENVIRONMENT CANTERBURY SERVICE LEVEL AGREEMENT 2008 - 2009

### 1. TERMS OF AGREEMENT

#### 1.1 Context

- 1.1.1 The Canterbury Civil Defence Emergency Management Group, formed on 28 April 2003, exercises governance and sets regional CDEM policy. The Co-ordinating Executive Group (CEG), however, has responsibility for implementing the Groups policies.
- 1.1.2 The Canterbury Civil Defence Emergency Management Group Plan 2005-2010 was approved on 22 April 2005
- 1.1.3 This agreement describes the relationship between the Canterbury CDEM Group (the Group) and the services provided to it by Environment Canterbury (ECan).

#### 1.2 Emergency Management Office (EMO)

- 1.2.1 The EMO functions are listed in section 3.5 of the Group Plan. These are:
- advice and technical support to the CDEM Group Joint Committee and CEG;
  - project coordination and management including on-going development, implementation, monitoring and review of the CDEM Group Plan;
  - coordination of Group CDEM policy and its implementation;
  - coordination of monitoring and evaluation activities;
  - management of contracts entered into on behalf of the CDEM Group Joint Committee;
  - developing agreements or consultation mechanisms for key agencies such as other CDEM Groups, government departments and agencies, emergency services, lifeline utilities, key infrastructure agencies, volunteer groups, and other interest groups;
  - management of and administering CDEM Group staff on behalf of the CDEM Group Joint Committee;
  - collating and disseminating hazard monitoring data;
  - providing operational support during emergencies;
  - providing for response and volunteer training;
  - other activities such as the co-ordination of CDEM exercises;
  - preparation in consultation with CEG of the annual report of the CDEM Group's activities, budget and performance to the CDEM Group Joint Committee for adoption;
  - such other services as agreed in the annual Service Level Agreement between the CDEM Group Joint Committee and ECan
- 1.2.2 It has been agreed by the Group that ECan shall provide the EMO and Group Emergency Coordination Centre (ECC) functions for the CDEM Group for the 2008-2009 year.

## DRAFT

CANTERBURY CDEM GROUP – ENVIRONMENT CANTERBURY SERVICE LEVEL AGREEMENT 2008 - 2009

### **1.3 Administering Authority**

- 1.3.1 The regional council within each CDEM Group area is required, by section 23 CDEM Act 2002, to be the Administering Authority for the CDEM Group. Those administrative responsibilities do not include the section 17 and 18 responsibilities.
- 1.3.2 The following pages outline the specific EMO and Administering Authority objectives, outputs and responsibilities agreed between the CDEM Group and Environment Canterbury for 2008-2009.

### **1.4 Review**

- 1.4.1 By 30 November each year, the Group shall confirm its intention to ECan to continue the service level agreement or give written notice to terminate it on 30 June the following year. If the service level agreement is to continue, the CEG shall, by 30 November, provide the EMO with a statement of any shifts in direction or priorities, or other specific requirements to be included in work programmes and budgets for the following financial year.
- 1.4.2 The EMO shall prepare draft work programmes and outline budgets for the following financial year, to be submitted to the Group by 31 December. Detailed budget preparation must be concluded+ by late January, to meet ECan's draft annual plan timeline requirements.
- 1.4.3 The Service Level Agreement will be reviewed following the development of the Draft Group Budget.

### **1.5 Explanatory Note**

- 1.5.1 The "Responsibility" column of the "Outputs" tables identifies those elements of the wider-CDEM Group organisation required to be involved for the successful delivery of the output to be achieved. In some cases the Group or the CEG, in reality its individual members, are identified as having a responsibility in relation to promotion and facilitation of the respective projects within their own organisations.

## **2 FINANCE**

### **2.2 Financial Arrangements**

- 2.2.1 ECan is authorised to enter into the activities and expenditure contained in the attached work programme and budget. This is coordinated by the EMO.

### **2.3 Funding**

- 2.3.1 ECan shall assess a targeted CDEM Group rate, based on capital value, to fund the services as set out in the attached budget. Any surplus or deficit remaining in the CDEM Group account at 30 June, shall be paid or charged interest at a rate set by Environment Canterbury, based on the average interest rate Environment Canterbury receives on its investments in the financial year relating to the respective surplus or deficit. Any surplus or deficit in the account will be carried to the next financial year unless the CDEM Group directs otherwise.

