<table>
<thead>
<tr>
<th>TSC Category</th>
<th>Emergency Response and Crisis Management</th>
</tr>
</thead>
<tbody>
<tr>
<td>TSC</td>
<td>Emergency Response and Crisis Management Development and Implementation</td>
</tr>
<tr>
<td>TSC Description</td>
<td>Develop and maintain the Emergency Response and Crisis Management (ERCM) framework in accordance with legislative and organisational requirements, comprising policies, standards and procedures</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>TSC Proficiency Description</th>
<th>Level 1</th>
<th>Level 2</th>
<th>Level 3</th>
<th>Level 4</th>
<th>Level 5</th>
<th>Level 6</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>ECM-ERC-4002-1.1</td>
<td>ECM-ERC-5002-1.1</td>
<td>ECM-ERC-6002-1.1</td>
</tr>
<tr>
<td>Implement and maintain the Emergency Response and Crisis Management (ERCM) framework</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Set direction and scope of the Emergency Response and Crisis Management (ERCM) framework to ensure compliance with regulatory and organisational requirements</td>
</tr>
</tbody>
</table>

**Knowledge**

- Types of emergencies and crisis
- Policies, standards, procedures and practices for ERCM
- Roles and responsibilities under the ERCM framework
- Emergency Response Plans (ERPs) and procedures
- Escalation thresholds from emergency response to a crisis
- Communication protocol
- Lines of command
- Organisational specific workplace procedures for reporting ERCM issues
- Process of command and control
- Emergency management information systems
- Methods of reviewing emergency and drill records
- Types of emergencies and crisis
- Types of strategic, tactical and operational roles undertaken by various agencies or individuals within and outside their organisation
- Policies, standards, procedures and practices for ERCM
- Development process and methodology for ERCM plans
- Roles and responsibilities under the ERCM framework
- Factors and measurement criteria for escalation thresholds from emergency response to a crisis
- Methods of defining communication protocol
- Methods of defining lines of command
- Types of emergencies and crisis
- International best-in-class and industry best practices on ERCM
- Success factors of an effective ERCM framework
- Emergency response and crisis management framework
- Business continuity management
- Success factors for emergency response, strategic, tactical and operational responses
- Mandatory emergency incident reporting requirements
- Methods of determining command and control hierarchy
- Emergency management information systems
### Abilities

- Implement and maintain the ERCM framework
- Execute emergency drills according to ERPs
- Evaluate effectiveness of ERPs
- Maintain communication with other parts of facility areas not affected by the incident
- Maintain communication with the crisis management team during emergency incidents
- Ensure readiness for external support if required

- Develop the ERCM framework
- Manage the identification of process hazards and undertake the assessment of workplace risks
- Manage and apply control ERCM measures
- Manage, maintain and review ERCM control measures
- Identify appropriate training for Emergency Response Teams (ERTs)
- Communicate the ERCM framework, processes and procedures and risk control measures across the organisation

- Endorse the development and implementation of the ERCM framework in accordance with regulatory and organisational requirements and industry best practice guidelines
- Drive the highest levels of ERCM readiness
- Integrate the elements of the ERCM framework into an holistic safety management system
- Keep abreast of changes in ERCM regulations and other regulatory requirements