



TasNetworks Framework

INCIDENT MANAGEMENT Framework

Version 1.0

May 2017

Overview

This framework articulates the context and framework under which TasNetworks will manage incidents beyond business as usual that disrupt business processes in the organisation.

Framework Ownership

Name	Position	Contact
Chong Ong	Team Leader Network Operations and Control	chong.ong@tasnetworks.com.au 0400890195

Framework Authorisation

Approval Date	Approval	Review Cycle	Next Review
April 2017	TasNetworks Leadership Team (TLT)	Annual	April 2018

Framework Version Control

Version	Issue Date	Overview of Change(s)
0.1	February 2017	Initial Draft for discussion
1.0	May 2017	TLT Approved version for publication

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1. Introduction

The TasNetworks Incident Management Framework (See Figure 1) defines the context, framework and application of incident management within TasNetworks for incidents beyond business as usual that disrupt business processes.

This Incident Management Framework provides for a common approach to incident management, known as the 'All Hazards Approach'. This approach and the Incident Management Plan align with the Australasian Inter-Service Incident Management System (AIIMS). Alignment with AIIMS and the terminology used in the Incident Management Plan satisfies the 'Common Incident Control System' requirements of the Tasmanian Emergency Management Plan.

The common approach facilitates collaboration with other Tasmanian Emergency Management Authorities while enabling the activation of TasNetworks specific response and recovery plans that returns TasNetworks to its pre-event status, or better.

1.1. Business Continuity Management

TasNetworks Business Continuity Management is underpinned by plans known collectively as 'Business Continuity Plans'. These plans can be derived from Risk Management Controls and technical studies. Examples of Business Continuity Plans include:

- i. Standard Operating Procedures;
- ii. Contingency Plans;
- iii. IT Service Continuity Plans;
- iv. Asset recovery plans;
- v. Evacuation Plans; and
- vi. the Pandemic Plan.

These plans are the responsibility of the subject matter experts within the business areas where they apply. Incident response and recovery rely on these plans being activated under the oversight of the Incident Management Plan.

1.2. Business Recovery

Business Recovery Plans in TasNetworks are focussed on safe employee, environment, service and asset recovery. TasNetworks' role in recovery of the wider community is focussed on the recovery of the immediate environment and our services.

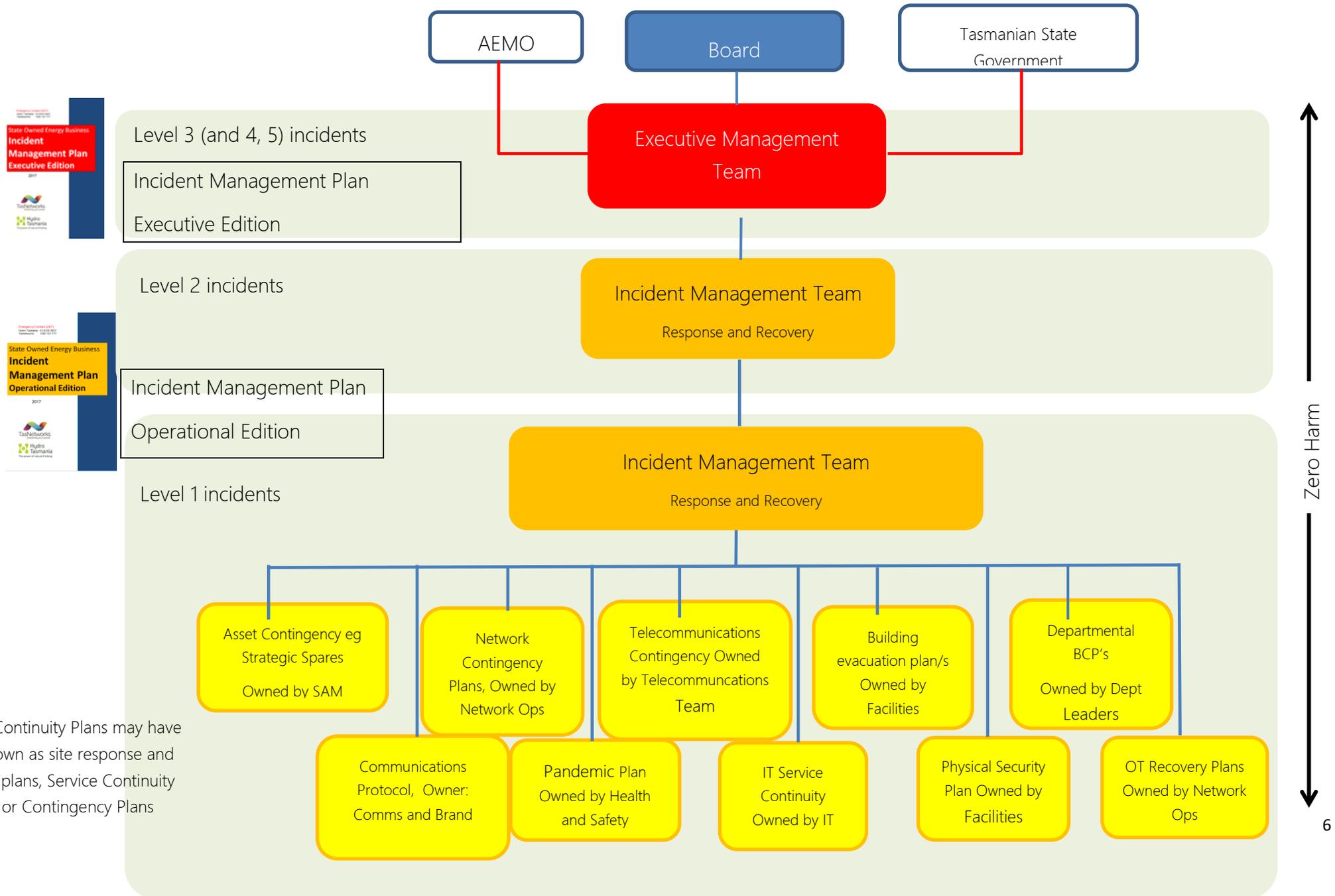
Figure 2 illustrates the relationship between Risk Management, Incident Management, Business Continuity Plans and Business Recovery Plans.

