

Specification of Competency Standards
for the Security Services Industry
Unit of Competency

Functional Area - Guarding Services

Title	Supervise the handling of incidents and emergencies
Code	107723L3
Description	This unit of competency applies to security personnel at supervisory level and above responsible for managing guarding operations. It covers the abilities to supervise frontline security personnel in their handling of incidents and emergencies, ensuring that they are handled in accordance to laid-down policies, procedures and guidelines as well as contingency plans.
Level	3
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge about response to incidents and emergencies associated with guarding operations:</p> <ul style="list-style-type: none"> • Be proficient in laws and regulations relevant to guarding operations, which should include but not limited to: <ul style="list-style-type: none"> ○ Security and Guarding Services Ordinance, Cap 460 ○ Occupational Safety and Health Ordinance, Cap 509 and associated regulations ○ Personal Data (Privacy) Ordinance, Cap 486 • Be proficient in duty of care and third party responsibilities with regard to maintaining safety and security of the site under protection • Be proficient in policies, procedures and guidelines and contingency plans in relation to guarding operations • Be proficient in the functions and operations of systems, devices and equipment associated with guarding operations • Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts • Possess the people skills and communication skills to deal with others • Possess the literacy skills to clearly and accurately record information and activities <p>2. Supervise the handling of incidents and emergencies</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Monitor closely the guarding operations at all time • Operate the systems, devices and equipment for communications correctly • Detect and/or receive reports of incidents and emergencies associated with guarding operations, which may include but not limited to: <ul style="list-style-type: none"> ○ Suspicious and/or abnormal incidents or circumstances ○ Emergencies, such as crime, fire, accident, or other emergencies • Determine the nature and severity of the incidents or emergencies • Ensure that actions are taken according to relevant policies, procedures and guidelines as well as contingency plans • Provide guidance and assistance where necessary • Ensure that internal and external support are coordinated as required • Ensure that internal and/or external communications are coordinated • Keep management informed as required • Continue the above activities and actions until normal operation is restored • Perform post-incident reviews with management to identify gaps and failures • Take corrective actions or other necessary actions until issues are resolved • Ensure that the incident, actions and decisions are recorded as required and all relevant information and records are kept according to laid-down polices, procedures and guidelines

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Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Ensure that incidents and emergencies are handled in accordance to laid-down policies, procedures and guidelines as well as contingency plans; and• Contribute to safety and security of the premises under protection
Remark	