2016 Emergency Management Standard

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.

Emergency Management Standard

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PREFACE[1]

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 review 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 disaster 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 that 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 a 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, 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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[1] The Preface is not part of the *Emergency Management Standard*.

Emergency Management Standard[2]

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   At-Risk Populations. Individuals or groups whose needs are not fully addressed by traditional service providers or who feel they cannot comfortably or safely use the standard resources offered during preparedness, response, and recovery efforts. These groups include people who are physically or mentally disabled (e.g., blind, deaf, hard-of-hearing, have learning disabilities, mental illness and/or mobility limitations), people with limited English language skills, geographically and/or culturally isolated people, homeless people, senior citizens, and/or children.

2.3   Continuity of Government. Capability to ensure survivability of the government, governing body, and/or organizational leadership.

2.4   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.

2.5   Disaster. A severe or prolonged emergency that threatens life, property, environment and/or critical systems.

2.6   Emergency. An incident or set of incidents, natural, or human-caused, that requires responsive actions to protect life, property, environment, and/or critical systems.

2.7   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.

2.8   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.

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

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2.9   **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.

2.10   **Hazard.** Something that has the potential to be the primary cause of an incident.

2.11   **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.

2.12   **Incident.** An occurrence, natural or human-caused, that requires action by the Emergency Management Program.

2.13   **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, e Command System (ICS), or a multi-agency coordination system.

2.14   **Intelligence.** The results of the process by which specific types of information are requested, collected, and analyzed.

2.15   **Jurisdiction.** The federal, state, territorial, regional, tribal, county, parish, municipal, educational, private sector or other entities that the Emergency Management Program serves.

2.16   **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.

2.17   **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.

2.18   **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.

2.19   **Prevention.** Actions to avoid an incident or to intervene to stop an incident from occurring. Prevention involves actions to protect lives and property and the environment. 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.

2.20   **Procedure(s).** Detailed written description of activities that support implementation of a plan(s).

2.21   **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.

2.22   **Resource Management Objective(s).** Measurable actions that act as operational guidance for/by the Emergency Management Program. Objectives are developed utilizing 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.

2.23   **Response.** Efforts to minimize the short-term direct effects of an incident threatening life, property, environment or critical systems.

2.24   **Stakeholder(s).** At a minimum, public, private, and non-governmental agencies, departments, organizations, and individuals that have functional roles in the Emergency Management Program.

2.25   **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.

2.26   **Technical Assistance**. The provision of advice, assistance, and/or training.

2.27   **Vulnerable Population(s)**. A specific group of individuals subject to potential harm from a hazard (such as those individuals who are downstream from a dam at risk of breaking or in an emergency planning zone of a power plant).

Chapter 3: Emergency Management Program

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

3.1: Program Administration and Evaluation

3.1.1 The jurisdiction has a multi-year Strategic Plan, developed with input from stakeholders, that includes the following:
>(1) an executive policy or vision statement for emergency management;
>(2) identified mission, goals, objectives, and milestones for the Emergency Management Program;
>(3) a method for Plan implementation; and
>(4) a method and schedule for evaluation, maintenance 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 fiscal and administrative procedures for use before, during and after an emergency/disaster.

3.4.2 The fiscal and administrative 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 method and schedule for evaluation, maintenance, and revision of the procedures identified in Standard 3.4.1.

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 method and schedule for evaluation, maintenance, and revision of its Hazard Identification, Risk Assessment (HIRA) and Consequence Analysis identified in Standard 4.1.1.

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 identified in the 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 interim 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) provides technical assistance in implementing applicable mitigation codes and ordinances;
- (2) identifies ongoing opportunities and tracks repetitive loss; and
- (3) participates in applicable jurisdictional, inter-jurisdictional and multi-jurisdictional mitigation efforts.

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

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) hazard information obtained from Standard 4.1.1;
- (2) intelligence activities;
- (3) threat assessments;
- (4) alert networks and surveillance programs; and
- (5) other sources of information obtained from internal and external stakeholders.

4.3.2   The Emergency Management Program has procedures to prevent incidents from hazards identified in Standard 4.1.1. Procedures include a process to exchange information among internal and external Emergency Management Program stakeholders.

