Good Practice Guide 6: Emergency Action Plans

The emergency action plans have a list of people with defined roles and responsibilities?

Emergency action plans outline the initial actions to be taken by staff and those designated to respond to emergency incidents, a group of designated responders is usually referred to as an Emergency Response Team (ERT). There should be risk-based emergency plans in place that outline initial response actions when an identified event takes place. Best practice would demonstrate that there are supporting guidance documents with training requirements, with designated staff regularly trained in their response and mitigation to emergency events.

Has the site used identified risks to build appropriate emergency action plans?

Site Leadership have identified specific local risks that the site may be exposed to that will have an impact on the safety of staff and others. Emergency action plans should therefore be site specific and relevant to the risks identified. Best practice would demonstrate that all emergency action plans are built on leadership defined risks and that there is a regular document review process. Emerging risks are promptly considered and are managed pro-actively.

The site has actively engaged with relevant third parties. (e.g., Emergency services, other agencies with statutory power, community groups)

To be able to react appropriately to crisis and emergency events it is appropriate that the site engages with and builds relationships with the local emergency services and other agencies. This will ensure a cohesive approach in resolving and recovering from crisis/ emergency events. Emergency services and other agencies should be invited to attend exercises, to undertake familiarisation visits, and to participate and advise accordingly. Best practice would demonstrate that there is regularly, ongoing engagement with third parties and feedback and advice has been received to drive improvement.

Have emergency response team members been trained, exercised, or tested (training, exercising, or real disruptive event) within the last 12 months?

Emergency events will require a team of people to provide an initial response at local level. These people make up the Emergency Response Team (ERT). Members of this team should be competent in responding to identified potential emergency events at a site level, achieved by ongoing training and continuous development. Best practice would demonstrate a formal, structured, nominated ERT training program that has been implemented. Appropriate cover should be rostered to guarantee an agreed level of response.

The site has a set of emergency action plans that reflect site risk?

Emergency action plans that reflect local site risks are developed and are in place. Emergency Action Plans (EAP'S) will identify the required safe actions to be taken by all persons on site should an emergency event occur. Staff at a site should all have a good understanding of local emergency EAP's. Depending on your global location there may be a legal requirement to have such plans. All staff should receive regular training that is documented. Best practice would demonstrate that the plans are developed, deployed, and validated with external emergency responders, there is defined ownership at a senior level. A well-documented staff training program exists.

GLOSSARY

Resilience

Business resilience is the ability an organization has to quickly adapt to disruptions while maintaining continuous business operations and safeguarding people, assets and overall brand equity.

Emergency Management:

Emergency management is the organization and management of the resources and responsibilities for dealing with all human aspects of emergencies (preparedness, response, safety, mitigation, and recovery). The aim is to reduce the harmful effects of all hazards, including disasters.

Crisis

Inherently abnormal, unstable and complex situation that represents a threat to the strategic objectives, reputation or existence of an organization

Crisis Management

Crisis Management is the process by which a business or other organization deals with a sudden emergency situation.

Crisis Response Team

A team of people (usually local managers) who are able to come together quickly and enact the initial response plans for a crisis event

Invoking

The formal declaration of starting of a process of planned response(s) to an emergency or crisis event.

Emergency Action Plan (EAP)

An agreed, rehearsed set of responses for all managers, responders, staff and visitors to be enacted should a specific emergency event take place (i.e. Fire, Hurricane warning)

Business Continuity Planning (BCP)

Business continuity planning (BCP) is the process involved in creating a system of prevention and recovery from potential threats to a company. The plan ensures that personnel and assets are protected and are able to function quickly in the event of a Crisis

Business Impact Analysis (BIA)

A Business Impact Analysis is a process that identifies and evaluates the potential risks & impacts of natural and man made events on business operations. The Business Impact Analysis will identify those risks and help define response.

Resilience Exercise

An exercise or simulation that tests the efficacy and ability of the organization to respond to an unplanned business interruption/crisis/emergency using existing resilience plans (EAP/BCP's)

Emergency Responders / Teams (ERT)

Trained individuals or team members who have specific duties during an emergency response to keep the site, equipment, stock or others safe.

Business Continuity Lead

A Leader (or manager) who has a responsibility to the site / organization to ensure business continuity practices and processes are developed, administered, tested and reviewed.

Enterprise Risk Management (ERM)

A function within the organization that assesses and reviews strategic (and macro) risks to the business. ERM do not usually address operational risk.

Recovery Time Objective (RTO)

The Recovery Time Objective (RTO) is the targeted duration of time and a service level within which a business process must be restored after a disaster (or disruption) in order to avoid unacceptable consequences associated with a break in business continuity.

Data Risk Exposure (Cyber)

Data risk is the exposure to loss of value or reputation caused by issues or limitations to an organization's ability to acquire, store, transform, move, and use its data assets. This may also include protection of customers data.

Risk Register

A risk register is a document used as a risk management tool and to fulfil regulatory compliance acting as a repository for all risks identified and includes additional information about each risk, e.g. nature of the risk, reference and owner, mitigation measures. It plots the impact of a given event over of its probability.