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Zero Harm practices must be observed in all Incident Management activities.

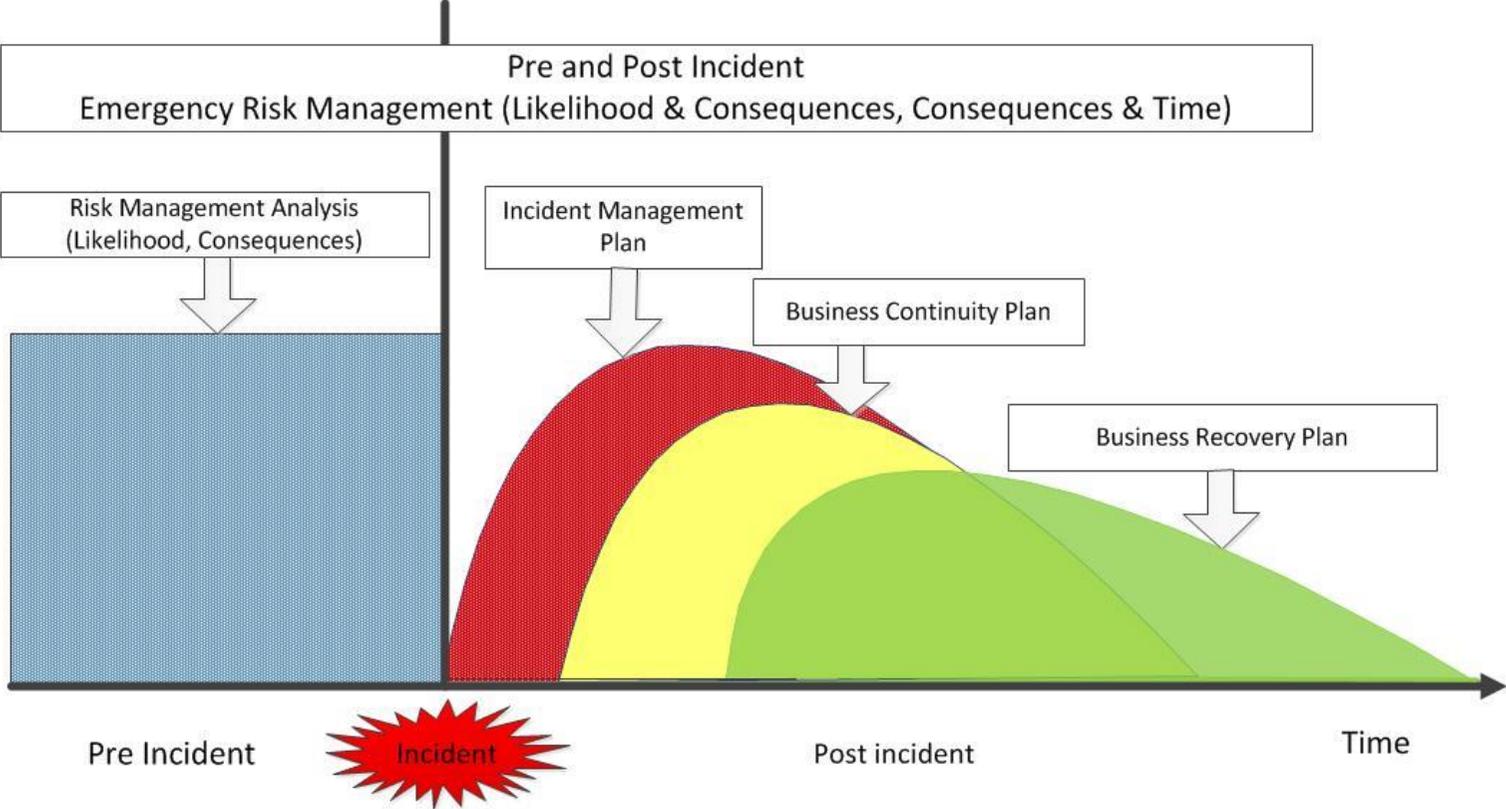
Figure 1 below: The TasNetworks Incident Management Framework

