

Specification of Competency Standards
for the Logistics Industry
Unit of Competency

Functional Area - Operations Management

Title	Formulate contingency procedures on emergency
Code	LOCUOM516B
Range	This unit of competency is applicable to sea freight, air freight and express operators. Practitioners should be capable to formulate contingency plans in order to minimise effectively losses suffered by the company, customers and business partners and to resume normal operation as soon as possible.
Level	5
Credit	9 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Understand contingencies affecting service efficiency of logistics operation</p> <ul style="list-style-type: none"> • Understand the operational modes, stages and working procedures of and contingencies likely to happened during the logistics operation • Understand the requirements and modes of operation of various business partners and relevant government departments • Understand the effects of the following contingencies on operation: typhoon, explosion, fire disaster, power failure, mechanical and computer failure, strike, embargo, earthquake, etc. • Understand correct emergency procedures for various types of contingencies • Understand the effects of contingencies on the logistics operation and the chain issues generated • Understand the concepts and techniques of crisis handling • Understand the manpower, resources, organisation and forms of instruction or guidelines needed in handling crisis • Understand the effects of short-, mid- and long-term on the business operation • Understand the importance of effective communication when contingencies occur <p>2. Formulate contingency plans</p> <ul style="list-style-type: none"> • Analyse the contingency type, the chance to occur and its effects on the company and cargo transport operation • Analyse the scale and degree of effects of the contingency • Establish the division of work, management structure and way of communication during contingencies • Incorporate in the contingency guidelines all necessary items such as legislations, regulators' requirements and standards, and occupational safety and health requirements • Formulate contingency plans: <ul style="list-style-type: none"> ○ Avoid or minimise the effects of the contingency on the service and efficiency of operation ○ Supply timely and correct information to business partners and operational units affected ○ Minimise effectively the loss caused by the contingency ○ Formulate a series of feasible remedial solutions according to the situation ○ Review regularly and improve contingency plans • Collect and analyse views of the departments and parties affected • Compile contingency plans • Plan drills or training activities accordingly • Collect and analyse effects and feedback afterwards in order to review and improve the contingency plans

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Assessment Criteria	The integrated outcome requirements of this unit of competency are: <ul style="list-style-type: none">• Capable to formulate a series of appropriate and effective contingency plans with respect to the actual situations; and• Capable to review regularly the effectiveness and feasibility of various plans.
Remark	