Attachment 1

Wellington Region Civil Defence Emergency Management Group

Business/Service Continuity Planning and Business Preparedness Survey 2008

Research Report

WGN_DOC#580929

Hutt City Council
Porirua City Council
Upper Hutt City Council
Wellington City Council
Carterton District Council
Masterton District Council
Kapiti Coast District Council
South Wairarapa District Council
Greater Wellington Regional Council

Contents

1. Background

Currently there are over 42,000 businesses in the greater Wellington region. Over 21,000 are based in Wellington City itself, 9,000 are in Hutt City, leaving approximately 12,000 that are spread elsewhere throughout the region.

There is a considerable amount of information about the preparedness of residential householders (e.g. the incidence of emergency supplies in home and their attitudes to emergency preparedness); however, little information has been gathered on the comparative position of ***businesses*** in the greater Wellington region, with regard to their preparedness for a major emergency.

Following a significant event the continued operation of several key sectors will be crucial in both the response and recovery phases. This survey had specifically targeted these key sectors, to determine the level of preparedness and their ability to continue to provide essential services following a significant event.

The key sectors are:

- Local Authority Emergency Operation Centres (EOCs).
- District Health Boards (DHBs).
- Lifeline Organisations (such as utilities, water, sewage and roading).
- Government Departments.
- Medical Centres.
- Supermarkets.
- Large Hardware Stores.
- Service Stations.
- Pharmacies.

2. Objectives

The overall objectives of the research are:

1. To determine the extent to which key businesses and service organisations in the greater Wellington region currently have business/service continuity plans in place.

2. To determine the level of service key sectors will be able to provide following a significant event.

3. To assess the extent to which businesses promote personal preparedness in the workplace.

3. Methodology

A total sample of 329 were randomly selected (by key sector category) from the Yellow Pages. Each business/organisation was contacted by telephone (between 12th May 2008 and 6th June 2008) to determine the appropriate person to complete the questionnaire and obtain an agreement to participate. The questionnaires were then sent out by post for self-completion. Follow up telephone calls were made from the 9th June 2008 to 25th June 2008 to all of the businesses/organisations that had not responded.

A total of n = 155 businesses and organisations completed the questionnaire resulting in a 47% response rate. Traditionally self complete questionnaires have a response rate of between 20% - 30%.

The table below shows the number of questionnaires sent out and completed by key sector.

Breakdown of sample – by key sector.

	Total Questionnaires Sent	Total Questionnaires Returned	Response Rate %
Supermarkets	58	22	38
Medical Centres	43	14	33
DHBs	6	6	100
Pharmacies	76	40	53
Service Stations	69	25	36
Hardware Stores	23	10	43
Lifelines[1]	35	25	83
Emergency Management (EOCs)	9	9	100
Government Departments	10	4	40
TOTAL	***329***	***155***	***47***

[1] Lifeline responses are broken down as follows: Roading 24%, Sewage 20%, Utilities 24%, Water 24% and other 8%.

The table overleaf shows the breakdown of the sample for each of the sectors by local authority. Due to the small sample sizes, it is not possible to analyse key sector results by area.

Breakdown of sample - by local authority.

	Total Questionnaires Returned n=	%	%	Wellington	Hutt Valley	Wairarapa	Regional
Supermarkets	22[1]	18	5	36	14	14	5
Medical Centres	14[2]	14	-	57	7	14	-
DHBs	6	33	17		17	17	17
Pharmacies	40[3]	10	10	37.5	25	5	-
Service Stations	25[4]	16	4	16	28	24	8
Hardware Stores	10	40	20	10	10	20	-
Lifelines	25	4	12	8	8	28	40
Emergency Management (EOCs)	9	11	11	11	11	33	22
Government Departments	4	-	-	-	-	-	100

TOTAL	155	17	8	26	16	17	13

[1] 2 questionnaires were returned anonymously
[2] 1 questionnaire was returned anonymously
[3] 5 questionnaires were returned anonymously.
[4] 1 questionnaire was returned anonymously

Please note that throughout this report tables will sum to 100% +/- 1% due to rounding.

4. Overall ability to provide services

All businesses/organisations were asked to identify their current level of confidence in their ability to provide essential services following a significant event. Overall 37% rated themselves as '*very confident/confident'*, with the remaining 64% indicating they are '*somewhat confident/not at all confident'*. This shows that the businesses/organisations are aware that their services will be impacted greatly following a significant event.

