District Council of ROBE

Business Continuity Plan

Version Control

Version 1	Pre-draft	Reviewed by Local Government Risk Services for compliance with AS/NZS 5050:2010	31 March 2013
Version 1a	Pre-draft	Reviewed by Risk Coordinator A McDonald for compliance with AS/NZS 5050:2010	15 June 2013
Version 1.1	Adopted	Adopted by Council at its ordinary meeting of 8/10/2013	8 October 2013
Version 1.2	Reviewed	Presented to 10 January 2017 meeting for adoption	10 January 2017
Version 1.2	Adopted	Adopted by Council at its ordinary meeting of 10/1/2017	10 January 2017

Contents

Distribution List

The following table provides an up to date list of all locations and personnel supplied with a copy of the District Council of Robe Business Continuity Plan.

Copy Number	Name	Location
001	CEO, Roger Sweetman	CEO's Office
002	DCEO, Nick Brown	DCEO's Office
003	Works Supervisor, Trevor Hondow	Depot Admin Office
004	Wendy White	Library
005	Robyn Paterson	CCOWS
006		

References and related documents

The following documents are referred to and should be read in conjunction with the District Council of Robe Business Continuity Plan.

Document Title
Strategic Plan 2014-2018
WHS Emergency Management Policy
WHS Emergency Management Procedure

Executive Summary

The District Council of Robe Business Continuity Plan has been developed as a Risk Management tool and identifies the more serious risks faced by Council in delivering core services provided by its administration and engineering and maintenance services.

Having identified the risks to Council operations, the Plan includes a Business Impact Analysis to assess the identified risks and impacts in relation to critical business activities to determine recovery requirements.

Incident response plans have been developed to outline the actions required in the event Council core services are disrupted and the processes that will be put into action in the event a disaster does occur. The highest risk to Council's operations have been identified as:

- Building incident – total loss of administration building due to fire, flood/inundation or earthquake,
- Building incident – partial loss of administration building due to fire, flood/inundation, earthquake or vehicle collision, and
- Complete IT Hardware failure.

The District Council of Robe Business Continuity Plan is not a prescriptive plan; it is designed to allow the decision makers to make appropriate decisions based on the information available at the time. No plan is able to document each and every emergency or disaster, but should allow those charged with reacting to a situation the flexibility to make the necessary decisions.

Objectives

This plan provides preventative actions and contingency plans for an event which could disrupt Council's core business functions.

The objectives of this plan are to:
- define Council's critical business functions.
- undertake a risk management assessment in relation to critical business functions.
- detail Council's immediate and recovery response to those risks assessed as a high or extreme risks.
- detail strategies and actions to be taken to enable Council to continue to provide critical business functions in the event of a disaster.
- review and update this plan on a periodic basis.

Glossary

This table provides a consistent and commonly agreed set of definitions for terms used in the plan.

Business Continuity Planning	A process that helps develop a plan document to manage the risks to a business, ensuring that it can operate to the extent required in the event of a crisis/disaster.
Business Continuity Plan	A document containing all of the information required to ensure that your business is able to resume critical business activities should a crisis/disaster occur.
Business Impact Analysis	The process of gathering information to determine basic recovery requirements for your key business activities in the event of a crisis/disaster.
Key Business Activities	Those activities essential to deliver outputs and achievement of business objectives.
Recovery Time Objective (RTO)	The time from which you declare a crisis/disaster to the time that the critical business functions must be fully operational in order to avoid serious financial loss, provide critical business functions and mitigate service impacts to the extent possible.
Resources	The means that support delivery of an identifiable output and/or result. Resources may be money, physical assets, or most importantly, people.
Risk Management	is the process of defining and analysing risks, and then deciding on the appropriate course of action in order to minimise these risks, whilst still achieving business goals.
Critical Business Activity	Is a business activity that must be operative within 72 hours (3 working days) of any significant event that causes interruption to Council core services.

Risk Management Defined

Risk management is defined as the identification, assessment, and prioritisation of risks (defined in ISO 31000 as "*the effect of uncertainty on objectives*, *whether positive or negative*" followed by coordinated and economical application of resources to minimise, monitor, and control the probability and/or impact of unfortunate events or to maximise the realization of opportunities.

Risks can come from uncertainty in financial markets, project failures (at any phase in design, development, production, or sustainment life-cycles), legal liabilities, credit risk, accidents, natural causes and disasters as well as deliberate attack from an adversary, or events of uncertain or unpredictable root-cause.

The strategies to manage risk typically include transferring the risk to another party, avoiding the risk, reducing the negative effect or probability of the risk, or even accepting some or all of the potential or actual consequences of a particular risk.

This plan uses the risk assessment guidelines contained within the AN/NZS Standard 4360:2004 Risk Management and focuses on risk associated with *accidents, natural causes and disasters as well as deliberate attack from an adversary, or events of uncertain or unpredictable root-cause*. Details of the Risk Management Matrix, Consequence Scale and Likelihood Scale are provided at Appendix 1.

The risks identified on the following pages for the Council office, Works and Waste depots and Council personnel have been rated in accordance with the Standard.

RISK ASSESSMENT

The risks identified on the following pages for the Council Office, Works and Waste Depots and Council personnel have been rated in accordance with the Australian Standard for Risk Management AN/NZS 4360:2004. Details of the Risk Management Matrix, consequence and likelihood scales are provided at Attachment 1.

General Risk Area 1 – Administrative and Governance Services

Major risk is the inability to provide Council core services provided by Council administration, including governance, finance and administration, customer services, development and planning, economic development, works and engineering administration, records managements, environmental health services, general inspection, complaint and request handling and community services.

This risk assessment excludes risk to service provision associated with personnel, which is covered at General Risk Area 3.

Risk Description	Likelihood	Consequence	Risk Rating	Preventative Action	Contingency Plans
Building Incident - partial loss of building due to fire, earthquake or vehicle collision	Unlikely	Major	High	• Ensure regular maintenance of portable fire fighting equipment. • Ensure training of staff in the use of fire fighting equipment. • Ensure emergency evacuation procedures in place and reviewed regularly. • Ensure regular testing and tagging of all electrical equipment. • Ensure adequate and audible alarms and smoke detectors. • Review contractual arrangements with suppliers to ensure 24 hour response time to critical failures.	• Initiate Incident Response Plan. • Secure equipment, furniture etc • Undertake assessment of damage, obtain quotes and engage suppliers. • Where damage to critical IT infrastructure occurs refer to IT failure contingencies and response plan.

General Risk Area 1 – Administrative and Governance Services (cont…)

Risk Description	Likelihood	Consequence	Risk Rating	Preventative Action	Contingency Plans
Building Incident – total loss of building due to fire or earthquake	Rare	Catastrophic	High	• Ensure regular maintenance of portable fire fighting equipment. • Ensure training of staff in the use of fire fighting equipment. • Ensure emergency evacuation procedures in place and reviewed regularly. • Ensure regular testing and tagging of all electrical equipment. • Ensure adequate and audible alarms and smoke detectors. • Review contractual arrangements with suppliers to ensure 24 hour response time to critical failures.	• Initiate Incident Response Plan. • Salvage equipment, furniture etc • Implement diversion to mobile phones. • Relocate staff to another facility – refer to IT failure contingencies for IT related incident. • Where possible relocate critical equipment to alternate site to ensure basic operation of services. • Source replacement items immediately from a preferred supplier. • Engage preferred supplier for replacement of equipment and restoration of IT data/software systems etc. • Notify community of alternate site via local radio, Win TV and notices on community notice boards. • Inform Local Government Risk Services - Asset Mutual Fund and make claim. • Undertake assessment of damage, obtain quotes and engage suppliers.

General Risk Area 1 – Administrative and Governance Services (cont…)

Risk Description	Likelihood	Consequence	Risk Rating	Preventative Action	Contingency Plans

Complete IT Hardware Failure –	Possible	Major	Extreme	• Ensure a regular maintenance and replacement program for server.
				• Review arrangements to ensure suppliers will provide 2 hour critical response times.
				• Regular backups of IT system, daily, monthly and end of year, with offsite storage of backup tapes.
				• Regular testing of backup tapes.
				• Investigate alterative offsite recovery options.
				• Ensure all program media and license numbers and email passwords are stored offsite.
				• Maintain a secure system that minimises risk from hacking or other attack.
				• Maintain appropriate insurance coverage for IT infrastructure.
					• Initiate Incident Response Plan.
					• Assess scope of damage and engage preferred suppliers to source hardware replacement/repair and determine the outage time.
					• <u>Engage offsite recovery option if applicable.</u>
					• Inform the community through radio, WIN TV and notices on community notice boards (if significant time outage).
					• Instigate manual or recovery processes for key functions:
					    ○ Payroll
					    ○ Receipting
					    ○ Creditor payments
					    ○ Dogs
					    ○ Development
					    ○ Email management
					• Re-establish and bring all information up to date.

General Risk Area 1 – Administrative and Governance Services (cont…)

Risk Description	Likelihood	Consequence	Risk Rating	Preventative Action	Contingency Plans
IT Software failure	Possible	Minor	Moderate	- Ensure a regular maintenance and replacement program for server. - Regular backups of it system, daily, monthly and end of year, with offsite storage of backup tapes. - Regular testing of backup tapes. - Ensure all program media and license numbers and email passwords are stored offsite. - Maintain a secure system that minimises risk from hacking or other attack.	- Assess scope of damage and engage preferred suppliers to source software replacement/repair and determine the outage time. - Instigate manual or recovery processes for key functions if required: - Payroll - Receipting - Creditor payments - Dogs - Email management - Re-establish and bring all information up to date.
Telecommunications Failure	Unlikely	Minor	Low	Review contractual arrangements with suppliers to ensure 24 hour response time to critical failures	- Maintain adequate mobile communications. - Set up phone diversion to mobiles through supplier. - If outage is greater than 24 hours notify community through local radio, Win TV and notices on community notice boards.
Electrical Failure	Possible	Minor	Moderate	Ensure backup of IT system	- Ensure enough UPS capacity to allow for critical transfer of communications to alternative sources. - Initiate diversion of phones to mobiles after a reasonable timeframe and after seeking information on expected outage timeframe..