### **2.4 Financial Drawdown Facility**

## DRAFT

CANTERBURY CDEM GROUP – ENVIRONMENT CANTERBURY SERVICE LEVEL AGREEMENT 2008 - 2009

- 2.4.1 ECan shall continue to maintain a Financial Drawdown Facility of \$2,000,000 on behalf of the CDEM Group to be available to cover the costs of start-up and early stages of responding to an emergency.

### **2.5 Financial Reserve**

- 2.5.1 ECan will retain a CDEM Group financial reserve of \$100,000 to be used for covering unbudgeted expenditure incurred when activating the Group ECC prior to any potential emergency event and when monitoring/supporting such events by the Group Controller.
- 2.5.2 The Group has delegated to the Group Controller the authority to expend the financial reserve for the purposes outlined in section 2.5.1 above.

### **2.6 Reporting**

- 2.6.1 The EMO shall provide accounts and a summary report of progress toward achievement of outputs to the Co-ordinating Executive Group on a quarterly basis. The quarters ending on the last day of September, December, March and June, with the final quarterly report also forming the basis for an annual report.
- 2.6.2 If projects are not progressing satisfactorily, in terms of time, cost or quality, the EMO shall generate an urgent “Exception Report” for the consideration of the Co-ordinating Executive Group. Exception Reports will outline the reasons for under-performance; options to address or rectify the situation, and recommend amendments within the overall work programme and budget to accommodate any dependencies and changes where necessary. The Co-ordinating Executive Group shall escalate exception reports to the CDEM Group, outside of the quarterly reporting process, if the matter is deemed sufficiently significant to require immediate governance input.

### **2.7 Capital Equipment and Assets**

- 2.7.1 ECan will fund the purchase of any CDEM Group assets the Group requires from ECan’s asset replacement reserve. Notice of requests for capital funding shall be provided to ECan by 31 January for the following financial year.
- 2.7.2 Depreciation and interest on capital shall be included in the Group’s budget.

### **2.8 Environment Canterbury Overheads**

- 2.8.1 Overheads will be charged on actual labour expenditure, based only on costs targeted by ECan to administer and support the Group. CDEM Group activities shall not attract overhead charges for other ECan activities.

## 2008-2009 CDEM GROUP WORK PROGRAMME AND BUDGET

### BUDGET SUMMARY

2008 – 2009

PROJECT	GROSS BUDGET	REVENUE	SEPARATE RATE
READINESS/RESPONSE	\$ 492,653	(\$ 9,000)	\$ 483,653
INFORMATION SYSTEMS	\$ 140,087	NIL	\$ 140,087
TRAINING	\$ 191,989	(\$ 17,000)	\$ 174,989
PRIVATE TRAINING ESTABLISHMENT	\$ 114,032	(\$ 75,000)	\$ 39,032
PLANS	\$ 132,728	NIL	\$ 132,728
HAZARD ANALYSIS AND REDUCTION	\$ 64,590	NIL	\$ 64,590
PUBLIC EDUCATION AND PUBLIC INFORMATION	\$ 119,799	NIL	\$ 119,799
ENGINEERING LIFELINES	\$ 107,018	(\$ 3,000)	\$ 104,018
TOTALS	\$1,362,896	(\$ 104,000)	\$ 1,258,896

## 1. READINESS/RESPONSE

Key Mission Reference No:

3. **Encourage our communities and emergency response agencies to be prepared for emergency events** (readiness)
4. **Respond effectively to emergency events through co-operation and co-ordination** (response)
5. **Enable our communities to rebuild and restore after emergencies** (recovery)

**Objective:**

To maintain an effective Group readiness response organisation

	OUTPUT	TIMELINESS	QUANTITY	RESPONSIBILITY
1.1	An effective Group Emergency Coordination Centre (EOC) at Kilmore St, with the ability to activate an alternate EOC	24 hrs a day, 7 days a week	1 ECC + 1 Alternate ECC	EMO / Controller
1.2	ECan will provide the core Plans, Intelligence, Operations, Logistics and Communications staffing required to operate an effective Group ECC and the core recovery staffing post an event	24 hrs a day, 7 days a week	Core staffing for 1 ECC + 1 Alternate ECC	ECan/EMO
1.3	Liaison meetings are held for all Civil Defence Officers in the Group Area	Quarterly	At least 4 meetings	EMO
1.4	Contact and liaison is maintained with all Government Departments, SOEs, key agencies and organisations who are involved with the emergency response organisation	All year	At least one visit/contact annually	EMO / Controller
1.5	Level 2 and above emergency events are supported	All year	As required	EMO/Controller
1.6	CDEM Work Programme Rea.04/03. CDEM Group Early Warning Systems continued. Agreed recommendations are implemented.	30 Jun 09	All agreed recommendations	CEG Readiness Response Committee/EMO
1.7	CDEM Work Programme Rea.04/05 continued. Emergency Support Teams' (ESTs) database is maintained	30 Jun 09	One database	CEG Readiness Response Committee/EMO
1.8	CDEM Work Programme Rea. 06/03. Rescue Capability Project.	Dec 08 Jun 09	Agreed Terms of Reference Progress Report	CEG Readiness Response Committee/EMO
1.9	CDEM Work Programme Res.04/03. Review of Canterbury CDEM Facilities continued. Current report updated for further review in 08/09	30 Jun 09	One survey and report	CEG Readiness Response Committee/EMO
1.10	CDEM Work Programme Res.04/04 continued. The CDEM Group Welfare Plan is maintained	All year	One Plan	CDEM Group Welfare Advisory Group/EMO
1.11	CDEM Work Programme Res.04/05 continued. CDEM Group Communications Plan is maintained	All year	One Plan	Readiness Response Committee/EMO
1.12	Readiness Response Plans are reviewed	All year	As required	Readiness Response Committee/EMO

