

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

Functional Area - Emergency Management

Title	Formulate the emergency management policy of an organisation
Code	107826L6
Description	This unit of competency applies to security personnel at managerial level responsible for emergency management of an organisation. It covers the abilities to formulate the emergency management policy so as to facilitate the organisation to effectively deal with emergencies pertaining to its facilities and business operations.
Level	6
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge about emergency management:</p> <ul style="list-style-type: none"> <li>• Understand the obligations and liabilities of the organisation in providing a safe and secure environment for its operations</li> <li>• Understand the organisation's policies and guidelines for crisis management and business continuity management</li> <li>• Understand the threats and contingencies faced by the organisation, which include: <ul style="list-style-type: none"> <li>○ Natural disasters, e.g. typhoons, floods, fire, etc.</li> <li>○ Man-made disasters, e.g. workplace violence, terrorist attacks, bomb threats, arson, civil disorders, hostage situations, etc.</li> <li>○ Accidental disasters, e.g. hazmat hazards, power failure, telecommunications failure, computer system failure, etc.</li> </ul> </li> <li>• Be proficient in best practices about emergency management</li> <li>• Be proficient in the knowledge and techniques for managing various types of emergencies</li> <li>• Understand the organisation's policies and guidelines for media management</li> <li>• Understand the HK government's emergency response system and the operations of emergency services and related organisations</li> <li>• Understand the organisation's policies and guidelines for information security as well as document sensitivity classification, storage and destruction.</li> </ul> <p>2. Formulate the emergency management policy of the organisation</p> <p>Be able to:</p> <ul style="list-style-type: none"> <li>• Identify threats and contingencies and emergencies requiring emergency planning</li> <li>• Define the objectives of emergency management, which should be: <ul style="list-style-type: none"> <li>○ To minimize the probability of a threat or emergency</li> <li>○ To mitigate the impact should it occur</li> <li>○ To recover and resume normal operations as soon as possible</li> </ul> </li> <li>• Define the scope of work in the four stages of emergency management: <ul style="list-style-type: none"> <li>○ Mitigation</li> <li>○ Preparedness</li> <li>○ Response</li> <li>○ Recovery</li> </ul> </li> <li>• Define the roles and responsibilities of various departments/units involved in the four stages of emergency management: <ul style="list-style-type: none"> <li>○ Senior Management</li> <li>○ Security Services</li> <li>○ Business line management of the affected areas</li> <li>○ Facilities Management/Property Services</li> <li>○ Health &amp; Safety</li> <li>○ Human Resources</li> </ul> </li> </ul>

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	<ul style="list-style-type: none"> <li>○ Information Technology</li> <li>○ Business Continuity Management</li> <li>○ Public Relations</li> <li>● Determine: <ul style="list-style-type: none"> <li>○ Command and control</li> <li>○ Communications</li> <li>○ Life safety</li> <li>○ Property protection</li> <li>○ Co-ordination with internal and external parties</li> <li>○ Media relations</li> <li>○ Recovery and restoration</li> </ul> </li> <li>● Define the schedule for training, testing and exercising</li> <li>● Define the schedule for review and updating of the plans</li> </ul>
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> <li>● Develop a security management policy to the threats and contingencies faced by the organisation; and</li> <li>● Define the activities, roles and responsibilities and performance standard of the core functions of emergency management at various stages.</li> </ul>
Remark	