General Risk Area 1 – Administrative and Governance Services (cont…)

Risk Description	Likelihood	Consequence	Risk Rating	Preventative Action	Contingency Plans
Bomb Threat	Rare	Minor	Low	• Ensure emergency evacuation procedures in place and reviewed regularly.	• Contact police. • Where outage is greater than 2 hours: o implement diversion to mobile phones.
Criminal Activity – Theft and malicious hacking	Unlikely	Minor	Low	• Ensure adequate security system and regular checking and maintenance of security systems (IT and building access). • Ensure procedures and practices in place to limit public access to mobile and critical assets. • Ensure inability to externally access council data or information systems. • Emergency Procedures in place and staff adequately trained • Maintain proper practices to track all equipment (asset register). • Implement and maintain hardware and software firewalls and other security to eliminate external access to IT and data systems. • Hirers of facility provided with access are tracked.	• Contact police. • Source replacement items immediately from a preferred supplier. • Engage preferred supplier for replacement of equipment and restoration of IT data/software systems etc. • Where critical IT outage occurs refer to IT failure contingencies above. • Implement counselling or disciplinary action for staff after investigation is completed (if required).

General Risk Area 1 – Administrative and Governance Services (cont…)

Risk Description	Likelihood	Consequence	Risk Rating	Preventative Action	Contingency Plans
Criminal Activity - Fraud	Unlikely	Insignificant	Low	• Ensure control policies and procedures are adequate and reviewed annually. • Adequate segregation of duties and separate approval processes for at risk activities. • Staff are adequately trained. • Audit Committee regularly tests internal controls. • Limited funds in Council's operating account and float.	• Contact police. • Identify nature of fraud and its impact on operations. • Implement counselling or disciplinary action for staff after investigation is completed (if required).
Flood/Inundation	Unlikely	Major	High	• Review contractual arrangements with suppliers to ensure 24 hour response time to critical failures. • Utilise available mobile pumps to prevent inundation/flood.	• Initiate Incident Response Plan. • Secure equipment, furniture etc • Where outage is greater than 2 hours: o implement diversion to mobile phones. o Begin planning for relocation of staff to another facility if event timeframe is expected to be long term. • Relocate critical equipment to alternate site to ensure basic operation of services. • Notify community of alternate site via local radio, Win TV and notices on community notice boards. • Undertake assessment of damage, obtain quotes and engage suppliers. • Where relocation takes place and/or critical IT outage occurs refer to IT failure contingencies and recovery response plan.

General Risk Area 2 – Engineering and Maintenance Services

Major risk is the inability to provide Council on ground, engineering and maintenance services, including, road and associated infrastructure construction and maintenance activities, airport, Common Wastewater Management System services, parks and gardens, cemetery, public conveniences, waste transfer station and other general asset maintenance.

This risk assessment excludes risk to service provision associated with personnel, which is covered at General Risk Area 3.

Risk Description	Likelihood	Consequence	Risk Rating	Preventative Action	Contingency Plans
Building Fire – partial loss of building	Unlikely	Moderate	Moderate	• Ensure regular maintenance of portable fire fighting equipment. • Ensure training of staff in the use of fire fighting equipment. • Ensure emergency evacuation procedures in place and reviewed regularly. • Ensure regular testing and tagging of all electrical equipment. • Ensure adequate and audible alarms and smoke detectors.	• Secure equipment, furniture & machinery etc . • Undertake assessment of damage, obtain quotes and engage suppliers. • Where damage to critical machinery occurs obtain temporary replacement from hire firm.
Bushfire	Rare	Moderate	Moderate	• Ensure regular maintenance of portable fire fighting equipment. • Ensure training of staff in the use of fire fighting equipment. • Ensure emergency evacuation procedures in place and reviewed regularly. • Ensure adequate and audible alarms and smoke detectors. • Adequate fire breaks are installed.	• Salvage equipment, furniture, machinery etc. • <u>Relocate staff base to Council office and if additional storage required seek alterna</u>tive site (waste transfer station site). • Where damage to critical machinery occurs obtain temporary replacement from hire firm. • Undertake assessment of damage, obtain quotes and engage suppliers.

General Risk Area 2 – Engineering and Maintenance Services (cont…)

Risk Description	Likelihood	Consequence	Risk Rating	Preventative Action	Contingency Plans
Electrical Failure	Possible	Minor	Moderate	• Stand by generators and pumping equipment available for CWMS Scheme and Airport lighting.	• For a significant <u>outage initiate CWMS recovery procedures for flow management.</u> • Utilise available generators for critical activity until power is reinstated. • Obtain fuel from third party whilst power is unavailable for an extended period.
Criminal activity	Possible	Minor	Moderate	• Ensure adequate security system and regular checking and maintenance of security system • Ensure adequate insurance cover • Ensure procedures and practices in place to limit public access to mobile and critical assets. • Mark at risk equipment. • Maintain proper practices to track all equipment (asset register).	• Contact police. • Source replacement items immediately from a preferred supplier. • Engage preferred supplier for replacement of equipment.
Flood/inundation	Unlikely	Minor	Low	• Utilise available mobile pumps to prevent inundation/flood.	• Secure equipment, furniture & machinery etc • Undertake assessment of damage, obtain quotes and engage suppliers. • Where damage to critical machinery occurs obtain temporary replacement from hire firm.
Telecommunications / Radio Failure	Unlikely	Minor	Low	• Review contractual arrangements with suppliers to ensure 24 hour response time to critical failures.	• If the outage is likely to be significant, source hand held two way radios.

General Risk Area 3 - Personnel

Major risk is the inability to provide Council services due to the loss of personnel, including employees and elected members.

Risk Description	Likelihood	Consequence	Risk Rating	Preventative Action	Contingency Plans
Illness/Injury	Rare	Minor	Low	• Staff encouraged to participate in the annual Healthy Lifestyle program. • Provide and encourage sound hygiene practices. • Management and implementation of the Work Health & Safety Program. • Offer annual flu vaccine to staff and elected members at no cost.	• Where there are staff off work for other purposes, contact those staff to determine availability to work. • Source temporary staff from labour hire agencies. • Seek assistance from neighbouring Council's or outside staff resources.
Pandemic	Rare	Moderate	Moderate	• Offer annual flu vaccine to staff and elected members at no cost.	• Where there are staff away from work for other purposes, contact those staff to determine availability to work. • Source temporary staff from labour hire agencies. • Seek assistance from neighbouring Council's or outside staff resources.
Sudden loss of key personnel	Possible	Moderate	High	• Ensure work plans are well documented and regular communication between key personnel is maintained. • Ensure a positive work environment that promotes good communication.	• Seek assistance from local councils and/or Local Government Association until the recruitment of a replacement. • Reprioritise work program, reschedule works to match available resources.

General Risk Area 3 – Personnel (cont…)

Risk Description	Likelihood	Consequence	Risk Rating	Preventative Action	Contingency Plans
Inability to attract suitable key personnel	Possible	Moderate	High	• Provision of a positive and attractive work environment. • Review job specifications and level of remuneration to ensure that we can compete in the market. • Commence recruitment of key personnel well prior to known departure (if departure is known).	• Seek assistance from local councils and/or Local Government Association until the recruitment of a replacement. • Reprioritise work program, reschedule works to match available resources.
Loss of corporate knowledge	Possible	Minor	Moderate	• Ensure documentation of key procedures, processes and job tasks relevant to all positions.	• Regular review and updating of documented procedures, processes and job tasks for all positions.
Industrial dispute	Unlikely	Minor	Low	• Ensure good faith bargaining is maintained in industrial relations negotiations. • Maintain positive workplace communications and provide for an environment where staff can raise grievances and issues.	• Utilise the services of an independent facilitator to hear and suggest resolutions to grievances. • If a resolution cannot be found, and as a last resort strike action occurs, notify the community that the office/depot will be closed.
Contractor failure	Rare	Minor	Low	• Sound tender and contractor documentation with step in rights and/or rights to terminate the contract upon non-performance.	• Council undertake works or short term contract with alternate supplier whilst contract being re let.

Business Impact Analysis

As part of the Business Continuity Plan, a Business Impact Analysis has been undertaken which uses the information in the Risk Assessments to assess the identified risks and impacts in relation to critical business activities and determine basic recovery requirements.

Critical Business Activity

The following table lists the critical business activities that must be performed to ensure Council's business continues to operate effectively.

General Risk Area 1

1. Finance and Accounting
2. Payroll
3. Environmental Health

General Risk Area 2

1. Rubbish Collection
2. Common Wastewater Management System Scheme
3. Public conveniences

Business Impact Analysis Detail

Critical Business Activity	Description	Priority	Impact of Loss *(losses in terms of financial, staffing, loss of reputation etc)*	Recovery Time Objective *(critical period before business losses occur)*
General Risk Area 1	All critical activities to manage Council's key administrative and governance processes: • Finance and Accounting • Payroll • Environmental Health	High	• Cost to re-establish the identified critical services is $205,000. • Staffing numbers will not change however there will be an impact on productivity levels as functions are completed manually or resources are redirected to the recovery process. • The urgent re-establishment of these critical needs may result in Council breaching various statutory and service requirements. • There will be minor impact on customer services which may temporarily reflect upon Council poorly. • The re-establishment of the service will depend on many alternate suppliers, such as: IT and communication suppliers, electricity and software providers.	72 hours

General Risk Area 2	All critical activities to manage Council's on ground, engineering and maintenance services:
	• Rubbish collection
	• Common Wastewater Management System Scheme
	• Public Conveniences
		High	• Re-establishment/Incremental costs :
			  o Rubbish collection - $3,000 contract set up costs plus $3,500 per week (over and above existing resources).
			  o CWMS - $8,800 (based on 3 employees working 24 hours per day for 3 days plus hire of truck and fuel).
			  o Public conveniences – no impact
				72 hours

Critical Business Activity	Description	Priority	Impact of Loss *(losses in terms of financial, staffing, loss of reputation etc)*	Recovery Time Objective *(critical period before business losses occur)*
			• Staffing numbers will not change, however there will be an impact on productivity levels as functions are completed manually or resources are redirected to the recovery process. • The urgent re-establishment of these critical needs may result in Council temporarily breaching various statutory and service requirements. • There will be minor impact on customer services which may temporarily reflect upon Council poorly. • The re-establishment of critical services will depend on many alternate contractors.	

Incident Response Plans

The following incident response plans present detailed plans to address the highest risk areas identified in the risk management assessment outlined earlier in this plan.

The plans are not exhaustive as any major incident will require more detailed and potential long term considerations; however the plans below provide a structured response to major incidents that are of the highest threat to service provision and Council operations.