<b>READINESS/RESPONSE</b>	<b>GROSS BUDGET</b>	<b>REVENUE</b>	<b>SEPARATE RATE</b>
2008 - 2009	\$ 492,653	(\$ 9,000)	\$ 483,653

## 2. CDEM GROUP INFORMATION SYSTEMS

Key Mission Reference No:

3. **Encourage our communities and emergency response agencies to be prepared for emergency events** (readiness)
4. **Respond effectively to emergency events through co-operation and co-ordination** (response)

**Objective:**

To maintain an effective CDEM Group emergency communications system.

	OUTPUT	TIMELINESS	QUANTITY	RESPONSIBILITY
2.1	Civil Defence Emergency Management Group Civil Defence emergency communications systems are kept operational	All year	100%	EMO
2.2	CDEM Work Programmes Res.04/01 & Res 04/02. An EOC/ECC electronic information management system, including emergency management GIS is developed	30 Jun 08	One System	Readiness Response Committee/EMO/Project Team
2.3	Maintain Group Telecommunications Plan	Quarterly	One up to date Plan	EMO

<b>INFORMATION SYSTEMS</b>	<b>GROSS BUDGET</b>	<b>REVENUE</b>	<b>SEPARATE RATE</b>
2008- 2009	\$ 140,087	NIL	\$ 140,087

## 3.a CDEM GROUP TRAINING

Key Mission Reference No:

3. **Encourage our communities and emergency response agencies to be prepared for emergency events** (readiness)
4. **Respond effectively to emergency events through co-operation and co-ordination** (response)

**Objective:**

To provide or arrange for the training courses and exercises necessary to attain and then maintain an effective Group ECC and CDEM organisation within the Group area.

	OUTPUT	TIMELINESS	QUANTITY	RESPONSIBILITY
3.1	CDEM Work Programme Rea.04/01. The Group Training Plan is implemented	All year	One programme	EMO
3.2	The Annual PANDORA exercise is undertaken	31 Oct 08	1 exercise	EMO

**DRAFT**

CANTERBURY CDEM GROUP – ENVIRONMENT CANTERBURY SERVICE LEVEL AGREEMENT 2008 - 2009

	(including post exercise evaluation)		conducted, debriefs conducted and disseminated	
3.3	Civil Defence Emergency Management training for Group Emergency Coordination Centre staff is provided	30 Jun 08	A minimum of 3 training sessions per unit	EMO
3.9	Emergency Management Office coordinates EMO staff and other Canterbury TAs and emergency response agencies participation in Ministry of Civil Defence Emergency Management and Local Government Industry Training Organisation training committees	All year	As requested	EMO - and other EMG member participating at own cost
3.11	A Group rescue exercise is conducted	30 Jun 09	1 exercise, debrief and follow up	EMO

<b>TRAINING</b>	<b>GROSS BUDGET</b>	<b>REVENUE</b>	<b>SEPARATE RATE</b>
2008 - 2009	\$ 191,989	(\$ 17,000)	\$ 174,989

### **3.B CDEM PRIVATE TRAINING ESTABLISHMENT**

Key Mission Reference No:

- 3. Encourage our communities and emergency response agencies to be prepared for emergency events** (readiness)
- 4. Respond effectively to emergency events through co-operation and co-ordination** (response)

**Objective:**

To provide or arrange for the training courses and exercises necessary to attain and then maintain an effective Group ECC and CDEM organisation within the Group area.

