# Phase 2 Facilitator Guide – Operations / Logistics Team

## Phase Overview: Public & Internal Chaos (T+30 to T+60)

Phase 2 pressures the Operations team to respond to real service impacts. Vendor connectivity issues and internal access failures will begin to disrupt workflows. Ops must communicate clearly with Tech, escalate facility-level safety concerns, and flag operational degradation to Executive.

This phase tests:

* Operational response to system degradation
* Engagement with vendors and Tech
* Escalation of physical and service risks

## Injects Relevant to Operations

### P2-1 (T+30 to T+40)

**INJ004B:** Vendor unable to connect via gateway (reported to Ops)

**Facilitator Notes (P2-1)**

* Ops may be the first to hear this before Tech confirms cause.
* Should coordinate internally and notify Tech promptly.
* Prompt:
  + "What’s your operational workaround for vendor inaccessibility?"
  + "Have you raised this to the Tech team?"

### P2-2 (T+40 to T+50)

**INJ005A:** Vendor reports abnormal session termination (could go to both Tech and Ops)

**Facilitator Notes (P2-2)**

* Vendor disruption continues — Ops should flag this as a sustained issue.
* Prompt:
  + "Is this causing delays in logistics or crane operations?"
  + "Have you formally escalated this impact to Executive?"

### P2-3 (T+50 to T+60)

**INJ006D:** Internal access card readers malfunctioning – key dock areas not responding

**Facilitator Notes (P2-3)**

* This is the first physical access issue. Safety protocols should be considered.
* Ops should consider partial lockdown or restrict movement.
* Prompt:
  + "What actions are you taking to ensure facility safety?"
  + "Has this been flagged to Exec as a potential risk?"

## Operations Role Expectations

* Identify vendor and facility disruptions
* Escalate operational safety risks
* Maintain throughput where possible and coordinate with Tech

**Key Policy References:**

* Ops SOP – Section 5.1 (Access Failure Protocol)
* Vendor Coordination Guidelines

## Operations Decision Point – Phase 2

**Decision: Restrict Access Due to System Failure?**

|  |  |  |  |
| --- | --- | --- | --- |
| **Option** | **Description** | **Implication** | **Score** |
| ✅ Restrict access and notify Executive | Safety-focused | Aligns with protocol, reduces incident risk | +9 |
| ⚠️ Monitor only, delay action | Neutral | Keeps throughput, risk if issue worsens | +1 |
| ❌ Ignore issue, proceed as normal | Negligent | High operational and reputational risk | -7 |

## End-of-Phase Checkpoint Prompt

At or near **T+60**, facilitator should ask:

"Operations team — have you escalated any site access or vendor impacts? What safety steps have you taken, and who have you informed?"

Confirm alignment with Tech and escalation to Executive.

## Tip for Facilitator

If Ops is passive:

* Highlight INJ006D (access reader failure)
* Ask if they’ve reviewed the relevant SOP sections
* Confirm whether vendor disruption is now impacting throughput

#### End of Phase 2 – Operations / Logistics Team Facilitator Guide