

**KING ABDULLAH UNIVERSITY OF SCIENCE & TECHNOLOGY**

**[Name of Department/Entity]**

Emergency Response Plan

|  |  |
| --- | --- |
| Location of Operations |  |
| Emergency Point of Contact  Name & Mobile Number |  |

|  |  |
| --- | --- |
| Department/Entity Head (Plan Owner): |  |
| Department/Entity Deputy: |  |
| Emergency Response Plan Coordinator: |  |
| KAUST Proponent: |  |

|  |  |
| --- | --- |
| Author(s): |  |
| Reviewed by: |  |
| Authorized By: |  |
| Date: |  |
| Version: |  |

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# Overview

### Scope of Plan

This **Emergency Response Plan (ERP)** serve as a department/entity level plan in response to a disruptive event or incident, and provides detailed emergency response procedures, with the objective to protect life, limit damage to property and protect the environment. This ERP outlines [Name of Department/Entity]’s emergency response procedures to protect its community, including faculty, staff, students, contractors, and visitors from natural, human-caused, and technological disasters.

This **ERP** is in alignment with the **KAUST Emergency Management Plan (EMP)**. The **EMP** serves as the overarching plan, guiding KAUST leadership to manage and coordinate emergencies on a strategic level (University Executive Committee) and a tactical level (Emergency Operations Team). The EMP follows an all-hazard approach as per the Federal Emergency Management Agency (FEMA) guidelines and principles. Refer to the EMP for more details.

### Plan Assumptions and Dependencies

The assumptions made in respect of the effective operation of this Emergency Response Plan include:

* + - This plan has been properly maintained, updated and exercised as required.
    - Team members have access to communication tools e.g. landline phones, mobile or satellite phones, where necessary.
    - The availability of the Department/Entity Head or delegate, to lead the plan activation and stand down in coordination with KAUST leadership during a disruptive event or incident.
    - That third-party service providers operate within agreed SLAs.

**1.3 Emergency Response Team (ERT) Goals**

* Protect lives, minimize property loss, and protect the environment.
* Provide for the rapid resumption of critical operations and essential services.
* Compile accurate documentation and records for post-incident reviews and cost recovery activities.

**1.4 ERP Organization**

* **Part One – Basic Plan –** Provides an overview of [Name of Department/Entity]’s preparedness and response strategies, outlines department/entity roles and responsibilities, and how the plan will be kept current.
* **Appendices –** A restricted document – contains the sensitive information related to personnel contact information, critical infrastructure, and other essential information.
* **Annexes –** Hazards Specific Plans/Procedures that augment the ERP.

**1.5 Authorized to Activate the ERP**

The following individuals are authorized to activate the ERP:

* Department/Entity Head (Plan Owner)
* Department/Entity Head Deputy
* Emergency Response Plan Coordinator
* [Other]

**1.6 Criteria for Activation of the ERP**

* Advance Warning – A situation which has the **potential to escalate** andsignificantlyimpacting KAUST
* A situation or incident with moderate or major impact on the health and safety of the KAUST community, or essential services, resources, critical infrastructure, or the environment, which requires a coordinated incident response.
* A situation or incident impacting KAUST beyond the normal response capability of existing resources.
* Emergency declared by local government, which has the potential to impact KAUST.
* This includes KAUST operations at remote facilities/off-site locations.

**1.7 ERP Approval**

The ERP will be reviewed by the Department/Entity Head (Plan Owner) and KAUST Fire & Emergency Services. Upon the completion of the review and final changes, the ERP will be distributed as per the distribution list and implemented.

**1.8 Definitions & Abbreviations**

|  |  |
| --- | --- |
| KAUST | King Abdullah University for Science and Technology |
| ER | Emergency Response |
| Emergency | An urgent unexpected and usually dangerous situation that poses an immediate risk to health, life, property or environment and that requires immediate intervention or response. |
| KAUST EMP | KAUST Emergency Management Plan – covers all KAUST activities on campus and provides tactical guidance and strategic oversight of KAUST impacting incidents. |
| EOT | KAUST Emergency Operations Team. Implements emergency response procedures at University level. |
| ERP | [Name of Department/Entity] Emergency Response Plan (this document) – |
| ERT | [Name of Department/Entity] Emergency Response Team |
| Hazard Specific Plan | Describe the courses of action unique to particular threats and hazards. e.g. fire, medical, evacuation, etc. |
| First Responder | The purpose of the first responder at the operations level, is to protect life, property, or the environment from the effects of the incident/occurrence/ release, not stop it. |
| AAR | After Action Review |
| BCP | Business Continuity Plan |
| OSHA | Occupational Safety and Health Administration is a large regulatory agency of the United States. |
| FEMA | The Federal Emergency Management Agency is an agency of the United States Department of Homeland Security, |
| All-hazards Approach | Addresses capabilities-based preparedness to prevent, protect against, respond to, and recover from emergencies. |
| Hazard | An event or physical condition that has the potential to cause fatalities, injuries, property damage, infrastructure damage, agricultural loss, damage to the environment, interruption of business, or other types of harm or loss. |