Looking specifically at the results by key sector, positively government departments (100%), DHBs (67%) and EOCs (63%) are *'very confident/confident'* in their ability to provide essential services following a significant event. Conversely, pharmacies (83%), service stations (75%), supermarkets (68%), and medical centres (62%) are *'somewhat confident/not at all confident'*; indicating these sectors may be an area local authorities may focus on in the future in an attempt to increase the level of confidence through appropriate planning.

Confidence in the ability to provide essential services – by key sector.

	Very Confident %	Confident %	Somewhat Confident %	Not at all Confident %
Supermarkets	5	27	50	18
Medical Centres	15	23	31	31
DHBs	-	67	33	-
Pharmacies	3	15	48	35
Service Stations	-	25	58	17
Hardware Stores	22	33	22	22
Lifelines	-	48	20	32
Emergency Management (EOCs)	38	25	25	13
Government Departments	25	75	-	-
TOTAL	***7***	***30***	***39***	***25***

Looking specifically at lifeline organisations, the confidence levels are distributed towards the less confident (with the exception of other), indicating there is an expectation that these services will be heavily disrupted following a significant event.

Confidence in the ability to provide essential services – by lifeline organisation.

	Very Confident %	Confident %	Somewhat Confident %	Not at all Confident %
Roading	-	50	33	17
Sewage	-	40	-	60
Water	-	50	-	50
Utilities	-	33	50	17
Other	-	100	0	0
TOTAL	***-***	***48***	***20***	***32***

Looking at the proportion of essential services the businesses/organisations expect to be able to deliver following a significant event 35% indicated they would be able to provide at least 60% of their services and 40% indicated they would be able to provide less than 40% of their services. These result reiterate that those responsible for providing essential services following a significant event expect to do so at a considerably reduced capacity.

Government departments (100% indicated '*60% – 100 %*'), DHBs (84% indicated '*60% – 100 %*') and hardware stores (57% indicated '*60% – 100 %*') indicated the services they provide would be least affected, whilst service stations (55% indicated '*0% - 39 %')* and pharmacies (48% indicated '*0% - 39 %*') expect their ability to provide services to be most affected following a significant event.

Estimate of the proportion of essential services available – by key sector

	0% - 19%	20% - 39%	40% - 59%	60% - 79%	80% - 100%
Supermarkets	20	15	25	30	10
Medical Centres	23	15	31	15	15
DHBs	-	17	-	67	17
Pharmacies	24	24	26	16	11
Service Stations	23	32	32	9	5
Hardware Stores	14	14	14	43	14
Lifelines	35	5	30	25	5
Emergency Management (EOCs)	-	25	25	13	38
Government Departments	-	-	-	25	75
TOTAL	***21***	***19***	***25***	***22***	***13***

The ability of lifeline organisations to provide services following a significant event is varied, however sewage and water (50% indicated '*0% - 39%*' for both) appears to be the area of greatest concern in regards to service continuity.

Estimate of the proportion of essential services available – By lifeline

	0% - 19%	20% - 39%	40% - 59%	60% - 79%	80% - 100%
Roading	20	-	60	20	-
Sewage	50	-	25	25	-
Water	50	-	25	25	-
Utilities	20	20	20	20	20
Other	50	-	-	50	-
TOTAL	***35***	***5***	***30***	***25***	***5***

5. A safe place to operate

The ability of businesses/organisations to operate from their primary premises will have a large impact on the level of essential services provided following a significant event. Currently, 34% indicate that their current premises would be safe to operate from, with a further 46% unsure. Specifically, Government departments (75%) and lifeline organisations (56%) are the most confident in the ability of their premises to withstand a significant earthquake.

One of the biggest issues is the number of businesses/organisations that are *'unsure'* whether their premises would be safe. This is particularly evident for medical centres (64%) and pharmacies (63%). These results indicate that many businesses/organisations may be unaware of the need to determine the standard of their premises so they can operate following a significant event.

This lack of understanding may be reflected in the results of those that currently have arrangements in place for checking the premises are safe following a large earthquake. The majority of pharmacies (75%), hardware stores (70%) and supermarkets (68%) do not have any arrangements in place which will greatly reduce their ability to provide essential services. Positively, DHBs (100%), EOCs (88%) and service stations (76%) have large proportions that currently do have arrangements in place for checking premises following a large earthquake.

