



Emergency Management Standard

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Publication Note

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PREFACE¹

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, pandemics, and catastrophic natural disasters, the nation's leaders and citizens acknowledge the need to strengthen emergency preparedness measures and response capabilities efficiently and effectively. The *Emergency Management Standard* by EMAP and the voluntary Assessment and 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 the Assessment and Accreditation 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 significant milestone in the organization's history came in 2008 with its recognition as a Standards 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 has matured, it has Accredited a mix of various size Programs and continues to test the Standards and the Assessment and Accreditation Process in all entities where Emergency Management Programs serve their populace.

The *Emergency Management Standard* is a scalable, yet rigorous, 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 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 Emergency Management Standards 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 Policies 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 and user input. The *Standard* will continue to evolve as new threats emerge and 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.

¹ The Preface is not part of the *Emergency Management Standard*.

Emergency Management Standard²

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 Assessment Application.
- 2.2 **Consequence.** The analysis of the potential of hazards that could cause injuries, fatalities, and damage to people, property, resources, systems, cultural, economic, environmental, and social activity.
- 2.3 **Continuity of Government.** The capability to ensure the survivability of the government, governing body, and organizational leadership.
- 2.4 **Continuity of Operations.** Capability to continue essential program functions and preserve essential processes and functions, positions, lines of succession, applications and records, communications, and facilities across a broad range of potential emergencies/disasters.
- 2.5 **Coordination.** The process of organizing people or things to make them work together effectively.
- 2.6 **Disaster.** A severe or prolonged emergency that threatens life, property, the environment, and critical systems.
- 2.7 **Distribution.** The process of supplying personnel and/or resources to be used in an emergency/disaster.
- 2.8 **Emergency.** An incident or set of incidents, natural or human-caused that, requires responsive actions to protect life, property, the environment, and critical systems.
- 2.9 **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.
- 2.10 **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

² Chapters 1 and 2 are not part of the *Emergency Management Standard*.

well-being of the citizens of the Program's jurisdiction, and maintain the economic base of the Program.

- 2.11 Evaluation.** The collection of, analysis, and interpretation of information about any aspect of a program, plan, and/or procedure in judging its effectiveness, efficiency, and any other outcomes it may have.
- 2.12 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.
- 2.13 Hazard.** Something that has the potential to be the primary cause of an incident.
- 2.14 Human-caused.** Incidents caused by human activity include but are not limited to those of a chemical, biological, radiological, nuclear, explosive, or technological (including cyber) nature, whether accidental or intentional.
- 2.15 Implementation.** The process of putting a plan into effect and the execution of procedures.
- 2.16 Incident.** An occurrence, natural or human-caused, that requires action by the Emergency Management Program.
- 2.17 Incident Management System.** The combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure, designed to aid in the management of resources during incidents.
- 2.18 Interoperability.** The ability of Programs to talk to one another via communication systems-to exchange voice and/or data with one another on-demand, in real-time, when needed, and as authorized.
- 2.19 Jurisdiction.** The federal, state, territorial, regional, tribal, county, parish, municipal, educational, private sector, or other entities that the Emergency Management Program serves.
- 2.20 Maintenance.** The process of evaluating and revising programs, plans, and procedures for enhancement and to keep them current.
- 2.21 Method.** A systematic technique of how the Program implements, evaluates, and revises programs, plans, and procedures in accordance with a current process and/or plan.
- 2.22 Mitigation.** A sustained action to reduce or eliminate risk to people and property from hazards and their effects.
- 2.23 Mutual Aid Agreement.** A written agreement between agencies and/or jurisdictions that provides assistance upon request by furnishing personnel, equipment, and/or expertise in a specified manner.
- 2.24 Potential Operating Environments.** Environments that challenge a Program's ability to utilize its system(s) to communicate, notify, and warn its stakeholders, key decision-makers, and the public.
- 2.25 Preparedness.** A continuous cycle of planning, organizing, training, equipping, exercising, evaluating, and taking corrective action in an effort to ensure effective coordination during incident response.

