Functional Area - Emergency Management

Title	Manage post-incident reviews and follow-up actions after an emergency
Code	107841L4
Description	This unit of competency applies to security personnel at managerial level responsible for emergency management of an organisation. It covers the abilities to carry out reviews after an emergency in order to identify ways and means to prevent re-occurrence and enhance the organisation's capabilities in dealing with emergencies.
Level	4
Credit	3

Competency	Performance Requirements
	1. Knowledge about emergency incidents reviewing:
	
	• Be proficient in the organisation's policies and guidelines in connection with emergency management and business continuity management
	• Be proficient in the organisation's business continuity plan
	• Be proficient in the organisation's incident response plans
	• Be proficient in 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 media management plan in an emergency
	• 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 policies and guidelines in connection with investigations
	• Possess the people skills and communication skills for dealing with others
	2. Carry out post-incident reviews and follow-up actions after an emergency
	
	    Be able to:
	• Carry out an investigation about the incident, following the laid-down policies and guidelines about investigation of the organisation
	• Assess design effectiveness and operational readiness and effectiveness in each of the following stages:
	    o Mitigation
	    o Preparation
	    o Response
	    o Recovery
	• Assess design effectiveness and operational readiness and effectiveness in each of the following aspects:
	    o Command and control
	    o Communications
	    o Life safety
	    o Property protection
	    o Co-ordination with internal/external parties
	    o Media relations
	    o Recovery and restoration
	• Identify loss and damage, insurance and liabilities
	• Identify gaps and failures and recommend ways and means to improve on capabilities in preventing reoccurrence and dealing with the emergency
	• Identify wrong-doer(s) and recommend disciplinary or restitution actions

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	• Compile and handle the investigation report according to laid-down policies and guidelines
	• Review findings of the investigation with relevant authorized parties with a view to:
	    o Identify root cause(s) of the incident
	    o Evaluate design effectiveness of policies, plans, procedures
	    o Evaluate operational readiness, efficiency and effectiveness of the emergency response capabilities
	    o Evaluate loss and damage caused by the incident, including:
	        ▪ Loss of life or injuries
	        ▪ Damage to property
	        ▪ Disruption to business operations
	        ▪ Damage to the image/reputation of the organisation
	        ▪ Financial losses
	    o Develop further actions:
	        ▪ To report to government, regulator and/or related organisations where necessary
	        ▪ To improve on the organisation's capabilities in preventing reoccurrence and dealing with the emergency
	        ▪ To compliment good performers
	        ▪ To compensate those who suffered from the incident
	        ▪ To deal with wrong-doers
	        ▪ To recover loss
	        ▪ To repair damage to the organisation's image/reputation, which should include a post-incident program with a view to inform relevant parties as well as the public about the incident, the organisation's response to it and further actions to prevent reoccurrence and enhance its response capabilities
	• To follow through with the further actions until they are resolved

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • Carry out a comprehensive post-incident review to identify the root causes of the incident; • Decide on and follow through with appropriate actions to improve on the organisation's capabilities in preventing reoccurrence of and dealing with the emergency; and • Take appropriate actions to repair damage to the organisation's image/reputation caused by the incident
Remark	