General Risk Area 1 –
LOSS of ADMINISTRATION BUILDING.

Types of incidents eg: Fire
                         Flood/Inundation
                         Earthquake

[Refer to Attachment for Incident Response checklist at Appendix 2.]

Disaster Recovery Site:

Town Institute, Smillie Street, Robe
or Works Depot, Administration Office, Robe Street, Robe

Task 1 - Immediate Response –
[Loss of Administration Building]

This task provides the necessary command and control to enable the District Council of Robe's Incident Response Team to conduct an initial assessment of the Disaster and to co-ordinate Council's initial response to the disaster.

Incident Response Team

Team Leader: Chief Executive Officer

Team Members: Deputy Chief Executive
                   IT/ Administration Officer
                   Building Inspector
                   Risk Management Officer
                   Works Supervisor
                   CCOWS Coordinator

Recovery Procedure

Incident Response Team Leader to:
Steps to be undertaken:

- Ensure site has been evacuated and all personnel are accounted for.
- Secure site and prevent access.
- Contact emergency services and police.
- Identify any injuries and render assistance.
- Undertake an initial assessment of damage and risks.
- Arrange diversion of phone lines to existing Council mobiles.
- Determine time frame to switch to disaster recovery site.

Recovery Time Objective

Timeframe for this activity is within 24 hours of the incident .

Recovery Location:

Primary Site: Town Institute
Secondary site: Council Depot

Resource Requirements:

Mobile phones

Other considerations:

1. Liaise with Emergency Services and Police.
2. Inform elected members and employees,
3. Inform Press and community where possible.
4. Inform Local Government Risk Services.

Task 2 – Commence operations from Disaster Recovery Site – [Loss of Administration Building]

This task provides the necessary steps to commence core Council operations from the Disaster Recovery site and commence the planning for restoration of services in the short and longer term.

Incident Response Team

Team Leader: Chief Executive Officer

Team Members: Deputy Chief Executive
                            IT/ Administration Officer
                            Risk Management Officer
                            CCOWS Coordinator
                            Works Supervisor

Recovery Procedure

Steps to be taken:

1.   Establish the disaster recovery site.

       *Responsible Person: **Deputy Chief Executive***

       - Layout workspace utilising tables and chairs from Institute.
       - Source telephones and establish telecommunications and redirect calls to landline.
       - Allocate staff to customer service and disaster recovery assistance.
       - Liaise with other Incident Response Team members to determine items to be immediately replaced and what is recoverable.
       - Contact IT Vision, Council's IT Supplier, Stationary supplier, Internode.
       - Recover backup disks from Bank.
       - Recover software stored in Council's records building.
       - Cancel all forward bookings of the Institute.

2.   Assess damage and undertaken salvage operations.

       *Responsible Person[s]: **Chief Executive, Works Supervisor, Building Inspector***

       - Undertake initial assessment of salvageable materials, items and records etc.
       - Contact staff to remove items to the salvage site (Institute or works depot).

3.   Coordinate all communications, media and elected members, Local Government insurers and general co-ordination of recovery process:

*Responsible Person: **Chief Executive***

- Liaise with Mayor to issue a media statement.
- Coordinate meetings of Incident Response Team
- Authorise all immediate purchasing requirements.
- Liaise with Council's insurers.

Recovery Time Objective

It is the aim of the recovery plan to achieve this task within **72 hours**.

Resource Requirements:

- Office furniture and stationery
- Administration and works staff
- IT Hardware and software
- Communications (land line and internet)

Task 3 – Assess damage and prepare medium term recovery plans – [Loss of Administration Building]

This task provides the necessary steps to commence planning for medium term operations from the Disaster Recovery Site.

Incident Response Team

Team Leader: Chief Executive

Team Members: Deputy Chief Executive
                                 IT/ Administration Officer
                                 Building Inspector
                                 Risk Management Officer
                                 Coordinator of CCOWS
                                 Works Supervisor

Recovery Procedure

Steps to be taken:

1.   Establish the disaster recovery site for full operations in the medium to longer term.

      *Responsible Officer: **Deputy Chief Executive***

      - Recover data to pre disaster state.
      - Bring all records up to date.
      - Contact all necessary persons to inform of incident, expected delays and seek documentation where necessary.
      - Establish necessary equipment and infrastructure requirements to provide full operations from recovery site including demountable buildings and other office accommodation.

2.   Finalise damage assessment and commence planning for re-establishing services through full or partial rebuild.

      *Responsible Officer: **Chief Executive, Building Inspector, Works Supervisor***

      - Undertake assessment of building and determine action to fully or partially rebuild and make recommendation to Council.

3.   Coordinate all communications, media and elected members, Local Government insurers and general co-ordination of recovery process.

      *Responsible Officer: **Chief Executive***

      - Oversee assessment and recovery.
      - Coordinate meetings of Incident Response Team
      - Oversee planning for medium term operation from Disaster Recovery Site (6-12 months).

<u>Recovery Time Objective</u>

4 weeks

<u>Resource Requirements:</u>

- IT contractors
- Additional infrastructure as identified.
- Contractors to clean up disaster site.

Task 4 – Long term recovery plan and relocation to permanent Council office building –
[Loss of Administration Building]

This task provides the necessary steps to finalise planning, rebuilding and recommencement of operation from the permanent Council office building.

Incident Response Team

Team Leader: Chief Executive

Team Members: Mayor,
                   Deputy Chief Executive
                   IT/ Administration Officer
                   Building Inspector
                   Works Supervisor

Recovery Procedure

Steps to be taken:

*Responsible Officer: **Chief Executive***

1.   Establish working party to:

        • Review options for location of new premises
        • Undertake design and tendering processes
        • Oversee construction new premises.
        • Oversee commissioning of new premises.

2.   Present review findings to Council for decision.

3.   Appoint architect, exterior and interior designers, engineers and other necessary assistance to design, specify and document new premises.

4.   Issue tenders, appoint contractor and commence construction.

5.   Commission new premises and commence operations from new building.

Recovery Time Objective

From the commencement of this task, after 4 weeks from the incident, it is the target to have all Council functions permanently operating from the rebuilt Council office in 12 months

Resource Requirements:

- Planning assistance
- Consultants/architects
- Contractors

General Risk Area 1 –

COMPLETE IT HARDWARE FAILURE

[Refer to Attachment for Incident Response checklist at Appendix 2.]

This task provides the necessary steps to recover Council's IT system as a result of complete failure resulting in replacement of the IT System.

Incident Response Team

Team Leader: Chief Executive

Team Members: Deputy Chief Executive,
                    IT/ Administration Officer
                    Risk Management Officer
                    [IT Consultant]

Recovery Procedure

Steps to be taken:

1.   Assess severity of outage through Council's IT provider and
      determine likely outage time.

2.   Seek quotations and place orders for replacement components.

3.   Contact Council's insurers and police if necessary.

4.   Inform Council, community and business contacts (ie banks,
      creditors and contractors) of potential delays in providing services.

5.   Set up and install new hardware. Install all software and restore from
      backups.

6.   Reconcile and rebuild all data.

Recovery Time Objective

2 weeks

Resource Requirements:

- IT Suppliers (hardware/software, IT Vision, Internode, ………)

General Risk Area 2 –
LOSS of DEPOT BUILDINGS

Types of incidents eg: Fire
                         Flood/Inundation
                         Earthquake

[Refer to Attachment for Incident Response checklist at Appendix 2.]

Disaster Recovery Site: Council Administration

Task 1 - Immediate Response –
[Loss of Depot Buildings

This task provides the necessary command and control to enable the District Council of Robe's Incident Response Team to conduct an initial assessment of the Disaster and to co-ordinate Council's initial response to the disaster.

Incident Response Team

Team Leader: Chief Executive

Team Members: Deputy Chief Executive
                      Works Supervisor
                      IT/ Administration Officer
                      Risk Management Officer

Recovery Procedure

Steps to be undertaken:

- Ensure site has been evacuated and all personnel are accounted for.
- Secure site and prevent access
- Contact emergency services and police
- Identify any injuries and render assistance
- Engage Incident Response Team
- Undertake an initial assessment of damage and risks
- Team leader determines time frame to switch to disaster recovery site.

- Arrange diversion of phone lines to existing Council mobiles.

Recovery Time Objective

Timeframe for this activity is within 1 hour of being called by the Incident Response Team Leader.

Recovery Location:

Primary Site: Council Administration

Secondary site: …………………………………………

Resource Requirements:

Mobile phones

Other considerations:

1. Secure the affected area as necessary.
2. Restrict access to the building/site
3. Liaise with Emergency Services and Police
4. Inform Local Government Risk Services
5. Inform Elected members, employees,
6. Liaise with mayor to make a press release

Task 2 – Commence operations from Disaster Recovery Site –
[Loss of Depot Buildings].

This task provides the necessary steps to commence core Council operations from the Disaster Recovery site and commence the planning for restoration of services in the short and long term.

Incident Response Team

Team Leader: Chief Executive

Team Members: Deputy Chief Executive
                Works Supervisor
                IT/ Administration Officer
                Risk Management Officer

Disaster Recovery Site:

Primary Site: If Depot Site can be utilised, District Council of Robe Depot, Robe Street, Robe

Secondary site: Town Institute, Smillie Street Robe

Recovery Procedure

Steps to be taken:

1.   Establish the disaster recovery site.

        *Responsible Person: **Works Supervisor***

        • Establish appropriate temporary depot site on land adjacent to the current depot.
        • Administration function to resume from Council office.
        • Liaise with other Incident Response Team members to determine items to be immediately replaced and what is recoverable.

2.   Assess damage and undertaken salvage operations.

        *Responsible Person: **Works Supervisor and Building Inspector***

        • Undertake initial assessment of salvageable materials, items and records etc.
        • Engage staff to remove items to the salvage site (District Hall supper room).

3.   Coordinate all communications, media and elected members, Local Government insurers and general co-ordination of recovery process:

*Responsible Person: **Chief Executive Officer***

- Liaise with Mayor and issue a media statement.
- Oversee assessment and recovery.
- Coordinate meetings of Incident Response Team
- Liaise with Council's insurers.
- Authorise all immediate purchasing requirements

Recovery Time Objective

It is the aim of the recovery plan to achieve this task within 72 hours.

