**APPENDIX C Summary of tasks and responsibilities**

This appendix provides a summary of responsibilities that relate to lifeline utilities, for both lifeline utilities and their partners in CDEM.

**Risk reduction and readiness**

| **Organisation** | **Responsibilities** | **Working with** |
| --- | --- | --- |
| All lifeline utilities  | ensuring they are able to function to the fullest possible extent, even though this may be at a reduced level, during and after an emergency |  |
| Undertaking hazard and risk analysis and carrying out risk mitigation measures |  |
| developing, maintaining, and exercising coordination processes for responses to emergencies | CDEM Groups, and SCEs as appropriate |
| providing advice to CDEM Groups and MCDEM | Lifelines Groups |
| participating in Lifelines Group activities | Lifelines Groups |
| carrying out business continuity management |  |
| preparing for own emergency response |  |
| participating in regional and national exercises | CDEM Groups and MCDEM |
| National lifeline utilities | contributing to developing and maintaining sector coordinating entities | MCDEM |
| Lifelines Groups | leading lifelines projects, in particular summarising and reporting on risks and hazards for lifeline utilities in their region |  |
| facilitating engagement among lifeline utilities, and between lifeline utilities and CDEM Groups | lifeline utilities, CDEM Groups |
| encouraging and supporting lifeline utilities in identifying hazards and the associated risks |  |
| developing and promoting emergency preparedness best practice |  |
| carrying out risk reduction and readiness initiatives that involve more than one utility |  |
| CDEM Groups  | appointing regional LUCs  |  |
| promoting coordinated arrangements for response and recovery |  |
| coordinating CDEM planning and readiness across lifeline utilities, lifeline utility sectors, and other agencies | lifeline utilities, Lifelines Groups |
| supporting Lifelines Groups engagement with lifeline utilities | Lifelines Groups |
| setting regional strategic priorities and goals, and incorporating these consistently into local and regional planning  | Lifelines Groups and Sectors |
| developing, maintaining, and exercising coordination processes for regional responses to emergencies | regional lifeline utilities/ LUC |
| ensuring ECC facilities will be available for the LUC during response (including communications), and maintaining emergency contact lists |  |

| **Organisation** | **Responsibilities** | **Working with** |
| --- | --- | --- |
| LUCs  | developing relationships with GEMO/ECC and EMO/EOC personnel  | council CDEM personnel |
| developing relationships with relevant sector coordinating entities  | SCEs |
| participating in CDEM exercises and training for LUCs | CDEM Groups/MCDEM |
| SCEs | carrying out the same requirements as those for clusters as described in *the National CDEM Plan*, and *the Guide to the National CDEM Plan* |  |
| participating in national and regional exercise and planning activities  | CDEM Groups and MCDEM |
| developing relationships with relevant lifeline utilities coordinators  | LUCs |

**Response and recovery**

| **Organisation** | **Responsibilities** | **Working with** |
| --- | --- | --- |
| All lifeline utilities  | activate emergency management and/or business continuity plan | internal |
| undertake impact assessment | Internal |
| inform CDEM EOC/ECC/NCMC of:operation statusany CDEM critical customer implicationsservice restoration projectionsany resource requirements necessary to restore service that cannot be met by the lifeline utility | internal, CDEM EOC/ECC/NCMC |
| remain available to CDEM EOC/ECC/NCMC (through the LUC or appropriate officer) | internal, CDEM EOC/ECC/NCMC |
| participate in sector coordination activities as appropriate | other lifeline utilities |
| SCEs | activate sector coordinating entities (SCE) arrangements if appropriate (referencing SCE SOPs), and notify the ECC/NCMC | other lifeline utilities |
| CDEM Groups  | activate regional LUCs as appropriate | internal |
| carry out all LUC functions described under LUCs (below), via LUC role if activated | lifeline utilities |
| providing facilities for the LUC team during response (including communications and information management) |  |
| LUCs (carried out by other ECC personnel if LUC role is not activated) | coordinate CDEM planning and response across utilities, sectors, and other agencies | other CDEM personnel, lifeline utilities |
| roster lifelines coordination and support human resource as appropriate | other CDEM and lifeline utility personnel |
| provide regular lifeline utilities updates to Intelligence, Operations manager, the Controller, and lifeline utilities as appropriate | other CDEM personnel, lifeline utilities |
| MCDEM | manage processes to coordinate across sectors at a national level | national lifeline utilities, SCEs, and NCMC LUCs |