

# ISO 21110:2019-08 (E)

## Information and documentation - Emergency preparedness and response

---

<b>Contents</b>		<b>Page</b>
Foreword .....		v
<b>1</b>	<b>Scope .....</b>	<b>1</b>
<b>2</b>	<b>Normative references .....</b>	<b>1</b>
<b>3</b>	<b>Terms and definitions .....</b>	<b>1</b>
<b>4</b>	<b>Planning .....</b>	<b>3</b>
4.1	Process of preparing .....	3
4.1.1	General .....	3
4.1.2	Establishing an emergency committee .....	4
4.1.3	Establishing a documented program .....	4
4.1.4	Stating the emergency preparedness and response plan's objective .....	5
4.2	Understanding identified risks and their impact .....	5
4.2.1	General .....	5
4.2.2	Identifying hazards .....	6
4.2.3	Identifying building vulnerability .....	7
4.2.4	Identifying collections vulnerability .....	8
4.2.5	Assessment of potential damage or loss .....	9
4.2.6	Risk analysis .....	9
4.2.7	Security strategy .....	10
4.2.8	Risk management and monitoring measures .....	10
4.3	Definition of emergency levels and phases .....	10
4.4	Alignment with other emergency plans .....	11
4.5	Plan content .....	11
4.6	Plan validation .....	12
4.7	Plan publication and distribution .....	12
4.8	Plan presentation .....	13
4.9	Plan maintenance procedures .....	13
4.9.1	Principles .....	13
4.9.2	Maintenance in co-ordination with other plans .....	14
4.9.3	Procedures for maintaining the plan .....	14
4.10	Identifying tasks and resources .....	14
4.10.1	Principles .....	14
4.10.2	Priorities for response and recovery .....	15
4.10.3	Legal, financial and administrative framework .....	16
4.10.4	Emergency supply and equipment and resupply .....	17
4.10.5	Facilities .....	17
4.10.6	Documentation and forms .....	18
4.11	Organization .....	19
4.12	Responsibilities .....	20
4.13	Training .....	21
4.13.1	General .....	21
4.13.2	Exercising and testing the plan .....	22
4.13.3	Debrief and evaluation .....	22
<b>5</b>	<b>Response and recovery .....</b>	<b>23</b>
5.1	Principles of effective response and recovery .....	23
5.2	Responding to an emergency .....	24
5.2.1	Levels of command .....	24
5.2.2	Management and co-ordination of the response phase .....	24

5.2.3	Assessments .....	25
5.2.4	Decision making and planning .....	26
5.2.5	Working with contractors and voluntary sector .....	28
5.3	Recovering from an emergency .....	28
5.3.1	Principles .....	28
5.3.2	Management and coordination .....	29
5.3.3	Assessment .....	30
5.3.4	Operations planning .....	30
5.3.5	Post-emergency mitigation .....	30
5.3.6	Funding for recovery .....	32
5.3.7	Ending of operations .....	32
5.3.8	Review .....	33
6	Indicators of performance .....	33
6.1	General .....	33
6.2	Indicators and methodology .....	34
Annex A (informative) Stakeholders and their roles during an incident .....		44
Annex B (informative) Example template of response and recovery plan .....		46
Annex C (informative) Emergency planning -- Principal components .....		51
Annex D (informative) Suggested roles and responsibilities during relocation .....		52
Annex E (informative) Typical list of tasks in the case of water leakage .....		53
Annex F (informative) List of supplies .....		55
Annex G (informative) Example of a daily occurrence report form .....		57
Bibliography .....		58