

Crew Expectations:

- Assure you have a resource order and have all mobilization information.
- Assure you have the Duty Officer and dispatch contact information.
 - Phone #'s
 - Email address
 - Establish times for progress/fire updates with Duty Officer for the incident. EX-Shift start, mid day, and end of shift
- Each ENGB must insure that all required equipment and supplies are on the vehicle and in good working order. This includes crew PPE, camera, computer, cell phones, radios, all tools, pumps, sprinkler kits and an adequate supply of gel.
- Computer Protocol
 - Each Engine/Tender must have a computer with a wireless card, and either a scanner and printer, or a means of accessing this equipment such as using a “thumb drive.” at a commercial store.
 - All text information (Engine Daily Response, Time Sheets, etc.) will be forwarded via email to engines@wildfire-defense.com. The information will be labeled with the fire name (or Dedicated Service if appropriate), date, who, and what it is. For example: Las Conchas.06.28.11.veh4121.Enginedailyresp.
 - A limited number of photos may be transmitted via the email account, but for numerous photos or when the Insured Property Summary form(a template is included with this email) is used, the photos should be sent via the FTP site. Currently this requires access to filezilla.com and an assigned user name and password. If you do not have access contact dispatch at Wildfire-Defense systems (406 388-2700).
- Hours of Work, Time, and Per Diem
 - Clarify times for progress/fire updates to Duty Officer for the incident.
 - Ex. Shift start, 2 per day, End of shift
 - Normally crew shifts, on a response, are 8 to 12 hrs. A crew member may work up to a maximum of 16hrs but only with approval, in advance, from the Duty Officer. **No work may exceed 14 hrs.** Since all activities are billable, and crews should be focusing on pre-suppression activities instead of full suppression work, there may be rest periods during the day when you will be off the clock and therefore not paid. This will require ENGB's to monitor activities to help insure that morning briefings are attended as well as being available for afternoon burning periods. Any exceptions need to be reviewed and approved by the duty officer. On retainage, crew shifts will not exceed 8hrs.
 - Time will be recorded on the Engine Daily Response form and forwarded by 13:00 the next day to the email site. Also, for WDS employees a weekly time sheet will be completed for each employee which is due on Monday following the week worked. Along with the Time Sheet, a per diem worksheet will be submitted each week.

- Maintain an Engine Daily Response (a template and example are included with this email). The shift assignment block has been divided in 4 major activity codes or categories with individual codes for each category. An activity code must be identified for all actions taken during the shift. More than one activity code can be identified for a specific time period/location. Action Codes include, deployment of sprinklers/porta tanks, spraying gel, fuels reduction work and numerous activities associated with dedicated service. These are billable items that must be clearly identified.
- Additional expectations
 - Maintain a professional appearance and attitude with home owners, Agency Having Jurisdiction (AHJ), and Incident management teams.
 - D.O. must rely on ENGB to understand company mission (pre-suppression vrs suppression) and use good judgment regarding safety, work ethics, crew actions and work schedules.
 - Check in with the incident management organization and present the IC submittal package. Answer any questions.
 - Follow IC protocol for access and cooperate with all members of the incident management team
 - Attend Incident Briefings and Division break-out sessions
 - If you are on a WDS tender clarify at check-in that the vehicle is classified as a Tender, not an Engine. Check the Incident Action Plan to insure that the vehicle is listed as a tender.

- **Duties While Assigned to a Fire**

(NOTE: All Field personnel are responsible for safety by 1) following 310-1, 410-1 and 461 direction, and understanding that all work assignments by D.O. are subject to change based on the field assessment of safety factors. At no time should an employee be placed in a situation where the field conditions exceed safety parameters defined by Federal codes. It is the employees responsibility to identify safety concerns based on field conditions and request an alternate work assignment if necessary. WDS has no obligation to defend homes and you should never choose to work in un-safe work environments.)

