

Emergency Management Procedure (10)





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1. PURPOSE

The purpose of this Emergency Management procedure is to:

- describe the formalised process for the establishment, implementation, and maintenance of an emergency plan, incorporating emergency response procedures appropriate to the location and nature of the worksite; and
- ensure all workers are prepared for any emergency at the workplace.

2. SCOPE

This procedure applies to all workers under the Catholic Church Endowment Society Inc. (CCES).

3. DEFINITIONS

Definitions can be found on the [Catholic Safety & Injury Management Website](#).

3.1. Information

Emergency management involves the organisation and management of resources and responsibilities to deal with all aspects of emergencies across:

- prevention (e.g., risk assessment, regular maintenance of plant and equipment, good housekeeping and storage practices, reduction / removal of excessive fuel loads).
- preparedness (e.g., Emergency Planning Committee, Emergency Control Organisation, development of emergency response procedures, training, emergency equipment).
- response (e.g., activation of emergency response procedures).
- recovery (decisions and actions after immediate emergency response e.g., management of casualties, rebuilding or repairing buildings / infrastructure).

The predominant focus in this procedure is on AS 3745 Planning for emergencies in facilities.

For the Health Sector, additional requirements and considerations are captured in AS 4083 Planning for emergencies – Health care facilities.

4. RESPONSIBILITIES

Specific responsibilities for carrying out certain actions required by the CCES, have been allocated to position holders within the organisation. Such responsibilities are consistent with the obligations that the legislation places on officers, managers, supervisors, workers, and others in the workplace.

Responsibility, authority, and accountability processes have been defined in [Responsibility, Authority & Accountability Procedure \(12\)](#), and summarised in:

- [Responsibility, Authority & Accountability Matrix – Workers \(025G\)](#);
- [Responsibility, Authority & Accountability Matrix – Managers & Supervisors \(023G\)](#);
- [Responsibility, Authority & Accountability Matrix – Officers \(024G\)](#); and
- [Work Health & Safety and Injury Management Policy](#).



You are required to familiarise yourself with this procedure to understand the obligations that you may have in relation to its implementation and to carry out your assigned actions and responsibilities.

This Procedure is to be read in conjunction with your Organisational Policies and / or Procedures.

5. PROCEDURE

5.1. Emergency Control Organisation

5.1.1. Membership

The Emergency Control Organisation (ECO) shall consist of a chief warden or equivalent as a minimum. The following positions, or equivalent, may be included for larger worksites:

- Deputy Chief Warden
- Communications Officer and deputy
- Floor / Area Wardens and deputies
- Wardens and deputies
- other positions as required (e.g., Runners, Roll Call Wardens, First Aiders, Traffic Wardens.)

The number of ECO members shall be sufficient to enable the worksite to be checked and evacuated quickly and efficiently. This number may vary depending upon the worksite's structural (e.g., size, location, structure, type etc.) and occupant / visitor characteristics (e.g. number and mobility of occupants, level of assistance required etc.) in addition to fire engineered and life safety features of the worksite. Further information can be obtained from AS 3745 Planning for emergencies in facilities, Guidance on determining ECO numbers.

5.1.2. Roles and Responsibilities

The primary role of the ECO is to give priority to the safety of the occupants and visitors of the worksite.

The roles and responsibilities for members of the ECO shall be assigned and documented in the emergency plan. AS 3745 Planning for emergencies in facilities, Guidance on determining ECO numbers, may be used as a guide on these pre-emergency, emergency and post-emergency roles and responsibilities.

During emergencies, instructions given by the ECO personnel shall take precedence over the normal management structure. This authority is intended to ensure that, during an emergency, life safety takes precedence over asset protection, environmental considerations, and business continuity.

The Chief Warden has the unconditional authority to order the evacuation of a part or all the worksite and to direct occupants and visitors to undertake specific tasks to



ensure the safe resolution of the emergency. The Chief Warden should be onsite for most of the working day.

5.1.3. Identification

ECO members shall be identifiable by coloured apparel using at least one of the following:

- helmets.
- caps.
- hats.
- vests.
- tabards.

Other requirements include the following:

- in-house First Aiders to be identified by a white cross on a green background.
- identification apparel should be prominently marked with the wearer's ECO title.
- type of identification used for each ECO designation shall be consistent throughout the worksite.

The following provides a guide for ECO identification colours.

