# Emergency Management

**Emergency and Crisis Management** is the process of: Identifying, planning for and responding appropriately to emergency and crisis situations through emergency prevention and action plans that include:

- Identifying emergencies which effect health and safety, have environmental impact or cause business interruption.

- Resource allocation
- Training
- Emergency response communication and coordination

## How it works

An effective safety and health management system is designed to prevent incidents of significant risk from occurring.  However, there remains the potential for uncontrollable factors such as natural disasters, workplace terrorism, and emergencies that override safeguards and controls.  For these instances, a well-designed, trained and tested emergency and crisis management system is necessary.

Proper programs and planning can mitigate the risk, prevent a worsening of an emergency and by protecting responders, prevent additional incidents from occurring.  Companies must have the capability to respond appropriately to emergency and crisis situations.

Emergency management includes:

- Significant Event Identification – Determine and rank by risk those emergency or crisis events which could:
    - Affect the health and safety of an operations workforce or surrounding community
    - Have an environmental impact on the operation or the surrounding community
    - Have an impact on the business continuity of the operation

- Emergency Prevention – Determine what plans and actions items are needed to eliminate or mitigate to an acceptable level the possibility of a non-emergency from becoming an emergency.
- Planning – Should an unexpected emergency occur, how should the operation respond
- Emergency Resources – What materials, equipment, information, organizations, and people are needed to respond to the emergency
- Training – Who needs to do what when an emergency occurs?
- Coordination and Communication – What government agencies and non-governmental stakeholders need to be involved and how do we coordinate to manage the emergency with key groups?
    - Media – Where will the media be staged, who will liaison and how will up dates/briefings be provided?
    - Families – How will families' privacy be ensured and their needs met, and how will families be segregated from facilities provided for the media? How will communication be conducted with the families?
- Recovery – Once the real emergency is addressed, how do we recover?

## Flow of the Process

**Develop a Site Specific Emergency Response Plan**

A site specific plan, developed by a crisis management team including subject experts, should be based on a critical assessment of potential emergency scenarios and their risk impact on health and safety, environmental control, and business continuity.

**Communicate**

All potentially affected personnel, organizations, agencies, communities, and stakeholders should be briefed and aware of their role in the specific emergencies identified in the plan.

**Train**

Emergency response drills, both roundtable and actual should be conducted with sufficient frequency and intent to assure confidence in the event of a real emergency.  All parties

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expected to respond to the emergency should be involved in the training and actual drills. Roundtable planning sessions should be considered and include all responding management and emergency personnel/organizations.

**Annually Evaluate the Adequacy of the ERP**

At least annually the ERP should be audited and reviewed for adequacy.  All parts of the plan should be reviewed and amended as needed to assure that all procedures and protocols are up to date and communicated to the affected parties.

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# Workbook Materials For Module 6

**Emergency Management Responsible Persons**

Persons authorized and empowered by management should be assigned to head the development, implementation and maintenance of the Emergency Management System.

Team Leader: _____

Work Area: _____

Responsibility: _____

**EMS Team:**

Member: _____     Member: _____

Work Area: _____     Work Area: _____

Responsibility: _____     Responsibility: _____

Subject Expert: _____     Subject Expert: _____


Member: _____     Member: _____

Work Area: _____     Work Area: _____

Responsibility: _____     Responsibility: _____

Subject Expert: _____     Subject Expert: _____


Member: _____     Member: _____

Work Area: _____     Work Area: _____

Responsibility: _____     Responsibility: _____

Subject Expert: _____     Subject Expert: _____


Member: _____     Member: _____

Work Area: _____     Work Area: _____

Responsibility: _____     Responsibility: _____

Subject Expert: _____     Subject Expert: _____

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**Site Critical Risks**

Emergency and crisis events should be identified as they pertain to health and safety, environmental impact, and business interruption.  Each event should be ranked considering the consequences and using a risk matrix similar to that of Module 4.  For each critical event, mitigated critical controls with implementation action plans should be developed.

