



# Emergency Management Standard

Emergency Management Accreditation Program  
ANSI/EMAP EMS 5-2019



## Publication Note

The *Emergency Management Standard* by the Emergency Management Accreditation Program (EMAP) is designed as a tool for continuous improvement as part of a voluntary accreditation process for emergency management programs. EMAP makes no representation or guarantee as to the efficacy of any program as a result of use of or compliance with the standards contained herein. EMAP makes no guarantee or warranty as to the completeness of information in this document, and EMAP expressly disclaims liability for any personal injury or damages of any nature resulting from the publication, use of, or reliance on this document. Standard language has been developed through a series of collaborative workshops and Technical Committee and Commission meetings.

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Emergency Management Accreditation Program  
201 Park Washington Court  
Falls Church, VA 22046-4527

# PREFACE<sup>1</sup>

The Emergency Management Accreditation Program (EMAP), as an independent non-profit organization, fosters excellence and accountability in Emergency Management and Homeland Security Programs by establishing credible standards applied in a peer reviewed Assessment and Accreditation Process. With ongoing concerns about terrorism, pandemic influenza, and catastrophic natural disasters, world leaders and citizens continue to acknowledge the need to efficiently and effectively strengthen emergency preparedness measures and response capabilities. The *Emergency Management Standard* by EMAP and the voluntary accreditation process are intended to promote consistent quality in Emergency Management Programs, thus providing tangible benefits to the community and public infrastructure these Programs serve. Many Programs utilize the standards and process for strategic planning, improvement efforts, and resource allocations.

When work on EMAP began in 1997, no one could have foreseen the full importance of establishing sound Emergency Management and Homeland Security Standards for use around the globe. The Accreditation Feasibility Study completed in 1998 marks the collaboration of major contributing organizations supporting the need for an accreditation program to professionalize emergency management. The EMAP Commission was seated in 2002 and has been accrediting Programs since 2003. In 2007, the first edition of the *Emergency Management Standard* by EMAP was published. A great milestone in the history of the organization came in 2008 with its recognition as a Standard Developing Organization by the American National Standard Institute (ANSI). This paved the way to formalize a relevant emergency management standard utilizing a voluntary consensus process. In 2010, the *Emergency Management Standard* became an American National Standard. As EMAP matures, the Standard Developing Organization has accredited a mix of various size Programs and continues to test the Standards and the accreditation process in all entities where Emergency Management Programs serve their populace.

The *Emergency Management Standard* is a rigorous yet scalable industry standard for Emergency Management Programs. The *Standard* is flexible in design so that programs of varying sizes, with different populations, risks, and resources, can use it as a blueprint for improvement and can attain compliance with the *Standard*. The *Standard* was collaboratively developed through a series of working groups of emergency management stakeholders from government, business, and other sectors, and continues to evolve to represent the best in emergency management.

The *Emergency Management Standard* is revised on a three-year cycle that consists of committee collaboration within the EMAP Standard Subcommittee; a public comment period; and support from the EMAP Technical Committee that provides recommendations to the EMAP Commission. The formal process is based on the combination of EMAP and ANSI Policy and Procedures.

This edition of the *Emergency Management Standard* incorporates revisions recommended to the EMAP Commission by the Technical Committee, based on public comments and proposals pursuant to ANSI Standards, as well as user input. The *Standard* will continue to evolve as new threats emerge as well as improved practices and solutions for prevention, preparedness, mitigation, response, and recovery develop. The EMAP Commission encourages the desirable collaboration of all stakeholders to maintain a current standard of excellence for all Emergency Management Programs.

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<sup>1</sup> The Preface is not part of the *Emergency Management Standard*.  
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# Emergency Management Standard

## Chapter 1: Administration

### 1.1: Purpose

The *Emergency Management Standard* establishes the baseline performance criteria for an Emergency Management Program and intends that the *Standard* be fair and equitable for all who choose to adopt it.

### 1.2: Application

This document applies to those Emergency Management Programs seeking EMAP Accreditation and to those wishing to use a recognized standard for self-assessment of their Emergency Management Program.