ECO Position	Colour
Chief Warden	White
Deputy Chief Warden	White
Communications Officer	White
Floor / Area Warden	Yellow
Warden	Red
First Aiders	White cross on green background

5.2. Emergency Plan

A documented emergency plan using [Emergency Management / Disaster Recovery Plan \(007T\)](#) / [Emergency Management / Disaster Recovery Plan – Parish \(0015T\)](#) or equivalent shall be developed, implemented and maintained for each worksite, based on a risk assessment of potential emergencies likely to impact the site.

5.2.1. Emergency Identification and Assessment

The ECO shall conduct an assessment using [Emergency Preparedness Checklist \(054F\)](#) or equivalent to determine the type and extent of potential emergency situations and possible consequences of each emergency to people at the worksite, including the most appropriate control measures / emergency responses, taking into account the following:

- nature of hazards at the worksite, both on and off site.
- size, location, and complexity of the worksite.
- number, mobility, and vulnerability of workers and others.



- hours of occupancy.
- geographical features and limitations of the worksite.
- fire engineered or life safety features of the worksite.
- security systems, procedures, and protocols.

Potential emergency situations for consideration when conducting the risk assessment may include:

- armed intrusion / building invasion / terrorism
- bomb threats.
- bushfire.
- biological / chemical threat.
- civil disturbance.
- earthquake.
- electrical power failure.
- fire / smoke / explosion.
- flooding / severe weather / storm damage.
- hazardous chemical spill or leak.
- lift failure.
- medical emergency.
- pandemic.
- structural instability.

Emergency situations from the surrounding environment and how that may affect the worksite should also be considered.

Elements to consider when conducting the risk assessment include:

- accounting for people.
- potential assembly area/s.
- persons with disabilities.
- methods of communication, including communicating with neighbouring facilities.
- first aid requirements.
- emergency response equipment.
- restrictions on vehicle and people movement.

The outcome of the risk assessment will provide guidance on the required actions for emergency prevention, preparedness, and response, and development of the worksite emergency plan.

5.2.2. Structure

The Emergency Management / Disaster Recovery Plan or equivalent shall include as a minimum the following:



- clear statement of purpose and scope.
- information on the structure and purpose of the ECO.
- identification of the worksite to which it applies.
- description of the emergency features (e.g. safety, fire, and security).
- organisational arrangements for the worksite.
- emergency identification outcomes (risk assessment).
- emergency response procedures.
- evacuation diagram/s.
- training arrangements.
- emergency response exercises.
- review and routine servicing.
- statement on the extent of distribution.
- a record of distribution, including where personal emergency evacuation plans can be located.
- date of issue or amendment date on each page of emergency plan.

Where an electronic format is used for the emergency plan, at least one printed copy shall be available on site.

5.2.3. Distribution

Distribution of the emergency plan or sections thereof shall include:

- emergency response procedures to members of the ECO.
- evacuation diagrams displayed in the worksite.
- emergency contact details displayed on the notice board.

The ECO may determine additional distribution if required.

5.2.4. Review of Emergency Plan

The emergency plan shall be reviewed:

- annually by the ECO.
- following emergency exercises where issues have been identified.
- where any changes at the worksite may affect it.

5.2.5. Evacuation Diagrams

Worksites must develop and display evacuation diagram/s in accordance with AS 3745 Planning for emergencies in facilities. The evacuation diagrams shall be updated following changes to the worksite or as a minimum every five (5) years.

Refer to [Emergency Evacuation Diagram Guidelines \(034G\)](#) for the minimum requirements.



5.3. Emergency Response Procedures

Emergency response procedures for emergencies identified during the emergency identification and assessment process shall be developed.

5.3.1. Key elements for consideration and inclusion:

- responsibilities and roles of ECO and required actions during an emergency.
- responsibilities of occupants and their required actions during an emergency.
- roles of specialist staff (e.g., security, receptionist) during an emergency (e.g., responding to bomb threat and using [Bomb Threat Checklist \(76F\)](#)).
- specific actions for response outside of normal hours of operation.
- method of warning and communication to be used during an emergency (including alerting neighbouring facilities if required).
- location for emergency control and coordination.
- actions to be taken to evacuate the worksite, including evacuation options (e.g., full evacuation, partial evacuation, shelter in place, lockdown, escape hide tell).
- evacuation arrangements for persons with a disability, including development and implementation of [Personal Emergency Evacuation Plans \(075F\)](#) (PEEP), where required.
- evacuation routes and assembly areas.
- duty of first aiders during an emergency.

5.4. Training

5.4.1. Emergency Control Organisation

All members of the ECO, including nominated deputies, shall be trained to develop the skills and knowledge necessary to undertake the duties described in the emergency response procedures.

