



# Resilience Self-Audit Checklist

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# Resilience Best Practice

## Introduction

This best-practice checklist will enable you to assess how well prepared you are for an emergency or incident. It is designed to provide an overview of the key requirements for an effective resilience program. It is recommended that you use this checklist to assess your resilience program and then develop a plan to address any gaps.

## Incident Levels

A situation that cannot be managed at a site level or within business as usual practices will escalate through the organisation and be managed by various response and recovery teams. This pyramid shows the escalation from one phase of an incident to the next, along with who will respond to each phase, and the plan to use in each phase.



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This complementary checklist should be used as a guide to assess whether a resilience program has gaps or deficiencies. When providing this checklist, Bounce Readiness assumes that the reader is familiar with the legislative and regulatory requirements relevant to their organisation. By providing this checklist it should be noted that Bounce Readiness is not providing any form of opinion or assessment regarding the adequacy of the reader's resilience program preparations.

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# Resilience Best Practice

## Self-audit checklist

### Emergency Management

No.	Requirement	✓
<b>Emergency Control Organisation (ECO)</b>		
1.	An Emergency Control Organisation (ECO also known as a warden team) been designated to co-ordinate activities in an emergency.	<input type="checkbox"/>
2.	An up-to-date register of all ECO personnel is kept readily available.	<input type="checkbox"/>
3.	All designated emergency personnel been assigned specific roles.	<input type="checkbox"/>
4.	An appropriate chain of command has been established and identified in the Emergency Response Plan (ERP).	<input type="checkbox"/>
5.	Alternative personnel have been identified to back-up the ECO.	<input type="checkbox"/>
6.	ECO personnel have coloured identifiers (hard hats or tabards) to wear during an evacuation so they are easily identified.	<input type="checkbox"/>
7.	Wardens have been instructed in their responsibilities with respect to 3 <sup>rd</sup> parties.	<input type="checkbox"/>
<b>Emergency Planning Committee</b>		
8.	An Emergency Planning Committee (EPC) has been designated.	<input type="checkbox"/>
9.	The EPC meet at least annually in relation to the Emergency Response Planning and response requirements. Minutes are taken for all EPC meetings.	<input type="checkbox"/>
10.	The role of the EPC has been documented in your ERP.	<input type="checkbox"/>
<b>Emergency Response Procedures (ERP)</b>		
11.	Your organisation has a detailed ERP that covers all parts of the organisation / site.	<input type="checkbox"/>
12.	The ERP is reviewed regularly & when site changes occur.	<input type="checkbox"/>
13.	The ERP is reviewed following an incident or emergency.	<input type="checkbox"/>
14.	A hazard / threat analysis was conducted prior to developing your ERP.	<input type="checkbox"/>
15.	The ERP contains all necessary information as per AS3745. E.g. fire evacuation, bomb threats, personal threat, lockdown, medical emergencies, etc.	<input type="checkbox"/>
16.	The ERP details the roles and responsibilities of the ECO.	<input type="checkbox"/>
17.	Emergency contact details are included in the ERP, and are they easily accessible for the ECO.	<input type="checkbox"/>
18.	The ERP considers people with disabilities.	<input type="checkbox"/>
19.	The ERP considers emergency response after hours.	<input type="checkbox"/>
<b>Evacuation diagrams</b>		
20.	Accurate evacuation diagrams are prominently posted in all buildings / areas.	<input type="checkbox"/>
21.	Diagrams are positioned on the wall between 1200mm and 1600mm from the floor plane of the finished floor.	<input type="checkbox"/>

No.	Requirement	✓
22.	The pictorial size of the floor plan is at least 200mm x 150mm.	<input type="checkbox"/>
23.	The diagram is titled 'Evacuation Diagram'.	<input type="checkbox"/>
24.	Evacuation diagrams show designated exits, exit routes, stairways, fire and emergency equipment, validity and issue date, location of facility, nearest cross street.	<input type="checkbox"/>
25.	Evacuation diagrams are oriented to the location of the map.	<input type="checkbox"/>
26.	Evacuation diagrams are clear for staff, occupants and visitors to understand.	<input type="checkbox"/>
<b>Assembly areas and safe zones</b>		
27.	Your primary assembly area is in a suitable location, away from potential dangers and easily identifiable for staff and occupants.	<input type="checkbox"/>
28.	A secondary assembly area has been identified in case of complete evacuation.	<input type="checkbox"/>
29.	Where needed, safe zones have been allocated for the safe ingress and shelter in place of staff and occupants.	<input type="checkbox"/>
<b>Emergency equipment</b>		
30.	There is an adequate emergency notification and/or alarm system to evacuate staff and occupants.	<input type="checkbox"/>
31.	The notification and/or alarm systems can be heard in all buildings. If not, suitable alternative arrangements have been established to notify staff and occupants of an evacuation or lockdown.	<input type="checkbox"/>
32.	All emergency exits are clearly labelled and kept clear at all times.	<input type="checkbox"/>
33.	All emergency equipment and facilities are checked on a periodic basis including fire extinguishers, hose reels, emergency lighting and alarm systems.	<input type="checkbox"/>
<b>Training</b>		
34.	All ECO personnel have been trained in their duties as per requirements of AS3745. <ul style="list-style-type: none"> <li>• Chief Warden – every six months</li> <li>• Wardens – every six months</li> <li>• Emergency Planning Committee – annually</li> <li>• Staff – annually</li> <li>• Occupants – annually</li> </ul>	<input type="checkbox"/>
35.	Emergency training for members of the ECO has been conducted by a competent person, familiar with the requirements of AS3745.	<input type="checkbox"/>
36.	Emergency Planning Committee members been trained in their duties and requirements of AS3745.	<input type="checkbox"/>
37.	Staff receive awareness training outlining their role in an emergency.	<input type="checkbox"/>
38.	New staff receive a briefing in their role in an emergency.	<input type="checkbox"/>
39.	Occupants understand the notifications, processes and their role in an evacuation and lockdown.	<input type="checkbox"/>
40.	Training logs are retained for all emergency response training and awareness sessions.	<input type="checkbox"/>
41.	There is a schedule for providing wardens and staff with regular training sessions.	<input type="checkbox"/>
<b>Drills</b>		
42.	Evacuation drills are conducted at least annually.	<input type="checkbox"/>

