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

Functional Area - Emergency Management

Title	Manage emergency preparedness and response
Code	107831L4
Description	This unit of competency applies to security personnel at managerial level responsible for managing security services of an organisation. It covers the abilities to properly deploy manpower and resources to manage emergency preparedness and response and ensure that its operations are effective and efficient and meet the needs and objectives of the organization.
Level	4
Credit	3

Competency	Performance Requirements
	1. Analyse relevant information to identify critical factors that will affect the management of emergency preparedness and response
	
	    Be able to:
	• Analyse the mission, objectives and operations of the organisation
	• Analyse the security strategy
	• Analyse the security management plan
	• Evaluate the organisation's common law duty of care and obligations to provide safe and secure environments under the following legislations:
	      ○ The Occupational Safety and Health Ordinance, Cap 509
	      ○ The Occupiers Liability Ordinance, Cap 314
	• Evaluate the crisis management policy and setup
	• Evaluate the business continuity management policy and plans
	• Evaluate the media management policy and guidelines
	• Evaluate the security threats and events facing the organisation
	• Describe best practices for emergency management
	• Describe the concepts and techniques for managing various types of emergencies
	• Describe the HK government's emergency response system and the operations of emergency services and related organisations
	• Describe the concepts and skills for resource planning and security budgeting
	2. Manage emergency preparedness and response
	
	    Be able to:
	• Formulate adequate policies, procedures and guidelines to guide emergency preparedness and response
	• Set up management and/or administrative controls to oversee execution to the desired outcomes and service qualities
	• Deploy sufficient manpower resources to perform the expected scope of services as per the security management plan
	• Define the standards and qualifications required and develop measures and controls to ensure that personnel are properly trained and qualified for their roles and tasks in emergency preparedness and response
	• Identify and arrange for professional advice and support as well as management guidance to be available to personnel involved in managing emergency preparedness and response when needed
	• Collaborate and consult with relevant internal and external parties (both formally and informally) for completeness and relevance of emergency planning and preparation
	• Monitor actions and activities associated with emergency preparedness and response to ensure that they comply with relevant policies, procedures and guidelines

Functional Area - Emergency Management

	- Monitor the performance of systems and equipment in support of emergency preparedness and response to ensure that they are maintained in good working condition - Develop measures and controls to ensure that incidents, faults and failures are properly recorded and are investigated to identify gaps and failures and followed through until issues are resolved - Develop and monitor programs to regularly review, exercise and test emergency plans and the associated capabilities and operations for emergency response to ensure that they remain relevant and effective - Develop measures and controls to manage emergency preparedness and response within the approved budgets - Conduct periodic reviews to manage the organisation's needs and objectives for emergency preparedness and response through trend analysis, security risks and intelligence analysis and cost/benefit analysis
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: - Establish emergency preparedness and response services to meet the needs and objectives of the organisation; - Monitor the performance of emergency preparedness and response to ensure that they are effective and efficient and achieve the desired outcomes; and - Conduct periodic reviews for continuous improvement
Remark	