## Chapter 2: Definitions

- 2.1 **Applicant.** An Emergency Management Program that seeks to fulfill the requirements for Accreditation and has submitted an Accreditation Application.
- 2.2 **Continuity of Government.** Capability to ensure survivability of the government, governing body, and/or organizational leadership.
- 2.3 **Continuity of Operations.** Capability to continue essential program functions and to preserve essential processes and functions, positions, lines of succession, applications and records, communications, and facilities across a broad range of potential emergencies/disasters.
- 2.4 **Disaster.** A severe or prolonged emergency that threatens life, property, the environment, and/or critical systems.
- 2.5 **Emergency.** An incident or set of incidents, natural or human-caused, that requires responsive actions to protect life, property, the environment, and/or critical systems.
- 2.6 **Emergency Management Program.** A system that provides for management and coordination of prevention, mitigation, preparedness, response, and recovery activities for all hazards. The system encompasses all organizations, agencies, departments, and individuals having responsibilities for these activities.
- 2.7 **Essential Program Function(s).** Activities that enable an agency, department, organization, or individual to carry out emergency response actions, provide vital services, protect the safety and well-being of the citizens of the Program's jurisdiction, and maintain the economic base of the Program.
- 2.8 **Gap Analysis.** A comprehensive assessment of capability, measured against established resource management objectives, to determine areas of improvement for response and recovery based on the hazards identified by the Program.
- 2.9 **Hazard.** Something that has the potential to be the primary cause of an incident.
- 2.10 **Human-caused.** Incidents caused by human activity, which include but are not limited to those of a chemical, biological, radiological, nuclear, explosive, or technological (including cyber) nature, whether accidental or intentional.

- 2.11 Incident.** An occurrence, natural or human-caused, that requires action by the Emergency Management Program.
- 2.12 Incident Management System.** An incident management system is formalized and institutionalized and addresses the principles of command and the basic functions of planning, operations, logistics, finance and administration. An incident management system is modular, scalable, interactive, and flexible; it includes common terminology, manageable span of control, unified command, consolidated action plans, multi-agency coordination, and integrated communications. Examples include the National Incident Management System, Incident Command System (ICS), or a multi-agency coordination system.
- 2.13 Intelligence.** The results of the process by which specific types of information are requested, collected, and analyzed.
- 2.14 Jurisdiction.** The federal, state, territorial, regional, tribal, county, parish, municipal, educational, private sector, or other entities that the Emergency Management Program serves.
- 2.15 Mitigation.** The activities designed to reduce or eliminate risks to persons or property or to lessen the actual or potential effects or consequences of a disaster. Mitigation involves ongoing actions to reduce exposure to, probability of, or potential loss due to hazards.
- 2.16 Mutual Aid Agreement.** Written agreement between agencies and/or jurisdictions that provides for assistance upon request, by furnishing personnel, equipment, and/or expertise in a specified manner.
- 2.17 Preparedness.** The range of deliberate, critical tasks and activities necessary to build, sustain, and improve the operational capability to prevent, protect against, mitigate against, respond to, and recover from disasters. Preparedness is a continuous process.
- 2.18 Prevention.** Actions to avoid an incident or to intervene to stop an incident from occurring. Prevention involves actions to protect lives, property, the environment, and critical systems/infrastructure. It involves identifying and applying intelligence and other information to a range of activities that may include such countermeasures as deterrence operations; heightened inspections; improved surveillance and security operations; investigations to determine the full nature and source of the threat; public health and agricultural surveillance and testing processes; immunizations, isolation, or quarantine; and, as appropriate, specific law enforcement operations aimed at deterring, preempting, interdicting, or disrupting illegal activity, and apprehending potential perpetrators.
- 2.19 Procedure(s).** Detailed written description of activities that support implementation of a plan(s).
- 2.20 Recovery.** The development, coordination, and execution of plans or strategies for the restoration of impacted communities and government operations and services through individual, private sector, non-governmental, and public assistance.
- 2.21 Resource Management Objective(s).** Measurable actions that act as operational guidance for/by the Emergency Management Program. Objectives are developed using the impact and consequence analysis for the hazards identified by the Program to determine the short and long-term response and recovery priorities that must be accomplished.
- 2.22 Response.** Efforts to minimize the short-term direct effects of an incident threatening life, property, the environment, and/or critical systems.