- Obtain Access to property by:
 - Contacting AHJ/IC
 - Present submittal package and explain program
 - Determine IC protocol for access
- Once on Site:
 - Meet with owner if present
 - Assess situation, determine safety zones/escape routes and establish communication with AHJ/Div supervisor. Rate Structure defensibility (High-Med-Low)
 - Look at:

- ✓ Road Access (ingress/egress)
- ✓ Structure materials/roof/decks
- ✓ Surrounding vegetation
- ✓ Topography
- ✓ Water sources (pools, streams, hydrants)
- ✓ Potential fire hazards (propane tanks, gas storage, overhead power lines)

(NOTE: Take pictures of all actions and if possible enter into Insured Property Summary Form)

- Evaluate Possible Triage Actions:
 - If home owner is present, obtain permission and coordinate all actions with owner:
 - ✓ Close windows and doors
 - ✓ Move Lawn Furniture and grills away from structure
 - ✓ Clean gutters and cover vents with wrap if appropriate
 - ✓ Move burnable material such as wood piles, dog houses, slash piles away from structure. **Do not remove anything permanently attached to the home.**
 - ✓ Set up porta-tanks, sprinklers and/or evaluate in-home sprinkler system for use. (Always evaluate dependability of community water system and the potential loss of water pressure)
 - ✓ If direct flame impingement is likely, apply gel. (In most cases gel application should be approved by DO prior to application)
 - ✓ In coordination with Incident Management Team, clear ground vegetation along property line if appropriate and approved by DO. **No Burn Outs initiated by WDS/Alliance Staff.**
 - Continuously monitor fire conditions and behavior. Adjust all actions to insure crew safety and cooperation with AHJ/Incident Management Team.
- Action During and After Fire Frontal passage
 - Extreme caution should be used to determine if it is appropriate and safe to remain at the structure during a fire frontal passage and

should be coordinated with the Incident Management Team/Division Supervisor. If so, suppression actions can be taken to secure the structure.

- In most cases, the engine and crew will need to be moved to a safety zone. Once the fire front has passed, and it is possible to safely access the property, post fire front suppression and mop-up actions can be completed. Including:
 - Suppression of any structures or vegetation still burning
 - Monitoring for additional spot fires
 - 100% mop-up of any burned areas

- Clean Up Activities
 - Once the threat of fire has passed, clean up of the property must occur.
 - All areas that may have been sprayed with gel must be washed. Caution around windows and areas where water might enter the structure. Replace any window screens that may have been removed.
 - Remove all vent covers if they were installed
 - All sprinkler kits and hoses must be removed
 - All furniture, wood, or any other items moved during suppression actions must be replaced
 - Secure as much as possible, any damaged areas that may be exposed.

If you are present when the owner returns to the property, assist the owner where possible and explain all actions taken to protect the property. Customer satisfaction is critical so make sure all customer questions and concerns are addressed.

• **Duties While Assigned to Dedicated Service**

• Training and Drills:

- When not involved with appointments, all engines will conduct training and proficiency drills in the following areas:
 - Use of fire blocking gel including application, cleanup of nozzles, storage and shaking requirements and general knowledge of how the product works and limitations. Drill by actually spraying gel and cleaning up nozzles.
 - Set up and use of sprinkler systems including how long various configurations will run on engine or portable tank gallorage.
 - Drafting and hydrant use
 - Location and use of all equipment, pumps, and engine apparatus

- Minor Maintenance, repair, and grooming of the all equipment
- Review emergency vegetation fire response tactics
- Learn insurance response protocols and overall knowledge of the program
- Learn how to complete WDS reports and bookkeeping requirements
- Use of all electronic equipment including computer, printer, fax, radio, cell phone and gps. Know how to access WDS files, maps and web site and submit all documents, and assessments.
- Practice locating homes, verifying gps locations, taking pictures of structures, determining any access issues like gated communities. Making sure we identify any potential issues that could affect our ability to protect the home.

• **SUMMARY**

- All alliance resources represent Wildfire Defense Systems, Inc. and must understand the importance of maintaining positive relationships with insurers, incident management teams, and the agencies with jurisdiction over the incident.
- Exceptional customer service is critical to the success of our program and must be maintained at all times.
- Safety of our crews is foremost in all actions and must not be compromised. All resources must be trained and equipped to meet all fire fighting standards.
- Our goal is to provide protection for insured properties without subjecting crews to unnecessary fire risks.
- No property is worth someone getting injured or killed due to our fire suppression activities.