

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

Functional Area - Guarding Services

Title	Handle incidents and emergencies
Code	107735L2
Description	This unit of competency applies to frontline security personnel responsible for performing guarding operations. It covers the abilities to handle incidents and emergencies to the desired outcome in accordance to laid-down policies, procedures and guidelines as well as contingency plans.
Level	2
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about incidents and emergencies associated with guarding operations:</p> <ul style="list-style-type: none"> • Understand the objective and desired outcome of handling incidents and emergencies • 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 relevant policies, procedures and guidelines as well as contingency plans • Be proficient in the operations of relevant systems, devices and equipment • Possess the people skills to deal with others • Possess the communication skills to clearly and accurately report incidents • Possess the literacy skills to clearly and accurately record information and activities <p>2. Handle incidents and emergencies associated with guarding operations</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Wear the designated uniform, identification badge and personal protective equipment • Take instructions from the supervisor and/or security control about the objective and desired outcome of the role • Understand policies, procedures and guidelines as well as contingency plans associated with various types of emergencies, which may include: <ul style="list-style-type: none"> ○ Criminal activities ○ Fire outbreak ○ Sick or injured person ○ Electricity failure ○ Gas leakage ○ Lift failure ○ Typhoon ○ Flooding ○ Bombs or suspicious objects ○ Sounding of burglar alarm ○ Suspicious persons ○ Crowd control ○ Falling objects ○ Collapse of building parts • Handle incidents and emergencies in accordance to laid-down policies, procedures and guidelines as well as contingency plans: <ul style="list-style-type: none"> ○ Determine the nature and severity of the incidents or emergencies

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	<ul style="list-style-type: none"> ○ Take appropriate and swift actions to handle the incidents or emergencies ○ Seek guidance and assistance from the supervisor and/or security control where necessary ○ Coordinate activities of internal and/or external parties ○ Maintain effective communications with internal and/or external parties ○ Keep security control and the supervisor informed of developments ○ Operate relevant systems, devices and equipment correctly and safely ○ Record and report all observations of irregular/abnormal activities or circumstances ○ Continue the above activities and actions until normal operation is restored ● Handle people with tact and courtesy ● Keep proper records of all activities and actions ● Report incidents and issues requiring management attention clearly and accurately
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> ● Handle incidents and emergencies effectively to the desired outcome 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	