

Specification of Competency Standards of the Retail Industry

Unit of Competency

Functional Area: Merchandising and Supply Chain Management

Title	Implement logistics management business continuity plan
Code	104976L4
Range	This unit of competency (UoC) is applicable to logistics management staff in retail stores. It covers the abilities to handle non-routine work that may require some judgment, and follow the corporate operational procedures, business continuity plan and emergency response measures in order to reduce the organization's, customer's and business partner's loss, and resume normal business operation.
Level	4
Credit	6 (for reference only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge of logistics management business continuity plan <ul style="list-style-type: none"> • Understand the methods and processes of operating freight service and emergencies that may occur • Understand the requirements and modes of operation of different business partners and relevant government departments • Understand the impact of emergencies on logistics, e.g. typhoon, flooding, fire, power outage, mechanical and computer failure, explosion, strike, embargo, earthquake and epidemic • Understand the activation mechanism for response procedures and business continuity plan in case of logistics emergencies • Understand the operational system, report arrangements, limits of authority and accountability structure, ways of communication, etc. 2. Implement logistics management business continuity plan <ul style="list-style-type: none"> • Receive accurate message on unexpected logistics incidents, and activate the response procedures of the business continuity plan • Deploy manpower and resources according to the response procedures and business continuity plan • Carry out different levels of action according to established procedures, e.g. precautions, stopping operation, evacuation, etc. • Liaise with or report to parties being affected, goods owners and business partners according to the response procedures • Take relevant record and deliver the documents accordingly • Report punctually to the higher level and stakeholders 3. Exhibit professionalism <ul style="list-style-type: none"> • Protect the overall interests of the organization, customers and business partners when implementing the logistics management business continuity plan • Implement the procedures of the business continuity plan according to the ordinances, and the requirements and standards of the regulatory bodies and on occupational safety and health
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Activate response procedures and implement business continuity plan according to different emergency situations so that the organization can resume normal business operation as soon as possible.
Remark	