Site Critical Risk:  _____

Risk Value:  _____

**Responsible Persons:**

Leader:  _____        _____

Subject Experts:  _____        _____

_____        _____

_____        _____

**Potential Consequences:**

_____        Risk Value: _____

_____        Risk Value: _____

_____        Risk Value: _____

_____        Risk Value: _____

_____        Risk Value: _____

**Mitigating Critical Controls:**        _____

(List by Most Effective)        _____

_____

_____

_____

_____

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**Action Plans: (Complete for each critical control)**

Critical Control: _____

Action to Implement: _____

_____

_____

Due Date: _____

Responsible Person: _____

Follow Up Date: _____

Status: _____

_____

_____

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**Site Emergency Response**

Should an unexpected significant event occur, an organization must be prepared to and have the capability to respond appropriately to the emergency and crisis situation. Time is the most critical factor to manage.  How persons react to an emergency is of extreme importance.  However, the decision to activate the Emergency Response Team must be made quickly.

Emergency Event:  _____

Responders Required:  _____   _____

_____   _____

_____   _____

| Person to Notify: | Person/Group | Phone Number |
|---|---|---|
| Security: | _____ | _____ |
|  | _____ | _____ |
| Safety Department: | _____ | _____ |
|  | _____ | _____ |
| Management: | _____ | _____ |
|  | _____ | _____ |
| Human Resources: | _____ | _____ |
|  | _____ | _____ |
| Engineering Dept.: | _____ | _____ |
|  | _____ | _____ |
| Agencies: | _____ | _____ |
|  | _____ | _____ |
| Off Site Response: | _____ | _____ |
|  | _____ | _____ |
| Community Services: | _____ | _____ |
|  | _____ | _____ |
| Media: | _____ | _____ |
|  | _____ | _____ |

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## Notification Procedures

Establish the protocols for the process taking into all communications needed from the initial reporting of the accident through the response and handling of the event.

- Who should the incident be reported to
- Information needed from person(s) reporting the incident
- Questions the person being notified should ask
- Protocol for notifying other parties
- Communications during event response
- Family and Media Updates
- Communication equipment to have in place

## Responsibilities

Identify and document the responsibilities and actions for each of the responders and persons to notify listed above.  Keeping in mind the tasks will be specific and may include:

- Next notification
- Facilities to prepare
- Information to supply
- Action needed to respond and handle situation

For these critical event responses, each action must have a person responsible to assure each critical step gets completed.

## Emergency Resources

Identify and list all equipment and/or information which may be needed to respond to the emergency.  Cooperation will be needed with offsite responders and services to assure any site specific materials are available to them.

Responding Person/Group:  _____

Equipment/Materials:  _____

_____

Location:  _____

Person Responsible:  _____

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## Coordination of Non-Responder Groups and Agencies

Individual/Group/Agency: _____

Person Responsible: _____

Actions Needed: _____

Staging Area: _____

Communications Needed: _____

Frequency of Notifications: _____

Other Accommodations: _____

**Training and Drills**

Emergency response drills, both roundtable and actual should be conducted with sufficient frequency and intent to assure confidence in the event of a real emergency.  A training plan should be developed by the emergency management team with input from the subject matter experts and those parties involved in response to the event type.

Site Significant Event: _____

Type of Training: _____

Responsibile Persons: _____

Participants: _____

_____

_____

Date: _____

Training Plan: _____

Summary of Drill: _____

_____

_____

Action Items Needed: _____

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**Review the Adequacy of the ERP**

At least annually the ERP should be audited and reviewed to assure all critical events are up to date and all response plans are adequate.

Plan Section: _____

Review Date: _____

Responsible Person(s): _____

_____

Findings: _____

_____

_____

_____

Action Items: (Include responsible persons and schedule)

_____

_____

_____

_____

Time Frame to Complete: _____

Communication Needed: _____

_____

_____

_____

_____

Additional Training Needed: _____

_____

_____

_____

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