Recovery Location:

Primary Site: If Depot Site can be utilised, District Council of Robe Depot, Robe Street, Robe

Secondary site: ……………………………

Resource Requirements:

- Office furniture and stationery
- Administration and works staff
- IT Hardware and software
- Communications (land line and internet)

Task 3 – Assess damage and prepare medium term recovery plans – [Loss of Depot Buildings].

This task provides the necessary steps to commence planning for medium term operations from the Disaster Recovery Site.

<u>Incident Response Team</u>

Team Leader: Chief Executive Officer

Team Members: Deputy Chief Executive
                     Works Supervisor
                     IT/ Administration Officer
                     Risk Management Officer

<u>Recovery Procedure</u>

Steps to be taken:

1.   Establish the disaster recovery site for full operations in the medium to longer term.

       *Responsible Person: **Works Supervisor, IT/ Administration Officer***

       - Establish appropriate temporary depot site on land adjacent to the current depot.
       - Administration function to resume from Council office [or alternate site].
       - Contact all necessary persons to inform of incident, expected delays and seek documentation where necessary.
       - Liaise with Chief Executive Officer to establish necessary equipment and infrastructure requirements to provide full operations from recovery site.

2.   Finalise damage assessment and commence planning for re-establishing services through full or partial rebuild.

       *Responsible Officer: **Works Supervisor and Building Inspector.***

       - Undertake assessment of building and determine action to fully or partially rebuild and make recommendation to Council.

3.   Coordinate all communications, media and elected members, Local Government insurers and general co-ordination of recovery process.

       *Responsible Officer: **Chief Executive Officer***

       - Oversee assessment and recovery.
       - Coordinate meetings of Incident Response Team

- Oversee planning for medium term operation from Disaster Recovery Site (6-12 months).

Recovery Time Objective

4 weeks

Recovery Location:

Primary Site: If Depot Site can be utilised, District Council of Robe Depot, Robe Street, Robe.

Secondary site: ……………………………………………

Resource Requirements:

- IT contractors
- Additional infrastructure as identified.
- Contractors to clean up disaster site.

Task 4 – Long term recovery plan and relocation to permanent Council depot building – [Loss of Depot Buildings].

This task provides the necessary steps to finalise planning, rebuilding and recommencement of operation from the permanent Council depot building.

Incident Response Team

Team Leader: Chief Executive Officer

Team Members: Working Party Appointed by Council

Recovery Procedure

Steps to be taken:

Responsible Officer: **Chief Executive Officer, Works Supervisor**

1.   Establish working party to:

  - Review options for location of new premises
  - Undertake design and tendering processes
  - Oversee construction new premises.
  - Oversee commissioning of new premises.

2.   Present review findings to Council for decision.

3.   Appoint architect, exterior and interior designers, engineers and other necessary assistance to design, specify and document new premises.

4.   Issue tenders, appoint contractor and commence construction.

5.   Commission new premises and commence operations from new building.

Recovery Time Objective

From the commencement of this task, after 4 weeks from the incident, it is the target to have all Council function permanently operating from the Council office in 12 months

Resource Requirements:

  - Planning assistance
  - Consultants/architects
  - Contractors

Evacuation Procedures

GO Pack

If there is damage to the Administration building or if it must be evacuated and operations need to be moved to the Disaster Recovery Site, the "GO Pack" emergency kit can be picked-up and quickly and easily carried off-site. Additionally a pack has been stored in the records repository at the Depot site, Robe Street, Robe.

Those items and documents included in District Council of Robe's "Go-Pack" are:

Documents:
- Business Continuity Plan incorporating key contact list.
- Building site plan (this could help in a salvage effort), including location of gas, electricity and water shut off points.
- Evacuation plan.
- Latest stock and equipment inventory.
- Headed stationery and company seals and documents.
- Sufficient records to undertake manual transaction processing (ie, creditors, contractors, banks, etc)
- Procedure manuals
- Instructions for the diversion of telephone lines.

Equipment:
- Spare keys/security codes.
- Message pads and flip chart.
- Marker pens (for temporary signs).
- General stationery (pens, paper, etc).

Building Evacuation Procedures

Relevant procedures and plans are developed, displayed and practiced in accordance with Council's OHS & W Emergency Policy & Procedures, as provided for at Appendix 4.

Key Contact Sheet

Contact List – Internal

Person	Position	Mobile Number	Home Number
Roger Sweetman	Chief Executive	0429 799 526	
Nick Brown	Deputy Chief Executive	0419 464 164	
Trevor Hondow	Supervisor Works	0429 646 076	
Robyn Paterson	CCOWS Coordinator	0429 682 002	
Milan Hodak	Building Inspector	0438 672 033	
Paula Bigmore	IT/ Administration Officer		

Contact List – Key External

Key contacts	Contact number/s
Police	000
CFS	000
SES	000
Ambulance	000
Medical	8768 2012
Security	1300 365151
IT Vision [Vicki Wenham]	8354 3366
Water and Sewerage	1300 883 121
Electricity	13 1366
Telephone [Telstra]	1800 687 829
Local Government Risk Services – Asset/Income Insurance Scheme's	8235 6444

Local Government Risk Services - Workers   8235 6410
Compensation Scheme
Local Government Risk Services – Mutual   8235 6444
Liability Scheme
Local Government Association   8224 2000
Local Government Finance Authority   8223 1550

Coastal Leader   8767 2999
ABC Radio SE   8724 1000
WIN TV   8721 8888

Event Log

The Event Log is to be used to record information, decisions and actions in the period immediately following the critical event or incident.

Date	Time	Information / Decisions / Actions	Initials

Maintain and Review

The plan will be amended as required to ensure any new threats, staffing and member changes or any other factors arise that require the reviewing of the plan.

The Senior Officers Group shall be charged with practicing and reviewing the plan on a periodic basis.

Review Date	Reason for Review	Changes Made

Action plan for implementation

Action	Responsible Officer	Timeframe
Commence planning and undertake test of documented incident plans.	Chief Executive and Deputy Chief Executive Officer	Annually
Review document as a result of test and in preparation for Council.	Chief Executive and Deputy Chief Executive Officer	Annually
Investigate and document the procedure to divert Council land lines to mobile phone (both from existing land lines and in the event the land lines are destroyed)	IT/ Administration Officer	
Prepare 'Go Pack' with contents as identified in this Plan	Administration and VIC Officer	
Investigate contractual requirements for radio failure and alternative contingency plans for methods of communications for works staff.	Works Supervisor	

Appendix 1 – Risk Analysis Matrix

The following risk analysis matrix used in this plan has been developed using AN/NZS 4360:2004 Risk Management as a guide.

Likelihood	Consequence				
	Insignificant	*Minor*	*Moderate*	*Major*	*Catastrophic*
Almost Certain	High	High	Extreme	Extreme	Extreme
Likely	Moderate	High	High	Extreme	Extreme
Possible	Low	Moderate	High	Extreme	Extreme
Unlikely	Low	Low	Moderate	High	Extreme
Rare	Low	Low	Moderate	High	High

Consequence Scale

The following table provides a description of each consequence descriptor used in this plan.

Descriptor	Description
Insignificant	No disruption to business functionality. No staff displaced.
Minor	Disruption to one or two business functions. Some staff displaced for less than 24 hours. Some damage to facilities.
Moderate	Disruption to a number of business functions. Long term alternatives are available. Staff may be displaced for more up to 72 hours. Damage to facilities.
Major	Considerable disruption to business functions for a significant period. Staff displaced for weeks or months. Significant damage to facilities.
Catastrophic	All business functions not available. General and widespread displacement for extended duration. Extensive damage to facilities requiring rebuilding.

Likelihood scale

Descriptor	Description
Almost Certain	Is expected to occur in most circumstances.
Likely	Will probably occur in most circumstances.
Possible	Might occur at some time.
Unlikely	Not expected to occur.
Rare	May occur only in exceptional circumstances.

Appendix 2 – Immediate Response Checklist

INCIDENT RESPONSE	✓	ACTIONS TAKEN

Have you:

- assessed the severity of the incident? ❑

- evacuated the site if necessary? ❑

- accounted for everyone? ❑

- identified any injuries to persons? ❑

- contacted Emergency Services? ❑

- implemented your Incident Response Plan? ❑

- started an Event Log? ❑

- activated staff members and resources? ❑

- gained more information as a priority? ❑

- briefed team members on incident? ❑

- allocated specific roles and responsibilities? ❑

- identified any damage? ❑

- identified critical business activities that have been disrupted? ❑

- kept staff informed? ❑

- contacted key stakeholders? ❑

- understood and complied with any regulatory/compliance requirements? ❑

- initiated media/public relations response? ❑

Appendix 3 – Incident Recovery Checklist

INCIDENT RESPONSE	✓	**ACTIONS**

Now that the crisis is over have you:

- refocused efforts towards recovery? ❑

- deactivated staff members and resources as necessary? ❑

- continued to gather information about the situation as if effects you? ❑

- assessed your current financial position? ❑

- reviewed cash requirements to restore operations? ❑

- contacted your insurance broker/company? ❑

- developed financial goals and timeframes for recovery? ❑

- kept staff informed? ❑

- kept key stakeholders informed? ❑

- identified information requirements and sourced the information? ❑

- set priorities and recovery options? ❑

- updated the Recovery Plan? ❑

- captured lessons learnt from your individual, team and business recovery? ❑

Appendix 4 – Emergency Management Policy & Procedure

WHS Emergency Management Policy

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Page 45 of 75

Policy Reference Number:	6
First Issued/Approved:	January 2010
Review Frequency:	Every 3 years
Last Reviewed:	August 2015 13 October 2015 (128/2016 Council meeting)
Next Review Date:	August 2018
Responsible Officer:	Chief Executive
Applicable Legislation:	Work, Health and Safety Act 2012 Work, Health and Safety Regulations 2012
Version	3

Policy

The District Council of Robe is committed to achieving a high level of pro-active work health and safety (WHS) management in line with the organisational purpose of to proactively protect and manage Local Governments' employee injury risks today and into the future.

To facilitate this Council has implemented Work Health and Safety Emergency Management system as part of the 'One System' for the effective management of any foreseeable emergencies in accordance with legislative requirements and the Performance Standards for Self Insurers (PSSI).

The WHS Emergency Management system provides Councils emergency control framework and response guidance, with the intention of preventing injury to workers, visitors and neighbouring people and damage to premises, in emergency situations.