ECO training shall address, but not necessarily be limited to, the following:

- responsibilities and duties.
- emergency response procedures.
- operation and use of emergency communication, notification, and warning systems.
- human behaviour during emergencies.
- use of installed emergency response equipment (e.g., evacuation chairs / sheets, WIP phones).
- occupants and visitors with disabilities.
- evacuation and post-evacuation management.
- participation in exercises and assessment.



In addition to ECO (or equivalent) training, other specialised training shall be provided to persons, and their nominated deputies appointed to the position (or equivalent) of Chief Warden, Deputy Chief Warden, and Communication Officer.

ECO members, including nominated deputies should participate in a skills retention activity at least every six (6) months.

The skills retention activities may also include, but not necessarily be limited to, table-top exercises and evacuation exercises for the ECO.

5.4.2. First-attack Firefighting

Where first-attack firefighting by specific occupants is included in the emergency response procedures, these occupants shall be trained to enable them to competently execute their duties.

In addition to initial training, a skills retention activity in first-attack firefighting shall be attended at intervals not greater than three (3) years.

5.4.3. Workers, Others at the worksite and Visitors

5.4.3.1. Workers and Others

Workers, at induction, shall receive information to enable them to act in accordance with the emergency response procedures.

The induction shall include the following emergency information:

- types of emergencies contained in the emergency plan.
- how to report emergencies (i.e., raise the alarm).
- how to react to emergencies and alarms.
- how to evacuate.
- location of egress routes and assembly areas.

Others at the worksite should be provided with appropriate information to enable them to act in accordance with the emergency response procedures.

5.5. Emergency Response Drills / Exercises

A program of site-specific emergency response drills / exercises shall be developed for each worksite by the ECO in collaboration with other stakeholders (e.g. worksite owner, managers). Emergency response exercises should be conducted during operating hours to effectively test the ECO, emergency response procedures and responses of occupants and visitors.

All evacuation exercises shall be monitored to oversee the exercise and record the outcomes. A record of the outcome of the evacuation exercise shall be documented using [Emergency Review Checklist \(077F\)](#) or equivalent.

Immediately after the emergency response drills / exercise, the ECO and other key participants shall attend a debriefing session conducted by the Chief Warden.



5.5.1. Evacuation Exercises

The frequency of evacuation drills / exercises include:

- **Education Sector:** two (2) lock-ins and two (2) evacuation drills must be conducted each year.
- **Parish Sector:** six (6) monthly verbal instruction to the congregation and notes published in the Parish bulletin (no emergency drill is required). Parish offices shall conduct evacuation drills at least annually.
- **Health / Social Services Sectors:** drills shall be conducted at least annually.

5.6. Essential Safety Provisions

The following provides guidance relating to the requirements for Essential Safety Provisions (ESPs).

5.6.1. Firefighting Equipment

As a minimum:

- fire hydrants, fire hose reels, fire extinguishers and fire blankets shall be inspected and maintained by a competent person every six (6) months.
- attached metal tags must display the current inspection date.
- Portable fire extinguishers and fire blankets must be provided and installed at the worksite in accordance with AS 2444 Portable fire extinguishers and fire blankets – selection and location.

5.6.2. Smoke / Heat Alarms

As a minimum:

- smoke alarms / thermal detectors shall be inspected and maintained according to manufacturer's requirements or the service providers advice.
- in the absence of a defined manufacturer / service providers requirement, the testing must be completed every six (6) months by a competent person.

5.6.3. Emergency Lighting and Exit Signs

As a minimum:

- 90-minute battery discharge testing must occur every six (6) months.
- a record of the outcome shall be documented using the [Emergency & Exit Light Test Register \(069F\)](#) or equivalent.
- the location of emergency exits should be clearly marked, and signs should be posted to show the direction to exit doors to aid emergency evacuation.

5.6.4. Access and Egress

As a minimum:



- exits and paths of travel shall be inspected as a minimum every six (6) months to ensure it remains unblocked.
- aisles and walkways should be at least 600mm wide and always kept free of furniture or other obstructions. Where it is necessary to clearly define entry and exit routes, the boundaries of the route should be marked with a contrasting colour at least 50mm wide or by glowing markers.

5.7. Critical Incidents

Where a worksite has identified potential critical incidents (e.g., suicide) a critical incident procedure shall be added to the emergency plan.

