



Unit 2

Emergency and Security Manager Responsibilities

Learning Outcomes

By the end of this unit the learner will be able to:

- ✓ Describe the responsibilities of a Security Manager
- ✓ Understand essential elements of an emergency preparedness plan

Unit 2

Emergency and Security Manager Responsibilities

During an emergency, security of the facility or the site is probably one of the most difficult undertakings. Security is the responsibility of the security manager, but in a crisis, his resources will be stretched and he may need our assistance to provide physical barriers (where he cannot place security officers). In many organizations, physical security is part of the responsibilities of the facility manager.

Communications

In today's world, people want information immediately. External communications should be handled by those authorized to speak for the organization by the chief executive.

Internal Communications

Employees, students, and tenants want to know what is happening and what is being done to protect them. Early information should be provided by numerous means, depending on the severity and situation at hand. Text messaging is now becoming an important tool to disperse information quickly to targeted groups. Internet pages and e-mail are other tools that can be used. Provide as much factual information as possible and include who was involved, what happened, what caused the situation, and what is being done to correct or respond to it, as well as when and where the incident happened. As information becomes clearer, updates should be provided.

External Communications

Vendors, suppliers, contractors, and government agencies will also want information and updates. The same tack should be taken with internal communicants. We need to stress this to our vendors.

News Media Communications

As soon as an incident occurs, the news media will flock to the site and begin collecting information for broadcast. While any communication must be open and factual, the facility department does not speak for the organization and should refer all media to the proper contact individual, insisting that they follow all appropriate access rules.

Emergency Preparation and Training

Steps of Emergency Preparation

Preparing for emergencies is a continuous process. It involves a detailed and systematic examination of every aspect of a possible emergency. This is followed by a sequence of logical steps which ultimately results in an emergency plan of action. Each plan is tailored to the needs of the organization and should be flexible enough to adapt to changing situations.

Determine Requirements

The first step in this sequence is to determine assumptions, bearing on the problem, and the requirements that are associated with those assumptions. Identify conditions that must exist if a specific plan is implemented. The potential threats that could occur are also considered. Finally, there are several additional elements that also must be included/considered.

- 1 Human element. Internal organizational employees, visitors, vendors, and contractors;
- 2 Facility element. The physical plant and building systems;
- 3 Regulatory element. Regulatory agencies who enforce codes and laws, and respond to emergencies;
- 4 Business Continuity element. The continuation of the organization's mission following an emergency.

SIMPLE, hard to read thick plans with small print are not read PARTICIPATIVE, individuals as well as managers have to be involved BELIEVABLE, confidence comes from knowledge and experience; therefore, the plan must be publicized and exercised.

Evaluate Requirements

Evaluation of requirements is done by conferring with other organization staff members and outside agencies to ensure that all factors have been considered. This information is then assembled and should be reviewed for any implications and interrelationships. The evaluation phase results in conclusions and recommendations which identify possible courses of action that should be addressed with the senior leadership of the organization.

Prepare the Plan

- 1 **Before.** ...Preparation Phase. Consider the process of preparations and include the need for documentation and review of existing plans and procedures. Examine mitigation possibilities by identifying: pertinent codes and regulations; required products, services, resources, contracts and operations; critical products and services; internal and external resources and capabilities; and temporary housing support (if necessary). Perform an insurance review. Determine detection

techniques and preventive actions. Develop an emergency response training program and include training on: specific life safety equipment, emergency preparedness requirements, responsibilities, and procedures. Finally, conduct drills and exercises to enable all employees to become familiar with how to respond to emergencies.

2. **During.** ...Response Phase. The concept of response during the emergency would involve activating the emergency preparedness plan; documenting event situations and response actions taken; ensuring that managers understand their responsibilities; coordinating for any external support which has been previously agreed to; and implementing the public relations communications plan.
3. **After.** ...Recovery Phase. Once the emergency situation is stabilized, the recovery process will begin. Again, documentation is critical; especially, if funding is being sought from FEMA or other government agencies. It is at this point that damage assessment teams are deployed and salvage operations begin.

Analyze and Modify the Plan

This is the “debugging” phase. The plan is examined in detail and coordinated with various staff elements and outside agencies to flush out any issues that need resolution. This would be a good time to conduct various drills to fine tune what is in the plan and where necessary work out details to clarify and simplify.

Implement the Plan

Once the analysis is completed and you are satisfied with the plan as it is, then proceed with its publication. Distribution of the plan is important since you want all concerned to receive a copy. Additionally, you should determine which organizations outside the facilities department should receive a copy. Publish sufficient copies so that you don't run out. It never hurts to have more since there is always someone or another agency that wants a copy. Make sure you date stamp the plan because if you modify and then reprint, you'll need to know which iteration is being used. Establish a timeline to review, revise, and re-publish the plan annually.

Evacuation

The organization's emergency preparedness plan should cover evacuation of all personnel, employees, tenants, customers and patrons, visitors, persons with disabilities, and patients in the case of hospitals and medical clinics. The plan should address how and when an evacuation should occur, assembly area locations away from the facility, crowd management and traffic control, and it should define the role of facility management's support. Consideration of panic must be part of the decision process. This means that facility fire codes must be strictly adhered to and enforced.

Information concerning facilities and special requirements for evacuation should be provided to outside agencies and should be updated annually. Consideration should also be given to providing this information electronically via digital mapping. This capability allows for information on facility layout and

various systems to be shared quickly and with many individuals concurrently. It can even be sent to first responders as they travel to an emergency site.

Leased Facilities

Leased facilities should be coordinated no differently than owned facilities. Standard conditions and services, which the owner must provide, are carefully defined in each lease. The owner of the facility should have an emergency preparedness plan covering his responsibilities during an emergency situation. The tenant organization should also have its own emergency preparedness plan for the facility and it should be coordinated with the owner.

Training

Having a good emergency response plan is commendable. Keeping personnel trained in various emergency response skills is a totally different and challenging issue. Adequately trained personnel will ensure a positive response to any emergency situation. Effective training is imperative if facility management response teams are to respond safely, quickly, and effectively during emergency situations. Stated another way . . . emergency response teams are only as effective as their training.

Training Objectives

Below is a list of training objectives established to support the facilities emergency response program?

1. Periodically conduct drills to exercise the Facilities Emergency Response Plan.
2. Exercise the “startup” of the Facilities Emergency Operations Center.
3. Train Damage Assessment Teams in assessment techniques.
4. Exercise various response scenarios.
5. Ensure trade mechanics are familiar with all equipment, locations, and shut down procedures.

Further Reading:

- ✓ *Safety and Security Manual: Step-by-step guide for managers with responsibility for emergency preparedness in UK workplaces by Darren Nixon | Jun 24, 2017*



