CSA Z1600 – 08 / 12
Emergency and Continuity Management Program

Norma McCormick
Corporate Health Works, Inc.
Winnipeg, Manitoba
What is involved?

• **Prevention** to keep an emergency from occurring.

• **Development of plans**
  – to **respond** to what occurs
  – to **mitigate** to the impact of what can’t be prevented
  – to **resume** essential operations quickly.
What else is involved?

- **Exercise and test** the plan
- **Conduct post-incident analyses**
- **Evaluate** the program plan
- **Take corrective action** to address gaps or deficiencies.
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Annex A  Annex B
1.1 **Scope (Z 1600-08)**

This standard establishes a common set of criteria for emergency management and business continuity programs.

1.1 **Scope (Z 1600-12)**

This Standard establishes criteria for emergency and continuity management programs.
Management System Approach
Plan – Do – Check – Act

1.2 This standard provides the requirements to develop, implement, evaluate, maintain, and continuously improve an emergency and continuity management program for prevention, mitigation, preparedness, response, and recovery.
Part 2 - References

• References relevant to the Canadian context.

• CSA / CAN-ISO 31000-10
  Risk management — Principles and guidelines

• Useful when conducting Risk Assessments required by Clause 5.3 of the Standard.
Part 3 - Definitions

Emergency Management

An ongoing process to prevent, mitigate, prepare for, respond to, and recover from an incident that threatens life, property, operations, or the environment.
Part 3 - Definitions

Business Continuity

An ongoing process

supported by senior management and adequately funded

to ensure that the necessary steps are taken to identify the impact of potential losses and maintain viable recovery strategies and recovery plans

for the continuity of services and operations, or continuity of government after a disruptive event.
Part 4 – Program Management

- Consistent with the requirements of Accreditation Canada Qmentum Program Leadership Standards 9 and 14
- stresses the importance of the leadership and commitment of senior management.
- Program Management requirements (4.1 to 4.4.3) form the Strategic Plan.
Part 4 – Program Management

Senior Management is required to:

• define **roles, responsibilities and authority** for ensuring that EM and BC programs are established, maintained and reviewed (4.1)

• designate a program co-ordinator (4.2)

• establish an advisory committee (if required by its policy) (4.3)
4.4 Program Administration

4.4.1 requires a documented program that includes:

- a policy containing a vision, mission statement, roles and responsibilities and enabling authority (4.4.2)
- program goals and objectives (4.4.3)
- program plans and procedures (4.4.4)
- a program budget and a schedule establishing milestones (4.4.5)
4.4.3 Program goal and objectives

• The **program goals** flow from the policy
  What is the vision and the mission?

• The **objectives** are developed from the goals
  Include **measurable activities** to
  be accomplished within identified **time frames**.
4.4.4 Program Plans and Procedures

• The organization shall establish program plans and procedures for the components of prevention and mitigation, preparedness, response and recovery.

• Qmentum Program Leadership Standard 14 “The organizations leaders prepare the organization for disasters and emergencies”
Prevention and Mitigation Plan(s)

Prevention Plan
• establishes interim and long-term actions to eliminate hazards that impact the organization.

Mitigation Plan
• establishes interim and long-term actions to reduce the impact of hazards that cannot be eliminated.

Qmentum 14.1 “..... develop and implement plans for preventing and mitigating potential disasters and emergencies.
Continuity Plan

Continuity Plan identifies:

• stakeholders to be notified
• critical and time-sensitive applications
• alternative work sites
• vital records and contact lists
• processes and functions to be maintained
• personnel, procedures, and resources

These things are required while the organization is recovering.
Emergency Response Plan

• assigns responsibilities for carrying out specific actions in an emergency
• further defined in Clause 6 – Implementation
• Qmentum 14.2 “... develop, implement and evaluate an all-hazard disaster and emergency response plan to address the risk of disasters and emergencies.”
Recovery Plan

• establishes short-term and long-term priorities for restoration of functions, services, resources, facilities, programs and infrastructure.

Qmentum 14.9 “develop and implement a business continuity plan to continue critical operations during and following a disaster or an emergency.”
Records Management

- records management process
documents activities and decisions related to the program

- used for Program Review and continuous improvement processes (Clauses 7 and 8)
5. Planning

Objective of the Planning Process:

• to develop, implement and maintain the emergency and continuity management program.

• considers program’s scope, objectives and results of the hazard identification, risk assessment and impact analysis (Clauses 5.3 and 5.4).