The key element of the organisations WHS emergency management system is;

- WHS Emergency Management procedure.
- First Aid Procedure

The organisation will regularly review in consultation with relevant workers, their representatives, subject area experts and other duty holders (as necessary)

- the effectiveness of this policy and supporting procedures to identify opportunities for continuous improvement
- adherence to this policy and the supporting procedure and take appropriate action where non-compliances are found.

Responsibilities

The senior management team are accountable for checking that adequate resources are identified and provided to enact this policy and supporting procedures effectively.

Supervisors/Managers are accountable for:

- bringing this policy and supporting procedures to the attention of affected workers

- Monitoring through their supervisory activities that the policies and procedures are adhered to.

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Page 46 of 75

- Consulting in relation to the effectiveness of the policy and procedure.

Supervisors/Managers are accountable for checking that workers have had appropriate training to undertake the activities identified within this policy and supporting procedures.

Affected workers are accountable for;

- Adhering to the requirements of this policy and supporting procedures, or report any inability to do so to management at the earliest opportunity.

- Reporting any identified opportunity for **continuous** improvement regarding WHS Emergency Management.

Legislation

South Australian Work Health and Safety Act, 2012

South Australian Work Health and Safety Regulations, 2012

Local Government Act, 1999

References

Australian Standard 3745-2010 Planning for Emergencies in Facilities

Return to Work SA (formally WorkCover) Performance Standards for Self Insurers (PSSI)

Review

This WHS Emergency Management Policy shall be reviewed by the WHS Working Party at minimum within (3) three years of issue date, (or on significant change to legislation or aspects included in this policy that could affect the Health, Safety of workers.

SIGNED: ……………………………………   ……………………………………………

                            CE   Chairperson, WHS Working Party

          Date: _____/_____/_____   Date: _____/_____/_____

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Page 47 of 75

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Page 48 of 75

Document History:	Version No:	Issue Date:	Description of Change:
	1.0	Sept 2009	New Document, September 2009
	2.0	May 2013	Terminology changes to reflect 2012 WHS act and Regulations. Examples include; OHS to WHS and employee to worker where appropriate. Update superseded AS to 3745, include issue date in document history section correct review date to 2015
	3.0	August 2015	Changed vision statement to organisation purpose in first paragraph. Updated WorkCover references to Return to Work SA.
		13 October 2015	Adopted by Council

WHS Emergency Management Procedure

Procedure Reference Number:	6.1
First Issued/Approved:	28 February 2013
Review Frequency:	Every 3 years
Last Reviewed:	September 2013 3 May 2016
Next Review Date:	September 2019
Responsible Officer:	Chief Executive
Applicable Legislation:	Work, Health and Safety Act 2012 Work, Health and Safety Regulations 2012
Relevant Policies:	WHS Emergency Management
Version	3

1. Overview

- The District Council of Robe recognises its legislative obligation to establish an emergency management system that systematically identifies potential emergency events and plans to eliminate or minimise the risk. The development of an emergency management plan should provide emergency procedures, the frequency and testing of the emergency procedures and the information, training and instruction required for relevant workers in relation to implementing the emergency procedures, in order to meet the requirements of the WHS legislation and our WHS Policy.

-

- Our emergency management objectives are:

- To enable an effective response to any given emergency event, in the shortest possible time to minimise the loss of live and/or injury to persons and to minimise the damage to property

- To restore our day to day operations to normal.

This procedure aims to ensure:

- All reasonably foreseeable emergency situations have been identified and the risk assessed.

- An emergency management plan has been developed, tested and training provided.

- Evacuation procedures are developed, implemented and maintained.

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Page 50 of 75

- Emergency service organisations are notified (where relevant) at the earliest opportunity.

- Systems are in place for obtaining medical treatment and assistance.

- There is an effective communication between the Chief Executive to coordinate the emergency response and persons at the workplace in the event of an emergency.

- The Regulator is notified in the event of a Notifiable Incident, as soon as is reasonably practicable;

- The frequency of testing of the emergency procedures is determined based on a risk based approach, implemented and effectively carried out.

- Information, training and instruction is provided to relevant workers in relation to implementing the emergency procedures.

- The emergency plan for the workplace is maintained so that it remains effective.

SIGNED: ……………………………   ………………………………………
           Chief Executive   Chairperson, WHS Working Party

           Date: _____/_____/_____   Date: _____/_____/_____

2. Core components

- The core components of our Emergency Management Procedure aim to ensure:

- A system is in place for the identification and recording of all reasonably foreseeable emergencies

- Appropriate personnel are identified, appointed and available to deal with emergencies

- An emergency management plan and evacuation plan have been developed and implemented

- Appropriate training has been provided

- Maintaining and testing of emergency management systems occurs

- Rescue arrangements are identified, practiced and implemented.

-

-

3. Definitions

Assembly area(s)	The designated place or places where people assemble during the course of an evacuation.
	(as defined by Australian Standard AS 3745-2010: Planning for

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Page 51 of 75

	emergencies in facilities)
Bomb threat	A threat, written or verbal, delivered by electronic, oral, or other medium, threatening to place or use an explosive, chemical, biological, or radiological device at a time, date, place or against a specific person or organization. It is not necessary for any other action to be taken by the offender. (as defined by Australian Standard AS 3745-2010: Planning for emergencies in facilities)
Competent person	A person who has acquired through training, qualification or experience, the knowledge and skills to carry out the task. (as defined by WHS Regulations 2012, Regulation 3. See also Australian Standard AS 3745-2010: Planning for emergencies in facilities)
Dangerous Incident	An incident in relation to a workplace that exposes a worker or any other person to a serious risk to a person's health or safety emanating from an immediate or imminent exposure to— • an uncontrolled escape, spillage or leakage of a substance; or • an uncontrolled implosion, explosion or fire; or • an uncontrolled escape of gas or steam; or • an uncontrolled escape of a pressurised substance; or • electric shock; or • the fall or release from a height of any plant, substance or thing; or • the collapse, overturning, failure or malfunction of, or damage to, any plant that is required to be authorised for use in accordance with the regulations; or • the collapse or partial collapse of a structure; or • the collapse or failure of an excavation or of any shoring supporting an excavation; or • the inrush of water, mud or gas in workings, in an underground excavation or tunnel; or • the interruption of the main system of ventilation in an underground excavation or tunnel; or • any other event prescribed by the regulations, but does not include an incident of a prescribed kind. (as defined by WHS Act 2012, section 37)
Emergency	An event that arises internally, or from external sources, which may adversely affect the occupant or visitors in a facility, and which requires an immediate response. (as defined by Australian Standard AS 3745-2010: Planning for emergencies in facilities)
Emergency control point	The location from which the chief warden can establish control, communication and coordination and liaise with the Emergency Services (as defined by Australian Standard AS 3745-2010: Planning for

	emergencies in facilities, p.22)
Emergency control organization (ECO)	A person or persons appointed by the emergency planning committee to direct and control the implementation of the facility's emergency response procedures. (as defined by Australian Standard AS 3745-2010: Planning for emergencies in facilities) and consists of : • A chief warden or equivalent as a minimum The following positions shall be included if they are deemed necessary by the EPC and in accordance with the requirements of AS 3745 • Deputy chief warden • A communications officer and deputy • Floor/ area wardens and deputies • Wardens and deputies • First aid officers
Emergency planning committee (EPC)	Persons responsible for the documentation and maintenance of an emergency plan. (as defined by Australian Standard AS 3745-2010: Planning for emergencies in facilities)
Emergency Service Organisation	(a) An emergency services organisation within the meaning of the Fire and Emergency Services Act 2005; and (b) SA Ambulance Service Inc.; and (c) South Australia Police; and (d) In relation to a particular emergency within the meaning of the Emergency Management Act – the control agency for the emergency under that Act (as defined by WHS Regulations 2012, Regulation 3)
Facility	A building, structure or workplace that is, or may be, occupied by people (occupants). (as defined by Australian Standard AS 3745-2010, Planning for emergencies in facilities)
Management Team	The District Council of Robe's Management Team consists of Executive Officer, Deputy Executive Officer, Director of Childcare, Works Operations Co-ordinator and persons acting in these roles.
Notifiable Incident	Means— • the death of a person; or • a serious injury or illness of a person; or • a dangerous incident. [as defined by WHS Act 2012, section 35]

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Occupant warning equipment	Systems and devices that operate to alert people within a facility to an emergency.
	(as defined by Australian Standard AS 3745-2010: Planning for emergencies in facilities)
Personal emergency evacuation plan (PEEP)	An individualized emergency plan designed for an occupant with a disability who may need assistance during an emergency.
	(as defined by Australian Standard AS 3745-2010: Planning for emergencies in facilities)
Regulator	Means SafeWork SA or Office of the Technical Regulator (OTR)
Refuge	An area on a floor or area that is specifically designed to protect people from heat, smoke and toxic gases and which provides direct access to an exit.
	[as defined by Australian Standard AS 3745-2010: Planning for emergencies in facilities]
Serious injury or illness	Means an injury or illness requiring the person to have—
	• immediate treatment as an in-patient in a hospital; or
	• immediate treatment for—
	• the amputation of any part of his or her body; or
	• a serious head injury; or
	• a serious eye injury; or
	• a serious burn; or
	• the separation of his or her skin from an underlying tissue (such as degloving or scalping); or
	• a spinal injury; or
	• the loss of a bodily function; or
	• serious lacerations; or
	• medical treatment within 48 hours of exposure to a substance,
	and includes any other injury or illness prescribed by the regulations but does not include an illness or injury of a prescribed kind.
	(as defined by WHS Act 2012, section 36)

4. Procedure

4.1. Emergency planning committee (EPC)

    4.1.1. The management team should establish an EPC. The EPC will be a sub-committee of the WHS Working Party and reports directly to the Chief Executive.

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Page 54 of 75

4.1.2.   The EPC should consist of no less than two people who represent facility stakeholders, one of whom should hold senior management responsibility. Committee members may include the chief warden, management representatives, tenant representatives (if any), specialists, facility personnel such as maintenance engineers and where available, an occupant with a disability.

4.1.3.   At least one member of the EPC should be a competent person in this subject area.

4.1.4.   External contractors, consultants or others engaged by the facility to provide specialist advice may attend EPC meetings, but should not be members of the EPC.

4.1.5.   The management team should obtain professional advice on the level of indemnity provided to EPC members and the EPC members should be advised of the level of indemnity provided.