No.	Requirement	✓
43.	Lockdown drills are conducted at least annually.	<input type="checkbox"/>
44.	A debrief is held following an incident or drills, and results are documented.	<input type="checkbox"/>

## Crisis / Critical Incident Management and Business Continuity

No.	Requirement	✓
<b>Policy and framework</b>		
1.	A person/s has been assigned ownership and authority to manage the Resilience Program.	<input type="checkbox"/>
2.	A team structure has been established for controlling, leading and managing an ongoing critical incident.	<input type="checkbox"/>
3.	The roles within the Resilience Program have been clearly defined in a Resilience Policy. <ul style="list-style-type: none"> <li>Identifies the Crisis or Critical Incident Management Team members</li> <li>Team members have delegated authority to undertake their role in a crisis / critical incident.</li> </ul>	<input type="checkbox"/>
4.	The Resilience Program is adequately resourced, e.g. financial and people resources.	<input type="checkbox"/>
5.	Resilience Policy has been documented, maintained and communicated.	<input type="checkbox"/>
6.	Resilience Policy is readily available to employees and all interested parties.	<input type="checkbox"/>
<b>Business Impact Analysis</b>		
7.	A business impact analysis has been conducted to identify: <ul style="list-style-type: none"> <li>Critical business functions.</li> <li>Recovery timeframes for each critical function.</li> <li>Resource requirements and critical dependencies for each critical function.</li> </ul>	<input type="checkbox"/>
8.	A threat assessment has been conducted to: <ul style="list-style-type: none"> <li>Identify and categorise disruption related scenarios.</li> <li>Review of likely causes, existing controls and potential impacts.</li> </ul>	<input type="checkbox"/>
<b>Plans</b>		
9.	A Crisis / Critical Incident Management Plan has been developed for responding to an incident.	<input type="checkbox"/>
10.	A Business Continuity Plan (BCP) has been developed to outline the recovery of critical functions.	<input type="checkbox"/>
11.	Plan/s are updated at least annually or when significant changes occur in the site.	<input type="checkbox"/>
12.	Plan/s are accessible by all response and management team members.	<input type="checkbox"/>
<b>Plan supporting tools</b>		
13.	Plan/s are practical, with easy to use checklists.	<input type="checkbox"/>
14.	Plan/s follow a natural incident timeline, i.e. activation, response, recover, resume and stand down.	<input type="checkbox"/>
15.	Plan/s include a process for assessing the severity of an incident.	<input type="checkbox"/>
16.	Plan/s include a process for activating the CMT/CIMT.	<input type="checkbox"/>
17.	Plan/s include escalation points between management levels	<input type="checkbox"/>
18.	Control rooms have been identified and pre-established for the CMT/CIMT to manage an incident.	<input type="checkbox"/>

No.	Requirement	✓
19.	Kits have been established to aid in establishing a control / command room.	<input type="checkbox"/>
20.	Plan/s reference and/ or link other Resilience plans, e.g. IT Disaster Recovery, Emergency Management Plans, Council Disaster Plans.	<input type="checkbox"/>
21.	Plan/s include guidance to CMT/CIMT members on immediate actions and priorities.	<input type="checkbox"/>
22.	Plan/s include a process for recording key information during an incident.	<input type="checkbox"/>
23.	Plan/s include a communication strategy to guide communications with key stakeholders.	<input type="checkbox"/>
24.	Plan/s include a planned media response to an incident.	<input type="checkbox"/>
25.	Plan/s identify critical business functions and resource requirements.	<input type="checkbox"/>
26.	Plan/s consider logistical requirements for relocating staff.	<input type="checkbox"/>
27.	Plan/s include a process for standing down the CMT/CIMT.	<input type="checkbox"/>
<b>Training</b>		
28.	Training is conducted at least annually for the CMT/CIMT.	<input type="checkbox"/>
29.	All staff have received an overview of the Resilience Program and understand their responsibilities.	<input type="checkbox"/>
30.	Training logs are recorded to track progress of trained staff.	<input type="checkbox"/>
<b>Exercising</b>		
31.	Exercises are conducted at least annually for the CMT/CIMT.	<input type="checkbox"/>
32.	Critical function testing (disaster recovery) is conducted at least annually.	<input type="checkbox"/>
33.	The CMT/CIMT are competent in their roles.	<input type="checkbox"/>
34.	Exercise logs are recorded to track progress of staff who have participated in exercises or critical function tests.	<input type="checkbox"/>
<b>Other</b>		
35.	De-briefs and Post Incidents Reviews are conducted following an incident.	<input type="checkbox"/>
36.	A method of communicating to large groups of people has been established and tested.	<input type="checkbox"/>
37.	Welfare arrangements been pre-established to ensure the welfare of personnel.	<input type="checkbox"/>