- 2.23 Stakeholder(s).** At a minimum, public, private, and non-governmental agencies, departments, organizations, and individuals that have functional roles in the Emergency Management Program.
- 2.24 Standard.** The *Emergency Management Standard* is the criterion used to determine qualification for Accreditation. Within the *Standard*, individual standards (such as 3.1.1) describe qualities or facts that must be present for Accreditation.
- 2.25 Technical Assistance.** The provision of advice, support, guidance, and/or training.<sup>2</sup>

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<sup>2</sup> Chapters 1 and 2 are not part of the *Emergency Management Standard*.  
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## **Chapter 3: Emergency Management Program**

### *Overview*

An Accredited Emergency Management Program is characterized by visible leadership support, and endorsement and engagement by stakeholders.

### **3.1: Program Administration and Evaluation**

**3.1.1** The Emergency Management Program has a multi-year Strategic Plan, developed with input from stakeholders, that includes the following:

- (1) vision statement for emergency management;
- (2) mission, goals, objectives, and milestones for the Emergency Management Program;
- (3) a method for Plan implementation; and
- (4) a maintenance process, which includes a method and schedule for evaluation and revision.

### **3.2: Coordination**

**3.2.1** The jurisdiction has a designated emergency management agency, department, or office established and empowered with the authority to administer the Emergency Management Program.

**3.2.2** The jurisdiction has a designated individual empowered with the authority to execute the Emergency Management Program.

### **3.3: Advisory Committee**

**3.3.1** The Emergency Management Program has a process utilizing one or more committees that provides for coordinated input by stakeholders in the preparation, implementation, evaluation, and revision of the Program.

**3.3.2** The advisory committee(s) meets with a frequency determined by the Emergency Management Program to provide for regular input.

### **3.4: Administration and Finance**

**3.4.1** The Emergency Management Program has administrative and financial procedures for use before, during, and after an emergency/disaster.

**3.4.2** The administrative and financial procedures provide the ability to request, receive, manage, and apply funds in emergency situations for the delivery of assistance and cost recovery.

**3.4.3** The Emergency Management Program has a maintenance process for the procedures identified in Standards 3.4.1 and 3.4.2, which includes a method and schedule for evaluation and revision.

### **3.5: Laws and Authorities**

**3.5.1** The Emergency Management Program's authorities and responsibilities are established and executed in accordance with statutes, regulations, directives, or policies.

**3.5.2** The Emergency Management Program has a process for identifying and addressing proposed legislative and regulatory changes.

## **Chapter 4: Emergency Management Program Elements**

### *Overview*

An Accredited Emergency Management Program encompasses the following elements: prevention, preparedness, mitigation, response, and recovery.

### **4.1: Hazard Identification, Risk Assessment and Consequence Analysis**

#### *Overview*

An Accredited Emergency Management Program has a Hazard Identification, Risk Assessment (HIRA), and Consequence Analysis.

**4.1.1** The Emergency Management Program identifies the natural and human-caused hazards that potentially impact the jurisdiction using multiple sources. The Emergency Management Program assesses the risk and vulnerability of people, property, the environment, and its own operations from these hazards.

**4.1.2** The Emergency Management Program conducts a consequence analysis for the hazards identified in Standard 4.1.1 to consider the impact on the following:

- (1) public;
- (2) responders;
- (3) continuity of operations including continued delivery of services;
- (4) property, facilities, and infrastructure;
- (5) environment;
- (6) economic condition of the jurisdiction; and
- (7) public confidence in the jurisdiction's governance.

**4.1.3** The Emergency Management Program has a maintenance process for its Hazard Identification and Risk Assessment (HIRA) identified in Standard 4.1.1 and the Consequence Analysis identified in Standard 4.1.2, which includes a method and schedule for evaluation and revision.

