

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

Functional Area - Emergency Management

Title	Perform EOC duties during an emergency
Code	107840L3
Description	This unit of competency applies to security personnel responsible for performing EOC duties during an emergency. It covers the abilities to monitor developments at scene, maintain internal and external communications and coordinate actions in support of the EMG and IMG as well as other responders at the scene of an emergency.
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about emergency management and response:</p> <ul style="list-style-type: none"> • Understand the organisation's policies and guidelines in emergency management and business continuity management • Be familiar with command and control relevant to emergency response of the organisation • Be proficient in the operations of the EOC, EMG and IMG • Be proficient in the organisation's business continuity plan • Be proficient in the organisation's incident response plans • Understand laws and regulations relevant to emergency management and response in HK • Understand the HK government's emergency response system and the operations of emergency services and related organisations • Understand the organisation's policy and guidelines in media management • Be proficient in the media management plan in an emergency • Possess the people skills and communication skills for dealing with others • Possess the skills and techniques in operating systems and equipment of EOC • Possess the literacy skills to keep precise and concise records • Possess the skills of recording details in written or electronic forms <p>2.</p> <ul style="list-style-type: none"> • Perform EOC duties during an emergency <ul style="list-style-type: none"> ○ Check operational readiness of EOC upon activation ○ Check operational readiness of EMG upon activation ○ Obtain status of the incident including life safety, property damage and business disruption ○ Keep track of developments and requests for direction or assistance from the IMG and other responders at scene ○ Keep track of oversights and/or deviations from laid-down policies and guidelines ○ Keep EMG updated of developments, requests as well as issues requiring their attention ○ Liaise with any other internal and external parties ○ Execute decisions and directions from the EMG ○ Provide support and assistance to the IMG and other responders at scene ○ Coordinate logistical support as well as manpower and other resources ○ Handle internal and external communications ○ Coordinate media communications ○ Keep an incident log about the emergency: <ul style="list-style-type: none"> ▪ Record all activities, decisions and actions in chronological order

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	<ul style="list-style-type: none">▪ Record essential information to include: When? From whom? To whom? What? Why? Where? How?▪ Record timely and accurately in a concise and precise manner
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Coordinate actions and communications in support of EMG, IMG and other responders during an emergency; and• Maintain precise and concise records of the incident and decisions and actions taken.
Remark	