Functional Area - Emergency Management

| Title | Coordinate with government emergency services and other organisations about emergency planning and response |
|---|---|
| Code | 107837L4 |
| Description | This unit of competency applies to security personnel responsible for emergency planning and response of an organisation. It covers the abilities to engage government emergency services and other organisations when planning for an emergency and work effectively with them when responding to an emergency. |
| Level | 4 |
| Credit | 3 |
| Competency | Performance Requirements<br>1. Knowledge about emergency planning and response of the organisation and the government:<br><br>• Understand the organisation's policies and guidelines in emergency management and business continuity management<br>• Be proficient in the organisation's business continuity plan<br>• Be proficient in the organisation's incident response plans<br>• Understand the HK government's emergency response system and the operations of emergency services and related organisations<br>• Understand the functions and operations of government and non-government organisations on matters in relation to emergency planning and response. These may include but not limited to:<br>   o Emergency services such as HK Police, Fire Services, ambulance services;<br>   o Organisations in connection with public broadcasting, public transportation, and public utilities, etc.<br>   o Organisations in connection with safety and security of the built environment, e.g. Buildings Department<br>• Possess the people skills and communication skills for dealing with others<br>2. Co-ordinate with government emergency services and other organisations about emergency planning and response<br><br>   Be able to:<br>• Maintain a list of contacts of government emergency services and other organisations relevant to emergency planning and response<br>• Establish protocols and procedures with these services and organisations<br>• Meet regularly with representatives of these services and organisations to review emergency plans and procedures, e.g. fire services for evacuation routes and assembly points, etc.<br>• Involve local police, fire services and other relevant parties in drills and exercises<br>• Work with government emergency services and other relevant organisations during an emergency:<br>   o Notify them swiftly and clearly at the outbreak of an emergency about<br>      ▪ what has happened,<br>      ▪ what is at risk, and<br>      ▪ what support is needed<br>   o Identify the overall in charge of government emergency services at scene and contact details<br>   o Establish the organisation's points of contact with government emergency services e.g. the EOC as well as the IMG at scene<br>   o Deploy personnel to support the operations of these services and organisations, e.g. |

Functional Area - Emergency Management

<table>
<tr>
<td rowspan="2"></td>
<td>
<ul>
<li>Providing knowledge about the organisation and the facility,</li>
<li>Cordoning,</li>
<li>Crowd control,</li>
<li>Assisting in search and evacuation, etc.</li>
</ul>
<p>o Coordinate response actions according to their instructions/advices, which may involve:</p>
<ul>
<li>Suspension of service</li>
<li>Closure of the facility</li>
<li>Evacuation of people</li>
<li>Make public broadcasts, etc.</li>
</ul>
<p>o Confirm with the appropriate authority (e.g. police, fire services and/or buildings department) before re-entering the facility after an emergency, ensuring safety and security are restored</p>
<p>o Cooperate with any follow-up investigations and/or actions of these services and organisations</p>
</td>
</tr>
</table>

| Assessment Criteria | The integrated outcome requirements of this UoC are the abilities to: <ul><li>Engage relevant government emergency services and other organisations in the organisation's emergency planning and response;</li><li>Work effectively with these services and organisations during an emergency; and</li><li>Cooperate with these services and organisations in any post-incident actions and/or investigations</li></ul> |
|---|---|
| Remark | |