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

Functional Area - Emergency Management

Title	Establish command and control for emergency response
Code	107830L5
Description	This unit of competency applies to security personnel at managerial level responsible for emergency management of an organisation. It covers the abilities to set up adequate command and control to effectively oversee response actions during an emergency.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge about command and control in emergency response: • Understand the organisation's command and control structure for crisis management and business continuity management • Understand the roles and responsibilities of various departments/units involved in the four stages of emergency management • Understand the organisation's policies and guidelines in emergency management and business continuity management • Be proficient in the organisation's business continuity plan • Be proficient in the organisation's incident response plans • Understand the organisation's policy and guidelines in media management • Be proficient in the organisation's media management plan in an emergency • Possess the people skills and communication skills for dealing with others • Possess the literacy skills for keeping precise and concise records 2. Establish command and control to oversee emergency response 　Be able to: • Set up the Emergency Management Group (EMG), in consultation with management and relevant stakeholders. The EMG should take directions from the organisation's Crisis Management Team and be responsible for making tactical decisions, internal/external liaisons, communications, manpower and logistics, and record-keeping of all decisions and actions, etc. • Set up the Incident Management Group (IMG) to directly take charge of actions at the scene of an emergency. The IMG will take directions from the EMG and seek its support and assistance where necessary. • Identify members (and their deputies) for the EMG and IMG: 　o The EMG will be led by an Emergency Director who is normally the Head of Facilities Management/Property Services or the Head of the affected Business. The EMG may include representatives of Business, Security, Facilities Management/Property Services, Safety & Health, Human Resources, Information Technology, and Public Relations, etc. 　o The IMG will be led by an Incident Commander who is normally the Security representative. The IMG may include representatives from Business, Security, Facilities Management/Property Services, and Safety & Health, etc. • Maintain the effectiveness of command and control in an emergency 　o Maintain call trees of the EMG and IMG 　o Establish the protocols for activating the EMG and IMG 　o Train EMG and IMG of relevant policies, plans, actions and procedures 　o Train EMG and IMG of their roles and responsibilities 　o Train EMG and IMG of the priorities of response to an emergency 　o Carry out regular tests to ensure that the call trees are up-to-date

Functional Area - Emergency Management

	o Carry out tests and exercises to ensure that the EMG and IMG will perform as desired in an emergency o Carry out post-incident reviews to ensure that the capabilities of the EMG and IMG are kept relevant and up-to-date at all time
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • Establish EMG and IMG to oversee emergency response actions; • Ensure that the EMG and IMG are kept relevant and ready for operation at all time; and • Ensure that the EMG and IMG will perform as desired in an emergency.
Remark	