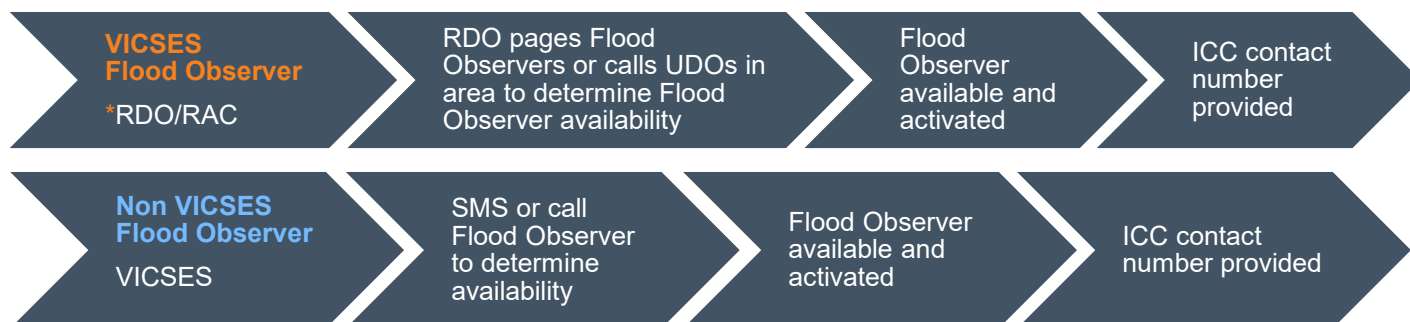


Operational processes for Snap Send Solve flood observations

The flow diagrams below provide both non VICSES and VICSES Flood Observers with simple guidance on the following processes:

1. What is the notification process if an Incident Control Centre (ICC) is activated?

VICSES activates an Incident Control Centre due to knowledge of a weather event. You will either receive a page from the RDO or call from your UDO (VICSES members) or VICSES (non VICSES Observers) to determine your availability to assist. If you are available, you will be provided with further activation instructions.

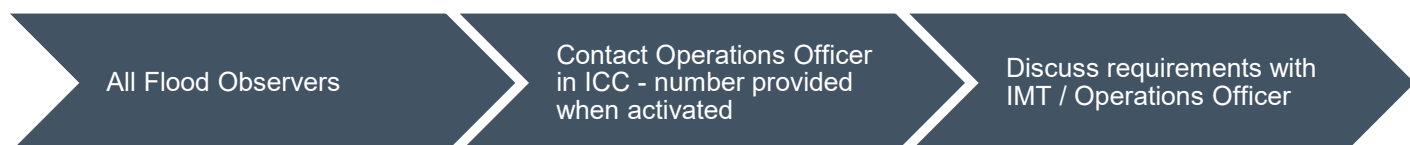


***VICSES Flood Observers** – The Incident Management Team (IMT) in consultation with the RDO/RAC requests Flood Observers. The RDO will either page Flood Observers directly or contact the UDO of Units with Flood Observers in the area where observations are required to determine their availability. Available Flood Observers names and contact details will be provided to the intelligence cell from the RDO or UDO so they can be contacted and activated under normal resourcing arrangements.

2. Who can you contact when an Incident Control Centre (ICC) is activated?

You are sending reports via the app but need to speak to the IMT/Operations team to further discuss the conditions while on the ground during an event. You will be provided with the ICC contact number on activation.

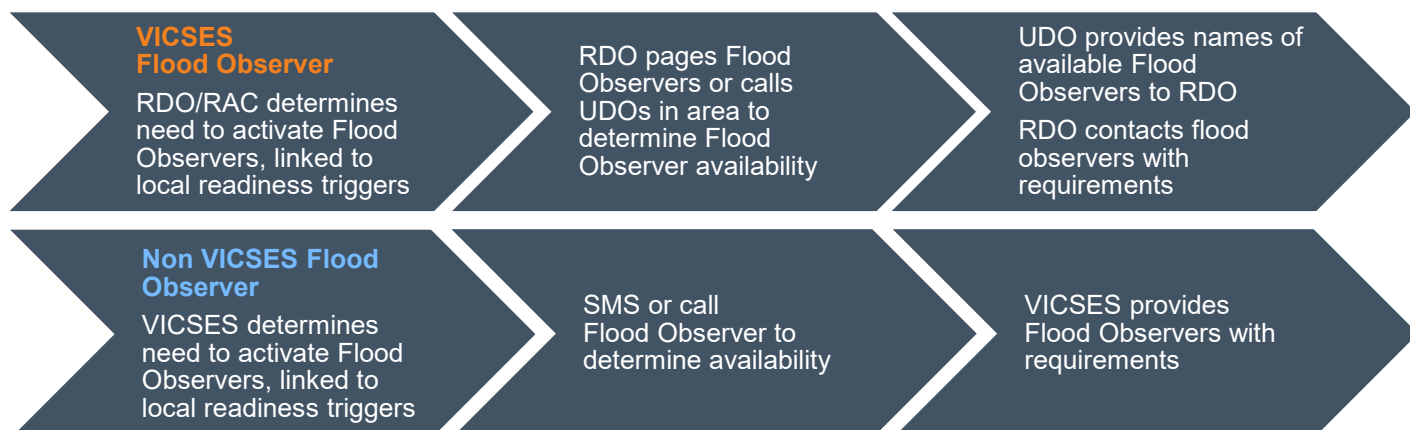
A briefing will be provided to Flood Observers outlining the requirements and timings prior to deployment.