Perceived safety of buildings and arrangements for checking buildings are safe – by key sector

	Premises safe to operate from?			Arrangements in place for checking building?	
	Yes	No	Unsure	Yes	No
	%	%	%	%	%
Supermarkets	32	23	45	32	68
Medical Centres	29	7	64	43	57
DHBs	33	17	50	100	-
Pharmacies	20	18	63	25	75
Service Stations	28	32	40	76	24
Hardware Stores	50	10	40	30	70
Lifelines	56	20	24	56	44
Emergency Management (EOCs)	38	25	38	88	13
Government	75	-	25	50	50

Departments					
TOTAL	***34***	***19***	***46***	***48***	***52***

Not surprisingly, only a small proportion (29%) has alternate premises arranged in case current premises are deemed to be unsafe following a significant event.

Have arranged alternate premises – by key sector.

	Yes	No
	%	%
Supermarkets	14	86
Medical Centres	29	71
DHBs	67	33
Pharmacies	10	90
Service Stations	4	96
Hardware Stores	10	90
Lifelines	68	32
Emergency Management (EOCs)	75	25
Government Departments	100	-
TOTAL	***29***	***71***

6. Service continuance

Looking specifically at the types of essential services that need to be provided following a significant event, the most obvious point is that the key sectors are most likely to be able to provide a *'partial'* service.

Positively, the treatment of injured (65% indicated *'yes'*), the supply of food (61% indicated *'yes'*), the supply of building materials (63% indicated *'yes'*) all have quite high levels of service continuance. Conversely, the operation of sewerage systems (63% indicated *'no'*) looks to be a large issue following a significant event.

It is important to note that many of these services are inter-dependent on other services, such as service stations requiring electricity to pump fuel. Therefore, in reality the level of service provided will be dependent no only on the arrangements or planning of one particular service provider, but also the arrangements and planning of other businesses and organisations that they depend upon to provide the service.

Provision of essential services pre and post event – by essential service.

	Provide service prior to event?	Ability to provide service following event?		
	Total	Yes	No	Partially
	%	%	%	%
Food	27	61	2	37
Water	27	48	13	40
Medical Supplies	36	45	7	48
Utility services	6	4	0	86
Sewage	3	-	63	38
Roading	4	17	17	67
Treatment of injured	16	65	-	35
Welfare	1	100	-	-
Fuel	17	12	27	62

Law and order	-	-	-	-
Fire protection	-	-	-	-
Other	17	52	-	48
Other includes EOCs, Hardware, Government Departments and DHBs.	***EOCs***	***50***	***-***	***50***
	Hardware	***63***	***-***	***38***
	Government Departments	***33***	***-***	***67***
	DHBs	***33***	***-***	***67***

Arrangements that provide for the appropriate people to be available following a significant event are essential in continuing to provide services. Positively, 73% of businesses/organisations have these arrangements in place, with over half (55%) also having arranged back-up for these people.

Lifeline organisations (100% '*arranged for key people*', 96% '*arranged back-up'*), DHBs (100% '*arranged for key people*', 83% '*arranged back-up'*), government departments (100% '*arranged for key people*', 75% '*arranged back-up'*) and EOCs (88% '*arranged for key people*', 63% '*arranged back-up'*) have been particularly successful in this area of key staff in service continuance planning.

Arrangements for key people in providing essential services – by key sector.

	Arrangements in place to ensure key people are available		Arranged back-up for the key people	
	Yes	No	Yes	No
	%	%	%	%
Supermarkets	55	45	43	57
Medical Centres	79	21	57	43
DHBs	100	-	83	17
Pharmacies	60	40	35	65
Service Stations	72	28	52	48
Hardware Stores	56	44	33	67
Lifelines	100	-	96	4
Emergency Management (EOCs)	88	13	63	38

Government Departments	100	-	75	25
TOTAL	***73***	***27***	***55***	***44***

7. Staffing

Emergencies can occur at anytime; therefore it is important that businesses and organisations have arrangements in place that direct staff on their required actions both during and outside business hours. Overall 68% have these arrangements in place during business hours and 55% outside business hours.

As with the arrangements in place for key staff (see section 6), DHBs (100% *'within business hours*', 100% *'outside business hours'*), government departments (100% *'within business hours*', 100% *'outside business hours'*), lifeline organisations (92% *'within business hours*', 92% *'outside business hours'*) and EOCs (88% *'within business hours*', 88% *'outside business hours'*) have been particularly pro-active in having arrangements in place for both during and outside business hours.

Ability of staff to provide essential services – by key sector.