5.8. Business Continuity / Disaster Recovery Plan

It is a requirement for worksites to have a Business Continuity Plan (BCP) / Disaster Recovery Plan (DRP) to assist them to respond to the disruption that may follow an emergency. The aim of recovery activities is to restore an affected area to its previous state or to a satisfactory level of functioning. The recovery efforts relate to issues and decisions that are made following the initial emergency response.

A BCP / DRP should consider the following:

- identification of worksite.
- emergency contact details.
- infrastructure requirements for business operations to continue.
- alternative and / or temporary arrangements.
- preferred contractors.
- transport companies.
- information technology (IT) recovery.

5.9. Records

Documents used to manage emergency management as prescribed by this procedure will be produced in a format that allows tracking for verification and review and be in accordance with requirements detailed in [Document Control Procedure \(22\)](#).

5.10. Review

This procedure will be subject to a planned review by the document owner in accordance with the requirements outline in [Document Control Procedure \(22\)](#).

Other methods for reviewing and evaluating the performance of this procedure will include:

- audit activity.
- investigations.
- performance reports.



6. RELATED SYSTEM DOCUMENTS

6.1. Policies & Procedures

- Document Control Procedure (22)
- Hazard Management Procedure (14)
- Responsibility, Authority & Accountability Procedure (12)
- WHS & Injury Management Policy

6.2. Forms & Tools

- Bomb Threat Checklist (076F)
- Emergency Management / Disaster Recovery Plan (007T)
- Emergency Management / Disaster Recovery Plan – Parish (015T)
- Emergency Management Process Flow Chart (028T)
- Emergency Preparedness Checklist (054F)
- Exit & Emergency Light Test Register (069F)
- Emergency Review Checklist (077F)
- Group Legal Register (010T)
- Personal Emergency Evacuation Plan (075F)

7. REFERENCES

Legislation and other requirements related to this procedure are defined in [Group Legal Register \(010T\)](#) which can be accessed via the Catholic Safety & Injury Management website.

7.1. Internal Resources

- Emergency Evacuation Diagram Guideline (034G)
- Responsibility, Authority & Accountability Matrix – Managers & Supervisors (023G)
- Responsibility Authority & Accountability Matrix – Officers (024G)
- Responsibility, Authority & Accountability Matrix – Workers (025G)

7.2. External Resources

Nil

8. AUDITABLE OUTPUTS

The following examples of records will be used to verify implementation of this procedure:

- Emergency Plan
- Business Continuity / Disaster Recovery Plan



- Emergency Review Checklist
- Personal Emergency Evacuation Plan
- Exit & Emergency Light Test Register
- Maintenance Records for Essential Safety Provisions
- First Attack Firefighting Equipment
- Evacuation Diagrams
- Emergency Contact Details
- ECO Meeting Records or equivalent



9. VERSION CONTROL & CHANGE HISTORY

Version	Approved by	Approved Date	Reason for Development of Review	Next Review Date
V5	Sector Forums	May 2014	Legislation – New WHS Act	2017
April 2015 – Document consolidated across CCES sectors				
V1	Executive Manager CSHWSA	24/04/2015	Procedure consolidation	2017
V2	Executive Manager CSHWSA	20/10/2017	Review of procedure	2020
V3	Executive Manager CSHWSA	22/01/2021	Name change, Reviewed content, Reformatted template	2022
V3.1	Executive Manager CSHWSA	03/05/2021	Section 5.2.5 Evacuation Diagrams ‘Must’ changed to “Should”.	2022
V3.2	Executive Manager CSHWSA	10/12/2021	Name change of Emergency Management Plan to Emergency Management / Disaster Recovery Plan	2022
V4	Executive Manager CSHWSA	05/07/2022	Added Chief Warden should be onsite for most of the working day section 5.1.2 Changed reference to Emergency Management Plan (007T) to Emergency Management / Disaster Recovery Plan (007T) and added an Emergency Management / Disaster Recovery Plan – Parish (015T) section 5.2 & 5.2.2 Added wording around Emergency Evacuation Diagram Guidelines (034G) being the minimum requirements. Removed word training and replaced with information section 5.4.3.1 Removed words heat alarms and replaces with thermal detectors and added service providers advice / requirements to the inspection / maintained requirements section 5.6.2	2025
V4.1	Executive Manager CSHWSA	01/08/2022	Removed reference to push button testing of emergency lights and exit signs	2025
V4.2	Director CSaIM	24/07/2024	Updated procedure numbers	2025

Approved for Publication:

DNation

Date: 24 July 2024

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