- 2.26 Prevention.** Actions to avoid an incident or to intervene to stop an incident from occurring or limit the impacts of the hazards.
- 2.27 Procedure(s).** A prescribed way of undertaking a process or part of a process. The procedure identifies and describes specific steps to be taken in the process, who is responsible for each part of the process, and when each part of the process occurs.
- 2.28 Process.** A continuous series of actions, related tasks, and/or methods that are followed routinely in order to achieve a specific result.
- 2.29 Recovery.** The development, coordination, and execution of plans or strategies to restore impacted communities and government operations and services through individual, private sector, non-governmental, and public assistance.
- 2.30 Response.** Efforts to minimize the short-term direct effects of an incident threatening life, property, the environment, and/or critical systems.
- 2.31 Revision.** A change or a set of changes that amends and enhances programs, plans, and procedures.
- 2.32 Risk.** The potential for an unwanted outcome resulting from an incident or occurrence, as determined by its likelihood and the associated consequences.
- 2.33 Schedule.** A timeline of when the Program implements, evaluates, and revises programs, plans, and procedures in accordance with a current process and/or plan.
- 2.34 Stakeholder(s).** At a minimum, public, private, and non-governmental agencies, departments, organizations, and individuals that have functional roles in the Emergency Management Program.
- 2.35 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.
- 2.36 Training Needs Assessment.** A process that identifies the present level of knowledge, skill, and abilities and compares it with the required or established levels within the Emergency Management Program.
- 2.37 Vulnerability.** The degree to which people, property, resources, systems, cultural, economic, environmental, and social activity are susceptible to harm, degradation, or destruction on being exposed to the Program's identified hazards.³

³ Chapters 1 and 2 are not part of the *Emergency Management Standard*.

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) a 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, including 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 advisory committees that provide 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 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 to deliver 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, including 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 the following:

- (1) people;
- (2) property;
- (3) the environment; and
- (4) 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) the 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, including 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 utilizes a process to monitor the 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, including 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, monitor the identified threats and hazards, and 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, including a method and schedule for evaluation and revision.

4.4: Continuity Planning and Procedures

Overview

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

4.4.1 The Emergency Management Program identifies essential program functions and the departments, agencies, and organizations with primary responsibilities for these functions.

4.4.2 The Emergency Management Program, through formal planning processes involving stakeholders and by addressing all hazards identified in Standard 4.1.1, has developed a Continuity of Operations (COOP) Plan for the designated emergency management agency, department, or office, and an Emergency Management Program Continuity of Government (COG) Plan.

- 4.4.3** The Continuity of Operations (COOP) Plans for the departments, agencies, and organizations identified in Standard 4.4.1 and Standard 4.4.2, and the 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 stakeholders and positions;
 - (5) logistics support and resource requirements necessary to implement the Plan;
 - (6) concept of operations; and
 - (7) a maintenance process, including a method and schedule for evaluation and revision.
- 4.4.4** The Continuity of Operations (COOP) Plans for the departments, agencies, and organizations identified in Standard 4.4.1 and Standard 4.4.2 address 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.
- 4.4.5** The Continuity of Government (COG) Plan identifies how the governing body will be preserved, maintained, or reconstituted and address the following:
- (1) a succession of leadership;
 - (2) delegation of emergency authority; and
 - (3) command and control.
- 4.4.6** The Emergency Management Program has procedures to implement all Plans identified in Standard 4.4.2. The implementation procedures are applicable to all hazards identified in Standard 4.1.1.
- 4.4.7** The Emergency Management Program has a maintenance process for the procedures identified in Standard 4.4.6, including a method and schedule for evaluation and revision.

4.5: Operational Planning and Procedures

Overview

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

4.5.1 The Emergency Management Program, through formal planning processes involving stakeholders and addressing all hazards identified in Standard 4.1.1, has developed an Emergency Operations Plan and a Recovery Plan.