### **4.2: Hazard Mitigation**

#### *Overview*

An Accredited Emergency Management Program has a mitigation program that regularly and systematically utilizes resources to mitigate the effects of emergencies/disasters associated with the risks and consequences identified in the Hazard Identification and Risk Assessment (HIRA).

**4.2.1** The Emergency Management Program has a plan to implement mitigation projects and sets priorities based upon loss reduction. The plan:

- (1) is based on the natural and human-caused hazards identified in Standard 4.1.1 and the risk and consequences of those hazards;
- (2) is developed through formal planning processes involving Emergency Management Program stakeholders; and
- (3) establishes short and long-term strategies, actions, goals, and objectives.

**4.2.2** The Emergency Management Program documents project ranking based upon the greatest opportunity for loss reduction and documents how specific mitigation actions contribute



to overall risk reduction.

**4.2.3** The Emergency Management Program has a process to monitor overall progress of the mitigation activities and documents completed initiatives and their resulting reduction or limitation of hazard impact on the jurisdiction.

**4.2.4** The Emergency Management Program, consistent with the scope of the mitigation program, does the following:

- (1) identifies ongoing mitigation opportunities and tracks repetitive loss;
- (2) provides technical assistance in implementing mitigation codes and ordinances; and
- (3) participates in jurisdictional and multi-jurisdictional mitigation efforts.

**4.2.5** The Emergency Management Program has a maintenance process for the plan identified in Standard 4.2.1, which includes a method and schedule for evaluation and revision.

### **4.3: Prevention**

#### *Overview*

An Accredited Emergency Management Program encompasses prevention responsibilities, strategies, and procedures.

**4.3.1** The Emergency Management Program has a process(es) to coordinate prevention activities, to monitor the identified threats and hazards, and to adjust the level of prevention activity commensurate with the risk. Prevention processes are based on the following:

- (1) the hazards identified in Standard 4.1.1;
- (2) intelligence activities;
- (3) threat assessments;
- (4) alert networks;
- (5) surveillance programs; and
- (6) information obtained from internal and external stakeholders.

**4.3.2** The Emergency Management Program has procedures to implement the prevention processes identified in Standard 4.3.1 and to exchange information among internal and external Emergency Management Program stakeholders.

**4.3.3** The Emergency Management Program has a maintenance process for the procedures identified in Standard 4.3.2, which includes a method and schedule for evaluation and revision.

### **4.4: Operational Planning and Procedures**

#### *Overview*

An Accredited Emergency Management Program has operational plans and procedures that are developed, coordinated, and implemented among all stakeholders. The plans and procedures describe emergency response, continuity of operations, continuity of government, and recovery from emergencies/disasters.

**4.4.1** The Emergency Management Program, through formal planning processes involving stakeholders and by addressing all hazards identified in Standard 4.1.1, has developed the following Plans:

- (1) Emergency Operations;
- (2) Recovery;
- (3) Continuity of Operations; and
- (4) Continuity of Government.

**4.4.2** The Emergency Operations Plan (EOP), Recovery Plan, Continuity of Operations (COOP) Plans for the departments, agencies and organizations with essential program functions, and Continuity of Government (COG) Plan address the following:

- (1) purpose and scope or goals and objectives;
- (2) authority;
- (3) situation and assumptions;
- (4) functional roles and responsibilities for internal and external agencies, organizations, departments, and positions;
- (5) logistics support and resource requirements necessary to implement the Plan;
- (6) concept of operations; and
- (7) a maintenance process, which includes a method and schedule for evaluation and revision.

**4.4.3** The Emergency Operations Plan (EOP) identifies and assigns specific areas of responsibility for performing functions in response to an emergency/disaster. Areas of responsibility to be addressed include the following:

- (1) administration and finance;
- (2) agriculture and natural resources;
- (3) alert and notification;
- (4) communications;
- (5) critical infrastructure and key resource restoration;
- (6) damage assessment;
- (7) debris management;
- (8) detection and monitoring;
- (9) direction, control, and coordination;
- (10) donation management;
- (11) emergency public information;
- (12) energy and utilities services;
- (13) evacuation and shelter-in-place;
- (14) fatality management and mortuary services;
- (15) firefighting/fire protection;
- (16) food, water, and commodities distribution;
- (17) hazardous materials;
- (18) information collection, analysis, and dissemination;
- (19) law enforcement;
- (20) mass care and sheltering;
- (21) mutual aid;
- (22) private sector coordination;
- (23) public health and medical services;
- (24) public works and engineering;
- (25) resource management and logistics;
- (26) search and rescue;
- (27) transportation systems and resources;
- (28) volunteer management; and
- (29) warning.

