
P2 Operations Reviews (OM E1)

Purpose

This document provides for:

- safe and effective Operations Reviews being carried out following significant NZFS operations.

Requirements for Operations Reviews

Introduction

An Operations Review is the process by which the National Commander, Fire Region Managers, and Chief Fire Officers can analyse a particular incident to identify ways of improving safety, effectiveness and efficiency.

It is expected that Regions and Districts will take an active approach to learning and look for opportunities for Operations Review rather than wait for an event trigger to occur.

Legislative requirements

Operations Reviews contribute to New Zealand Fire Service (NZFS) meeting the following legislative requirements:

- section 170 (b) of the *Fire Service Act 1975*, which requires the National Commander to ensure that the NZFS is maintained in a state of operational efficiency
- The *Health and safety in Employment Act 1992*, which requires all places of work to
 - identify hazards
 - investigate serious harm and near miss accidents.

Objectives

Operations Reviews provide an objective, documented analysis of an incident/event or an aspect of an incident/event in order to:

- improve operational effectiveness and efficiency in an end-to-end service delivery
- improve operational procedures, particularly in regard to safety and best practice
- achieve compliance with the *Fire Service Act 1975*
- provide a measure of operational performance
- identify training needs
- provide evidence of hazard management as part of the NZFS Health and Safety policies as described in the *NZFS Health and Safety Manual*.

Criteria

Operations Reviews are to be carried out when directed by the sponsor, which may be the National Commander, Fire Region Manager, or Chief Fire Officer. This will include:

- all responses to regional civil defence emergencies

- all significant or major incidents resulting in:
 - 4th alarm or greater
 - substantial community disruption or loss
 - substantial business impact
 - substantial cultural, heritage or environmental impact
 - long term loss to communities and or businesses.
- anytime it is considered that the outcome will benefit the whole NZFS, including when there will be significant benefit from the sharing of information obtained from incidents that have been handled successfully
- when recommended by the Regional or National Health & Safety Advisor in preference to an accident investigation following a serious harm accident or near miss
- when equipment or procedures have not operated in the manner intended
- NZFS operational assets, including equipment and appliances suffer significant damage, (significant damage is where any potential insurance claim exceeds \$2000)
- civil disturbances where NZFS resources are used.

Notes:

When firefighters receive serious harm at an operations incident, then the accident investigation process will form part of the Operations Review.

Incidents that meet the criteria for an Operations Review, may also meet the criteria for requiring a Serious and Unusual Incident Report, as listed in *P3 Fire investigation*.

Reporting

An Operations Review will have its limits defined by Terms of Reference provided by the sponsor. These are to be as specific as possible in order to focus on key issues.

Review reports will be forwarded to the sponsor who will be responsible for developing a Corrective Action Plan and ensuring its completion. Where a corrective action plan identifies national issues and/or actions, these are to be referred to the Director of Operations & Training.

An electronic copy of the report can be attached to the incident report in SMS, similar to a Fire Investigation Report.

The report will be considered finished when all actions in the corrective action plan have been signed off as complete and a copy filed at Region and with the Information Centre, NHQ.

Limits of Operations Reviews

Operations Reviews are not to be used to investigate:

- Fire safety issues. If an area of concern is identified, a separate Fire Investigation Report will be required
- The actions of individuals. If areas of concern are identified, a separate inquiry may be implemented.