4.5.2 The Emergency Operations Plan (EOP), and the Recovery 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 stakeholders, and positions;
- (5) logistics support and resource requirements necessary to implement the Plan;
- (6) concept of operations; and
- (7) a maintenance process, including a method and schedule for evaluation and revision.

4.5.3 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 utility 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.

4.5.4 The Recovery Plan establishes short and long-term recovery priorities. The Plan identifies and assigns specific areas of responsibility for the following:

- (1) critical functions;
- (2) services/programs;
- (3) vital resources;
- (4) facilities; and
- (5) infrastructure.

4.5.5 The Emergency Management Program has procedures to implement all Plans identified in Standard 4.5.1. The implementation procedures are applicable to all hazards identified in Standard 4.1.1.

4.5.6 The Emergency Management Program has procedures to guide the following:

- (1) situational analysis;

- (2) damage assessment;
- (3) situation reporting; and
- (4) incident action planning.

4.5.7. The Emergency Management Program has a maintenance process for the procedures identified in Standards 4.5.5 and 4.5.6, including a method and schedule for evaluation and revision.

4.6: 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.

4.6.1 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) a span of control;
- (5) common terminology;
- (6) action planning process;
- (7) comprehensive resource management;
- (8) integrated communications; and
- (9) pre-designated facilities.

4.6.2 The Emergency Management Program has procedures that address coordination activities among all personnel with emergency response roles, including higher, lateral, subordinate elements, and neighboring jurisdictions.

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

4.6.4 The Emergency Management Program identifies personnel to fill specific incident management system roles.

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

4.6.6 The Emergency Management Program has a maintenance process for the procedures identified in Standard 4.6.2, including a method and schedule for evaluation and revision.

4.7: 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.

4.7.1 The Emergency Management Program has a resource management plan, designed for the hazards identified in Standard 4.1.1, that addresses the following:

- (1) goals and objectives;

- (2) gap analysis;
- (3) resource management system(s);
- (4) donations management; and
- (5) volunteer management.

4.7.2 The Emergency Management Program conducts a periodic gap analysis that addresses the following:

- (1) the hazards identified in Standard 4.1.1;
- (2) identification of resource needs and shortfalls; and
- (3) prioritization of identified resource needs and shortfalls.

4.7.3 The Emergency Management Program addresses the resource needs and shortfalls through various initiatives, including the budget process, executive process, mutual aid agreements, memoranda of understanding, contractual service agreements, or business partnerships.

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

4.7.5 The Emergency Management Program has procedures to store, maintain, and test resources to be used in emergency/disaster operations.

4.7.6 The Emergency Management Program has resource management system procedures to be used during an emergency/disaster that address the following:

- (1) identification;
- (2) location;
- (3) acquisition;
- (4) mobilization;
- (5) distribution or dispatching;
- (6) tracking; and
- (7) demobilization of resources.

4.7.7 The Emergency Management Program addresses acceptance and management of donated goods, materials, services, personnel, financial resources, and facilities, whether solicited or unsolicited.

4.7.8 The Emergency Management Program has a maintenance process for the plan(s) identified in Standard 4.7.1 and the procedures identified in Standards 4.7.5 and 4.7.6, including a method and schedule for evaluation and revision.

4.8: 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.

4.8.1 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.

4.8.2 The Emergency Management Program has communication, notification, and alert and warning system(s) that:

- (1) supports all Plans identified in Standards 4.4.2 and 4.5.1;
- (2) includes alternative system(s) in case of failure of the primary system(s);
- (3) addresses potential operating environments; and
- (4) is tested on an established schedule with results documented and corrective actions addressed.

4.8.3 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.

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

4.8.5 The Emergency Management Program has a maintenance process for the plan(s) identified in Standard 4.8.1 and the procedures identified in Standard 4.8.3, including a method and schedule for evaluation and revision.

4.9: Facilities

Overview

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

4.9.1 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.

4.9.2 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.

4.9.3 The Emergency Management Program has a maintenance process for the procedures identified in Standard 4.9.2, including a method and schedule for evaluation and revision.

