

- Are the emergency plans communicated?
- Are the emergency procedures followed?
- Are legislative requirements, industry standards and practices changing?
- Do the initial response procedures take into account changes in work practices?
- Has enough training or supervision been provided?

All these factors may contribute to the overall effectiveness of the responses to an emergency.

Figure 38 identifies strategies that can be used to monitor responses to emergencies.

Figure 38 Ways to Monitor Responses to Emergencies in the Workplace

Strategy	Purpose
Bi-annual safety audit	To engage top management in emergency risk management
Annual audits of policies and procedures	To update and review current practices
Regular workplace inspections	To identify and manage workplace hazards that can lead to risk
Monitoring incident reports	To identify trends and potential emergency situations
Analyse risk registers	To identify trends, source the problem and take corrective and preventative action



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Why are Results of Monitoring Documented and Reported Promptly?

Document the monitoring results promptly and appropriately and report to managers and key stakeholders. Effective responses to emergencies should be acknowledged. Identify any ineffective responses and analyse the possible reasons for their ineffectiveness.



Document and report results of monitoring promptly and appropriately.

On the basis of the findings from the monitoring process develop suitable recommendations for change. Present these to those who were responsible for:

- authorising or approving the emergency response plans
- actioning the initial emergency response procedures and post event strategies.



State the Required Changes

Present the findings from the monitoring process in a report or memo format. In the report:

- analyse strategies used to contain or eliminate emergencies
- describe how the strategies improved the implementation of procedures to prepare for and respond to emergencies

- discuss how consultation about the strategies occurred
- identify how appropriate training or supervision was provided
- describe how the procedures comply with legislative requirements, industry standards and practices.

Be sure to include the information in Figure 39 in your written recommendations.

Figure 39 Making Recommendations for Change

Item	Description
Specify	which emergency responses or which activities in the emergency responses were ineffective
Detail	how you determined this by showing relevant data, diagrams, graphs or other evidence
Outline	the steps you took to establish what changes should be made to the emergency procedures and responses
Summarise	your recommendations for change and their desired effects

Verbal briefings and recommendations about the results from the monitoring process are part of an organisation's consultation process. They often occur in forums such as a safety committee meeting. The details of the recommended changes would be recorded in the minutes for the meeting, and given an *action by* date to ensure either further discussion or implementation.

Verbal recommendations for change may be as simple as informal discussion in a toolbox talk. In a toolbox talk immediate feedback can be gained from those present, and the recommendation accepted or rejected.

Communicating changes to the relevant stakeholders is a critical part of any successful implementation of emergency procedures.

One common way of doing this is to post an *emergency alert* notice on every relevant noticeboard in the workplace.

Other ways of communicating changes to emergency procedures might include staff newsletter or intranet, email, or even a notice with everyone's pay slip (depending on the technology available to and used by the majority of affected workers).



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Why are Areas for Improvement in Responses to Emergencies Identified?

When areas for improvement in emergency procedures are identified the responsibility for making the improvements should be shared. However, you must identify the accountabilities clearly and ensure the improvements comply with the organisation's and legal requirements.



Identify areas for improvement in response and make recommendations for improvement.

Monitoring is about:

- seeing where the organisation and its people are at in their management of emergencies

- directing attention to successes
- directing attention to any deficiencies
- recommending improvements to address any deficiencies.

Consult as you monitor by inviting input, discussion and feedback and offering support and advice.



Consult as You Recommend Improvements

Consultation about improvements to emergency procedures and responses may include:

- communicating with emergency personnel, OHS and other consultative committees, health and safety representatives and other employee representatives
- involving employees and supervisors in emergency activities such as debriefings, monitoring activities and reporting
- implementing changes in initial response procedure and post-event activities
- seeking input from appropriate specialist advisors in safety, chemicals, engineering, security and emergency response
- consulting with emergency agencies such as fire, police, ambulance, hazardous material response teams (Hazmat).

Document the actions taken and the outcomes flowing from the improvements to contributing to the implementation of emergency procedures.



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Emergency Response is Monitored and Deficiencies Addressed

A workplace emergency is an unforeseen situation that threatens employees, contractors, customers and other stakeholders. It may disrupt or shut down an organisation's operations and cause physical or environmental damage. Responses to emergencies may be effective or ineffective.

Organisations with an ECO have a planned response to emergencies. A planned and widely shared response to emergencies lets people know what to do in advance of an emergency. Rather than waiting for an emergency to happen and reacting in an unplanned way the ECO is able to guide people to safety through the emergency. The ECO is able to manage a timely, effective response to an emergency.

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