

HOW TO USE THE CBD EMERGENCY MANAGEMENT TOOLKIT

Purpose

The CBD Emergency Management Toolkit has been developed to support commercial building stakeholders in strengthening preparedness, coordination and operational resilience across a broad range of emergency scenarios and operational environments.

The Toolkit provides practical tools, templates and guidance materials that help organisations build capability, improve coordination and support confident operational response before, during and after incidents. Designed to complement existing emergency management arrangements, the Toolkit supports practical implementation, continuous improvement and scalable adoption across different building environments and preparedness maturity levels.

Scope

The Toolkit has been designed as a flexible resource suite that supports emergency preparedness, coordination, exercising, training and continuous improvement activities across commercial building environments. The resources are intended to complement existing emergency management arrangements and may be used individually or progressively depending on organisational needs, operational priorities and preparedness maturity.

The below “Toolkit at a Glance” guide provides an overview of how Toolkit resources align across key preparedness activities and Toolkit domains, helping users identify relevant resources and implementation priorities. *Organisations are encouraged to begin with the Good–Better–Best Capability Checklist to assess preparedness maturity, identify priority areas and determine which Toolkit resources are most relevant to their operational needs.*

TOOLKIT AT A GLANCE

HOW TO USE THE CBD EMERGENCY MANAGEMENT TOOLKIT

Practical resources to strengthen emergency preparedness, coordination and operational resilience across commercial building environments. Scalable, adaptable and designed for real-world implementation.



WHERE TO START

- Start with the Good–Better–Best Capability Checklist (the recommended starting point).
- Assess your current preparedness maturity
- Identify strengths, gaps and priority actions
- Determine which Toolkit resources are most relevant
- Support progressive implementation over time



USING THE TOOLKIT

- Use the Toolkit flexibly based on operational needs, building context and preparedness maturity.
- Resources complement existing emergency management arrangements.
- Adopt resources progressively based on priority risks, coordination needs and operational preparedness.
- Templates and guidance materials can be adapted to suit different building types and incident scenarios.



TOOLKIT PRINCIPLES

- Practical
- Flexible
- Scalable
- Coordination-focused
- Improvement-driven

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GOVERNANCE



Supports preparedness oversight, capability development and implementation activities.

Key Toolkit Resources

- RECOMMENDED STARTING POINT:** Good–Better–Best Capability Checklist: Assess maturity, identify gaps and prioritise actions.
- How to Use the Toolkit to Practice: Practical guidance to help navigate and implement the Toolkit resources.

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PLANNING



Develop plans and arrangements to manage risks and guide operational response across a range of incident scenarios.

Key Toolkit Resources

- Create Hazard Planning Prompts
- Lockdown and Shelter-in-Place Checklist
- Prolonged Disruption and Recovery Planning Checklist
- Emergency Communication Prompting Guide
- Initial Response Decision Aid - Evacuate, Lockdown or Shelter-in-Place

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COLLABORATION



Work together with internal teams, tenants, neighbours and external partners to build strong coordination and information sharing.

Key Toolkit Resources

- Facility Critical Information For Emergency Services
- Emergency Message Template
- Internal Handover Template

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EXERCISING



Test Plans and arrangement to validate effectiveness, identify gaps and build confidence.

Key Toolkit Resources

- Emergency Exercise Planning Template
- Emergency Exercise Scheduling Guide
- Emergency Communications Testing Checklist
- Exercise Observations and Debrief Template

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TRAINING



Build knowledge, skills and confidence across building teams and stakeholders.

Key Toolkit Resources

- Tenant and Contractor Emergency Awareness and Engagement Guide

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CONTINUOUS IMPROVEMENT



Supports preparedness oversight, capability development and implementation activities.

Key Toolkit Resources

- Incident Action Log
- Lessons Identified and Actions Register

A Continuous Cycle of Preparedness, Response and Improvement
Move through the domains as a cycle - Govern, Plan, Collaborate, Exercise, Train and Improve - to strengthen preparedness, enhance coordination and build resilience over time.

