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

Functional Area - Emergency Management

Title	Formulate incident response plans for various types of emergencies
Code	107828L6
Description	This unit of competency applies to security personnel at managerial level responsible for emergency management of an organisation. It covers the abilities to develop incident response plans for emergencies requiring planning in order to ensure that the organisation can effectively deal with these emergencies when they occur.
Level	6
Credit	4

Competency	Performance Requirements
	1. Knowledge about emergency planning and response:
	
	• Understand the organisation's policies and guidelines about emergency management and business continuity management
	• Understand common incident response plans for an organisation, which should include but not limited to:
	   o Severe weather plan
	   o Building evacuation plan
	   o Flood plan
	   o Fire plan
	   o Bomb threat plan
	   o Demonstration and strike plan
	   o Hazmat hazards plan
	   o Power outage plan
	   o Computer system failure plan
	   o Telecommunications failure plan
	   o Any other plans for incidents that may critically affect life safety, property and/or business operations of the organisation
	• Understand the need to identify vulnerabilities and plan for response actions in each of the four stages of emergency management:
	   o Mitigation
	   o Preparedness
	   o Response
	   o Recovery
	• Understand the priorities for response actions, which should be:
	   o To protect human life
	   o To prevent or minimize injuries to people
	   o To protect property
	   o To prevent or minimize loss and business operations
	   o To recover or resume normal operations as soon as possible
	• Be proficient in best practices about emergency planning and response
	• Be proficient in the knowledge and techniques for managing various types of emergencies
	• Understand legal and regulatory requirements relevant to various types of emergencies
	• Understand the organisation's policies and guidelines in information security as well as document sensitivity classification, storage and destruction.
	2. Formulate the incident response plans
	
	   Be able to:
	• Develop a plan for each emergency requiring emergency planning
	• Plan along the four stages of emergency management:

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	o Determine measures to prevent occurrence and/or mitigate the incident
	    o Ensure that relevant legal and regulatory requirements are met
	    o Prepare to deal with the emergency
	        ▪ Define command and control and roles and responsibilities
	        ▪ Develop the necessary action plans and procedures
	        ▪ Deploy the manpower, resources and facilities for the action plans
	    o Determine appropriate response actions
	        ▪ Manage the incident
	            ▪ Life safety first – evacuate where necessary
	            ▪ Contain the incident and/or minimize its impact
	            ▪ Coordinate response actions of internal and external resources
	        ▪ Manage communications
	            ▪ Warn people at risk about the incident and evacuation
	            ▪ Report to government emergency services
	            ▪ Report to management through the chain of command
	            ▪ Inform relevant stakeholders to ensure business continuity
	            ▪ Inform employees, family, public and other affected parties
	            ▪ Keep the media informed as per the organisation's media management policy and guidelines
	        ▪ Manage business operations
	            ▪ Shutdown business and activate relevant business continuity plans to continue with critical operations
	    o Determine appropriate actions to recover and resume operations
	        ▪ Assess loss of life and injuries
	        ▪ Assess damage to property
	        ▪ Assess disruption to business operations
	        ▪ Resume business operations in accordance to the organisation's policies and plans for business continuity
	    o Maintain proper records of all decisions and actions throughout the incident
	  • Document and publish the plan according to relevant policies and guidelines
	  • Ensure that training, tests and drills of the plan and actions are carried out
	  • Ensure that the plan is regularly reviewed and kept up-to-date

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to:
	
	  • Formulate a set of incident response plans to facilitate the effective and efficient management of emergencies faced by the organisation; and
	  • Ensure that the plans, actions and capabilities are relevant and kept up-to-date

Remark	