# Phase 4 Facilitator Guide – Operations / Logistics Team

## Phase Overview: Resolution and Accountability (T+90 to T+120)

As the incident winds down, the Operations team must contribute to recovery planning and provide data on ongoing service impacts. Their role transitions from reactive to restorative, with a focus on reporting, documentation, and coordination with Technical and Executive teams.

This phase tests:

* Operational debrief readiness
* Workforce stability planning
* Communication of recovery posture

## Injects Relevant to Operations

### P4-2 (T+100 to T+110)

**INJ019:** Crane override failure resurfaces – recurring cron activity

**Facilitator Notes (P4-2)**

* Ops must immediately act on safety and containment protocols
* Coordinate with Tech on affected areas and timing
* Prompt:
  + "Is this the same issue from earlier? How are you mitigating impact?"
  + "Have workforce and safety protocols been reactivated?"

### P4-3 (T+110 to T+120)

**INJ020:** Request for timeline submission from all teams  
**INJ021:** Ops input required for full incident summary (including physical system impacts)

**Facilitator Notes (P4-3)**

* Ops should prepare and submit a timeline of operational events and mitigations
* Include shift disruptions, container impact, and crane status
* Prompt:
  + "Is your version of the incident timeline aligned with Technical and Coordinator logs?"
  + "What recovery actions are underway or pending?"

## Operations Role Expectations

* Respond to re-emerging operational threats
* Provide detailed input to the summary timeline and impact report
* Plan for restoration of service and crew morale

**Key Policy References:**

* Facility Operations Report Template
* Ops Risk Matrix (Appendix C)
* Shift Rotation Recovery SOP

## Operations Decision Point – Phase 4

**Decision: Submit Final Ops Timeline and Safety Actions Summary?**

|  |  |  |  |
| --- | --- | --- | --- |
| **Option** | **Description** | **Implication** | **Score** |
| ✅ Submit timeline with safety, crane, and container status | Strong closure | Completes full picture of crisis | +9 |
| ⚠️ Partial data or timeline not coordinated | Gaps remain | Incomplete incident record | +1 |
| ❌ No submission or non-engagement | Breakdown | Creates conflict with other team narratives | -7 |

## End-of-Phase Checkpoint Prompt

At or near **T+120**, facilitator should ask:

"Operations team — have you submitted your timeline and operational summary? Does it reflect all known disruptions and safety responses?"

## Tip for Facilitator

If Ops team is quiet:

* Prompt with INJ019 and INJ021
* Ask for their last known service disruption timestamp
* Confirm use of reporting templates

#### End of Phase 4 – Operations / Logistics Team Facilitator Guide