	Arrangements with staff during business hours?		Arrangements with staff outside of work hours?	
	Yes	No	Yes	No
	%	%	%	%
Supermarkets	52	48	40	60
Medical Centres	71	29	57	43
DHBs	100	-	100	-
Pharmacies	55	45	38	63
Service Stations	64	36	32	68
Hardware Stores	56	44	40	60
Lifelines	92	8	92	8
Emergency Management (EOCs)	88	13	88	13
Government	100	-	100	-

Departments				
TOTAL	***68***	***32***	***55***	***45***

When looking at succession planning for absent managers, 63% of key sectors have succession plans in place, with 57% communicating these to staff. Specifically, lifelines organisations (96%), DHBs (83%) had the highest proportion of succession plans in place.

An interesting point to note is that with the exception of medical centres, there is a marked drop when you look at what proportion have succession plans in place and communicate these to the staff. The lack of communication of the plans to staff most likely reduces the effectiveness of such plans.

Alternate arrangements for key staff in providing essential services – by key sector.

	Succession plans in place for key people?		Are these communicated to staff?	
	Yes	No	Yes	No
	%	%	%	%
Supermarkets	65	35	60	40
Medical Centres	50	50	86	16
DHBs	83	17	33	67
Pharmacies	48	53	40	60
Service Stations	80	20	68	32
Hardware Stores	50	50	38	63
Lifelines	96	4	86	14
Emergency Management (EOCs)	50	50	63	38
Government	50	50	50	50

Departments				
TOTAL	***65***	***35***	***57***	***43***

The well-being of staff and their families is either not a priority or not considered to be the responsibility of the businesses and organisations who took part in the survey with only 32% having arrangements in place to support staff and their families.

Arrangements in place to support staff and their families – by key sector

	Yes %	No %
Supermarkets	35	65
Medical Centres	36	64
DHBs	100	-
Pharmacies	15	85
Service Stations	12	88
Hardware Stores	20	80
Lifelines	60	40
Emergency Management (EOCs)	38	63
Government Departments	25	75
TOTAL	***32***	***68***

8. Contractors

Due to the small sample sizes of this section, the tables have been included, but no further analysis has been undertaken.

Contractors available exclusively following an event – by key sector

	Yes	No	Unsure
	%	%	%
Service Stations	17	46	38
Lifelines	80	20	-
TOTAL	***38***	***35***	***27***

Contractors available exclusively following an event – by lifeline organisation

	Yes %	No %	Unsure %
Roading	83	17	-
Sewage	100	-	-
Water	100	-	-
Utilities	67	33	-
Other	-	100	-
TOTAL	***38***	***35***	***27***

Contractors have a plan to provide their services following an event – by key sector

	Yes	No	Unsure
	%	%	%
Service Stations	33	8	58
Lifelines	84	4	12
TOTAL	***41***	***9***	***50***

Contractors have a plan to provide their services following an event – by lifeline organisation

	Yes %	No %	Unsure %
Roading	83	-	17
Sewage	100	-	-
Water	100	-	-
Utilities	67	-	33
Other	50	50	-
TOTAL	***84***	***4***	***12***

Resources available to contractors – by key sector

	Contractors have the resources available?			Contactors have exclusive use of resources?		
	Yes	No	Unsure	Yes	No	Unsure
	%	%	%	%	%	%
Service Stations	33	4	63	17	17	67
Lifelines	72	4	24	48	12	40
TOTAL	***39***	***5***	***55***	***26***	***15***	***59***

Resources available to contractors – by lifeline organisation

	Contractors have the resources available?			Contactors have exclusive use of resources?		
	Yes	No	Unsure	Yes	No	Unsure
	%	%	%	%	%	%
Roading	100	-	-	83	-	17
Sewage	60	-	40	40	-	60
Water	67	-	33	50	-	50
Utilities	50	17	33	17	33	50
Other	100	-	-	50	50	-
TOTAL	***39***	***5***	***55***	***26***	***15***	***59***

9. Equipment

Ensuring equipment is safe to use, or if not, alternatives are available, is a crucial component of being able to continue to provide a service following a significant event. Overall 62% have arrangements in place to check that the equipment is safe to use, and 50% have identified alternatives for essential equipment.

Arrangements in place for equipment following an event – by key sector.

