

EEPG Business Forums Notes

EEPG Business Forums

Date: Tuesday 26 February 2019

Time: 9:00am – 11:00am

Attendees:

- Fiona Tolmie,
- Dennis Austin
- Ray Spencer – Emerald Co-op
- Pete Barford –
- Klaus , Emerald CFA
- Phil Pascol, Emerald SES
- Demi
- Daniel De Graaf
- Wayne Collins
- Lynne Trensky, Emerald Business Group
- Mary Farrow, Emerald Community House

Items	Notes	Actions
Welcome to forum	Quick round the table introductions of attendees	
Background to Forum	EEPG <ul style="list-style-type: none"> - Post 1983, need to do more to prepare Emerald for emergencies - Includes ES groups - Aim to support the community following and incident 	
	Why the forum was considered <ul style="list-style-type: none"> - First time tackling business involvement in Emerald - The forum is step one; if there is a need, more work can be done - How can Emerald support other townships if required - Communities and business could be without water and power - Emerald is relatively safe by camp to other townships; incidents could be more localised - The quicker that you can get up and running the better 	
Setting the scene for planning	Emotive reality <ul style="list-style-type: none"> - Hard to overestimate the impact on an event on our emotions - It's hard to function in an event - Why and how the brain is functioning the way it is? - Frontal part of brain works with general decision making - During an event, the brain shutdowns - Delay in brain returning back to normal - Communities will expect that bus will continue to function as before – it is expected by the community 	Share link to Hawaiian videos Think through all the mitigating factors affecting us during an incident Refer to Reptilian Brain diagram https://www.neurocorecenters.com/blog/depression-anxiety-stresseffects-of-stress-anxiety-on-brain

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	<p>that you will manage the high stress incident 'better' than residents</p>	
	<p>Case study: Emerald Pharmacy fire</p> <p>You don't have any of your usual things order of importance:</p> <ul style="list-style-type: none"> - Premises, power, phone, water <p>Business is based on tech, so power outages have a major impact on business</p> <p>Everyone lives in the moment that there will always be power, etc,</p> <p>Huge learning curve in the first few days:</p> <ul style="list-style-type: none"> - The staff wanted to clean up - Main role was looking for a premises to work out of - Data storage an important consideration - Opens up review of how to manage other power incidents - The staff coped in the first few days really well – some staff were overtaken by emotions (as well as many customers!) - Post impact; the smell, - Forwarding customers onto other businesses was limited; local pharmacies were contacted, explaining the situation - Another pharmacy offered to have a staff member work out of their site in Belgrave - Local support helped to keep the businesses going - Impact on other businesses near the pharmacy <p>Experiences from other communities where townships have developed a comprehensive plan to prepare and plan for emergencies</p> <p>Emerald is leading in this area:</p> <ul style="list-style-type: none"> - This is due to a number of factors; long term businesses, <p>Need for basic needs to be returned to the community following an incident; if they are not returned, residents will do their business elsewhere.</p> <p>If the first 24 hrs are not managed correctly, they will consume energy and supply post incident.</p> <p>It could take time business owners to return to their businesses</p> <p>There will likely be many residents will not have left the community; they will be looking for ways to defend their assets.</p> <p>Post event, managing a 'tent city' in the community</p> <p>There are many different scenarios on the different responses</p> <p>There is an issue of acquiring enough and particular generators post incident</p>	<p>Structuring the timing in providing the supplies required by the community:</p> <ul style="list-style-type: none"> - Planning ahead what will be needed by the community - Pouring in of resources - Pouring of spontaneous volunteers - Where the stuff go that is donated; who has big sheds that store the items <p>Is there a need to ascertain who currently has generator capacity?</p> <p>Do we have fuel to run generators?</p> <p>Have communities like Marysville purchased generators?</p> <p>What are the current business strategies for Emerald businesses?</p> <p>Share information from the following:</p> <p>June 2018 Dubai Mall power outage https://gulfnews.com/uae/power-failure-plunges-dubai-mall-into-darkness-for-90-minutes-1.2016660</p> <p>Christchurch earthquake https://www.eqrecoverylearning.org/about/earthquake-recovery-in-canterbury/</p>
Workshop	<p>Ideas</p> <p>Group discussion (Demi, Louisa, Phil)</p>	<p>Provide EMV Community information scheduling policy</p> <p>E.g. Rosedale Fire</p>

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	<ul style="list-style-type: none"> - Sanitation; how do we manage the needs of customers and staff when there is no power or water? - Refrigeration; medical, food, priorities - Waste disposal; where does this go? - Communication; how do we continue to communicate with each other? - Mobile toilets; how will they be procured, where will they be located? - Fuel supply; what quantity will be available and how long can services continue post incident recovery phase? Service stations do not have back up power supplies. - Security; how will business premises be protected, how will supplies be delivered, temporary premises being secure? - Access/egress; how will we access supplies if roads are blocked? - Staffing; how will turn up to work? <p>Group discussion (Klaus, Pete, Ray, Dennis)</p> <ul style="list-style-type: none"> - Generators and fuel; need to be not connected into the system - Communication; NBN will be down, how will business continue, time delay in - Survey of how's got what; audit of what who has, CFA may have an audit of water assets on private properties, chemicals stored on site at different properties, plans of what a group will do post an event? - Insurance policies on volunteers on private properties; Public liability coverage for volunteers; what are the facts? - Bottled water; how will supplies be delivered? <p>Mary</p> <ul style="list-style-type: none"> - Childcare centres; what are their plans, what will parents do collecting their children post an incident? <p>Group discussion (Fiona, Lynne)</p> <ul style="list-style-type: none"> - Cluster groups; working together with other businesses/organisations to complete audits - Power options; solar power charging panels, should EEPG look at applying for grant funding for the purchase of generators. 	<p>Information community Incident Debriefing</p> <p>Wayne to discuss with Lynne as to where to go with this</p> <p>Fiona to share Disaster Recovery Toolkit for Business information.</p>
Next Steps		

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Welcome to forum		
Background to Forum		
- EEPG		
- Why the forum was considered		
Setting the scene for planning		
- Emotive reality		
Workshop		
- Ideas		
Next Steps		