

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