

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

Functional Area - Emergency Management

Title	Manage recovery and restoration of operations after an emergency
Code	107836L4
Description	This unit of competency applies to security personnel responsible for emergency planning and response. It covers the abilities to plan for and take appropriate actions to recover and resume business operations after an emergency.
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge about recovery and restoration of business operations after an emergency:</p> <ul style="list-style-type: none"> • Understand the obligations and liabilities of the organisation in providing a safe and secure environment for its business operations • Understand laws and regulations relevant to emergency planning and response • Understand the threats and contingencies faced by the organisation • Understand the organisation's policies and guidelines for emergency management and business continuity management • Be proficient in the organisation's incident response plans • Be proficient in the organisation's business continuity plans • Possess the people skills and communications skills in liaising with others <p>2. Plan for recovery of business operations from an emergency</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Consider recovery of business operations after an emergency <ul style="list-style-type: none"> ○ Identify critical operations and plan for recovery of these operations ○ Consider insurance coverage and backup arrangements ○ Identify personnel, systems and equipment, process and data essential to the critical operations ○ Identify inter-dependencies of the essential elements for the critical operations ○ Make backup arrangements for the essential elements as required ○ Make service level agreements with relevant parties (e.g. Information Technology or other vendors) to ensure availability of the essential elements • Consider management continuity <ul style="list-style-type: none"> ○ Identify key personnel and backup/alternate personnel ○ Confirm the chain of command and authority of backup/alternate personnel in making management decisions • Consider employee support, which may include cash or salary advances, working hours, crisis counselling, and home care, etc. • Plan for and set priorities for the recovery actions: <ul style="list-style-type: none"> ○ Establish safety and security of the facility ○ Establish damage and loss ○ Establish readiness of the building and facilities ○ Establish readiness of personnel, systems and equipment, process and data for business operations • Restore operations as planned, which may involve: <ul style="list-style-type: none"> ○ Assess remaining hazards and maintain safety and security of the facility ○ Brief staff of status and planned actions ○ Establish a recovery team, where necessary ○ Designate personnel to take responsibilities for recovery <ul style="list-style-type: none"> ▪ Restore building systems and public utilities ▪ Salvage systems and equipment for operations

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

Functional Area - Emergency Management

	<ul style="list-style-type: none"> ▪ Salvage property and data for operations ▪ Identify and record details about loss and damage and related costs ▪ Maintain contacts with customers and vendors ▪ Confirm readiness of personnel, process, systems and equipment, property as well as data for operations ▪ Restore operations <ul style="list-style-type: none"> • Monitor recovery actions closely and make adjustments where necessary • Keep records of decisions and actions
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Effectively carry out recovery of operations after an emergency; and • Resume operations as soon as possible and in a safe and secure environment.
Remark	