

# Emergency Management



Emergency management is about saving lives and protecting the environment. An emergency occurs when there is an unexpected and sudden loss of control of a situation.

The emergency management starts from the moment control is lost and finishes the moment it is regained.

Of course there is the need to bring the facility, plant or production back to normal operating condition but this reinstatement process is deemed to be a "recovery" action not an "emergency management" action. Some reasons for this are that the personnel involved in recovery may be totally different and they will have at least some time to plan their actions.

Industry's major players like BHP, Esso and Newmont have chosen EMQ Directors to produce their plans and carry out training and exercises for many years. The reason they come back is simple, they believe we add value to their capability in responding to health, safety, environmental and production incidents.

When an emergency occurs there is no time to teach people the basics they must do them instinctively. Emergency preparedness therefore comes in three stages:

1. Framework
2. Preparedness
3. Performance

To prepare a good framework there is first a need to define what is meant by Emergency Management. Too often emergency and crisis management (including business continuity) are grouped together. EMQ is careful to separate the two before commencing work. If the client wants both covered, we still clarify the difference between the two.

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## Framework

The framework in which a response takes place needs to recognise who needs to know what and when. Who gets called out first? Who does what? When does the Crisis Management team get notified? Who's in charge, the facility manager or the emergency agency? This framework is normally encapsulated in a manual and this manual should concentrate on the essential components of the process and on assisting individuals and teams in their roles. Words need to be kept to a minimum, diagrams and checklists being utilised instead. The manual should be as concise as possible and our current experience is that clients prefer a manual that fits easily in their briefcase and sometimes, even in their pocket.

## Preparedness

Preparedness comes in two parts...

(a) understanding of the process, team and individual roles and (b) competency in fighting fires, spill recovery, rescue and treatment of the injured, etc. EMQ helps with the first part by facilitating familiarisation sessions, preparing computerised training programs, hypotheticals, 'credit card' emergency aides, etc. In regard to response competencies, EMQ has pre-prepared training modules for the majority of rescue and recovery elements.

## Performance

EMQ prepare and facilitate exercises to allow teams to test their readiness. We develop, facilitate and report on exercises of all types from a small round table hypothetical to major mobilisations involving multiple organisations.

Our approach to exercises is detailed in our "Training and Exercises" information sheet.

Our preferred method of association with clients is as a partner with the combined goal of increasing the profile, preparedness and hence effectiveness of management capabilities during crisis and emergencies.

By working together in this mutually beneficial type of arrangement we gain the knowledge of the client's business, exposures and capabilities allowing us to provide consistent support and value adding advice and services.