

Emergency Management Plan Checklist

This checklist sets out some of the steps and procedures that managing agents may consider adopting prior to, during and after the occurrence of an emergency such as a fire, storm or catastrophic event.

Before Event	Yes	No	Comment
1. Do you have a WH&S Plan for Agency Staff & Contractors?	☐	☐	
2. Do you have delegated authority to approve emergency works?	☐	☐	
3. Do you have delegated authority to take other emergency steps?	☐	☐	
4. What ability do you have to charge the scheme schedule B fees for emergency works [responding to the emergency]?	☐	☐	
5. If you do not have delegated authority then are you prepared to receive informal instructions for the executive committee which may need to be ratified later?	☐	☐	
6. Do you understand your obligations and potential liability in managing these issues?	☐	☐	
7. <u>Develop a Master Contact List Framework</u> Note the name, phone number, and address for:-			
a. The insurance contact;	☐	☐	
b. Emergency works contact list;	☐	☐	
c. Occupants and owners;	☐	☐	
d. Council contact person(s);	☐	☐	
e. Other advisors such as legal, engineering etc.	☐	☐	
8. Ensure the availability of, and easy access to important documents such as: safety audits, asbestos reports, escape/ evacuation routes, names of fire wardens etc.	☐	☐	
9. Determine sufficient and current insurances are in place.	☐	☐	
10. Determine potential un-insured components of loss with reference to exclusions. Losses which may be excluded (depending upon policy) such as pre-existing building defects, maintenance, flood damage etc.	☐	☐	
11. Develop a communication policy in respect of owners, occupants and media etc to inform of:-			
a. What has happened;	☐	☐	
b. Who to contact;			
c. What will happen next.			
	☐	☐	

Occurrence	Yes	No	Comment
12. Appoint a suitably qualified / experienced member of staff to act, noting the person may need to be dedicated to this task for a period of time such as 1 month or more	☐	☐	
13. Consider matters that need to be communicated internally.	☐	☐	
14. <u>Who needs to be contacted?</u>			
a. Notify emergency services;	☐	☐	
b. Insurance contact;	☐	☐	
c. Key staff members;	☐	☐	
d. Other relevant parties.	☐	☐	
15. <u>Prepare and keep contemporaneous documents:-</u>	☐	☐	
a. Detailed file notes (include photos and video if possible).	☐	☐	

Post Occurrence	Yes	No	Comment
16. <u>For insured losses the Insurer will typically gather documents and reports:-</u>	☐	☐	
a. Liaise with emergency services, obtain police report(s) and fire report (s)	☐	☐	
b. Determine emergency / make safe repairs	☐	☐	
c. Liaise with Council to ensure compliance with appropriate building codes and regulations	☐	☐	
d. Locate statements from witnesses	☐	☐	
e. Obtain photos, videos etc of circumstances of loss/damage;	☐	☐	
f. Determine relocation, loss of rent, storage and other expenses recoverable;	☐	☐	
g. Obtain other relevant documents and reports;	☐	☐	
h. Determine the scope of works and approvals required;	☐	☐	
i. Determine a shortlist of competent Builders	☐	☐	
j. Can arrange and finance repairs	☐	☐	
k. Insurer should provide an overview for management of claim, steps involved and time-frames.	☐	☐	
l. Dispute resolution	☐	☐	

Post Occurrence	Yes	No	Comment
17. For uninsured losses the scheme will need to consider:-	☐	☐	
a. Instructing a loss adjuster;	☐	☐	
b. Financial exposure	☐	☐	
c. Determine emergency / make safe repairs	☐	☐	
d. Liaise with Council to ensure compliance with appropriate building codes and regulations	☐	☐	
e. Locate statements from witnesses	☐	☐	
f. Obtain photos, videos etc of circumstances of loss/damage;	☐	☐	
g. Obtain other relevant documents and reports;	☐	☐	
h. <u>Managing owners expectations and personal financial exposures</u>	☐	☐	
i. Determine the scope of works and approvals required;	☐	☐	
j. Determine a shortlist of competent Builders	☐	☐	
k. Arranging repairs and financing	☐	☐	
l. Consider obtaining legal advice as to the potential liability of others, and any key dates and timeframes for commencing proceedings to avoid losing any legal rights.	☐	☐	
18. Determine frequency of update reports – and to whom.	☐	☐	
19. Develop a strategy for dealing with difficult owners or occupants.	☐	☐	
20. Do any alterations need to be approved by any statutory authorities or by special resolution?	☐	☐	
21. For any remediation works ensure that the contracts are legally compliant, with the relevant insurances are in place and contemplate a superintendant role.	☐	☐	
22. Do amendments to title need to be effected?	☐	☐	

Key takeaways

- The checklist provides essential steps for managing agents before, during, and after emergencies.
- It emphasises the importance of having a WH&S Plan and delegated authority for emergency actions.
- The document highlights the need for a Master Contact List Framework for effective communication.
- It outlines the responsibilities for documenting events and liaising with emergency services.
- The checklist addresses both insured and uninsured losses and the necessary steps for each.

Bannermans Lawyers is a NSW strata law firm advising owners corporations, strata managers and lot owners.

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