3. Can Flood Observers be used as part of readiness arrangements and local operations?

The Flood Observer can be utilised for the provision of intelligence gathering during local events which are not connected to a declared operation or an active Incident Control Centre (ICC).

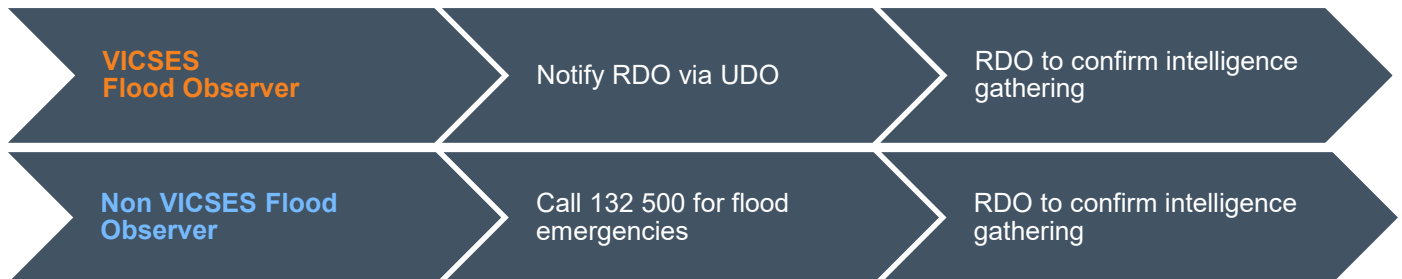
VICSES can determine if the activation of flood observers is required, linked to local readiness triggers.



Observations are not monitored when an ICC is not in place

4. Who do I contact if I notice a significant event when an Incident Control Centre (ICC) is not in place?

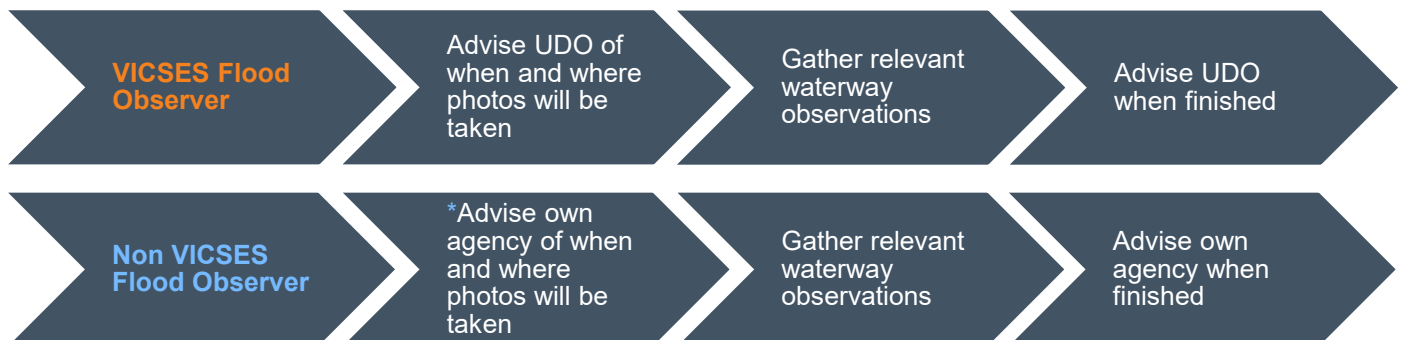
Snap Send Solve flood observations are not routinely monitored when an Incident Control Centre is not in place. If you have witnessed a **significant** event when there is no Incident Control Centre in place (i.e. normal BAU chain of command) and you have not been activated but you feel the flood event requires intelligence gathering via the app, you are required to follow the process below.



5. Can I take observations to practice using the app prior to a flood event?

Intelligence gathering can be performed as training to practice using the app outside of an active Incident Control Centre (ICC). It is a good opportunity to visit local areas to gather relevant data that could be utilised for reporting and studies.

Your safety and VICSES duty of care is foremost. For your safety you must advise someone of your intentions to take observations.



***Non VICSES Flood Observers** – follow your own internal company policies and procedures around personal safety and duty of care.