

TENANT AND CONTRACTOR EMERGENCY AWARENESS AND ENGAGEMENT GUIDE

Purpose

This guide supports practical engagement with tenants and contractors to improve emergency awareness, communication and preparedness across building environments.

It provides:

- simple engagement prompts;
- discussion topics;
- a basic engagement register; and
- space to record gaps, actions and follow-up activities.

The guide is intended to support ongoing emergency awareness, communication and continuous improvement activities.

Who Should Use This Guide

Typical users may include:

- Building managers
- Facilities or operations personnel
- Security supervisors
- Chief Wardens / ECO members
- Contractor management personnel
- Tenant engagement or workplace teams
- Emergency Planning Committee (EPC)

The guide may be used during inductions, engagement activities, preparedness reviews, exercises or routine operational discussions.

How to Use This Guide

- Use the prompts as a guide rather than a script to support practical engagement discussions with tenants and contractors regarding emergency awareness, communication and preparedness.
- Ask questions in a clear and practical way, check for understanding and note any issues, gaps or follow-up actions that arise.
- Use the Engagement Register and Assessment sections within this document to record engagement activities, identified gaps, actions and follow-up items where required.
- Review and use this guide regularly to help keep emergency information current and reinforce preparedness over time.

ENGAGEMENT ACTIVITY REGISTER

This register may be used to record engagement activities, groups consulted and any follow-up actions identified during discussions or reviews

Group	Considered? (Y/N)	Notes
Tenants (Office Staff)		
Retail / Public Facing Tenants		
Contractors (e.g. Cleaning, Security, Maintenance)		
Visitors / Public		

KEY ENGAGEMENT PROMPTS

Roles & Awareness	Do tenants and contractors understand what to do during an incident? During different scenarios?
	Are responsibilities clear for: • Wardens vs occupants? • Contractors vs building management?
	How will they receive information during an incident, and how will this be reinforced?
	Are the needs of people who may require additional assistance considered and communicated (e.g. disability, health or other support needs)?
	Do tenants and contractors understand how decisions will be communicated during an incident?

Roles & Awareness (Continued)	KEY ENGAGEMENT PROMPTS (Continued)
	Do they know who to follow or take direction from during an incident?
	Do tenants and contractors understand how stand-down or “all clear” instructions will be communicated and followed?
Communication	How do we currently communicate with tenants or contractors?
	Is messaging clear, simple and easy to act on?
	What communication channels are used, and are they reliable during an incident? (e.g. email, signage, apps, announcements)
	Are communication methods accessible to all tenants and contractors (e.g. visual, audible, language or literacy needs)?
	Are communication methods tested during exercises?
	Do communications align with instructions from emergency services where relevant?
	Are clear stand-down or “all clear” messages included in communication planning?
Training & Information	What information or training is provided at induction?
	What refresher training is conducted?
	Do tenants and contractors understand how to share information or report issues during an incident?
	Do key staff understand how to support emergency services on arrival? (e.g. access, information, liaison)
	Are there simple formats available for information refreshers? (e.g. quick guides, posters)
	Are tenants and contractors involved in exercises or briefings?
	How do you reach tenants and contractors who don't attend formal training?

ASSESSMENT

What's working well?	• • • •
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Gaps & Opportunities

Gap Identified	Action	Priority	Owner