

DIN ISO 22320:2019-07 (E)

Security and resilience - Emergency management - Guidelines for incident management (ISO 22320:2018)

Contents		Page
National foreword		4
National Annex NA (informative) Bibliography		5
Foreword		6
Introduction.....		7
1 Scope		8
2 Normative references		8
3 Terms and definitions.....		8
4 Principles.....		8
4.1 General		8
4.2 Ethics		8
4.3 Unity of command.....		8
4.4 Working together		9
4.5 All-hazards approach		9
4.6 Risk management		9
4.7 Preparedness		9
4.8 Information sharing		9
4.9 Safety		9
4.10 Flexibility.....		9
4.11 Human and cultural factors		9
4.12 Continual improvement		9
5 Incident management		9
5.1 General		9
5.2 Incident management process.....		10
5.2.1 General		10
5.2.2 Different perspectives		11
5.2.3 Understanding the importance of time		11
5.2.4 Being proactive.....		12
5.3 Incident management structure		12
5.3.1 General		12
5.3.2 Roles and responsibilities		13
5.3.3 Incident management tasks.....		13
5.3.4 Incident management resources		14
6 Working together		14
6.1 General		14
6.2 Prerequisites for achieving coordination and cooperation.....		15
6.2.1 Sharing the same incident management process		15
6.2.2 Seeing the whole picture.....		15
6.2.3 Common operational picture		15
6.2.4 Establishing communication		16
6.2.5 Establishing joint decisions		16
6.3 Developing and implementing methods for working together		16
6.3.1 General		16
6.3.2 Agreements.....		16
6.3.3 Technical equipment.....		17

Annex A (informative) Additional guidance on working together.....	18
Annex B (informative) Additional guidance on incident management structure.....	21
Annex C (informative) Examples of incident management tasks.....	23
Annex D (informative) Incident management planning.....	25
Bibliography.....	27