4.10: Training

Overview

An Accredited Emergency Management Program has a training program that includes assessing, developing, and implementing training for Program officials, emergency management response personnel, and the public.

4.10.1 The Emergency Management Program has a training plan 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.

4.10.2 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.

4.10.3 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.

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

4.10.5 Records are maintained for the training program and include the following:

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

4.10.6 The Emergency Management Program has a maintenance process for its training plan identified in Standard 4.10.1, including a method and schedule for evaluation and revision.

4.11: Exercises, Evaluations, and Corrective Actions

Overview

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

4.11.1 The Emergency Management Program has an exercise, evaluation, and corrective action plan based on the hazards identified in Standard 4.1.1.

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

- (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.

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

4.12: 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.

4.12.1 The Emergency Management Program has a plan for 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 the dissemination of information to protect public health and safety, including response to public inquiries and rumors.

4.12.2 The Emergency Management Program has the following:

- (1) 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.

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

4.12.4 The Emergency Management Program has joint information system procedures to:

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

4.12.5 The Emergency Management Program has joint information center procedures to address the following:

- (1) activation;
- (2) operation; and
- (3) deactivation.

4.12.6 The procedures identified in Standards 4.12.4 and 4.12.5 are tested on an established schedule, results documented, and corrective actions addressed.

4.12.7 The Emergency Management Program has a maintenance process for the plan and procedures identified in Standards 4.12.1, 4.12.4, and 4.12.5, including a method and schedule for evaluation and revision.

Appendix A: EMAP Standards Review Cycle and Appeal Process⁴

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

Year 1 – 2023	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 - 2024	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 - 2025	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 – 2026	EMAP submits the BSR-9 Form to ANSI announcing the new <i>Emergency Management Standard</i> .
Year 4 – 2026	EMAP publishes the new <i>Emergency Management Standard</i> .

⁴ The Appendices are not part of the *Emergency Management Standard*.

Appendix B: EMAP Commission and Committeesⁱ

EMAP Commission

The purpose of the EMAP Commission is to evaluate and improve the delivery of Emergency Management and Urban Search & Rescue (US&R) services to the public through the Accreditation of Emergency Management Programs and the Certification of US&R Resources. The Commission's objectives include the following:

- To establish and maintain standards for Emergency Management Programs and US&R Resources.
- To administer Accreditation and Certification processes that encourage applicants to bring their Emergency Management Program and/or US&R Resource into compliance with those standards.
- To oversee or conduct the processes of self-assessment, documentation, and on-site assessment of the applicant's compliance with established standards.
- To formally acknowledge compliance of a program by the issuance of Accreditation and/or Certification.
- To accept fees, grants, gifts, bequests, and other contributions that support the objectives of the Commission.
- To develop and maintain close working relationships with international, national, federal, regional, state, tribal, local, and private associations and agencies in the Emergency Management and US&R fields for mutual growth and benefit.
- To educate the legislative and executive branches of government and the public on the importance of fully capable Emergency Management Programs and US&R Resources based upon high standards.
- To ensure that the business affairs and the programs of the Commission and its affiliates are conducted on a nondiscriminatory basis.
- To promote the concept of voluntary self-regulation inherent in the accreditation process.
- To cooperate with other private and public agencies in a manner that will lead to the improvement in the Accreditation and Certification program and the delivery of services.

The Commission is composed of thirteen (13) commissioners who are appointed by the International Association of Emergency Managers (IAEM) and the National Emergency Management Association (NEMA); each organization will appoint five (5) commissioners. 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 Program Review Committee

The Program Review Committee is responsible for considering Emergency Management Programs being presented for Accreditation and US&R Resources being presented for Certification, using assessment reports prepared by assessment teams, and making recommendations regarding Accreditation and Certification status.

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 new standard development. The Ad Hoc Standards Workgroups membership is comprised of discipline-specific based on the standard interest area.

ⁱ The Appendices are not part of the *Emergency Management Standard*.