### 1.9 Reference Documents

* KAUST Emergency Management Plan (online). Accessible from:

<https://hse.kaust.edu.sa/services/fire-emergency-services/emergency-management>

* OSHA regulation (29 CFR 1910.38)

## 2. Roles and Responsibilities

**2.1 The** **Department/Entity Emergency Response Team** responsibilities are identified below. See *Appendix A*: Contact Lists.

|  |  |  |
| --- | --- | --- |
| Role | Responsibilities | Appointed Alternative |
| Department/Entity Head/Deputy (Plan Owner) | * Activation of the Emergency Response Plan. Determine if an incident is severe enough that the plan should be invoked. Recovery and stand down once the emergency phase is over. * Mobilization of the Entity/Department’s Emergency Response Team. Determine team members required. * Identify and request/provide resources required to deal with the incident. * In case of a moderate or major incident, keep the KAUST Emergency Operations Team (EOT) informed of the incident and impacts to the department/entity. Provide updates to the EOT as required, using the *Situation Report template* as per *Annexure F*. | Deputy Head |
| Department/Entity Emergency Response Plan Coordinator | * Responsible for drafting and updating the Department/Entity ERP. * Support ERP activation, recovery and stand down. * Provide incident support, acting as a conduit between Department/Entity Head and the Department/Entity Emergency Response Team. * Support implementation of checklist of actions. * Collate assessment of operational impacts, providing department/entity Situation Reports / damage assessment to Department/Entity Head. * Provide ongoing information up and down the line of communication as the incident develops. | Deputy Coordinator |
| Functional Directors / Managers | * Collate assessment of operational impacts, providing Situation Report to the Department/Entity Head. * Keep staff informed of operational requirements / priorities, and incident updates (as required). | Deputies |
| Executive Assistant | * Initiate and maintain an overall department/entity situation report (Appendix B). * Provide general administrative support. | Deputy |

## 2.2 KAUST Emergency Operations Team (EOT)

## Team of personnel to be notified, partially assembled or fully activated to provide management of and support to campus emergency response, continuity and recovery operations on a *tactical level*.

## EOT Role:

## Tactical command and control over emergency operations;

## Activation of KAUST Emergency Response Departments;

## Deployment of resources;

## Emergency messaging related to safety and operations;

## Situation reports to the UEC.

## 2.3 KAUST University Executive Committee (UEC)

## The UEC consists of the University senior executive leaders and chaired by the President. The UEC are the University thought leaders and provide *strategic* council and support during an emergency. The UEC convenes separately from the EOT, providing advice and support. The UEC do not concern themselves with managing the actual emergency incident and therefore do not take command of the emergency. The UEC focusses purely on strategic support to the EOT and the overall University strategy and reputation. The UEC is notified/briefed on moderate and major emergencies and activated as needed.

## 3. EOT Notification & Activation

**When is the KAUST EOT activated?**

The EOT is activated by the Incident Commander and the ***EOT Emergency Response Plan*** is activated when it is apparent to the Incident Commander that a situation or incident has the potential to, or have a

- Moderate or major impact on KAUST community, property, essential services, critical resources, infrastructure, operations or reputation of KAUST and or,

- require a coordinated approach to bring to a close and or,

- may require additional support and/or resources, beyond the existing capacity.

It is always possible that a minor situation or incident may escalate, triggering the Incident Commander to activate the EOT and brief the UEC.

## *In case of a University impacting situation or incident, the Incident Commander will brief the UEC and the UEC Chair will make the decision to activate the KAUST Crisis Center (KC2).*

## 4. Incident Notification and Escalation

For incidents ***within*** KAUST:

* Call KAUST 911 on number 012 8080 911 from a mobile phone and call 911 from landline within KAUST for immediate emergency assistance.
* KAUST 911 will mobilize emergency responders and notify the KAUST Emergency Operations Team (EOT) to assist with coordination of resources and support.
* KAUST 911 or the affected department’s leadership will provide the KAUST Emergency Manager (EM) with preliminary information concerning the incident or situation.
* Emergency Manager notify the Incident Commander (IC) and share available information.
* Refer to the Situation/Incident Escalation Flow Chart on Page 8 below for more details.