	Arrangements for safety inspection of equipment?		Identified alternatives for essential equipment?	
	Yes	No	Yes	No
	%	%	%	%
Supermarkets	35	65	38	62
Medical Centres	43	57	69	29
DHBs	100	-	67	33
Pharmacies	32	68	45	55
Service Stations	84	16	16	84
Hardware Stores	50	50	40	60
Lifelines	100	-	73	27
Emergency Management (EOCs)	88	13	88	13
Government	100	-	100	-

Departments				
TOTAL	***62***	***38***	***50***	***49***

The majority of all businesses and organisations (68%) identified that accessing critical records was important and have procedures in place for accessing these.

Considered accessing critical records following an event – by key sector.

	Yes %	No %
Supermarkets	60	40
Medical Centres	79	21
DHBs	67	33
Pharmacies	61	39
Service Stations	68	32
Hardware Stores	80	20
Lifelines	68	32
Emergency Management (EOCs)	86	13
Government Departments	100	-
TOTAL	***68***	***31***

10. Planning

Overall 56% of businesses and organisations have a formal Business/Service Continuity Plan in place which will enable them to deliver essential services following a major earthquake. Of those that do not have a formal Business/Service Continuity Plan, 40% indicated it was because they *'don't know how'*, 26% *'don't have time'* and 12% didn't think it was *'relevant'* to them.

Formal business/service planning in place – by key sector.

	Formal Business/Service Plan?		Reason for not having a formal plan?				
	%	%	%	%	%	%	%
Supermarkets	41	59	24	24	41	-	12
Medical Centres	64	36	29	-	29	-	43
DHBs	50	50	100	-	-	-	-
Pharmacies	40	60	23	10	50	3	13
Service Stations	64	36	20	7	33	7	33
Hardware Stores	44	56	40	20	40	-	-
Lifelines	76	24	-	17	50	-	33
Emergency Management (EOCs)	63	38	17	-	33	-	50
Government Departments	100	-	-	-	-	-	-

TOTAL	***56***	***44***	***26***	***12***	***40***	***2***	***20***

An Emergency Preparedness Plan differs from a formal business/service continuance plan as it is primarily focused on staff and what action they should take in an emergency. An Emergency Preparedness Plan also identifies local hazards and details the emergency supplies each business/organisation holds and their location.

Overall 76% of all businesses and organisations have an Emergency Preparedness Plan in place. As with the formal Business/Service Continuity Plan the main reasons for not having a Emergency Preparedness Plan were *'not knowing how'* (41%), *'not enough time'* (27%) and *'relevance'* (16%).

Emergency preparedness plan in place – by key sector.

	Emergency preparedness plan?		Reason for not having emergency preparedness plan?				
	%	%	%	%	%	%	%
Supermarkets	73	27	31	23	31	8	8
Medical Centres	71	29	40	-	40	-	20
DHBs	100	-	-	-	-	-	-
Pharmacies	58	43	25	10	45	5	15
Service Stations	100	-	-	-	-	-	-
Hardware Stores	67	33	29	29	2*9	-	14
Lifelines	84	16	-	25	75	-	-
Emergency Management (EOCs)	71	29	50	-	50	-	-
Government Departments	100	-	-	-	-	-	-

TOTAL	***76***	***24***	***27***	***16***	***41***	***4***	***12***

When looking at the range of hazards the Emergency Preparedness Plans cover, we see that many businesses/organisations are starting to adopt an all hazards approach to emergency planning. Not surprisingly the most common hazards were fire (91%) earthquake (90%), power failure (78%) and flood (72%). The least likely to be included were volcanic eruption (22%) and landslip (28%) which are of lesser risk to the region and very localised and therefore not a surprising result.

Types of hazards Emergency Preparedness Plan includes – by key sector.

	%	%	%	%	%	%	Tsunami	Landslip	Power failure	Gas leak	%
Supermarkets	75	94	75	69	31	19	25	19	69	69	50
Medical Centres	90	80	70	60	80	20	30	40	60	40	50
DHBs	100	100	67	100	100	50	67	67	100	83	100
Pharmacies	91	100	78	43	87	13	43	17	78	35	74
Service Stations	92	100	60	60	24	16	24	12	88	84	92
Hardware Stores	83	100	33	33	17	-	17	-	67	50	33
Lifelines	90	62	86	81	76	38	67	52	76	52	48
Emergency Management (EOCs)	100	100	100	100	100	40	80	60	100	60	60
Government Departments	100	75	50	25	100	25	50	25	75	75	25

TOTAL	***90***	***91***	***72***	***63***	***61***	***22***	***41***	***28***	***78***	***59***	***65***

Positively, of those that have a Emergency Preparedness Plan 77% communicate the plan to staff as part of their induction for new employees.