4.2.   Role of EPC

The EPC should:

4.2.1.   Meet at least annually and keep minutes of its activities.

4.2.2.   Check that reasonably foreseeable events that could produce emergency situations have been identified, the risk associated with these events assessed and the findings recorded on the Council's CAPA Register.

a.   General emergency situations to consider should include but not be limited to events and scenarios arising from administrative premises, depots and depot activities, swimming pools, ponds and lakes, libraries, public halls and theatres, volunteer activities, home and community care programs, etc. Such situations may be:

- Internal to Council premises e.g. fire, smoke, explosion, chemical spill or leakage, failure of utilities (e.g. gas, electricity, sewerage or water), flood, bomb threat; armed robbery, assault or hostage situation, medical emergencies, electric shock, fall from one level to another, crush injuries, rescue from confined space and response to deployment of fall arrest systems (to prevent suspension trauma).

- External to Council premises e.g. vehicle accident; rescue arrangements for remote and isolated work, persons working over water, those working in a confined space and or using a fall arrest system, external fire, bushfire, severe storm, earthquake, medical emergencies including heat stroke, hypothermia and electric shock, envenomation (e.g. ant, bee or wasp sting, snake or spider bite etc), fall from one level to another, crush injuries, pandemic illness.

- Within Council premises that might affect other businesses or activities e.g. fire, smoke, explosion, chemical spill or leakage, failure of utilities (e.g. gas, electricity, sewerage or water), flood, bomb threat.

4.2.3.   Develop, communicate and maintain the currency of an emergency plan for each Council facility by:

a.   Ensuring persons, including visitors are made aware of emergency response procedures.

b.   Testing and reviewing emergency response procedures regularly on a risk priority basis. The frequency of testing should be determined by risk assessment and documented in a testing schedule.

c.   Testing emergency evacuation arrangements at least every twelve months.

d.   Ensuring a permanent record of events for emergency occurrences is retained.

4.2.4. Make sure that resources are provided to establish and implement an emergency management plan.

4.2.5. Establish an Emergency Control Organisation (ECO) and ensure a current register of ECO members is readily available.

4.3.   Workplace Emergency Management Plan

4.3.1. The plan should be based on the assessment undertaken in 4.2.2.

4.3.2. The plan should be facility specific and take into account the items described in Appendix 1.

Note: a checklist for emergency plans is provided in Appendix 2.

4.3.3. The plan should be structured so that it may be easily amended if required, including following organisational change, alterations to fire safety and emergency features, the identification of a deficiency or a scheduled review.

4.3.4. If the quantity of a hazardous chemical, as set out in Schedule 11 of the WHS Regulations 2012, used, handled, generated or stored at Council workplaces exceeds the manifest quantity for that hazardous chemical, a copy of the emergency plan must be given to the emergency services.

4.4.   Emergency response procedures

4.4.1. The EPC is responsible for determining the specific information to be included in emergency response procedures.

4.4.2. Mandatory requirements for inclusion are:

a.   Warning and communication methods, including the activation of alarms and alerting staff and other people at the workplace.

b.   The ECO, occupant and visitor evacuation actions.

c.   The extent of evacuation and evacuation procedures necessary for differing emergencies.

d.   Refuge and or assembly area location(s).

e.   The steps necessary for an effective response to an emergency.

f.   The communication arrangements between the (nominated person) to coordinate the emergency response and all other persons at the workplace.

g.   The method and process required to notify emergency service organisations at the earliest opportunity.

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Page 56 of 75

      h.   Access to medical treatment and assistance and consideration of how emergency services would get close to the relevant work area.

      i.   The use and maintenance of equipment required to deal with specific types of emergencies (for example, spill kits, fire extinguishers, EWIS and automatic response systems such as sprinklers).

      j.   The allocation of roles and responsibilities for specific actions in an emergency to persons with appropriate skills.

4.4.3.   Elements to consider for inclusion (as relevant) are:

      a.   After hours procedures.

      b.   Communications equipment that provides clear lines of communication between the person authorised to co-ordinate the emergency response and all persons at the workplace.

      c.   Evacuation arrangements for persons with a disability.

      d.   Impact of particular emergencies on evacuation routes.

      e.   Characteristics of and hazards from external sources.

      f.   Organisational arrangements including human resources.

      g.   People unfamiliar or who require special assistance with the emergency response procedures.

      h.   Roles of specialist staff.

      i.   Use and characteristics of the facility.

      j.   The actions required to limit vehicle movement during an emergency.

      k.   Any specific procedures for critical functions such as power shut off.

      l.   Any Council specific high risk situations (for example, public events, pools etc).

      m.   Potential traffic restrictions.

      n.   The distribution of emergency phone numbers, including out-of-hours contact numbers.

4.4.4.   Other recommendations for inclusion could be:

      a.   Occupants and visitors being asked to take personal effects with them during evacuation.

      b.   Communications with neighbouring facilities.

      c.   Identification of a control / coordination / communication point.

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    d.   Information and instruction on the use of emergency response equipment.

    e.   Personal Emergency Evacuation Plans (PEEPs) for occupants with a disability.

    f.   First aid officer duties.

    g.   Nominated persons responsible for contact with the media.

4.5. Consultation

4.5.1. The emergency plan and emergency response procedures should be subject to the WHS consultation process in accordance with the procedures outlined in the 4.1 WHS Consultation & Communication Procedure document.

4.5.2. EPC minutes should record that approval of the plan and procedures has occurred.

4.5.3. The approved plan and procedures should be made readily available to the EPC, ECO, workers and other stakeholders via the intranet and/or displayed in readily accessible locations.

4.6. Evacuation diagram

4.6.1. An evacuation diagram should include the requirements outlined in Appendix 3.

4.6.2. The EPC shall determine the number of and location of evacuation diagrams.

4.6.3. Diagrams shall be positioned at a height not less than 1200mm and not more than 1600mm above the floor and be correctly orientated with regard to the direction of egress and its location to the 'YOU ARE HERE' point. Where an assembly area diagram is included, the location of the assembly area should have the same orientation to the rest of the diagram.

4.7. Emergency Control Organisation (ECO)

4.7.1. The EPC, in consultation with the management team, should identify the roles and responsibilities of persons involved in the management of emergencies (including delegates in the event of absence) and the implementation of Council's Emergency Management plans. These appointed persons constitute and are known as the ECO.

4.7.2. The primary role of members of the ECO is to confirm that life safety takes precedence over asset protection.

    a.   Each ECO member should have clearly documented pre-emergency, emergency and post-emergency duties and responsibilities.

    b.   During an emergency, the duties of the ECO should be carried out only if safe to do so.

4.7.3. The ECO should consist of a minimum of one person appointed to the role of chief warden but depending on Council or prescribed body size, may include the following positions as relevant:

    a.   Deputy warden

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Page 58 of 75

      b.   Communications officer

      c.   Floor or area wardens

      d.   Wardens

      e.   Deputies for all positions.

4.7.4.   ECO members shall be identifiable by the use of coloured apparel (helmet, caps, hats, vests or tabards) that shall be at least one of the following: The following colours should be used for ECO identification

      a.   Chief warden - white

      b.   Deputy chief warden - white

      c.   Communications officer - white

      d.   Floor/Area warden - yellow

      e.   Warden - red

      f.   Designated first aid officers – white cross on green background.

NOTE: Due to the possibility of confusion between safety vests and clothing with ECO identification, fluorescent colours should not be used for ECO identification.

4.7.5.   An up-to-date register of all ECO personnel should be kept readily available, with or via the chief warden.

4.8.   Emergency response drills

4.8.1.   The EPC should schedule emergency response exercises at least 12 months in advance and at a frequency sufficient to enable effective response to an emergency and make sure all District Council of Robe buildings and each work area participate in at least one evacuation exercise annually.

4.8.2.   Evacuation exercises will be conducted by the ECO with prior notice being given to workers. Emergency announcements should clearly state that the activity is an exercise.

4.8.3.   The EPC should establish targets for evacuations or other emergency response exercises, which may include number of active participants.

4.8.4.   Evacuation and other emergency response exercises should be attended by observers with checklists, who should record the level of achievement against stated objectives.

4.8.5.   A debrief should be held after each emergency response exercise.

4.8.6.   The chief warden should provide a report to the management team and the WHS committee after each emergency response exercise has been completed.

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Page 59 of 75

4.9. Monitoring and review of emergency plan and emergency response procedures

4.9.1. The EPC should meet at least annually and shall:

a. Review and update the hazard/risk/corrective actions register to ensure all reasonably foreseeable emergency situations have been identified.

b. Identify, analyse and implement any changes associated with the governance of emergency situations.

c. Check that positions on the EPC and ECO are filled and up to date lists of EPC and ECO personnel are displayed in a readily accessible location.

d. Schedule training for EPC and ECO personnel and evaluate for effectiveness.

e. Maintain and review the adequacy of emergency signage, including evacuation diagrams and emergency equipment.

f. Check that the schedules for testing and/or maintenance of emergency equipment have been met.

g. Check that any faulty emergency equipment has been repaired or removed from service when indicated by inspection, testing or maintenance.

h. Schedule exercises to test the emergency response processes /steps.

i. Assess and evaluate the drill or real responses and identify and implement corrective or preventative actions to ensure continued system effectiveness.

j. Review the effectiveness of the plan and procedures and identify and implement any corrective and preventative actions.

k. Any other activity as required.

4.9.2. The outcomes of the review process should be reported to the management team and the WHS committee after each EPC meeting.

4.9.3. The management team should direct action as required.

4.10. Emergency response (as per the emergency response procedures)

4.10.1. Any person discovering an emergency situation shall:

a. Assess the situation.

b. Warn people in the area or on the floor of any immediate danger.

c. Raise the alarm.

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      d.   Take any steps to control the situation, if it is safe to do so.

      e.   Follow any instructions given by ECO personnel.

4.10.2. On being notified of an emergency situation, the Chief Warden will:

      a.   Respond and take control.

      b.   Ascertain the nature of the emergency and implement appropriate action.

      c.   Ensure the appropriate emergency services have been notified.

      d.   Ensure that floor or area Wardens are advised of the situation.

      e.   If necessary, initiate emergency response procedures and control entry to the affected areas.

      f.   Monitor the progress of the evacuation and record any action taken in an incident log.

      g.   Brief the emergency services personnel upon arrival on type, scope and location of the emergency and the status of the evacuation and, thereafter, act on the senior officer's instructions.

      h.   Communicate with the CEO and/or relevant management team members as appropriate.

      i.   Undertake any other actions as considered necessary or as directed by emergency services.