## 

**5. Incident Levels**

The tablebelow provide a breakdown of the **levels** of emergencies, **impact**, **resources required** and emergency management **level notified/activated.** This table applies to incidents within KAUS.

|  |  |  |  |
| --- | --- | --- | --- |
| **Level of Emergency** | **Impact** | **Resources &**  **Capabilities Required** | **Incident Escalation** |
| Minor Emergency | Minor impact on:   * individual(s)/property * one location * contained small area: * small fire * incident with minor injuries; * contained hazmat spill | * KAUST Principle Emergency Services/Emergency Support Functions bring to a close * No need for mass emergency communications. | 911 CCC or  Affected Department -   * Escalate to EM * EM escalate to IC * IC escalate as needed * IC will escalate reputational risk to the UEC |
| Moderate Emergency | **Moderate impact** on:   * Multiple individuals/properties * May also affect adjacent areas and infrastructure e.g. pluvial flooding impacting operations * Disruption (less <48-Hours) of essential services * IT network outage * Water supply failure * Power outage | * Requires a coordinated approach by management and response personnel * Requires additional resources * Activation - EOT/UEC as needed * Activation - Crisis Communications Plan * Mass emergency communications | 911 CCC or  Affected Department -   * Escalate to EM * EM escalate to IC * IC activate EOT * IC escalate to UEC * President or designee activate UEC as needed * IC brief EOT/UEC |
| Major Emergency | Major impact on KAUST  Threatens:   * Death/serious injury * Prolonged disruption (greater > 48-Hours) of essential services * Cyber attack * Pandemic * Act of terror * Envir. disaster * Natural disasters * Major fire/explosion * Reputational damage | * Beyond the normal capabilities of KAUST Emergency Services and resources * Requires significant coordination of additional internal and external resources * Mass emergency communications | Incident Commander -   * EOT & UEC notification * KAUST Crisis Center (KC2) activation (EOT/UEC) * KC2 briefing |



## 6. Plan Activation and Initial Actions

|  |
| --- |
| Activation criteria |
| If the Emergency Response Plan is activated, the Department/Entity Head, or deputy will:   * + - Convene an initial meeting of the Department/Entity Emergency Response Team (see Section 7, Page7 below for suggested incident meeting agenda).     - Allocate responsibilities within the Department/Entity Emergency Response Team. |
| Department/Entity Emergency Response Team Actions |
| The Department/Entity Emergency Response Team will be assembled at the time of an incident. The team's activities will be directed by the Department/Entity Head, or deputy, and will include the following initial actions:   * + - Ensure the Department/Entity Emergency Response Team members have been informed of the incident.     - Convene the Department/Entity Emergency Response Team (if appropriate to do so).     - Conduct an initial assessment of the incident (complete Situation Report(s) - use *Appendix F*).     - Set up and maintain communications with the University Leadership via the Department/Entity Head (use *Appendix F* for situation updates).     - Make the decision on invocation of the Emergency Response Plan (Department/Entity Head). |
| Summarize available information |
| The team should quickly capture any available information for discussion at their initial meeting, using the ***Situation Report*** contained in ***Appendix F***. Areas for consideration include the following:   * + - Staff welfare     - Operational/essential services impacts     - Technology/critical infrastructure impacts     - Building and facilities impacts     - Environmental impact     - Progress on recovery to normal operations |

### 7. Department/Entity Emergency Response Team - Meeting Agenda

|  |  |
| --- | --- |
| Assessment | * Examine the scope of the disruptive event or incident and potential implications. * Complete Situation Report(s) using Appendix F. * Provide a status update on agreed actions (from previous meeting). |
| Confirm assessment of the incident | * Each Functional Director/Manager to confirm current impact to critical activities and associated resources. * Perform detailed assessments as time permits. |
| Set objectives for the Department/Entity Business Continuity Team | * What are the business priorities at this time? * Are there any directives from the KAUST Emergency Operations Team (EOT)? * What parameters and restraints do we need to work within? * Write down agreed objectives for the team and time-frames. |
| Agree actions | * Write down agreed actions using Appendix *E* - Activity Report. * Agree date/time of next meeting. * Subsequent meetings - Update and review of actions completed. |