• results a single plan or multiple coordinated plans.
5.2 Common Plan Requirements

- the purpose, scope and objectives
- the roles and responsibilities, alternates, and lines of authority
- the external organizations with roles and responsibilities and their lines of authority
- Qmentum 14.3 “.... align the ... disaster and emergency response plans with those of partner organizations and local, regional and provincial governments.”
5.2 Common Plan Requirements

- the process for managing the communication and flow of information
- logistics support and resource requirements

- Qmentum 14.3 Guideline “…. disaster and emergency plans are integrated with partner organizations and governments to facilitate co-ordinated large-scale responses as required.”
5.3 Risk Assessment

• key to the risk management process
• identifies hazards and threats that may impact the organization and surrounding area, or critical infrastructure
• Qmentum 14.1 Guideline: “.... Plans should be based from hazard identification, risk assessment and business impact analysis.”
5.3 Risk Assessment

- **impact** is determined by **frequency** and **severity** and **vulnerability** of the organization considering:
  - the health and safety of persons
  - property, facilities, assets and critical infrastructure
  - economic and financial conditions
  - the environment
  - the reputation of and confidence in the organization.
5.4 Impact Analysis

• process of analyzing operational functions and the effects of an interruption

• includes a **business impact analysis**:
  – identification of critical business assets, functions, processes and resources
  – evaluation of potential damage or loss resulting from a disruption.
5.5 Strategies

The organization develops strategies based on:

• the information obtained from the hazard identification, risk assessment, and impact analysis (Clause 5)

• Strategies must be kept current.
6. Implementation

• strategies, plans and procedures to prevent an incident and limit or control (mitigate) the consequences, extent, or severity of an incident

• strategies/activities to prepare for/ respond to incidents (Incident Management System)

Qmentum 14.7 “.... develop and implement an incident management system to direct and coordinate actions and operations during and after disasters and emergencies.”
6.2.4 Communications and warning

- implement its communication and warning strategy, determine communication needs and establish communication systems
- consider need for redundancy, interoperability and system security

Qmentum 1.4 8 “... develop and implement an emergency communications plan.”
Public Awareness, Education, Emergency Information

• develop and implement public awareness and education programs
• develop emergency communications and warnings
• implement and maintain capability to provide emergency information and crisis communications during an incident
Continuity Plans

• for managing a disruptive event
• for recovering or maintaining critical activities at a predetermined level based on management – approved objectives.

Qmentum 14.9 ... develop and implement a business continuity plan to continue essential operations, and

Qmentum 14.10 “ address back-up systems for essential utilities and systems during and following a disaster or emergency.
Continuity management structure

Provides for capabilities:

- to confirm the nature and extent of an incident.
- to implement appropriate actions
- for the activation, operation, coordination and communication of continuity strategies, plans, processes and procedures
- to have resources available to support the processes and procedures to manage an incident, and
- to communicate with stakeholders.
6.2.6 Resource management

- procedures ensure provision of adequate human, physical, informational, and financial resources

Mutual Aid / Mutual Assistance

- implement mutual aid, mutual assistance, reciprocal, service level agreements as required.

Facilities

- provide emergency operations centres / work locations for emergency and continuity response operations.
6.2.7 Training

Implement:

• a training and educational strategy
• a plan to provide a competency-based training and educational curriculum to support the plan.

Frequency and scope of training is identified.
Training records are maintained.
Qmentum Leadership Standard 14.4

• “The organizations leaders provide access to education to support the all-hazards disaster and emergency response plan.”

• Guideline:
  – Objective: to create awareness and enhance skills to develop, implement, maintain and execute the plan.
  – May include advanced first aid, field triage, use of alternative care standards when demand exceeds resources, and how emergency responders will be notified and how to apply alternative care standards in the field.
7. Exercises, evaluations and corrective action

Requires the organization to evaluate program plans, procedures and capabilities through periodic review, testing, and exercises.

Qmentum 14.5 “... regularly test the organization’s ... disaster and emergency response plans with drills and exercises to evaluate the state of emergency preparedness.”
8. Management review

• program review at planned intervals to ensure continuing suitability, adequacy and effectiveness (Clause 8.1).

• provides for ongoing analysis, evaluation and corrective action planning and review (Clause 8.2 Continuous improvement)

Qmentum 14.6 “... use the results from post-drill analysis and debriefings to review and revise ... disaster and emergency response plans and procedures.”
Any questions?

• For further information:
  Norma McCormick
  Corporate Health Works
  1 (204) 953-1700

normachw@mymts.net