Toolkit Domains	
Domain	Purpose
Governance	Establishes preparedness oversight, capability development and implementation activities.
Planning	Supports preparedness and planning across a range of emergency scenarios.
Collaboration	Strengthens operational coordination, communication and information sharing activities.
Exercising	Encourages exercising, validation and operational review activities.
Training	Builds awareness, engagement and preparedness capability across stakeholders.
Continuous Improvement	Focuses on lessons management, corrective actions and ongoing preparedness improvement activities.

CBD Emergency Management Toolkit Resources Overview

The Toolkit includes a range of practical templates, checklists and guidance materials designed to support operational preparedness activities across commercial building environment. Resources may be adopted individually or progressively based on organisational priorities, identified risks and operational requirements.

See next page for a summary of Toolkit resources and supporting materials.

Domain	Toolkit Resource	Purpose
Governance	How to Use the Toolkit in Practice	Learn to navigate and implement the CBD Emergency Management Toolkit.
	Good–Better–Best Capability Checklist	Assess your emergency management preparedness maturity and identify pillars for improvement.
Planning	Climate Hazard Planning Prompts	Document climate-related operational risks and associated preparedness/response arrangements.
	Lockdown and Shelter-In-Place Checklist	Ensure lockdown and or shelter-in-place arrangements are thorough and documented.
	Prolonged Disruption and Recovery Planning Checklist	Plan for prolonged operational disruptions and associated recovery activities.
	Emergency Communication Disruption Guide	Determine and document secondary communication protocols in case of communications disruptions during emergencies.
	Response Decision Aid – Evacuate, Lockdown or Shelter-In-Place	Easily determine the correct protective action following a simple guide.
Collaboration	Emergency Precinct Coordination Matrix	Plan for coordination and information sharing across neighbouring buildings and precinct environments.
	Emergency Precinct Communication and Coordination Guide	Document communication and coordination arrangements between buildings and external stakeholders during incidents.
	Facility Critical Information For Emergency Services	Pre-document critical facility and incident information to supply to responding emergency services.
	Emergency Message Template	Prepare clear and consistent emergency communications for prompt distribution.
	Internal Handover Template	Structure handover and information sharing between personnel during incidents or disruptions.
Exercising	Emergency Communications Testing Checklist	Guidance for testing and validation of emergency communication systems and processes.
	Exercise Observation and Debrief Template	Capture observations, lessons identified and improvement actions following exercises or incidents.
	Emergency Exercise Planning Template	Plan emergency exercises and scenario activities.
	Emergency Exercise Scheduling Guidance	Develop and schedule exercising activities across preparedness programs.
Training	Tenant and Contractor Emergency Awareness and Engagement Guide	Plan emergency awareness, engagement and preparedness activities for tenants and contractors.
Continuous Improvement	Incident Action Log	Record key actions, decisions and operational activities during incidents.
	Lessons Identified and Actions Register	Track lessons identified, corrective actions and preparedness improvements so they become lessons learned.

Commented [BC1]: Alternate table with a few examples. See what you think. It just makes it a bit more this is how you use it rather than this is what its intended for.

Implementation Considerations

The Toolkit has been developed to support a more practical, coordinated and resilient approach to emergency preparedness across commercial building environments.

The resources are intended to support ongoing preparedness, coordination and continuous improvement activities, and may be adopted progressively based on organisational needs, operational priorities and preparedness maturity.

Users are encouraged to begin with the Good–Better–Best Capability Checklist and use the Toolkit at a Glance guide to identify resources most relevant to their operational needs and preparedness priorities.

What Not to Do

- Do not try to complete every template. The toolkit is designed to be flexible. Select and use only the tools that are relevant to your site and priorities.
- Do not duplicate existing plans, systems or records.
- Do not create documentation that has no practical use.
- Do not treat the CBD Emergency Management Toolkit as a separate project from normal operations.