### 8. ERP activation checklist

In the event this plan is activated for a disruptive event or incident the following checklist can be used as a guide:

|  |  |  |
| --- | --- | --- |
| **CHECKPOINT ONE (ERP ACTIVATION)** | **Responsibility** | **Status** |
| **EMERGENCY RESPONSE**   * Mobilization of emergency services/Notification GA On-Call * Evacuation of buildings/hazardous areas * Treatment of casualties | Safety Wardens |  |
| **DECLARATION & ERP ACTIVATION**  Receive confirmation from Department/Entity Head that an incident has been declared and the ERP is to be activated. | Department Head |  |
| **NOTIFY TEAM MEMBERS – CALL TREE (YOUR OWN LOCAL PROCESS)**  Notification to Functional Directors, Managers, Leads and team members of the incident and next steps.  **IF BUILDING INCIDENT**, notify employees to relocate to Work Area Recovery location. | Department Head or delegate |  |
| **ASSESS IMPACT OF INCIDENT ON FUNCTION**  Each function to conduct its own assessment, to understand impact to critical processes / activities, resources (i.e. personnel, equipment, IT etc.), reporting overall impact of operations to Department/Entity Head and Business Continuity Coordinator.  Record information in the ***Situation Report*** - see ***Appendix F***. | Functional Directors / Managers |  |
| **LOG KEY INFORMATION AND ACTIONS**  Begin to record information / decisions and actions taken in the ***Activity Report*** - see ***Appendix E***. | Executive Assistant |  |
| **CHECKPOINT TWO (CONTINUATION AND RECOVERY OF CRITICAL PROCESS / ACTIVITIES)** |  |  |
| **CONTINUE CRITICAL PROCESSES / ACTIVITIES AT WORK AREA RECOVERY LOCATION**  Continue critical processes and priority work activities. | Functional Directors / Managers |  |
| **CRITICAL PROCESS / ACTIVITY RECOVERY**  Where appropriate utilize manual workarounds if required. | Functional Directors / Managers |  |
| **RESOURCE RECOVERY**  Activate appropriate resource recovery strategies and workarounds. | Functional Directors / Managers |  |
| **COMMUNICATIONS**  Maintain communications with Department Head on work status and ability to recover. | Functional Directors / Managers |  |
| **IF BUILDING INCIDENT**  Continue operating at the alternate work area until the Department Head or delegate confirms the normal site is ready for use. Report to Department Head any issues or concerns during this period. | Functional Directors / Managers |  |
| **CHECKPOINT THREE (STAND DOWN AND RETURN TO NORMAL)** |  |  |
| **RECEIVE NOTIFICATION OF TERMINATION OF INCIDENT & STAND-DOWN**  Team receives notification from the Department Head of the termination of the Incident. | Department Head |  |
| **PLAN TO RETURN TO NORMAL WORKING AREA.**  Ensure return to normal working location is planned and coordinated with Department Head. | Functional Directors / Managers |  |
| **ATTEND POST INCIDENT REVIEW**  Attend AAR (After Action Review) and own internal debriefs / lessons learned. Update BCP according to changes required. | Department Head |  |

## 9. Stand Down and Return to Normal Activities

Stand down from an incident will be determined by the relevant level of command in control at the time and a plan to return to normal will be communicated via the Department/Entity Head.

Following incident stand down, if safe to do so, departments should return to their normal place of work and continue their previous activities and operations.

Staff involved in the emergency response should take part in debriefs and lessons learned, and provide input into the After Action Review (AAR) if requested. Utilize the incident to identify areas of improvement that is needed to the EOP

## 10. Document Management

Version history

|  |  |  |  |
| --- | --- | --- | --- |
| **Version No** | **Changes Made** | **By Whom** | **Date** |
| 0.1 | First Draft |  |  |

Distribution

|  |  |  |  |
| --- | --- | --- | --- |
| **Copy** | **Name** | **Position/Organization** | **Method of issue** |
| 1. |  | Department/Entity Head / Plan Owner | Electronic |
| 2. |  | Deputy Plan Owner | Electronic |
| 3. |  | Division/Department Business Continuity Coordinator / Staff Member | Electronic |
| 4. |  | Emergency Response Plan Coordinator | Electronic |
| 5. |  | KAUST HSE | Electronic |
| 6. |  | KAUST Proponent | Electronic |
| 7. |  |  | Electronic |
| 8. |  |  | Electronic |
| 9. |  |  | Electronic |
| 10. |  |  | Electronic |

Record of Changes

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Change #** | **Date** | **Summary of Change** | **Page Numbers** | **Entered By** |
| 1 | [Date] | [List ERP revisions/changes] | [Pg. #] | [Full Name] |
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## Appendix A – Contact Lists

**Department/Entity Emergency Response Team Contacts List:**

|  |  |  |
| --- | --- | --- |
| Name | Role | Mobile |
|  | Department/Entity Head (Plan Owner) |  |
|  | Department/Entity Head (Plan Owner) Deputy |  |
|  | Emergency Response Plan Coordinator |  |
|  | KAUST Proponent |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  | Business Manager |  |
|  | Executive Assistant |  |