**4.4.4** The Recovery Plan establishes short and long-term recovery priorities. The Plan identifies and assigns the following:

- (1) critical functions;
- (2) services/programs;
- (3) vital resources;

- (4) facilities; and
- (5) infrastructure.

**4.4.5** The Continuity of Operations (COOP) Plan(s) identifies the essential program functions. Each organization performing these essential program functions has a COOP Plan that includes the following:

- (1) processes and functions that will be continued and recovered;
- (2) essential positions;
- (3) lines of succession;
- (4) processes that describe how the critical applications and vital records will be safeguarded;
- (5) communications resources;
- (6) priorities for recovery of processes, functions, critical applications, and vital resources; and
- (7) alternate operating capability.

**4.4.6** The Continuity of Government (COG) Plan identifies how the governing body will be preserved, maintained, or reconstituted. The Plan includes:

- (1) succession of leadership;
- (2) delegation of emergency authority; and
- (3) command and control.

**4.4.7** The Emergency Management Program has procedures to implement all Plans identified in Standard 4.4.1. The implementation procedures are applicable to all hazards identified in Standard 4.1.1.

**4.4.8** The Emergency Management Program has procedures to guide situational analysis, damage assessment, situation reporting, and incident action planning.

**4.4.9** The Emergency Management Program has a maintenance process for the procedures identified in Standards 4.4.7 and 4.4.8, which includes a method and schedule for evaluation and revision.

## **4.5: Incident Management**

### *Overview*

An Accredited Emergency Management Program has an incident management system in place to analyze emergency situations and provide for clear and effective response and recovery.

**4.5.1** The Emergency Management Program has formally adopted an incident management system. The system includes, but is not limited to, the following concepts:

- (1) modular organization;
- (2) unified command;
- (3) multi-agency coordination;
- (4) span of control;
- (5) common terminology;
- (6) action planning process;
- (7) comprehensive resource management;
- (8) integrated communications; and
- (9) pre-designated facilities.

**4.5.2** The Emergency Management Program has procedures that address coordination activities among all personnel with emergency response roles including higher, lateral, and

subordinate elements, as well as neighboring jurisdictions.

**4.5.3** The Emergency Management Program's incident management system identifies specific organizational roles and responsibilities for each incident management function.

**4.5.4** The Emergency Management Program identifies personnel eligible to fill specific incident management system roles.

**4.5.5** The Emergency Management Program personnel receive training on its incident management system.

**4.5.6** The Emergency Management Program has a maintenance process for the procedures identified in Standard 4.5.2, which includes a method and schedule for evaluation and revision.

## **4.6: Resource Management, Mutual Aid and Logistics**

### *Overview*

An Accredited Emergency Management Program includes systematic identification of resource requirements, shortfalls, and inventories consistent with the Hazard Identification and Risk Assessment (HIRA), and agreements needed in preparation for an emergency/disaster and as needed during response and recovery.

**4.6.1** The Emergency Management Program has a resource management system that addresses the hazards identified in Standard 4.1.1. The system includes the following procedures for resources to be used in emergency/disaster operations:

- (1) identification;
- (2) location;
- (3) acquisition;
- (4) storage;
- (5) maintenance;
- (6) testing;
- (7) distribution; and
- (8) tracking.

**4.6.2** The resource management system procedures further address the following:

- (1) mobilizing resources prior to and during an emergency;
- (2) dispatching resources prior to and during an emergency; and
- (3) demobilizing or recalling resources during or after an emergency.

