

# PROFESSIONAL PRACTICES FOR BUSINESS CONTINUITY PLANNERS: EMERGENCY RESPONSE AND OPERATIONS

## **SUBJECT AREA 5: EMERGENCY RESPONSE AND OPERATIONS**

Develop and implement procedures for response and stabilizing the situation following an incident or event, including establishing and managing an Emergency Operations Center to be used as a command center during the emergency.

### **A. The Professional's Role is to:**

- 1. Identify Potential Types of Emergencies and the Responses Needed** (e.g., fire, hazardous materials leak, medical)
- 2. Identify the Existence of Appropriate Emergency Response Procedures**
- 3. Recommend the Development of Emergency Procedures Where None Exist**
- 4. Integrate Disaster Recovery/Business Continuity Procedures with Emergency Response Procedures and Escalation Procedures**
- 5. Identify the Command and Control Requirements of Managing an Emergency**
- 6. Recommend the Development of Command and Control Procedures to Define Roles, Authority, and Communications Processes for Managing an Emergency**
- 7. Ensure Emergency Response Procedures are Integrated with Requirements of Public Authorities** (Refer also to Subject Area 10, Coordination With Public Authorities)

### **B. The Professional Should Demonstrate a Working Knowledge in the Following Areas:**

- 1. Identify Components of Emergency Response Procedure**
  - a. Reporting procedures
    - (1) Internal (escalation procedures)
      - (a) Local
      - (b) Organization (decision-making process)
    - (2) External (response procedures)
      - (a) Public agencies and media
      - (b) Suppliers of products and services
  - b. Pre-incident preparation
    - (1) By types of disaster
      - (a) Acts of nature
      - (b) Accidental
      - (c) Intentional
    - (2) Management continuity and authority
    - (3) Roles of designated personnel
  - c. Emergency actions
    - (1) Evacuation
    - (2) Medical care and personnel counseling
    - (3) Hazardous material response
    - (4) Firefighting
    - (5) Notification
    - (6) Other

## PROFESSIONAL PRACTICES FOR BUSINESS CONTINUITY PLANNERS: EMERGENCY RESPONSE AND OPERATIONS

- d. Facility stabilization
- e. Damage mitigation
- f. Testing procedures and responsibilities

### **2. Develop Detailed Emergency Response Procedures**

- a. Protection of personnel
  - (1) Personnel assembly locations and process for ensuring identification and safety of all employees, including appropriate escalation procedures as required
  - (2) Recognize and understand the value of supplementing any relevant statutory precautions
  - (3) Identify options for immediate deployment and subsequent contract
  - (4) Provide for communication with staff, next-of-kin, and dependents
  - (5) Understand implications of statutory regulations
- b. Containment of incident
  - (1) Understand the principles of salvage and loss containment
  - (2) Understand options available to supplement the efforts of the emergency services in limiting business impact
  - (3) Understand possibilities within business functions to limit the impact of a disaster
- c. Assessment of effect
  - (1) Analyze the situation and provide effective assessment report
  - (2) Estimate the event's direct impact on the organization
  - (3) Communicate situation to employees at involved facility and any other organization locations
  - (4) Demonstrate awareness of the likely media interest and formulate a response in conjunction with any existing public relations and/or existing marketing unit
- d. Decide optimum actions
  - (1) Understand the issues to be considered when recommending or making decisions on continuity options
  - (2) Understand the roles of the emergency services
  - (3) Maintain principles of security (personnel, physical, and information)

### **3. Identify Command and Control Requirements**

- a. Designing and equipping the Emergency Operations Center
- b. Command and decision authority roles during the incident
- c. Communication vehicles (e.g., e-mail, radio, messengers, and cellular telephones, etc.)
- d. Logging and documentation methods

### **4. Command and Control Procedures**

- a. Opening the Emergency Operations Center
- b. Security for the Emergency Operations Center
- c. Scheduling the Emergency Operations Center teams

## PROFESSIONAL PRACTICES FOR BUSINESS CONTINUITY PLANNERS: EMERGENCY RESPONSE AND OPERATIONS

- d. Management and operations of the Emergency Operations Center
- e. Closing the Emergency Operations Center

### **5. Emergency Response and Triage**

- a. Develop, implement, and exercise emergency response and triage procedures, including determination of priorities for actions in an emergency
- b. Develop, implement, and exercise triage procedures such as first aid and medical treatment; identify location and develop procedures for transportation to nearby hospitals

### **6. Salvage and Restoration**

- a. Assemble appropriate team(s)
  - (1) Understand the need for effective diagnosis of incident by telephone
  - (2) Understand the need for effective assembly of relevant resources at the affected site
  - (3) Develop internal escalation procedures to provide required level of resources on-site as incident/response develops
- b. Define strategy for initial on-site activity
  - (1) Understand the need to identify immediate loss mitigation and salvage requirements
  - (2) Understand the need for and, if necessary, prepare an action plan for site safety, security, and stabilization
  - (3) Identify appropriate methods for protection of assets on-site, including equipment, premises, and documentation
  - (4) 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.), and specify type of information these agencies may require
  - (5) Understand business requirements and interpret them to aid physical asset recovery
  - (6) Establish procedures with public authorities for facility access
  - (7) Establish procedures with third-party service providers, including appropriate contractual agreements