**Key Internal (Employees) Contacts List:**

|  |  |  |
| --- | --- | --- |
| Name | Area/Department | Mobile |
|  |  |  |
|  |  |  |

**Key External Contacts List:**

|  |  |  |  |
| --- | --- | --- | --- |
| Emergency Service Provider | Location | Point of Contact | Landline/Mobile |
| Civil Defense |  |  |  |
| Red Crescent (Ambulatory Service) |  |  |  |
| Local Hospital |  |  |  |
| Local Police |  |  |  |
| Coast Guard |  |  |  |
| National Guard |  |  |  |
|  |  |  |  |

### Key Locations of Off-Site Operations (more than location)

[Name of Department/Entity operates from the following locations outside KAUST:

|  |  |  |
| --- | --- | --- |
| **Location/Facility Name** | **Description of Operation** | **Onsite Emergency Point of Contact**  **Name/Number** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

**KAUST University Contact List:**

|  |  |  |
| --- | --- | --- |
| Contact | Contact Details | Service |
| Government Affairs – On Call | 054 470 1111 | 24/7 |
| KAUST 911 CCC | 911 (landline) or 012 808-0911 (Mobile) | 911 Command Center. Fire Service, Ambulance, Security & Incident support **within KAUST** |
| HSE | 054 038 3173 (Mobile) | On call HSE 24x7 |
| IT Helpdesk | 910 (landline) or 012 808-0910 (Mobile) | 08:00 – 22:00 (Sunday –  Thursday). Diverts to on call cover out of hours. |
| FM Helpdesk | 959 (landline) or 012 808-0911 (Mobile) | 08:00 – 17:00 (Sunday –  Thursday). Diverts to on call cover out of hours. |
| HR Emergency Contact | 0544 700 277 (Mobile) | On call HR 24x7 |
| Human Resources Helpdesk | [HRHelpdesk@kaust.edu.sa](mailto:HRHelpdesk@kaust.edu.sa) | 08:00 – 17:00 (Sunday –  Thursday) |

**Emergency Vendor/Supplier Contact List:**

|  |  |  |
| --- | --- | --- |
| Vendor/Supplier Name | Contact Details | Service |
|  |  |  |
|  |  |  |
|  |  |  |

**Satellite Phone Contacts List:**

|  |  |  |
| --- | --- | --- |
| Name | Role | Satellite Phone Number |
|  |  |  |
|  |  |  |
|  |  |  |

## Appendix B: Emergency Shelter Location(s)

|  |  |  |
| --- | --- | --- |
| **Location Name** | **Description of Operation** | **Emergency Point of Contact**  **Name/Number** |
|  |  |  |
|  |  |  |
|  |  |  |

## Appendix C: Critical Infrastructure List

|  |  |
| --- | --- |
| **Location** | **Description of Critical Infrastructure** |
|  |  |
|  |  |
|  |  |

## Appendix D: Emergency Resources and Supplies List

|  |  |  |
| --- | --- | --- |
| **Item** | **Description** | **Quantity** |
|  |  |  |
|  |  |  |
|  |  |  |

## Appendix E: Activity Report

The Activity Report is used to record key information, especially in respect of decisions made and actions taken or tasks delegated during the disruptive event or incident. It is important that a record is maintained from start through to finish.

(Additional sheets / pages should be prepared and utilized as necessary).

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Date | Start  Time | End Time | Decisions / Actions | Owner | By when |
|  |  |  |  |  |  |
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## Appendix F: Situation Report

The ERT will use the below form to capture the impacts (key issues) on operations, priorities, actions and resources needed to bring the situation under control.

|  |  |
| --- | --- |
| Incident Name / ID |  |
| Date and Time |  |
| Impact Assessment Update | Provide a summary of the current impacts for the department/entity function |
| Priority Issues | Summarize immediate concerns and priority issues for resolution |
| Agreed Actions | Summarize key actions agreed to manage the response and mitigate the impact |
| Communications / Escalations | Summarize key stakeholder communications and/or escalations required |
| Support Required | Detail any further support required to ensure an effective response to the incident |

## Annex 1: Emergency Checklists

## Annex 2: Building Evacuation Plan(s)

## Annex 3: Hazard Specific Plans

The types of hazard-, threat-, and incident- specific plans include but are not limited to the following:

a. Medical emergencies

b. Hazardous releases

c. Fire

d. Severe weather

e. Security issue

f. Communication failure

g. Critical infrastructure/system failure

h. Utility outage