**4.6.3** Resource management objectives are established by conducting a periodic gap analysis that addresses the hazards identified in Standard 4.1.1. The gap analysis identifies resource needs and shortfalls that are prioritized and addressed through a variety of initiatives, which can include the budget process, executive process, mutual aid agreements, memoranda of understanding, contractual service agreements, or business partnerships.

**4.6.4** The resource management system addresses acceptance and management of donated goods, materials, services, personnel, financial resources, and facilities, whether solicited or unsolicited.

**4.6.5** The Emergency Management Program maintains mutual aid agreements, contractual service agreements, memoranda of understanding, or regional or other arrangements that provide additional resources.

**4.6.6** The Emergency Management Program has a maintenance process for the elements of Standard 4.6, which includes a method and schedule for evaluation and revision.

## **4.7: Communications and Warning**

### *Overview*

An Accredited Emergency Management Program has communications, alert and notification, and warning plans that provide for using, maintaining, and augmenting the equipment necessary for efficient preparation for, response to, and recovery from emergencies/disasters.

**4.7.1** The Emergency Management Program has a plan, designed for the hazards identified in Standard 4.1.1, to:

- (1) communicate internally and externally with higher, lateral, and subordinate stakeholders and emergency personnel;
- (2) initiate, receive, and relay notifications to alert key decision makers and emergency personnel;
- (3) disseminate emergency alerts and warnings to the public potentially impacted by an actual or impending emergency, and to communicate with the population within its jurisdiction, including vulnerable populations as defined by the Emergency Management Program; and
- (4) address potential operating environments.

**4.7.2** The Emergency Management Program has a communications, notification, and alert and warning system(s) that:

- (1) supports all Plans identified in Standard 4.4.1;
- (2) includes alternative system(s) in case of failure of primary system(s);
- (3) addresses potential operating environments; and
- (4) is tested on an established schedule with results documented and corrective actions addressed.

**4.7.3** The Emergency Management Program has operational procedures for the communications, notification, and alert and warning system(s) that address the following:

- (1) hazards identified in Standard 4.1.1;
- (2) potential operating environments; and
- (3) decision-making processes or pre-determined criteria.

**4.7.4** The Emergency Management Program has a communication system(s) that addresses system interoperability.

**4.7.5** The Emergency Management Program has a maintenance process for the plan(s) identified in Standard 4.7.1 and the procedures identified in Standard 4.7.3, which includes a method and schedule for evaluation and revision.

## **4.8: Facilities**

### *Overview*

An Accredited Emergency Management Program has facilities for conducting Emergency Management activities.

**4.8.1** The Emergency Management Program has a primary and alternate facility capable of coordinating and supporting sustained response and recovery operations consistent with the hazards identified in Standard 4.1.1.

**4.8.2** The Emergency Management Program has procedures for activation, operation, and deactivation of primary and alternate facilities. The procedures are tested on an established schedule, results documented, and corrective actions addressed.

**4.8.3** The Emergency Management Program has a maintenance process for the procedures identified in Standard 4.8.2, which includes a method and schedule for evaluation and revision.

## **4.9: Training**

### *Overview*

An Accredited Emergency Management Program has a training program that includes the assessment, development, and implementation of training for Program officials, emergency management response personnel, and the public.

**4.9.1** The Emergency Management Program has a training program that addresses the hazards identified in Standard 4.1.1 and includes the following:

- (1) goals and objectives;
- (2) training needs assessment;
- (3) curriculum;
- (4) course evaluations;
- (5) training records; and
- (6) a records retention schedule.

**4.9.2** The training needs assessment addresses the following:

- (1) all personnel with responsibilities in the Emergency Management Program;
- (2) key public officials; and
- (3) internal and external requirements.

**4.9.3** The Emergency Management Program training is regularly scheduled and is based on the following:

- (1) training needs assessment;
- (2) internal and external requirements; and
- (3) goals and objectives of the training program.

**4.9.4** Personnel receive and maintain training consistent with their current and potential responsibilities.

**4.9.5** Records are maintained for the training program and include:

- (1) the types of training planned and conducted; and
- (2) the names of those who received training.