Communicating Emergency Preparedness Plan as part of staff induction – by key sector

	Have emergency preparedness plan?	Part of staff induction?	
	Yes	Yes	No
	%	%	%
Supermarkets	73	73	27
Medical Centres	71	90	10
DHBs	100	67	33
Pharmacies	58	73	27
Service Stations	100	96	4
Hardware Stores	67	56	44
Lifelines	84	74	26
Emergency Management (EOCs)	71	80	20
Government Departments	100	50	50

TOTAL	***76***	***77***	***23***

Surprisingly, only 28% of all businesses/organisations encourage staff to have a 'Getaway Bag', which contains essential items such as water, food, walking shoes and waterproof/windproof clothing. The percentage is particularly low for service stations (8%), supermarkets (9%) and hardware stores (10%). These low proportions indicate that businesses do not feel that personal preparedness is their responsibility, or do not know how to communicate personal preparedness in the workplace.

Business encourages staff to have 'Getaway Bag' – By key sector

	Yes %	No %
Supermarkets	9	91
Medical Centres	21	79
DHBs	100	-
Pharmacies	23	78
Service Stations	8	92
Hardware Stores	10	90
Lifelines	39	61
Emergency Management (EOCs)	100	-
Government Departments	75	25
TOTAL	***28***	***72***

When looking specifically at the three key components of personal preparedness in the workplace, 32% of all businesses and organisations promote both hazard awareness and a household emergency plan, and 42% promote adequate emergency supplies. As with the ‘Getaway bag’ the proportions are particularly low for supermarkets, hardware stores, service stations and medical centres.

Promotes personal preparedness in the workplace – by key sector

	Hazard awareness		Household Emergency Plan		Adequate emergency supplies	
	Yes	No	Yes	No	Yes	No
	%	%	%	%	%	%
Supermarkets	14	86	5	95	19	8
Medical Centres	21	79	29	71	36	64
DHBs	67	33	100	-	100	-
Pharmacies	26	74	25	75	40	60
Service Stations	48	52	28	72	12	88
Hardware Stores	-	100	10	90	20	80
Lifelines	43	57	39	61	65	35
Emergency Management (EOCs)	57	43	100	-	100	-
Government Departments	50	50	75	25	100	-

TOTAL	***32***	***68***	***32***	***68***	***42***	***58***

Looking at the three components by area, we see the results are fairly similar across the cities and districts for hazard awareness (with the exception of Porirua, 20%) and adequate emergency supplies.

However, there is more variance when looking at the Household Emergency Plan across the region. The promotion of the Household Emergency Plan by businesses is particularly low in the Hutt Valley (13%), compared to the Wairarapa (44%), Kapiti Coast (32%) and Porirua (30%).

Promotes personal preparedness in the workplace – by area.

	Hazard awareness		Household Emergency Plan		Adequate emergency supplies	
	Yes	No	Yes	No	Yes	No
	%	%	%	%	%	%
Kapiti Coast	27	73	32	68	41	59
Porirua	20	80	30	70	30	70
Wellington City	35	65	23	78	40	60
Hutt Valley	32	68	13	87	35	65
Wairarapa	37	63	44	56	37	63
Regional	32	68	52	48	59	41
TOTAL	***32***	***68***	***32***	***68***	***42***	***58***

11. Conclusions

The key conclusions or points that have emerged from the survey are:

- Many businesses/organisations that are deemed by emergency management to provide 'essential services' to the community may not be aware that they are classified in this way. The operation of many businesses/organisations such as pharmacies, medical centres and supermarkets will be critical in the initial response for food and medical supplies and the treatment of injured people. It is therefore essential that these service providers understand the importance of business/service continuance planning, so that they will be able to assist response agencies following a significant event.

- Positively, there is currently awareness amongst the key sectors that there is likely to be a substantial disruption and therefore a large reduction in their ability to provide their services following a significant event. Unfortunately this does not always translate into appropriate levels of contingency planning. This is evident is areas such as having arrangements for checking their premises following a significant event, and having arrangements in place for backing up key staff. Certainly inadequate contingency planning will greatly reduce a business/organisations ability to provide essential services following a significant event.