TasNetworks Incident Management Framework



Business Continuity Plans may have been known as site response and recovery plans, Service Continuity Plans, or Contingency Plans

Figure 2 below: Relationship between Risk Management, Emergency Risk Management, Incident Management Plans, Business Continuity Plans and Business Recovery Plans



2. Purpose

This framework provides TasNetworks with a consistent, whole-of-business approach to the preparedness, response, and recovery of all hazards and incidents.

The objectives of this Framework are to:

- i. Maintain Zero Harm across incident management activities;
- ii. Minimise service disruption to our customers;
- iii. Minimise disruptions to business processes;
- iv. Stabilise any disruptive effects to the business;
- v. Quickly resume operations that are critical;
- vi. Expedite a return to normal operations;
- vii. Capitalise on any opportunities created by disruptive events; and
- viii. Ensure compliance with the Tasmanian and National legislation and Regulations during the management of any incident.

The detailed arrangements for incident management is described in the 'State Owned Energy Business Incident Management System' reference guide.

2.1. Documentation suite and related plans

The TasNetworks documentation suite for Incident Management is as follows:

Document Title	Purpose
SOEB Incident Management System – Reference Guide	Reference and training document describing the Entity arrangements for incident management.
SOEB Incident Management System Templates, Forms & Guides	Master copies of suggested templates, forms and guides aligned with the Incident Management System.
SOEB Incident Management Plan Executive Edition	Incident Management Plan edition for Level 3 response by Entity Executives.
SOEB Incident Management Plan Operational Edition	Incident Management Plan edition for Level 1 and 2 response by Entity Managers/Leaders.
Incident Management Contact Details	Entity specific contact details

The incident management framework and plans are aligned with the National Electricity Market Emergency Management Protocol, Tasmanian State and Australian Commonwealth Emergency Management Plans and initiatives .

2.2. State and Commonwealth Emergency Management Arrangements

TasNetworks Incident Management Plans support and align with the following State and Commonwealth Emergency Management Arrangements:

- a) The Australian Government Crisis Committee (AGCC). This Committee is chaired by the Deputy Secretary of the Department of the Prime Minister and Cabinet. It is the lead whole-of-government officials committee for the Australian Government's response to a domestic crisis. Under the Australian Government's Crisis Management Framework, the Minister for the Environment and Energy is the lead Australian Government Minister for energy related incidents.
- b) The Tasmanian Emergency Management Plan. This plan sets out Tasmania's emergency management arrangements.
- c) The Power System Emergency Management Plan (PSEMP). This plan is the Australian Energy Market Operator's (AEMO) emergency management plan for the National Electricity Market.

Other key documents that should be referenced when applying the incident management framework are listed here.

2.2.1. National Electricity Market Emergency Protocol

The NEM emergency management protocol is agreed across participating NEM States defining AEMO's and each State's responsibilities for the management of a national electricity supply emergency.

2.2.2. Power System Emergency Management Plan (PSEMP)

The PSEMP documents arrangements for national electricity emergencies involving load shedding across jurisdictions. It references key jurisdictional roles for Tasmania:

1. The Jurisdictional System Security Coordinator (JSSC); and

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2. The Jurisdictional Responsible Officer (RO) – filled by the TasNetworks GM Customer Engagement and Network Operations.

These roles represent the needs of the Tasmanian electricity consumers during an emergency.

2.2.3. Tasmanian Emergency Management Plan (TEMP)

The TEMP is the overarching plan that describes governance and coordination arrangements, and roles and responsibilities for emergency management in Tasmania.

The TEMP guides TasNetworks actions for all emergencies requiring State emergency coordination. The emergency may not always involve AEMO.