**4.9.6** The Emergency Management Program has a maintenance process for its training program identified in Standard 4.9.1, which includes a method and schedule for evaluation and revision.

## **4.10: Exercises, Evaluations, and Corrective Actions**

### *Overview*

An Accredited Emergency Management Program has an exercise, evaluation, and corrective action process that regularly tests the knowledge, skills and abilities, and experience of emergency personnel as well as the plans, policies, procedures, equipment, and facilities.

**4.10.1** The Emergency Management Program has an exercise, evaluation, and corrective

action program based on the hazards identified in Standard 4.1.1.

**4.10.2** The Emergency Management Program evaluates personnel, plans, procedures, equipment, and facilities through a variety of initiatives, which can include:

- (1) periodic reviews;
- (2) testing;
- (3) post-incident reports;
- (4) lessons learned;
- (5) performance evaluations;
- (6) exercises; and
- (7) real-world events.

Products of these evaluations are documented and disseminated within the Emergency Management Program, including to stakeholders and selected partners.

**4.10.3** The Emergency Management Program has a process for corrective actions that prioritizes and tracks the resolution of deficiencies.

## **4.11: Emergency Public Information and Education**

### *Overview*

An Accredited Emergency Management Program has a Public Information and Education function that outlines public education and information activities for the different hazards to which the Program responds.

**4.11.1** The Emergency Management Program has a plan for its crisis communications, public information, and education functions. The plan is designed to inform and educate the public through various media about the hazards identified in Standard 4.1.1, threats to public safety, and risk reduction. The plan provides for dissemination of information to protect public health and safety, including response to public inquiries and rumors.

**4.11.2** The Emergency Management Program has the following:

- (1) a central contact for the media;
- (2) trained spokespersons designated to deliver the Emergency Management Program's message, appropriate to hazard and audience; and
- (3) pre-scripted information bulletins about hazards, preparedness measures, and protective actions.

**4.11.3** The Emergency Management Program conducts outreach activities that address the hazards identified in Standard 4.1.1, for the public, including at-risk populations.

**4.11.4** The Emergency Management Program has joint information system procedures to:

- (1) coordinate and authorize information for release;
- (2) communicate with at-risk populations;
- (3) interface with public officials/VIPs; and
- (4) respond to public inquiries and provide rumor control.

**4.11.5** The Emergency Management Program has procedures to:

- (1) activate;
- (2) operate; and
- (3) deactivate a joint information center.

**4.11.6** The procedures identified in Standards 4.11.4 and 4.11.5 are tested on an established schedule, results documented, and corrective actions addressed.

**4.11.7** The Emergency Management Program has a maintenance process for the plan and procedures identified in Standards 4.11.1, 4.11.4, and 4.11.5, which includes a method and schedule for evaluation and revision.



## Appendix A<sup>3</sup>

### Standards Review Cycle and Appeal Process

EMAP will maintain the following review cycle for the *Emergency Management Standard*:

Year 1	Procedures
January	EMAP begins the new three-year review cycle.
July	EMAP submits the PINS Form notifying ANSI of the initiation of the revised Standards.
August-November	EMAP collects suggestions for revisions to the Standards from the Commission, Technical Committee, Standards Subcommittee, and Standard Workgroup members.
November-January (Year 2)	Standards Subcommittees develop proposed revised Standards for consideration by the Technical Committee.

Year 2	Procedures
January-March	Technical Committee votes on the proposed revised Standards.
April	EMAP submits the BSR-8 Form notifying ANSI of the proposed revised Standards.
May-August	ANSI publishes the EMAP proposed revised Standards for public comments. EMAP compiles all public comments on the proposed revised Standards for consideration by the Standards Subcommittees.
September-April (Year 3)	Standards Subcommittees votes on the proposed revised Standards public comments and compiles recommendations for Technical Committee consideration.

Year 3	Procedures
May-June	Technical Committee votes on the Standards Subcommittees recommendations on the proposed revised Standards.
July-December	EMAP responds to all proposed revised Standards public comments.