- Many of the businesses/organisations that provide essential services have inter-dependencies with other businesses/organisations. Some examples of these are service stations requiring electricity to pump fuel and sewerage systems requiring running water. Therefore, when looking at business/service continuance planning it is important that this planning is completed across the sector in an attempt to address these inter-dependencies and increase the levels of essential services provided following a significant event.

Recommendation: All local authorities work with essential service providers to ensure that there is an acceptable level of understanding of their role in providing essential services following a significant event, and importance of robust service continuance planning.

- Personal preparedness in the work place is an area that businesses/organisations are not currently engaging in. This may be due to the business/organisation not accepting personal preparedness as their responsibility, or they simply do not know how to promote personal preparedness in the workplace. There is certainly much to be gained should more businesses/organisations actively participate in this area.

Recommendation: All local authorities to determine the barriers to promoting personal preparedness in the work place within the key sectors. Local authorities should then work with essential service providers to overcome these barriers and encourage businesses/organisations to engage in promoting personal preparedness in the workplace.

Appendix A: Questionnaire

WELLINGTON REGION CIVIL DEFENCE EMERGENCY MANAGEMENT

Is your business/organisation prepared for an emergency?

The Wellington region is at risk from a variety of different hazards, with the most significant threat posed by a large earthquake. Such an event would disrupt many essential services such as water, power and telecommunications. Many major transportation routes could be closed due to damage to infrastructure and debris. Hospitals may also be damaged and therefore the ability to treat injured people will be greatly reduced.

The Wellington Region Civil Defence Emergency Management Group (WRCDEMG) which comprises of all eight Territorial Authorities and Greater Wellington Regional Council are responsible for responding to such an event with the primary focus on minimising the impacts on our communities.

To enable the WRCDEMG to protect our communities and minimise the impacts, we need to understand how our key businesses and organisations have prepared for an emergency by making plans to ensure they can operate and provide an acceptable level of service immediately following an event.

Thank you for taking the time to complete the questionnaire. Please be assured your responses will be kept confidential and the name of your business or organisation will not be identified in any reporting at any time.

If you have any questions please do not hesitate to contact Desley Monks, Greater Wellington Regional Council on 027 555 5660 0r desley.monks@gw.govt.nz

Organisation Name: Division/Group:

Address: City / Town:

Contact Person: Phone:

Email address:

If you wish to receive a document outlining the key issues you will need to address in preparation for an emergency, please tick the appropriate box indicating whether you would like to receive this by email or post.

Yes, please send via the email address supplied above

Yes, please send via post to the address supplied above

Hutt City Council
Porirua City Council
Upper Hutt City Council
Wellington City Council
Carterton District Council
Masterton District Council
Kapiti Coast District Council
South Wairarapa District Council
Greater Wellington Regional Council

SECTION ONE: A SAFE PLACE TO OPERATE FROM

Q1 Based on what you know about the Wellington earthquake scenario (the 'big one'); do you believe your premises will be safe to operate from following the initial earthquake and the aftershocks that will follow?

PLEASE TICK ONE BOX

Yes

No

Unsure

Q2 Have you got any arrangements in place for checking your buildings following a large earthquake?

PLEASE TICK ONE BOX

Yes

No

Q3 Do you have safe alternate premises arranged to operate from should you need them?

PLEASE TICK ONE BOX

Yes

No

SECTION TWO: SERVICE CONTINUANCE

Q4 Looking at the list of essential services provided below, please indicate which of these your business/organisation currently provides to the community.

PLEASE TICK ALL THAT APPLY

Food

Water

Medical supplies

Utility services (e.g. power, telecommunications)

Sewage

Roading

Treatment of injured

Welfare (of communities)

Fuel

Law and order

Fire protection

Other - please specify________________________________

Q5 Using the same list of essential services you have ticked above, will your business/organisation be able to provide these services immediately following a significant event.

PLEASE TICK ONE BOX FOR EACH SERVICE IDENTIFIED ABOVE (Q4)

	Yes	No	Partially
Food			
Water			
Medical supplies			
Utility services (e.g. power, telecommunications)			
Sewage			
Roading			
Treatment of injured			
Welfare (of communities)			
Fuel			
Law and order			
Fire protection			

Other - please specify___________________

Q6 Have you made arrangements to ensure key people will be available to manage the restoration of the essential services identified above?

PLEASE TICK ONE BOX
Yes

No

Q7 Do you have arrangements for back-up to these key people?

PLEASE TICK ONE BOX
Yes

No

SECTION THREE: STAFFING

Q8 Have you made arrangements with your staff, following an emergency **in work hours**, to continue their normal duties for these essential services?