	OUTPUT	TIMELINESS	QUANTITY	RESPONSIBILITY
3.1	CDEM Work Programme Rea.04/01. The Group Training Plan is implemented	All year	One programme	EMO
3.2	The Canterbury Regional Civil Defence Private Training Establishment registration is maintained with the NZ Qualifications Authority	All year	Registration maintained	EMO
3.3	NZ Qualification Authority, Local Government Industry Training Organisation and Fire and Rescue Services Training Organisation training accreditations are maintained	All year	All accreditations	EMO
3.4	National training courses are conducted on behalf of the Ministry of Civil Defence and Emergency Management	All year	As agreed	EMO

TRAINING	GROSS BUDGET	REVENUE	SEPARATE RATE
2008 - 2009	\$ 114,032	(\$ 75,000)	\$ 39,032

## 4. CDEM GROUP PLANS

**Key Mission Reference No: All**

**Objective:**

To maintain Civil Defence Plans and progress the development of a Canterbury CDEM Group Plan, involving all stakeholders, in accordance with the agreed Group timelines.

	OUTPUT	TIMELINESS	QUANTITY	RESPONSIBILITY
4.1	Amendments to the Group Plan are considered.	Within 3 months of a request, identified need, or emergency event (results of debrief)	Agreed amendments actioned	CDEM Group Chair/EMO
4.2	Review of CDEM Group Plan commences	All year	Ongoing reports	EMO
4.3	CDEM Work Programme Rea.04/04. Waitaki Valley cross-boundary CDEM arrangements are reviewed	30 Jun 2009	One report	EMO
4.4	CDEM Work Programme Rec.04/01 The CDEM Group Recovery Plan is maintained	Jun 09	One Plan	EMO/CEG Recovery Committee
4.5	CDEM Work Programme Rec.04/04. Feasibility of Group-wide disaster relief fund is continued	Jun 09	One report	EMO
4.6	CDEM Group meetings and Group working parties projects are administratively supported	All year	As required	Group Chair/CEG Chair/EMO /ECan Admin
4.7	The agreed Social Resilience/Social lifelines project work programme for the 07 08 year is completed	30 Jun 09	One work programme	EMO

PLANS	GROSS BUDGET	REVENUE	SEPARATE RATE
2008 - 2009	\$ 132,728	NIL	\$ 132,728

## 5. HAZARD ANALYSIS and REDUCTION

Key Mission Reference No:

1. **Identify and understand the hazards that our communities face** (hazard analysis)

DRAFT

**2. Reduce the impact and likelihood of emergency events (reduction)**

**Objective:**

To provide an "all hazards" risk analysis foundation for civil defence emergency management reduction, readiness, response and recovery planning.

	OUTPUT	TIMELINESS	QUANTITY	RESPONSIBILITY
5.1	Maintain and progress risk treatment options and priorities	All year	1 report	EMO
5.2	Hazards section of Group Plan is reviewed and updated	30 June 09	1 updated hazards section of Group Plan	EMO
5.3	CDEM Work Programme Red.04/05. Summaries of Hazards to reflect contemporary research and experience are enhanced.	All year  All Year	Updated Summary Hazard Register  Minimum of one workshop on a specific hazard	EMO

HAZARD ANALYSIS AND REDUCTION	GROSS BUDGET	REVENUE	SEPARATE RATE
2008 - 2009	\$ 64,590	NIL	\$ 64,590

**6. PUBLIC EDUCATION PUBLIC INFORMATION**

Key Mission Reference No:

- 3. Encourage our communities and emergency response agencies to be prepared for emergency events (readiness)**
- 4. Respond effectively to emergency events through co-operation and co-ordination (response)**
- 6. Educate our communities in preparation for emergencies and inform our communities during emergencies (public education/public information)**

**Objectives:**

- To develop a satisfactory working relationship between Group public information and public education stakeholder agencies and the Group
- To establish a sound region-wide research base to use for planning public information and public education activities.
- To identify opportunities for integrating public information and public education between the Group and stakeholder agencies.