Year 4	Procedures
May-June	EMAP submits the BSR-9 Form to ANSI announcing the new <i>Emergency Management Standard</i> and <i>Urban Search &amp; Rescue Standard</i> .
July-August	EMAP publishes the new <i>Emergency Management Standard</i> and <i>Urban Search &amp; Rescue Standard</i> .

<sup>3</sup> The Appendices are not part of the *Emergency Management Standard*.

## Appendix B<sup>4</sup>

### EMAP Commission

The Commission is the governing and decision-making body of EMAP. The Commission works to assure and improve the delivery of emergency management services to the public through Assessment and Accreditation of Emergency Management Programs. Its purpose is to set minimum acceptable standards and encourage the achievement of Accreditation. Other Commission responsibilities include:

- establishing and maintaining standards for Emergency Management Programs;
- administering an Accreditation Process that encourages applicants to bring their programs into compliance;
- confirming on-site assessment of Applicant compliance;
- acknowledging compliance of Programs by issuing a Certificate of Accreditation;
- developing and maintaining working relationships with local, tribal, regional, state, territorial, federal, national and international, and private sector Emergency Management Programs for mutual growth and benefit;
- ensuring that the business affairs and the programs of the Commission and its affiliates are conducted in a fair and nondiscriminatory manner;
- educating legislative and executive branches of government, and the public on the importance of fully capable Emergency Management Programs at all levels of public and private sectors based on high standards;
- promoting the concept of voluntary self-regulation inherent in the Accreditation Process;
- accepting fees, grants, bequests, and other contributions that support the purposes of EMAP;
- cooperating with other public and private agencies in a manner that will lead to the improvement of the Emergency Management Standard and the delivery of emergency management services; and
- identifying and maintaining the means for voluntary self-assessment in preparing for accreditation, providing qualified and trained assessors to conduct on-site evaluations of programs, and using a fair and impartial procedure to determine Accreditation.

There are thirteen (13) members on the Commission: the National Emergency Management Association (NEMA) appoints five (5) members, and the International Association of Emergency Managers (IAEM) appoints five (5) members. The EMAP Commission then appoints three (3) additional members as International, Urban Search and Rescue discipline, and Federal Agency representatives. Each member's term is three (3) years.

### EMAP Technical Committee

The Technical Committee is comprised of Standards Subcommittees. The Technical Committee serves as the "consensus body" for the purpose of documenting consensus on all American National Standards proposed by EMAP. Members are required to attend all meetings in person, whether they are held virtually or face-to-face, or provide a previously determined and approved alternate to attend in their place in order to maintain quorum. This is in support of the ANSI process throughout the entire cycle with obtaining and maintaining consistency in voting and in having quorum voting.

- The Emergency Management Standards Subcommittee is responsible for the continual review, revision and maintenance of the *Emergency Management Standard* by EMAP during the ANSI cycle, and for providing appropriate recommendations regarding the Standard to the Technical Committee. The Emergency Management Standards Subcommittee and its members serve as a subcommittee of the Technical Committee.

Members are required to attend all meetings whether they are in person or virtual. This is in support of the ANSI process so that EMAP maintains consistency in voting.

- The Urban Search and Rescue Standards Subcommittee is responsible for the continual review, revision and maintenance of the *Urban Search and Rescue Standard* by EMAP during the ANSI cycle, and for providing appropriate recommendations regarding the Standard to the Technical Committee. The Urban Search and Rescue Standards Subcommittee and its members serve as a subcommittee of the Technical Committee. Members are required to attend all meetings whether they are in person or virtual. This is in support of the ANSI process so that EMAP maintains consistency in voting.

Ad Hoc Standards Work Groups are developed when EMAP receives a request for a new standard development. The Ad Hoc Standards Work groups membership is comprised of discipline specific based on the standard interest area.

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<sup>4</sup> The Appendices are not part of the *Emergency Management Standard*



**Emergency Management Accreditation Program**  
**201 Park Washington Court**  
**Falls Church, VA 22046**  
**Email: [emap@emap.org](mailto:emap@emap.org)**  
**Web: [www.emap.org](http://www.emap.org)**