PLEASE TICK ONE BOX
Yes

No

Q9 Have you made arrangements with your staff, following an emergency **out of work hours**, to report promptly to work, where practical, after securing home and family safety?

PLEASE TICK ONE BOX

Yes

No

Q10 Do you have succession plans in place for absent managers?

PLEASE TICK ONE BOX

Yes

No

Q11 Are all of your staff aware of the succession arrangements?

PLEASE TICK ONE BOX

Yes

No

Q12 Have you arrangements to provide support to your staff and their families?

PLEASE TICK ONE BOX

Yes

No

SECTION FOUR: CONTRACTORS

If you do not use contractors as part of your businesses/organisations operations, please go to Section Five.

Q13 Are your contractors exclusively available to you after a significant event?

PLEASE TICK ONE BOX

Yes

No

Unsure

Q14 Have your contractors got a plan to continue to provide their services after a significant event?

PLEASE TICK ONE BOX

Yes

No

Unsure

Q15 Do your contractors have available the resources they need to provide services after a significant event?

PLEASE TICK ONE BOX

Yes

No

Unsure

Q16 Have they exclusive use of these resources?

PLEASE TICK ONE BOX

Yes

No

Unsure

SECTION FIVE: EQUIPMENT

Q17 Do you have arrangements in place for safety inspections and the possible shutdown of your equipment following a significant event?

PLEASE TICK ONE BOX

Yes

No

Q18 Have you identified alternatives for equipment that is essential to the operation of your business/organisation?

PLEASE TICK ONE BOX

Yes

No

Q19 Have you identified any critical records and how you will access these records following a significant event?

PLEASE TICK ONE BOX

Yes

No

SECTION SIX: PLANNING

Q20 Do you have a formal business/service continuity Plan that will enable you to continue to deliver your essential services after a major earthquake?

PLEASE TICK ONE BOX

Yes	**IF YES, GO TO Q23**
No	**IF NO, GO TO Q22**

Q22 Why don't you have a formal business/service continuity Plan?

PLEASE TICK ALL THAT APPLY

Time	
Relevance	
Lack of resources (don't know how)	**NOW GO TO Q23**
Lack of interest	
Other	

Q23 Does your business have an Emergency Preparedness Plan? An Emergency Preparedness Plan identifies local hazards, educates staff on what actions they should take in an emergency and details the emergency supplies your business holds and their location.

PLEASE TICK ONE BOX

Yes	**IF YES, GO TO Q25**
No	**IF NO, GO TO Q24**

Q24 Why don't you have an Emergency Preparedness Plan?

PLEASE TICK ALL THAT APPLY

Time	
Relevance	
Lack of resources (don't know how)	**NOW GO TO Q27**
Lack of interest	
Other	

Q25 What hazards does your Emergency Preparedness Plan cover?

PLEASE TICK ALL THAT APPLY

Earthquake

Fire

Flood

Storm

Pandemic

Volcanic Eruption

NOW GO TO Q26

Tsunami

Landslip

Power Failure

Gas leak

Chemical Spill

Q26 Is communicating the content of your Emergency Preparedness Plan part of your staff induction?

PLEASE TICK ONE BOX

Yes

GO TO Q27

No

Q27 Does your business/organisation encourage staff to have a 'Getaway Bag' containing items such as warm clothing, sensible shoes, essential medications, bottled water, energy bars and a torch?

PLEASE TICK ONE BOX

Yes

No

Q28 Does your business/organisation discuss the following personal emergency preparedness with staff?

PLEASE TICK ONE BOX FOR EACH TOPIC

	Yes	No
Hazard awareness in their neighbourhood		
A household emergency plan		
Adequate emergency supplies (e.g. food, water)		

SECTION SEVEN: GENERAL

Q29 Overall, how confident are you that you have the ability to provide your essential services following a significant event?

PLEASE TICK ONE BOX

Very Confident

Confident

Somewhat confident

Not at all confident

Q30 Given the earthquake scenario (the 'big one'), what percentage of essential services will your organisation continue to deliver?

PLEASE TICK ONE BOX

80% - 100%

60%-79%

40 -59%

20% – 39%

0% – 19%

Thank you for your participation.

Please return this questionnaire ATTN: DESLEY MONKS using the following methods:

Fax *04 803 0407*

Post *Greater Wellington , PO BOX 11646, Manners Street, Wellington 6412.*