Present Tasmanian Arrangements provide functions and powers to the State Emergency Management Committee (SEMC) (Section 9 of the Emergency Management Act 2006) to coordinate the management of emergencies that affect more than one Tasmanian region and other emergencies the SEMC considers appropriate. Regional Emergency Management Committees support emergency management activities in each of the Southern, Northern, and North-Western Regions. TasNetworks is represented on the three Regional Emergency Management committees.

These regional committees coordinate the management of emergencies affecting the region. Outside emergencies, they develop and coordinate policy, arrangements, strategies, reviews and improve the emergency management response in the region.

Tasmanian municipal councils also maintain emergency management committees to coordinate municipal emergencies, animal welfare and community recovery activities.

2.2.4. Tasmanian State Special Emergency Management Plan for Energy Supply Emergencies

This plan describes the State-level arrangements for energy supply emergencies in Tasmania. The plan sets the framework for energy supply emergency management arrangements in Tasmania based on requirements of State and Commonwealth legislation, existing arrangements and accepted industry practices.

2.2.5. Tasmanian Electricity Supply Emergency Management Plan (TESEMP)

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This plan documents the practices and procedures employed to manage major electricity industry emergencies that impact Tasmania. The plan guides actions, clarifies accountabilities, roles and responsibilities during an emergency. The TESEMP provides the following:

- Sets the framework for managing major electricity emergencies;
- Describes the functions of those within Tasmania managing the emergency, Australian Energy Market Operator (AEMO), the Jurisdictional System Security Coordinator (JSSC) and Responsible Officer (RO);
- Details the procedures and processes for declaring, managing and revoking voluntary restrictions and mandatory restriction orders;
- Provides guidance to ensure effective communication with stakeholders; and
- Reflects the requirements of the NEM, in particular expected demand reductions resulting from voluntary or mandatory restrictions on electricity use.

3. Review and training

Document	Review	Training	Exercise	Responsible
SOEB Incident Management System – Reference Guide	Annual	Every two years	Annual	Leader Network Operations
SOEB Incident Management Plan Executive Edition	Annual	Every two years	Annual	TLT
SEOB Incident Management Plan Operational Edition	Annual	Every two years	Annual	Business Group Managers
Business Continuity Plans	Annual	Annual	Every five years	Business Owner

4. Accountability

4.1.1. Parties

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The General Manager, Customer Engagement and Network Operations is accountable for developing and maintaining TasNetworks systems and procedures to manage incidents.

All line leaders are responsible for ensuring mechanisms are in place for managing incidents. This responsibility includes ensuring Business Continuity Plans and sufficient skilled resources are available.

The Leader Network Operations is responsible for ensuring the procedures and systems for managing incidents are regularly reviewed, maintained and rolled out across the business. Where possible, provide incident response and recovery support to the business.

4.2. Governance

4.2.1. The Risk and Compliance Committee

Oversee business continuity management to ensure a consistent methodology, approach and systems are applied within TasNetworks.

4.2.2. Board of Directors

- a) Approve TasNetworks Incident Management Framework.
- b) Remain abreast of the general responsibilities and obligations of the organisation in ensuring processes are in place to minimise business interruptions.

4.2.3. Chief Executive Officer

- a) Ensure that resources are adequate to fulfil prudent business interruption management responsibilities;
- b) Provide support to Incident Control Teams during incidents;
- c) Inform the directors on significant interruptions to the business;
- d) Liaise with Government stakeholders in the event of significant interruptions to the business; and
- e) Liaise with key business partners in the event of a significant business interruption.

4.2.4. TasNetworks Leadership Team (Executive)

- a) Ensure prudent business interruption management is supported by an appropriate organisational structure and competent staff;

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- b) Ensure that the delegation of responsibilities is clear and in accordance with Corporation requirements;
- c) Ensure systems are available and resourced to manage interruptions effectively;
- d) Review, approve and support the annual exercise program to ensure a heightened state of preparedness is maintained;
- e) Ensure that sound processes are in place to identify, assess, govern, report and address service delivery risks; and
- f) Provide support to the Incident Control Team during incidents.

4.2.5. Leader Network Operations

- a) Provide high level technical oversight and review of incident management practices and activities;
- b) Provide support to Incident Control Team during the management of an incident;
- c) Manage the relationship with incident management partners and the emergency services; and

4.2.6. Regional Staff

Ensure suitable staffing resources are available for incident management activities;

- a) Provide a suitable on call Duty Officer to assume a first response role under the arrangements of incident management plans; and
- b) Support the incident management activities outside of their areas when requested and possible.

5. Revision History

Revision Number	Reason for Revision	Detailed Revision Description	Reviewer
0.1	Draft	Draft Framework created	Jason King
1.0	Final	TLT Approved for publication	TLT

