

**Specification of Competency Standards**  
**for the Property Management Industry**  
**Unit of Competency**

Functional Area - Management of the Environment of a Property

Title	Formulate and evaluate the crisis management and emergency handling measures
Code	110419L5
Range	The management of crisis & emergency handling in a property, applicable to the management of procedures, assessments and preventive measures for crisis & emergency handling in property management
Level	5
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Proficient in crisis and emergency management</p> <ul style="list-style-type: none"> <li>• Be proficient in management of the procedures and measures of all kinds of crisis &amp; emergency handling in the property</li> <li>• Be proficient in the elements and measures of risk management</li> </ul> <p>2. Formulate crisis and emergency management measures</p> <ul style="list-style-type: none"> <li>• Be able to formulate risk and crisis management plans, formulate measures to prevent or mitigate risks and implement related plans</li> <li>• Be able to write viable emergency and contingency plans and procedures</li> <li>• Be able to coordinate and allocate manpower and resources, including equipment, plants or technical requirements, to cope with any emergencies in a property</li> <li>• Be able to coordinate various departments and contractors to provide adequate resources and training to subordinates to ensure the efficiency and quality of contingency measures implemented by subordinates</li> <li>• Be able to coordinate departments and contractors to conduct large-scale drills to assess the performance of departments and staff, and to implement improvements</li> </ul> <p>3. Review crisis and emergency management measures</p> <ul style="list-style-type: none"> <li>• Be able to review risk and crisis management plans and measures regularly in response to property conditions and practical needs</li> <li>• Be able to assess the impact or losses of contingencies and emergencies and make appropriate insurance claims or filings of cases</li> <li>• Be able to revise emergency response measures based on current and practical needs</li> </ul>
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> <li>• Be proficient in management of the contingency procedures, elements and measures of risk management in the properties;</li> <li>• Be able to formulate risk and crisis management plans, write viable emergency and contingency plans and procedures, and be able to allocate manpower and resources to ensure the efficiency and quality of the implementation of contingency measures by subordinates; and</li> <li>• Be able to review risk and crisis management plans and measures regularly in response to the condition and practical needs of the property, and be able to amend emergency response measures, and be able to assess the impact of contingency actions or losses caused by incidents.</li> </ul>
Remark	