

TRUSCOTT

Crisis Leaders

EMERGENCY RESPONSE AUDIT

To demonstrate that there is an Emergency Response system that sets out the procedures to be followed and actions to be taken in the event of an emergency.

Procedures/Standards

- Is there a documented Emergency Response Plan (ERP)?
- Has the development of the ERP involved employees?
- Does the plan reference or detail the interfaces with external bodies such as neighbors and Emergency Services as appropriate?
- Do the procedures cover response to all foreseeable events that risk serious injury to the employees?
- Do procedures identify how the performance standards will be met for events such as release/spill, missing persons, vehicle emergency, terrorist activity, structural damage, pipeline emergencies, fire or explosion, severe weather conditions, serious personal ailment, chemical/toxic release or serious personal injury?
- Are the procedures easily understood?
- Do employees understand their role?
- Do procedures specify when and how they are to be activated so that the safety of employees is assured?
- Do procedures include the classification of differing types of emergencies and corresponding levels of response, call out mechanisms, availability of transport on an emergency basis, and graded alerts to raise the readiness of employees?
- Do evacuation procedures allow sufficient time for employees to proceed in good time to a place of safety?
- Is there a program of emergency drills and exercises related to the identified emergencies?
- Has a schedule of exercises been referenced or provided?
- Do all relevant employees participate in emergency drills and exercises?
- Does the system of emergency drills and exercises include types of emergency drills and exercises that are practiced and how they ensure that skills required in an emergency are tested, frequency of drills and exercises, and how the results of the drills are analyzed and reviewed?

Organisation

- Does the ERP identify the roles of employees?
- Does the ERP have procedures for ensuring all employees are accounted for?
- Are lists of employees accurately updated for every movement of employees to and from the facility?
- Is there a system for quickly locating employees in an emergency?
- Have performance standards been specified for the operation of the ERP, and do these reflect good practice?
- Do standards include response times, and type of response to certain emergencies?
- Do standards cover ensuring the escape of employees from all areas of the facility, transport to a place of safety within an appropriate time, critical events such as time to muster at emergency assembly areas, time to deploy a vehicle for serious personal ailment, facility evacuation, search and rescue, and protection from heat and smoke?
- Are standards consistent with performance standards for the temporary refuge so that employees will be evacuated in less time than the period specified for TR endurance?

Implementation

- What are the criteria for selecting the person-in-command (PIC) of the facility and in particular for assessing his or her emergency command ability?
- Do criteria for selection of the PIC include training, knowledge and experience of operations, and crisis management skills?
- Is there a system for determining ER training requirements and the means by which these requirements will be met?
- Are there procedures covering skills maintenance, refresher training (period and type) and testing of employee competence?
- Are there procedures to ensure that each employee receives ERP training consistent with the role that employee will fill?
- Have minimum levels of competence been specified for particular roles under the ERP?
- How is the competence of employees nominated under the ERP assessed?
- Is there a procedure to ensure that each employee filling a nominated role in the ERP has the skills, experience, knowledge and personal qualities necessary to carry out those duties?
- Has the operator specified essential requirements and selection criteria for employees filling nominated roles?

- Do these requirements and criteria include provision of information, instruction, training and testing employee competence, command and leadership skills commensurate with the demands of the nominate role?
- Are there explicit procedures for ensuring there are back-up employees for key nominated roles?
- Is there evidence that external emergency services understand their role as specified in the plan such as records of joint training or drills, minutes of meetings or the exchange of letters with the external services?
- Is there a system to ensure that an adequate number of sufficiently trained employees, competent to implement emergency procedures, are on the facility at all times?
- Is the ERP readily available to all employees?
- Are emergency communication procedures and equipment adequate?
- Do emergency communication procedures and type of equipment ensure that in an emergency all relevant employees and response bodies can be contacted with minimum delay?
- Does the communication process minimize the external communication load on the PIC and other employees on the facility?
- Does equipment provide reliable emergency communications both on the facility and to all necessary contact points off the facility until all employees are safe and/or the emergency has been brought under control?
- Is there a system of emergency exercises, which provide the PIC of the facility with practice in decision-making in emergency situations, including decisions on evacuation?
- Is there an offsite command structure to co-ordinate and support the response on the facility?

Control

- Does the description include auditing performance against specified performance standards?
- Is the method and frequency of reviewing the ERP specified?