

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

Functional Area - Emergency Management

Title	Establish the Emergency Operations Centre (EOC)
Code	107829L5
Description	This unit of competency applies to security personnel responsible for emergency planning and response of an organisation. It covers the abilities to set up an emergency operations centre (EOC) and ensure the effective and efficient operations of the centre.
Level	5
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge about emergency management and the EOC:</p> <ul style="list-style-type: none"> <li>• Understand the organisation's policies and guidelines in emergency management and business continuity management</li> <li>• Be proficient in the organisation's business continuity plan</li> <li>• Be proficient in the organisation's incident response plans</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 policy and guidelines in media management</li> <li>• Be proficient in the media management plan for emergency response</li> <li>• Understand the organisation's policies and guidelines in information security as well as document sensitivity classification, storage and destruction.</li> <li>• Be proficient in the knowledge and techniques for managing various types of emergencies</li> <li>• Be familiar with the latest technologies and equipment for communications</li> <li>• Possess the people skills and communication skills for dealing with others</li> <li>• Possess the literacy skills for keeping precise and concise records about events/incidents</li> </ul> <p>2. Establish the Emergency Operations Centre (EOC) Be able to:</p> <ul style="list-style-type: none"> <li>• Identify a suitable location and a backup location as the EOC for the Emergency Management Group (EMG) to gather during an emergency</li> <li>• Identify the function of the EOC, that is to act as the nerve centre for emergency response</li> <li>• Define the roles and responsibilities of the EMG and supporting staff</li> <li>• Set up the EOC with the necessary equipment and facilities, including: <ul style="list-style-type: none"> <li>○ Communications equipment</li> <li>○ Reference materials</li> <li>○ Activity logs</li> <li>○ Any other facilities for the operations of the EOC</li> <li>○ Any other facilities and means for the well-being of the EMG and staff involved in the operations of the EOC</li> </ul> </li> <li>• Deploy the necessary manpower to support the operations of the EOC, including: <ul style="list-style-type: none"> <li>○ Staff to manage the EOC and keep the equipment, facilities and reference materials up-to-date</li> <li>○ Staff to manage communications during an emergency</li> <li>○ Staff to maintain the activity logs during an emergency</li> <li>○ Staff to coordinate logistics and resources during an emergency</li> </ul> </li> <li>• Develop procedures for the operations of the EOC</li> <li>• Document the plan and procedures</li> <li>• Communicate the plan and procedures with relevant internal and external stakeholders</li> <li>• Train staff of relevant policies, plans, actions and procedures</li> </ul>

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

Functional Area - Emergency Management

	<ul style="list-style-type: none"><li>• Carry out tests and exercises to confirm the effectiveness of the design and operations of the EOC</li></ul>
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"><li>• Set up the EOC to facilitate the effective and efficient response to emergencies faced by the organisation; and</li><li>• Keep the EOC up-to-date and ready for operation at any time.</li></ul>
Remark	