

Manage and maintain effective systems for responding to emergencies

WM24- SQA Unit code H2M0 04

This national occupational standard defines the competence required to implement systems and mechanisms to respond to potential and actual emergencies. It also requires the review and modification of processes and procedures in response to potential and actual emergency situations.

Skills and competences which demonstrate effective performance

You show that you are competent to:

- Implement emergency plans and procedures
- Maintain effective response to emergencies through the use of procedures and drills

Implement emergency plans and procedures

1. Identify potential emergency situations for all activities within your area of responsibility
2. Review emergency systems and procedures to provide effective responses to emergencies that may arise
3. Devise and implement new systems and procedures if they do not exist
4. Establish preventative inspection and maintenance programmes for emergency equipment so that it is available and serviceable at all times
5. Make provision for practices and drills to be carried out reviews within normal work operations and record all such practices and drills in accordance with legislative and organisational requirements
6. Introduce and establish mechanisms for communicating emergency plans and procedures to people concerned in ways that suit the types of information being given
7. Carry out training programmes to meet reporting requirements for incidents and accidents
8. Implement incident and accident reporting procedures for all activities in the work place

Maintain effective response to emergencies through the use of procedures and drills

9. Obtain feedback from all personnel participating in practises of emergency drills and use the feedback to improve procedures and practices for emergency situations
10. Carry out reviews of established emergency procedures, and the equipment and resources needed for the procedures
11. Arrange for any deficiencies identified through reviews, practices, and drills and implement plans to resolve the deficiency in accordance with legislative and organisational requirements



12. Evaluate incident and accident reports and make improvements to the emergency plan and its procedures to reduce or eliminate the risks from the hazards identified
13. Advise colleagues and managers about accidents, incidents, interruptions to work or any situations that require their attention
14. Maintain a record of training in accident and emergency procedures for all staff employed

Behaviour which underpins effective performance

You work in a manner which:

15. Encourages others to develop themselves
16. Shows integrity, fairness and consistency in decision making
17. Uses different leadership styles depending on individual

Knowledge and understanding

You must know and understand the following:

General

- a. The relevant legislation, regulations and codes of practice applicable to safety, health and the environment
- b. Legislation and guidance that is applicable to the site.
- c. The types of personal protective equipment (PPE) required and the procedures for care, maintenance and use of this equipment
- d. The regulatory requirements and company procedural compliance
- e. The procedures for the proper management control of work activities on the site
- f. The organisational environmental policy and procedures applicable to the site
- g. The requirements for risk analysis to minimise hazards to personnel and the environment for the whole workplace

Emergencies

- a. Health and safety requirements and emergency procedures
- b. Reviewing, organising and resourcing emergency operations
- c. Record keeping and the types of data required for monitoring purposes
- d. The importance of customer and workplace feedback and how to respond
- e. How to evaluate feedback in terms of impact on operations
- f. The organisation's objectives relating to environmental protection, health and safety, profitability, operational outcomes and quality standards
- g. The organisation's objectives and priorities for the provision of a service
- h. The organisational procedures for the proper management control of work activities on customers sites
- i. The importance of monitoring implementation of a service to a customer and how to deal with problems arising during implementation
- j. The different types materials that could be handled by the service provided



- k. The records required by legislation and by organisational procedures in relation to the services provided
- l. How to complete all relevant paperwork
- m. The technical skills needed for the services provided
- n. How to ensure that relevant staff has the required skills to provide a service and what to do in response to a perceived skills deficit
- o. The specific legislative requirements and guidance applicable to the site.
- p. The storage and handling implications for the materials handled when providing a service
- q. The types, functions and limitations of handling equipment available for use on the service
- r. How to use risk assessment and the identification of potential work-related hazards and difficulties
- s. The potential hazards to safety, health and the environment arising from the activities carried out to provide the service
- t. The records required by legislation and by company procedures in relation to the activities carried out to provide the service
- u. The procedures for dealing with spillages
- v. The Control of Substances Hazardous to Health (COSHH) assessment data for all hazardous substances received, handled and used when providing the service