

SUBJECT AREA 5 - EMERGENCY PREPAREDNESS and RESPONSE

Identify an organizations' readiness to respond to an emergency in a coordinated, timely and effective manner. Develop and implement procedures for initial response and stabilization of situations until the arrival of authorities having jurisdiction (if/when).

A. THE PROFESSIONAL'S ROLE IS TO:

- A.1 Identify Potential Types of Emergencies and the Responses Needed.**
- A.2 Identify and Review Existing Emergency Response Procedures.**
- A.3 Recommend the Development/Improvement of Emergency Procedures.**
- A.4 Recommend the Development of Command and Control Procedures.**

B. THE PROFESSIONAL SHOULD DEMONSTRATE A WORKING KNOWLEDGE IN THE FOLLOWING AREAS:

B. 1 Identify Potential Types of Emergencies and the Responses Needed.

B.1.a Identify Potential Types of Emergencies

- (i) Natural, Manmade and Technological
- (ii) Accidental vs. Intentional
- (iii) Internal vs. External
- (iv) Controllable Exposures/Risks vs. those beyond organizations control
- (v) Events with prior warnings vs. those with no prior warnings

B.1.b Identify Potential Responses by emergency type

- (i) Strategic Phase
 - a. Pre incident Preparation
 - Establish Relationships with internal and external authorities (i.e., Internal Security groups, Public agencies, etc...)

- Development of Monitoring and Reporting process (i.e., escalation procedures).
- Identify necessary first response teams including roles and responsibilities.

b. Review and receive signoff from Management on Strategic Phase.

(ii) Tactical Phase

a. First Responders

- Evacuation
- Medical care and personnel counselling
- Hazardous material response
- Fire fighting
- Internal and external Communication

b. Emergency Stabilization

- Execution of emergency response and triage procedures, which includes:
 - Priorities for actions
 - Implementation of first aid and medical treatment
 - Identify location and implement procedures to liaise with emergency services for transportation to nearby hospitals.

c. Facility stabilization

- Damage Assessment
- Establishment of command center

B.2 Identify and review existing Emergency Response Procedures.

B.2.a. Protection of personnel

- (i) Personnel assembly locations and process for ensuring identification, safety and overall welfare of all employees including appropriate escalation procedures as required.
- (ii) Provide for communication with staff, next-of-kin, and dependents.
- (iii) Understand implications of statutory regulations.

B.2.b Incident Assessment

- (i) Analyse the situation and provide effective assessment report
- (ii) Estimate the direct impact of the event on the organisation

- (iii) Communicate situation to employees at involved facility and any other organization locations
- (iv) Demonstrate awareness of the likely media interest and formulate a response in conjunction with any existing public relations and/or existing marketing unit.
- (v) Understand the issues to be considered when recommending or making decisions on continuity options

B.2.c. Response process.

B.2.d. Incident Containment

- (i) Understand the principles of salvage and loss mitigation.
- (ii) Understand available options to support facility and or business impacts.
- (iii) Maintain principles of security (personnel, physical and information)
- (iv) Maintain access restriction to impacted area

B.3 Recommend the Development/Improvement of Emergency Procedures.

B.3.a. Life Safety

- (i) Establish assembly points
- (ii) Establish communication process to be followed during an emergency.
- (ii) Develop procedures to manage employee tracking in the event of an emergency.
- (iv) Identify “shelter in place” process and related communication.

B.3.b. Strategy for initial on-site activity

- (i) Understand the need for and, if necessary, prepare an action plan for site safety, security, salvage and restoration as well as stabilization efforts.
- (ii) Identify appropriate methods for protection of assets on-site, including equipment, premises, and documentation.
- (iii) Recognize potential need to establish liaison with external agencies (e.g., statutory agencies, emergency services such as fire departments and police, insurers, loss adjusters, etc.),

- a. Specify type of information these agencies may require.
- b. Establish procedures with public authorities for facility access.
- (v) Establish procedures with 3rd party service providers including appropriate contractual agreements.
- (vi) Establish command center to coordinate and communicate with employees, emergency services, police, etc

B.3.c. Salvage and Restoration

- (i) Assemble appropriate teams.
- (ii) Understand the need for effective incident diagnosis.
- (iii) Understand the need for resource coordination at the affected site.
- (iv) Develop internal escalation procedures to support resource requirements during an incident.

B.4 Recommend the Development of Command and Control Procedures

B.4.a. Identify Command and Control Requirements

- (i) Designing and equipping the Emergency Operations Centre
- (ii) Command and decision authority roles during the incident.
- (iii) Communication vehicles (e.g., e-mail, radio, messengers, and cellular telephones, etc.).
- (iv) Logging and documentation methods.
- (v) Understand the need for escalation and engagement of additional internal and external services.
- (vi) Develop Continuity of Leadership process for Emergency Operations.

B.4.b Command and Control Procedures

- (i) Develop procedures to support the above requirements.
- (ii) Define Immediate Roles and Responsibilities.
- (iii) Define communication process.

B.4.c. Establish Physical or Virtual Emergency Operations Center (EOC)

- (i) Opening the Emergency Operations Center.
- (ii) Security for the Emergency Operations Center.
- (iii) Scheduling the Emergency Operations Center teams.
- (iv) Management and operations of the Emergency Operations Center.
- (v) Closing the Emergency Operations Center.