

TSC Category	Emergency Response and Crisis Management					
TSC	Emergency Response and Crisis Management Development and Implementation					
TSC Description	Develop and maintain the Emergency Response and Crisis Management (ERCM) framework in accordance with legislative and organisational requirements, comprising policies, standards and procedures					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
				ECM-ERC-4002-1.1	ECM-ERC-5002-1.1	ECM-ERC-6002-1.1
				Implement and maintain the Emergency Response and Crisis Management (ERCM) framework	Formulate the Emergency Response and Crisis Management (ERCM) framework by identifying possible emergency and crisis situations and undertaking response and mitigation plan	Set direction and scope of the Emergency Response and Crisis Management (ERCM) framework to ensure compliance with regulatory and organisational requirements
Knowledge				<ul style="list-style-type: none"> Types of emergencies Policies, standards, procedures and practices for ERCM Roles and responsibilities under the ERCM framework Emergency Response Plans (ERPs) and procedures Escalation thresholds from emergency response to a crisis Communication protocol Lines of command Organisational specific workplace procedures for reporting ERCM issues Process of command and control Emergency management information systems Methods of reviewing emergency and drill records 	<ul style="list-style-type: none"> Types of emergencies and crisis Types of strategic, tactical and operational roles undertaken by various agencies or individuals within and outside their organisation Policies, standards, procedures and practices for ERCM Development process and methodology for ERCM plans Roles and responsibilities under the ERCM framework Factors and measurement criteria for escalation thresholds from emergency response to a crisis Methods of defining communication protocol Methods of defining lines of command 	<ul style="list-style-type: none"> Types of emergencies and crisis International best-in-class and industry best practices on ERCM Success factors of an effective ERCM framework Emergency response and crisis management framework Business continuity management Success factors for emergency response, strategic, tactical and operational responses Mandatory emergency incident reporting requirements Methods of determining command and control hierarchy Emergency management information systems

**SKILLS FRAMEWORK FOR ENERGY AND CHEMICALS
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

				<ul style="list-style-type: none"> • Methods of reviewing inspection, maintenance and testing of emergency response equipment • Methods for dealing with stress 	<ul style="list-style-type: none"> • Protocol for requesting outside assistance 	
Abilities				<ul style="list-style-type: none"> • Implement and maintain the ERCM framework • Execute emergency drills according to ERPs • Evaluate effectiveness of ERPs • Maintain communication with other parts of facility areas not affected by the incident • Maintain communication with the crisis management team during emergency incidents • Ensure readiness for external support if required 	<ul style="list-style-type: none"> • Develop the ERCM framework • Manage the identification of process hazards and undertake the assessment of workplace risks • Manage and apply control ERCM measures • Manage, maintain and review ERCM control measures • Identify appropriate training for Emergency Response Teams (ERTs) • Communicate the ERCM framework, processes and procedures and risk control measures across the organisation 	<ul style="list-style-type: none"> • Endorse the development and implementation of the ERCM framework in accordance with regulatory and organisational requirements and industry best practice guidelines • Drive the highest levels of ERCM readiness • Integrate the elements of the ERCM framework into an holistic safety management system • Keep abreast of changes in ERCM regulations and other regulatory requirements