4.10.3. The deputy chief warden should assume the responsibilities normally carried out by the chief warden if the chief warden is unavailable, and otherwise assist as required.

4.10.4. Remaining ECO personnel, namely the communications officer, floor /area wardens and or any other person co-opted into ECO activities shall carry out actions as per the emergency procedures and or their training.

4.11. Post-event

4.11.1. The actions to be undertaken by the ECO after an emergency should include, but not be limited to the following:

      a.   Chief warden

- When the incident is rendered safe or the emergency service returns control, notify the ECO members to have occupants return to the facility.

- Organise a debrief with ECO personnel and Emergency Services.

- Compile a factual report for the EPC and management.

      b.   Communications officer

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Page 61 of 75

- Collate records of the event during the emergency for the debrief and ensure they are secured for future reference.

    c.   Floor / area wardens and wardens

- Compile a report of the actions taken during the emergency for the debrief.

4.11.2. A debriefing session should be conducted by the chief warden with members of the ECO and other key participants, immediately after any practice or actual emergency event has ended.

    a.   The de-briefing should review the adequacy of the emergency plan and procedures, identify any problems that occurred and identify any corrective or preventative actions required.

- If an evacuation or other exercise has occurred, the observer's checklists should be used as the basis for discussion.

- When an actual emergency event has occurred, the incident and Warden reports should be recorded on the Incident Report form and used as the basis for discussion/investigation.

- Any deficiencies should be reported to the EPC.

    b.   If necessary, counselling will be arranged, once an emergency event has ended

    c.   The chief warden should check that:

- The hazard/risk/corrective actions Register records identified corrective and preventative actions

- A report is prepared for the management team and WHS committee highlighting post-event findings.

    d.   The EPC should arrange amendments of the procedures where necessary and disseminate the information to all ECO members.

    e.   The management team should review EPC actions and direct action as required.

5. Training

5.1. The District Council of Robe induction process shall include the emergency management response procedures to be delivered to Council workers.

5.2. The EPC should ensure workers and other stakeholders, including other building tenants where relevant, are kept up to date with any changes to:

5.2.1. Emergency plan and procedures

5.2.2. The location of emergency evacuation routes, any refuges or safe places and first response equipment

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Page 62 of 75

5.2.3.   The location of the emergency assembly area

5.2.4.   The name, location and telephone number of the warden in the area in which they work

5.2.5.   The name, location and telephone number of the first aid officer in the area in which they work

5.2.6.   Any other local emergency information.

The EPC shall determine the frequency and content of the refresher training.

5.3.   Visitors should be provided with appropriate information on the emergency response procedure as determined by the EPC.

5.4.   Workers and other facility occupants, where reasonably practicable, should participate in an annual evacuation and other emergency exercises as scheduled.

5.5.   ECO training shall include:

5.5.1.   Skills retention activities at least 6 monthly.

5.5.2.   Instruction on the communication system, where installed.

5.6.   If persons are required to undertake first attack fire fighting, training shall include a skill retention activity at least 2 yearly.

5.7.   Training shall be conducted for at least one member of the EPC to enable them to competently execute their obligations.

5.8.   EPC and ECO personnel should be trained to a recognised competency standard by a registered training organisation and regular refresher training should be planned.

6. Records

Records related to emergency management should be maintained. The list includes, but is not limited to:

6.1.   Risk assessments

6.2.   Training records

6.3.   Hazard/risk/corrective actions Register

6.4.   Emergency response plan, procedures and diagrams

6.5.   EPC and ECO records

6.6.   Consultation records

6.7.   Emergency equipment maintenance records

6.8.   Safety certification and reports on fire safety equipment

6.9.   Statutory notifications.

Records must be retained in line with the current version of GDS20.

7. Responsibilities

7.1. During emergency situations or exercises, pending the arrival of the emergency services, ECO personnel should have absolute authority to issue instructions to evacuate all persons from buildings and / or areas.

7.2. The Council's Management Team is accountable for:

7.2.1.   Budgetary expenditure for the development, implementation, review and continuous improvement of the emergency management system.

7.2.2.   Legislative compliance for emergency management is maintained.

7.2.3.   Consulting with other PCBUs, so far as is reasonably practicable, when their duty of care in relation to emergency management overlaps.

7.2.4.   Obeying the instructions of ECO personnel in any emergency situation.

7.2.5.   Arranging counselling services for staff, as required, after an emergency event has concluded.

7.2.6.   Enforcing action when performance requirements for the emergency management system have not been met.

7.3. Managers and supervisors are accountable for:

7.3.1.   Maintaining department work areas in a manner that eliminates or minimises the risk of an potential emergency event occurring

7.3.2.   Checking that persons under their control are inducted to Emergency Management Procedures and that refresher information, instruction and training is provided, as required.

7.3.3.   Checking that persons under their control attend required emergency management drills and training as planned

7.3.4.   Obeying the instructions of ECO personnel in any emergency situation

7.3.5.   Assisting Wardens, as required

7.3.6.   Proceeding to and remaining at the designated assembly area once evacuation has commenced, until the all clear has been given or the Chief Warden has directed otherwise

7.3.7.   Providing data related to department emergency management activities as required.

7.4. The Deputy Chief Executive is accountable for:

7.4.1.   Initiating and maintaining the development and functioning of the EPC and ECO for the District Council of Robe.

7.4.2.   Checking that the EPC meets as prescribed in this procedure.

7.4.3.   Assisting with the development of the Training Needs Analysis (TNA) and annual training plans for EPC and ECO members.

7.4.4.   Checking that training records for EPC and ECO members are updated and maintained.

7.4.5.   Checking that EPC and ECO records and minutes are maintained and kept.

7.5. Workers are accountable for:

7.5.1.   Maintaining work areas in a manner that eliminates or minimises the risk of an potential emergency event occurring

7.5.2.   Attending emergency response training as directed

7.5.3.   Obeying the instructions of the ECO in any emergency situation

7.5.4.   Proceeding to and remaining at the designated assembly area once evacuation has commenced, until the all clear has been given or the Chief Warden has directed otherwise

7.5.5.   Participating in WHS consultation processes for emergency management as necessary.

7.6. The WHS Working Party is accountable for:

7.6.1.   Providing feedback during the development and review of the emergency management plan and procedures.

7.6.2.   Assisting with the monitoring and reviewing of the approved emergency management plan and procedures.

7.6.3.   Providing information and feedback to the EPC and management team.

7.6.4.   Seeking direction from the EPC on emergency response issues.

7.7. Health and safety representatives may:

7.7.1.   Facilitate consultation between department managers and workers in relation to WHS issues that affect the workgroup that they represent.

7.7.2.   Assist in the resolution of WHS issues.

7.7.3.   Request a review of a control measure in the circumstances outlined in the WHS Hazard management procedure.

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Page 65 of 75

8. Review

8.1. The Emergency Management Procedure should be reviewed by the EPC and management team, in consultation with employees or their representatives, every three years or more frequently if legislation or Council/prescribed body needs change.

This may include a review of:

8.1.1.   Legislative compliance issues

8.1.2.   Audit findings relating to emergency management

8.1.3.   Feedback from EPC, ECO, WHS Working Party or other stakeholders

8.1.4.   Other relevant information.

8.2. Results of reviews may result in alterations to the emergency management response procedures, other preventative and/or corrective actions being implemented and revision of this document.

NOTE: The emergency management plan and emergency response procedures are required to be reviewed every 12 months as described within this document.

9. References

Work Health and Safety Act 2012.

Work Health and Safety Regulations 2012.

General Disposal Schedule 20 for Local Government.

ReturnToWork*SA* Performance Standards for Self-Insurers.

Code of Practice: Managing the Work Environment and Facilities, December 2011

Australian Standard AS 3745:2010: Planning for Emergencies in Facilities.

The following Standards maybe relevant to emergency management: It is not an exclusive list.

Australian Standard AS 1221: Fire Hose Reels.

Australian / New Zealand Standard AS/NZS 1841.1:2007 Portable Fire Extinguishers - General Requirements

Australian Standard AS 1715: Selection, Use and Maintenance of Respiratory Protective Equipment

Australian Standard AS 1716: Respiratory Protective Devices

Australian Standard AS 1851: Routine Service of Fire Protection Systems and Equipment

Australian Standard AS 1891.1: Industrial Fall-Arrest Systems and Devices-Harnesses and Ancillary Equipment

Australian Standard AS 1891.3: Industrial Fall-Arrest Systems and Devices -Fall-Arrest Devices

Australian Standard AS 1891.4: Industrial Fall-Arrest Systems and Devices -Selection, Use and Maintenance

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Page 66 of 75

Australian Standard AS 2293.3 Emergency Escape Lighting and Exit Signs for Buildings - Emergency Escape Luminaires and Exit Signs

Australian Standard AS 2865: Confined Spaces

10. Related documents

Emergency Management Policy

Hazardous Work Policy

WHS Hazard Management procedure

First Aid Procedure

Confined Space Management procedure

Electrical safety procedure

Hazardous chemicals procedure

Hot work procedure

Isolation Lock Out Tag Out procedure

Prevention of falls procedure

Document History:	Version No:	Issue Date:	Description of Change:
	1.0	February 2013	New Document, December 2009
	2.0	September 2013	Terminology changes to reflect 2012 WHS act, Regulations and Codes of Practice. Examples of changes include; OHS to WHS and employee to worker where appropriate. Inclusion of appendices with additional information
	3.0	April 2016	Formatting, language, cross-referencing & hyperlinks; all references to "emergency management" amended to "workplace emergency management" to avoid confusion with other emergency management plans; amendment to definitions for consistency with AS3745 & WHS Regs; insertion of **Error! Reference source not found.** & **Error! Reference source not found.**; additional information added to **Error! Reference source not found.** & **Error! Reference source not found.**; new appendices for ECO roles & observers' checklist; addition of optional elements to Appendix 3.