	OUTPUT	TIMELINESS	QUANTITY	RESPONSIBILITY
6.1	CDEM Work Programme Rea.04/02 continued. Integrated Public Information relationships are maintained	All year	One Guideline and "activation tree"	CEG Public Education Public Information Committee/EMO
6.2	CDEM Work Programme Red.04/02 continued. A			CEG Public

**DRAFT**

	community-based hazard reduction/awareness programme is put in place building community resilience <ul style="list-style-type: none"> <li>• Influenza Pandemic Road show programme for year is completed.</li> <li>• Ongoing programme established working in with MCDEM awareness programme</li> </ul>	Ongoing	One programme	Education Public Information Committee/EMO
		Ongoing	One programme	
6.3	Market research into civil defence preparedness and perceptions in the Group area is undertaken	30 June 09	one report	EMO
6.4	Resource material is maintained for CDEM promotion activities	All year	At level agreed by Group	EMO/CEG PEPI Committee
6.5	A trained Public Information team is available to the Group EOC to provide an effective public information service in emergency events.	All year	2 shifts	EMO/CEG PEPI Committee
6.6	Public Information Managers training is conducted	30 June 09	1 training day	EMO/CEG PEPI Committee
6.8	A Group newsletter is sent out to stakeholders	30 June 09	At least 4 newsletters	EMO
6.9	Level 2 and above emergency events are supported	All year	As required	EMO/CEG PEPI Committee

<b>PUBLIC EDUCATION AND PUBLIC INFORMATION</b>	<b>GROSS BUDGET</b>	<b>REVENUE</b>	<b>SEPARATE RATE</b>
2008 - 2009	\$ 119,799	NIL	\$ 119,799

## 7. CDEM GROUP ENGINEERING LIFELINES

Key Mission Reference No:

1. **Identify and understand the hazards and risks that our communities face** (hazard analysis)
2. **Reduce the impact and likelihood of emergency events** (reduction)
3. **Encourage our communities and emergency response agencies to be prepared for emergency events** (readiness)
4. **Respond effectively to emergency events through co-operation and co-ordination** (response)
5. **Enable our communities to rebuild and recover after emergencies** (recovery)

**Objectives:**

- To identify the impact of all hazards on engineering lifelines in Canterbury to assist those agencies responsible for the provision of lifeline utilities (critical infrastructure). This will allow mitigation options to be determined and appropriate measures implemented. Such measures will contribute to meeting the requirements of the CDEM Act 2002 in being able to function to the fullest possible extent during and after an emergency.
- To extend the work of the Christchurch Engineering Lifelines Project to assist National Utilities and Territorial Local Authorities to undertake Engineering Lifelines work for the services under their control.
- To develop a satisfactory working relationship between Engineering Lifelines organisations and the CDEM Group.

	OUTPUT	TIMELINESS	QUANTITY	RESPONSIBILITY
7.1	The Engineering Lifelines Group maintains a link with the CDEM Group in accordance with its terms of reference	All Year	Regular reports (minimum of quarterly) on past and intended activities.	Lifelines Coordinator/EMO
7.2	Maintain current Engineering Lifelines work and encourage its	30 June 09	As required	Lifelines Coordinator/EMO

**DRAFT**

CANTERBURY CDEM GROUP – ENVIRONMENT CANTERBURY SERVICE LEVEL AGREEMENT 2008 - 2009

	extension within the Group area			
7.3	Carry out the engineering lifelines coordination function for the Group ECC	All Year	As required. A minimum of two coordinators available	Lifelines Coordinator/EMO
7.4	CDEM Work Programme Red.04/04. Fuel Supply Hazard Project continued. Agreed recommendations are implemented	30 Jun 09	All recommendations	ECan Hazards/EMO
7.5	CDEM Work Programme Red.04/07 continued. Canterbury Lifeline Utility disaster resilience summaries are collected and analysed.	All year	Progress reports	Lifelines Coordinator
7.6	CDEM Work Programme Red.06/02. Priority sites for recovery. A Canterbury wide priority route network is determined for access to important sites in the event of disaster. (Year 3 of 3 year project)	Dec 08 Jun 09	Progress report Final Report	EMO/ Lifelines Coordinator
7.7	CDEM Work Programme Red.07/01 Lifelines Interdependencies. (Year 2 of 3 year project)	Dec 08 and Jun 09	Progress reports	EMO/ Lifelines Coordinator
7.8	CDEM Work Programme Red.07/02. Manual Backup. (Year 2 of 2 year project)	Dec 08 Jun 09	Progress report Final Report	EMO/ Lifelines Coordinator
7.9	CDEM Work Programme Red.07/03. Social, Cultural, Environmental and Economic Impacts. (Year 1 of 3 year project)	Dec 08 and Jun 09	Progress reports	EMO/ Lifelines Coordinator
7.11	Participate in National Engineering Lifelines work	30 June 09	As required	CEG / EMO / Lifelines Co-ordinator

<b>ENGINEERING LIFELINES</b>	<b>GROSS BUDGET</b>	<b>REVENUE</b>	<b>SEPARATE RATE</b>
2008 - 2009	\$ 107,018	(\$ 3,000)	\$ 104,018