

FACILITY CRITICAL INFORMATION FOR EMERGENCY SERVICES

Purpose

This document supports the provision of critical facility and incident information to responding emergency services during an incident. It is intended to assist with rapid site access, situational awareness, operational coordination and emergency response activities.

The document combines:

- pre-populated facility information that should be maintained and reviewed regularly; and
- incident-specific information that may be completed during an incident to support operational response and communication.

Who Should Use This Template

This template is intended to support personnel responsible for coordinating with emergency services and providing operational building information during incidents.

Part A Typical users may include:

- Building managers
- Security supervisors or control room personnel
- Chief Wardens / ECO members
- Facilities or engineering personnel

Part B Typical users may include:

- Emergency liaison during the emergency

Where possible, a primary emergency services liaison and backup contact should be identified to support communication, site access and information sharing during incidents.

Instruction Notes

- Use this document to record and maintain the most critical facility and incident information emergency services may require during an incident. Provide short, clear details to support rapid site access, situational awareness, operational coordination and identification of key contacts.
- Keep information practical and easy to follow. Include only information that would assist emergency services during a real incident (e.g. access points, maps, CCTV, control rooms, key systems, hazards and site constraints).
- Where possible, identify a primary and secondary emergency services liaison responsible for supporting communication, site access and information sharing during incidents.

Pre-populated Facility Information PART A

Contains pre-populated facility information that should be completed in advance and reviewed regularly to ensure it remains accurate and ready for use during incidents.

Incident Specific Information PART B

Contains incident-specific information intended to support the initial communication and operational handover between site representatives and responding emergency services personnel during an active incident.

PART A

Pre-populated Facility Information

This section contains facility information that should be completed in advance and reviewed regularly to support emergency services coordination and operational response activities.

BUILDING OVERVIEW	BUILDING SUMMARY – Provide a short summary of the building's features and anything that Emergency Services should know immediately	
	Number of Levels	
	Basement Levels	
	Approximate Occupant Load / Capacity	
	Key Tenant / Occupancy Types <i>(e.g. office, retail, public-facing, mixed use)</i>	
	Public Access Areas	
	High-Risk Areas	
	Major Building Works / Temporarily Altered Conditions	
	Notes:	

EMERGENCY CONTACT SUMMARY

List the key contacts emergency services may need to access the site, obtain information and coordinate response. Include the primary liaison and a backup contact. ***Prefill this section as much as possible so it can be used quickly during an incident.***

Role	Name	Organisation	Mobile	Backup Contact
Primary Contact/Emergency Liaison				
After-Hours Contact				
Chief Warden / ECO Lead				

EMERGENCY CONTACT SUMMARY (continued)

Role	Name	Organisation	Mobile	Backup Contact
Security Control Room				
Facilities / Engineering Lead				
Fire Systems Contractor				
Lift Contractor				
Electrical Contractor / Utility Contact				
Other Critical Contractor				

ACCESS INFORMATION – Main Access Points	Access Point	Location	Normal Access Status (e.g. open, locked, controlled)	Emergency Access Method	Notes
	Main Entry				
	Loading Dock				
	Basement Access				
	Fire Control Room Entry				
	Roof Access				
	Other				
	Key / Passes / Access Controls				
	Location of keys, swipe cards or emergency access devices				
	Who can provide access				
	Any restricted areas				
	Any access dependencies				
	Access limitations after hours				

MAPS, PLANS & SUPPORTING DOCUMENTS

List the maps, diagrams or plans available for emergency services

Document / Plan	Location	Format	Available to ES on arrival?	Notes
Site Plan				
Floor Plans				
Evacuation Diagrams				
Fire Systems Plan				
Services / Utilities Plan				
Hydrant / Sprinkler Plan				
Safety Data Sheets (SDS)				
Lockdown / Shelter Areas Map				
Other				

CCTV AND MONITORING SYSTEMS

CCTV available?	Yes / No
Location CCTV monitored from	
Who can access / provide footage?	
Location of monitoring point	
Can footage be viewed on site?	
Coverage limitations or blind spots	
Recording retention period	
Known communication limitations (e.g. radio black spots, poor mobile signal, PA not audible in some areas)	
Notes:	

CONTROL ROOMS AND BUILDING MANAGEMENT LOCATIONS - Record the main on-site control and coordination points that may be used during an incident.

Area / Room	Location	Purpose	Access Details
Fire Control Room			
Security Control Room			
Building Management Office			
Emergency Assembly Coordination Point			
Engineering / Plant Control Point			
Other			

KEY SYSTEMS AND INFRASTRUCTURE

System / Infrastructure	Location	Key Emergency Services Information
Fire Indicator Panel		
Sprinkler / Hydrant System		
Lifts		
HVAC / Smoke Control		
Main Switchboard		
Generator / Backup Power		
Gas Isolation		
Water Isolation		
Access Control / Security System		
Communications / PA System		
Other Critical System		

IMPORTANT OPERATIONAL CONSIDERATIONS – Use this section to note anything that may affect emergency response

Occupants who may require additional assistance (e.g. disability, health or communication needs)	
Public-facing or high traffic areas	
Shared spaces or neighbouring building interfaces	
Current building works or temporary issues	
Other important constraints	

OPTIONAL ATTACHMENT CHECKLIST	
☐	Site plan
☐	Floor plans
☐	Evacuation diagrams
☐	Fire systems information
☐	Utilities / services plans
☐	Contact list
☐	CCTV overview
☐	Access / entry instructions
☐	Lockdown / shelter-in-place information
☐	Data Safety Sheets
☐	Key locations map (e.g. control rooms, plant, access points)
☐	Emergency contact summary (quick reference)
☐	Other supporting information

DOCUMENT CONTROL	
Document Owner	
Review Frequency	
Last Reviewed	
Next Review Due	
Approved by	

PART B

Incident Specific Information

This section is intended to support operational coordination and information sharing during an active incident. Information may be incomplete or evolving and should be updated as additional details become available.

INCIDENT INFORMATION AND IMMEDIATE HANDOVER SUMMARY

Provide the most critical, confirmed information to emergency services on arrival or first contact. Keep details clear and concise. Complete this section first and ensure it can be communicated within the first few minutes of an incident.

Item	Detail
What is known / unknown (as at time) <i>(if information is still developing)</i>	
Nature of incident	
Exact location	
What actions have or are currently being taken	
Best entry point	
Emergency services liaison (contact person on arrival)	
Key risks or hazards	
Key systems affected or relevant	
Maps / CCTV availability and location	
Emergency services access constraints	
Other critical information	