Y:\WHS\WHS Working Party Agenda Minutes\Past years agendas and minutes\2022 Agenda\2022 10 Meeting Documents\20170110 Adopted Business Continuity Plan.doc

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Page 67 of 75

APPENDIX 1:   **Items to take into account during the development of an emergency management plan**

1.   The plan should be facility specific and take into account:

    a.   The size, complexity and features of each facility covered by the plan.

    b.   Security systems and arrangements.

    c.   The number, type and composition of workers, occupants, visitors and others at the workplace.

    d.   The hours of occupancy.

    e.   The method and process required to notify emergency service organisations at the earliest opportunity.

    f.   Access to medical treatment and assistance.

    g.   The nature of the work being carried out at the workplace.

    h.   The nature of the hazards at the workplace.

    i.   The impact of external hazards that may affect the health and safety of workers.

2.   Plan contents should include, but not be limited to:

    a.   The structure and role of the EPC.

    b.   The fire safety and emergency features of each facility.

    c.   The structure and responsibilities of the emergency control organisation.

    d.   The types of emergencies identified as being relevant.

    e.   Testing of the emergency procedures, including the frequency of testing.

    f.   Information, training and instruction to relevant workers in relation to implementing the emergency procedures.

    g.   Emergency response procedures for ECO personnel and workers including personal emergency evacuation plans (PEEPs) for persons with a disability.

    h.   Evacuation diagrams.

    i.   Other information relating to distribution, period of validity, date of issue, etc.

Sources

WHS Regulations 2012, Regulation 43

Australian Standard AS 3745:2010 Planning for emergencies in facilities, pp. 16-17;

Code of Practice: Managing the Work Environment and Facilities, Dec 2011, pp. 26- 27.

Y:\WHS\WHS Working Party Agenda Minutes\Past years agendas and minutes\2022 Agenda\2022 10 Meeting Documents\20170110 Adopted Business Continuity Plan.doc

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Page 69 of 75

APPENDIX 2: Emergency plan checklist

Emergency plans (p. 26 of Code of Practice: Managing the Work Environment and facilities, Dec 2011)	✓/ ✗	**Action to be taken**
Is there a written emergency plan covering relevant emergency situations, with clear emergency procedures?		
Is the plan accessible to all workers?		
Are workers, managers and supervisors instructed and trained in the procedures?		
Has someone with appropriate skills been made responsible for specific actions in an emergency (e.g. appointment of an area warden)?		
Is someone responsible for ensuring workers and others in the workplace are accounted for in the event of an evacuation?		
Are emergency contact details relevant to the types of possible threats (e.g. fire, police, poison information centre) displayed at the workplace in an easily accessible location?		
Are contact details updated regularly?		
Is there a mechanism, such as a siren or bell alarm, for alerting everyone in the workplace of an emergency?		
Is there a documented site plan that illustrates the location of fire protection equipment, emergency exits and assembly points?		
If there is a site plan and is it displayed in key locations throughout the workplace?		
Are procedures in place for assisting mobility-impaired people?		
Does the workplace have first aid facilities and emergency equipment to deal with the types of emergencies that may arise?		
Is the fire protection equipment suitable for the types of risks at the workplace (e.g. foam or dry powder type extinguishers for fires that involve flammable liquids)?		
Is equipment easily accessible in an emergency?		
Are workers trained to use emergency equipment (e.g. fire extinguishers, chemical spill kits, breathing apparatus, lifelines)?		
Have you considered neighbouring businesses and how you will let them know about an emergency situation should one arise?		
Have you considered the risks from neighbouring businesses (e.g. fire from restaurant/takeaway food outlets, Q fever from cattle yards)?		
Are emergency practice runs (e.g. evacuation drills) regularly undertaken to assess the effectiveness of the emergency plan?		
Is someone responsible for reviewing the emergency plan and informing staff of any revisions?		

Source: Code of Practice: Managing the Work Environment and Facilities, Dec 2011, p 33.

APPENDIX 3: Minimum elements for an evacuation diagram

The following shall be included in each evacuation diagram:

(a)   A pictorial representation of the floor or area, which shall be at least 200 mm × 150 mm.

(b)   The title 'EVACUATION DIAGRAM'.

(c)   The 'YOU ARE HERE' location.

(d)   The designated exits in the facility, which shall be green.

(e)   The following communications equipment, where installed:

    i.   Warden intercommunication points (WIPs), which shall be red.

    ii.   Manual call points (MCPs), which shall be red and emergency call points (ECPs), which shall be coloured white, or have a black border.

    iii.   Main controls/panels for the occupant warning equipment.

(f)   Hose reels, which shall be red.

(g)   Hydrants, which shall be red.

(h)   Extinguishers, which shall be red with an additional appropriate colour as specified in AS/NZS 1841.1.

(i)   Fire blankets, which shall be coloured red.

(j)   Fire indicator panel (FIP), if provided.

(k)   Refuges, if present.

(l)   Validity date.

(m)   Location of assembly area(s), either stated in words or pictorially represented.

(n)   A legend, which shall reflect the symbols used.

Source: Australian Standard AS 3745-2010: Planning for Emergencies in Facilities, p. 18

Appendix 4: Emergency Control Organisation Responsibilities

Note: During emergencies, instructions given by the ECO personnel shall take precedence over normal management structure

	Chief Warden	Communications Officer	Floor/Area Warden	Warden	First Aid Officers
Before	(a) Maintain current register of ECO members (b) Replace ECO members when a position becomes vacant (c) Conduct regular exercises (d) Ensure emergency response procedures are kept up-to date (e) Attend meetings of the EPC, as appropriate (f) Attend training & emergency exercises, as required by the EPC (g) Ensure personal ECO identification is available	(a) Be proficient in operation of facility communication equipment (b) Maintain records & logbooks & make them available for emergency response (c) Ensure that ECO members are proficient in the use of the facility communication equipment (d) Ensure that communication contact details are up-to-date (e) Attend training & emergency exercises, as required by the EPC	(a) Confirm sufficient wardens for area of responsibility (b) Coordinate the completion of PEEP documentation (c) Report on deficiencies of emergency equipment (d) Ensure that wardens have communicated emergency response procedures to all occupants within their nominated areas (e) Ensure that the occupants are aware of the identity of their wardens (f) Coordinate safety practices (e.g. clear egress paths, access to first-attack equipment & disposal of rubbish) by wardens throughout their area of responsibility (g) Attend training & emergency exercises as required by the EPC (h) Ensure personal ECO identification is available	(a) Ensure that all occupants are aware of the emergency response procedures (b) Carry out safety practices, (e.g. clear egress paths, access to first-attack equipment & disposal of rubbish) (c) Attend training and emergency exercises, as required by the EPC (d) Ensure personal ECO identification is available	(a) Attend regular training (b) Be proficient in the administration of first aid (c) Maintain first aid kit (& other first aid facilities & supplies under their control, (e.g. items remain in sate, have not deteriorated & are in good working order; kit contents match legislative requirements) (d) Ensure that PPE is maintained & available (e) Attend training and emergency exercises, as required by the EPC (f) Ensure personal ECO identification is available
During	(a) Respond & take control, as appropriate	(a) Ascertain nature & location of the emergency	(a) Implement emergency response procedures for	Carry out activities as set out in the emergency response	Respond promptly to any first aid or emergency medical

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Page 72 of 75

	Column 1	Column 2	Column 3	Column 4	Column 5
	(b) Ascertain nature of the emergency & implement appropriate action (c) Ensure that the appropriate Emergency Service Organisation has been notified (d) Ensure that the Regulator is notified in the event of a Notifiable Incident (e) Ensure that floor/area wardens are advised of the situation, as appropriate (f) If necessary, initiate an action plan in accordance with the workplace emergency management plan and control entry to the affected areas (g) Monitor progress of the evacuation & record any action taken in an incident log (h) Brief Emergency Service personnel upon arrival &, thereafter, act on the senior officer's instructions (i) Any other actions as considered necessary by the Emergency Service Organisation	(b) Confirm that the appropriate Emergency Service Organisation has been notified (c) Notify appropriate ECO members (d) Transmit instructions & information (e) Record a log of events that occurred during the emergency (f) Act as directed by the Chief Warden	their floor/area (b) Ensure that the appropriate Emergency Service Organisation has been notified (c) Direct wardens to check the floor/area for any abnormal situation (d) Commence evacuation if the circumstances on their floor/area warrant this (e) Communicate with Chief Warden by whatever means available & act on instructions (f) Advise Chief Warden as soon as possible of the circumstances & action taken (g) Co-opt persons as required to assist warden(s), as required (h) Confirm the activities of wardens have been completed & report this to Chief Warden or senior officer of the attending Emergency Service Organisation if Chief Warden is not contactable	procedures & as directed by the floor/area warden, which may include: (a) Act as floor/area warden (b) Operate the communication system(s) (c) Check that fire doors & smoke doors are properly closed (d) Close or open other doors in accordance with the emergency response procedures (e) Search the floor or area to ensure all people have evacuated (f) Ensure orderly flow of people into protected areas, (e.g. stairways) (g) Assist occupants with disabilities (h) Act as leader of groups moving to nominated assembly areas (i) Report status of activities to the floor/area warden on their completion	situation &: (a) Respond to the emergency as directed by Chief Warden (b) Communicate status of situation to Chief Warden (c) Keep a record of first aid administered
After	(a) When the emergency incident is rendered safe or the Emergency Service Organisation returns control, notify the ECO members to have occupants return to their facility, as appropriate (b) Organise a debrief with	(a) Collate records of events during the emergency for the debrief & ensure they are secured for future reference (b) Ensure that the management team receives a debrief of the emergency situation.	(a) Compile a report of actions taken during the emergency for the debrief	(a) Compile a report of actions taken during the emergency for the debrief	(a) Compile a report of actions taken during the emergency for the debrief (b) Dispose of waste in accordance with legislative requirements (c) Seek treatment & prompt medical advice if they sustain a sharps injury or

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Page 73 of 75

	ECO members &, (where appropriate,) with any attending Emergency Service Organisation personnel (c) Compile a report for the EPC & management				think they are at risk of infection from blood or bodily fluid contamination (d) Ensure first aid aid (& other first aid facilities & supplies under their control) are replenished

Appendix 5: Emergency Evacuation Exercise Observers' Checklist

Date: / /20	Time: am/pm		
Facility/Location:			
Evacuation Sequence		Hours	Minutes
Alarm raised			
Wardens respond			
Wardens check area or floor			
Evacuation commenced			
Wardens report floor or area clear			
Persons with disabilities accounted for			
Arrive at assembly area			
Wardens check personnel present			
Evacuation completed			
Exercise terminated			

Comments:

Observer Name: ....

Observer Signature: ....