POWER ENGINEERING COMPETENCY FRAMEWORK FOR POWER ENGINEERING PROFESSIONALS IN PUBLIC SERVICE
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT

TSC Category	Health and Safety Management					
TSC Title	Emergency Response and Crisis Management					
TSC Description	Manage response to emergencies and crises by executing response management plans and procedures to mitigate the impact of disruptive incidents					
TSC Proficiency Description	**Level 1**	**Level 2**	**Level 3**	**Level 4**	**Level 5**	**Level 6**
			\<Insert TSC Code\>	**\<Insert TSC Code\>**	**\<Insert TSC Code\>**	**\<Insert TSC Code\>**
			Participate in emergency response and crisis management procedures and suggest improvements to response plans	Assess emergency and crisis situations, determine recovery procedures and collaborate with stakeholders to conduct periodic reviews	Develop emergency response and crisis management plans and recovery strategies to ensure emergency preparedness	Provide leadership during emergency and crisis situations, anticipate potential disruptions and develop business continuity strategies
Knowledge			• Types of Emergency Preparedness and Response Plans (EPRP) • Types of emergency scenarios • Crisis management plans, including crisis response and recovery activities • Types of resources required for responding to emergency scenarios	• Interpretation of emergency response plans • Types of data sources to evaluate improvements for EPRP • Damage assessment of disruptive events • Individual's role in communicating with relevant stakeholders during disruptive events • Legislative requirements related to emergency preparedness	• Roles and responsibilities of the emergency response team • Types of stakeholder management • Business impact and implications of disruptive events on organisation • Organisational business continuity strategies	• Emerging trends in emergency and crisis management • Global standards in development of business continuity strategies, policies and guidelines • Business impact and implications of disruptive events on the organisation
Abilities			• Respond emergency situations in accordance with the EPRP • Alert supervisors of potential escalation of emergency situations • Communicate risks relating to emergency response plans and suggest areas for improvements • Participate in the conduct of emergency response	• Conduct post-crisis analysis to determine the need for post-event interventions • Review the implementation of crisis response and recovery activities in accordance with business continuity and recovery strategies • Identify risks of EPRP and implement improvements as needed	• Design organisation-wide emergency response and crisis management plans and activities • Define the roles and responsibilities of the stakeholders involved in response to disruptive events • Develop processes for communication with internal and external stakeholders during disruptive events	• Ensure business continuity plans and response management plans are in accordance with business continuity strategies • Review reports on the business impact of disruptive events on the organisation • Anticipate potential disruptions impacting the organisation

			drills in accordance with the EPRP • Document crisis responses, communications procedures and recovery activity data Execute actions in response to disruptive events based on 'return to normal' procedures of crisis management plans	• Review the maintenance of emergency and crisis response equipment • Coordinate communications to stakeholders • Deliver training programmes to relevant stakeholders in addressing the performance gaps for crisis readiness •	• Determine and deploy resources to support the business as required • Identify the impact of disruptions to business • Refine organisational crisis management plans to ensure relevance to the current threat environment • Recommend improvements to EPRP in alignment with organisational and legislative requirements	• Approve business continuity plans and response management plans in accordance with business continuity strategies • Endorse response management plans based on industry best practices • Represent organisation and manage communication of disruptive events to relevant stakeholders in accordance with crisis communication plans • Review proposals for revision of response management plans and recovery activities aligned to organisational objectives