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カンタベリー大学と  
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# Bay of Plenty Lifelines Group Resilience Benchmark Report

Resilient Organisations Research Report 2014/06  
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## ABOUT US

What is the Bay of Plenty Lifelines Group?

What are lifeline utilities?

Connection with Civil Defence

How do we help?

What do we do?

Chairman Profile

Utilities Co-ordinator

## WHAT ARE LIFELINE UTILITIES?

Lifeline utilities provide infrastructure services to the community. These include water, wastewater, transport, energy and telecommunications.

The Civil Defence Emergency Management Act 2002 identifies the following Bay of Plenty organisations and companies as lifeline utilities:

- Rotorua, Tauranga and Whakatane airports,
- Port of Tauranga,
- Producers, suppliers or distributors of manufactured or natural gas (in a network or bottles larger than 20kg),
- Electricity generators or network distributors,
- Suppliers or distributors of water to inhabitants,
- Providers of a wastewater or sewerage network or disposal of sewage or stormwater,
- Telecommunications network providers,
- Road network providers,
- Producers, processors, or distributors of petroleum products to bulk and retail customers, and
- Rail network or service providers.

**Resilient**   
**ORGANISATIONS**

A collaboration between research & industry

# **Resilient Organisations Resilience Benchmark Tool**

**Senior Manager Version (Sections 1, 2 and 3)**

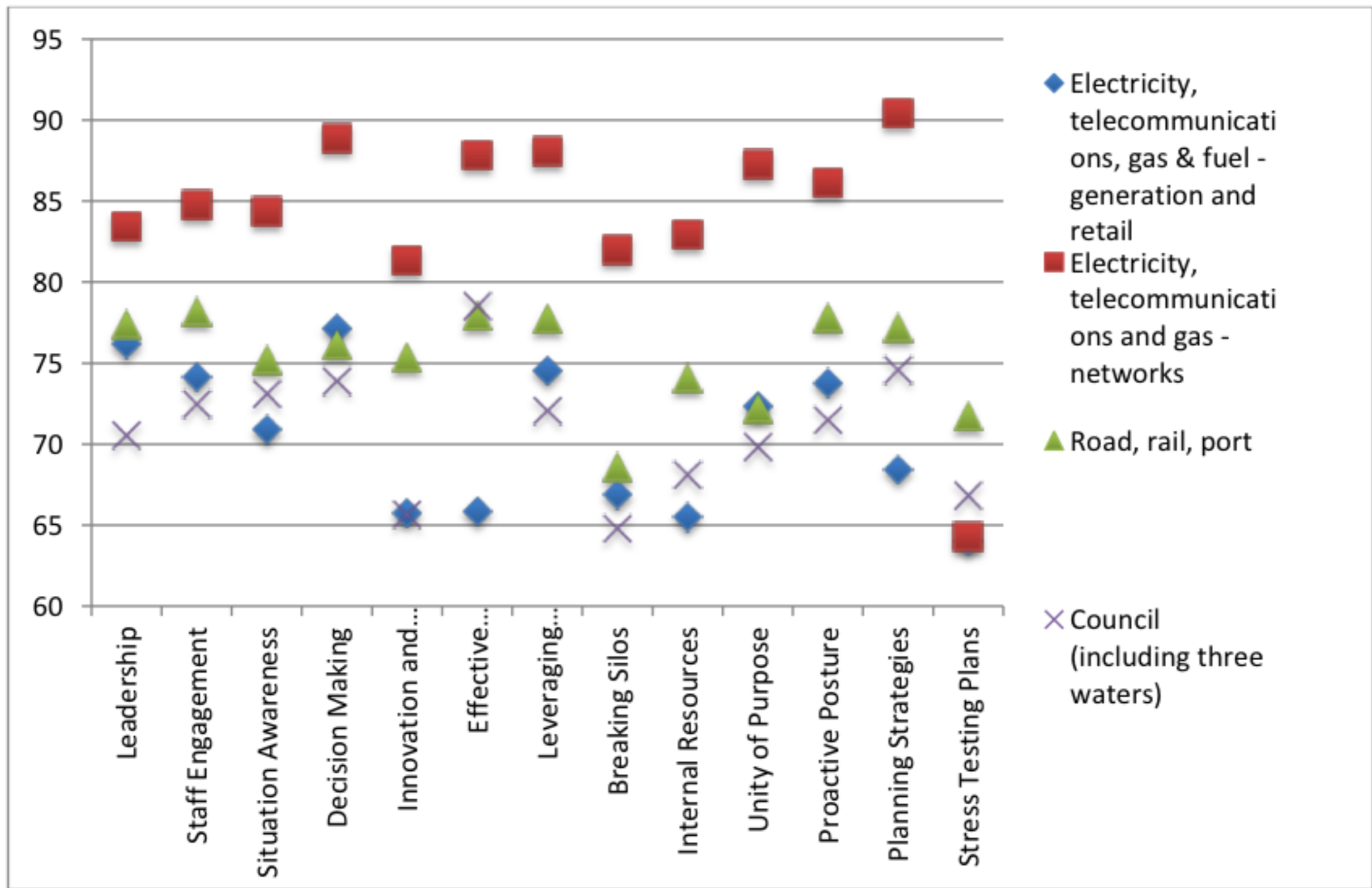
# Resilience Indicators



**Decision Making:** Staff have the appropriate authority to make decisions related to their work and authority is clearly delegated to enable a crisis response. Highly skilled staff are involved, or are able to make, decisions where their specific knowledge adds significant value, or where their involvement will aid implementation.

13. To what extent do you agree or disagree with the following statements for your organisation?

Decision Making	Strongly Agree ←-----→ Strongly Disagree								Don't Know
Should problems occur, staff have direct access to someone with authority to make decisions									
We can make tough decisions quickly									
In our organisation, the most qualified people make decisions, regardless of seniority									



Average resilience indicator scores for each utility group