ISO 22320:2018 (E)

Security and resilience — Emergency management — Guidelines for incident management

Contents

Foreword

Introduction

1 Scope

2 Normative references

3 Terms and definitions

4 Principles

- 4.1 General
- 4.2 Ethics
- 4.3 Unity of command
- 4.4 Working together
- 4.5 All-hazards approach
- 4.6 Risk management
- 4.7 Preparedness
- 4.8 Information sharing
- 4.9 Safety
- 4.10 Flexibility
- 4.11 Human and cultural factors
- 4.12 Continual improvement

5 Incident management

- 5.1 General
- 5.2 Incident management process
- 5.2.1 General
- 5.2.2 Different perspectives
- 5.2.3 Understanding the importance of time
- 5.2.4 Being proactive
- 5.3 Incident management structure
- 5.3.1 General
- 5.3.2 Roles and responsibilities
- 5.3.3 Incident management tasks
- 5.3.4 Incident management resources

6 Working together

- 6.1 General
- 6.2 Prerequisites for achieving coordination and cooperation
- 6.2.1 Sharing the same incident management process
- 6.2.2 Seeing the whole picture
- 6.2.3 Common operational picture
- 6.2.4 Establishing communication
- 6.2.5 Establishing joint decisions
- 6.3 Developing and implementing methods for working together
- 6.3.1 General
- 6.3.2 Agreements
- 6.3.3 Technical equipment

Annex A (informative) Additional guidance on working together

- A.1 Seeing the whole picture
- A.2 Setting different perspectives

A.3 Developing and implementing methods for working together
A.4 Developing and implementing coordination
A.5 Communication
A.5.1 General
A.5.2 Establishing communication

Annex B (informative) Additional guidance on incident management structure

B.1 General
B.2 Chain of command and unity of command
B.3 Joint/unified command
B.4 Span of control
B.5 Designated incident facilities
B.6 Resource management

Annex C (informative) Examples of incident management tasks

C.1 Incident command
C.2 Public information
C.3 Liaison officer
C.4 Expert advisor/consultant
C.5 Operations planning and lead
C.6 Operational picture
C.7 Logistics
C.8 Personnel
C.9 Information and communication technology support
C.10 Finance/administration
C.11 Intelligence and investigations

Annex D (informative) Incident management planning

D.1 General
D.2 Plan elements

Page count: 20