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

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 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, Recovery, Continuity of Operations and Continuity of Government Plans 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 Plans;
- (6) concept of operations; and
- (7) a method and schedule for evaluation, maintenance, 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 addresses short and long-term recovery priorities. The Plan provides guidance for restoration of identified critical functions, services/programs, vital resources, facilities, and infrastructure to the affected area.

4.4.5 The Emergency Management Program has Continuity of Operations (COOP) Plan(s), that identify the essential program functions and describe how those functions will be continued and recovered. Each organization performing essential program functions has a COOP Plan that identifies the following:
- (1) processes and functions that must be maintained;
- (2) essential positions;

      (3)   lines of succession;
      (4)   how critical applications and vital records will be safeguarded;
      (5)   communications resources;
      (6)   priorities for recovery of processes, functions, critical applications and vital records; and
      (7)   alternate operating capability and facilities.

4.4.6   The Emergency Management Program has a Continuity of Government Plan that identifies how the governing body and the responsibilities identified in its documents containing the fundamental principles by which the jurisdiction is governed will be preserved, maintained, or reconstituted. The Plan includes identification of succession of leadership, delegation of emergency authority, and command and control.

4.4.7   The Emergency Management Program has procedures to implement all Plans identified in Standard 4.4.1. Procedures are applicable to all hazards identified in Standard 4.1.1. Procedures reflect operational priorities including:
      (1)   life, safety, and health;
      (2)   property protection;
      (3)   environmental protection;
      (4)   restoration of essential utilities;
      (5)   restoration of essential program functions; and
      (6)   coordination among appropriate stakeholders.

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

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

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 designated a single point of contact to serve as the coordinator for incident management system implementation.

4.5.3   The Emergency Management Program has procedures that address coordination activities among all personnel with an emergency response role including superior, subordinate and lateral elements, as well as neighboring jurisdictions.

4.5.4   The incident management system includes specific organizational roles and responsibilities for each incident management function.

4.5.5   The Emergency Management Program identifies personnel required to fulfill specific incident management system roles.
4.5.6   The Emergency Management Program personnel receive training on its incident management system.

4.5.7   The Emergency Management Program has a method and schedule for evaluation, maintenance, and revision of the procedures identified in Standard 4.5.3.

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 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 procedures to identify, locate, acquire, store, maintain, test, distribute, and account for resources used in emergency/disaster operations.

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. 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, 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 method and schedule for evaluation, maintenance, and revision of the elements of Standard 4.6.

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 to communicate internally and externally with stakeholders (higher, lateral and subordinate) and emergency personnel. System interoperability has been addressed and the plan has been designed for the hazards identified in Standard 4.1.1 and requirements of the Program's potential operating environments. Communications systems support all components of the emergency operations and recovery plans, and includes redundancy to provide alternative means of communication in case of failure in primary system(s).

4.7.2   The Emergency Management Program has a plan to initiate, receive, and relay notifications to alert key decision makers and emergency personnel. The plan has been designed for the hazards identified in Standard 4.1.1 and requirements of the Program's potential operating environments. Notification systems support all components of the emergency operations and recovery plans, and includes redundancy to provide alternative means of notification in case of failure in primary system(s).

4.7.3   The Emergency Management Program has a plan to 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. The plan has been designed for the hazards identified in Standard 4.1.1 and requirements of the Program's potential operating environments. Alert and warning systems include redundancy to provide alternative means of warning in case of failure in primary system(s). The plan addresses dissemination of alerts and warnings to vulnerable populations as defined by the Emergency Management Program.

4.7.4   Communications, notification, and alert and warning systems are tested on an established schedule, results documented and corrective actions addressed.

4.7.5   The Emergency Management Program has procedures for the operation of the communications, notification, and alert and warning systems. The procedures address the hazards identified in Standard 4.1.1 and requirements of the Program's potential operating environments and clearly delineate any decision-making processes or pre-determined criteria.

4.7.6   The Emergency Management Program has a method and schedule for evaluation, maintenance, and revision of the Plan(s) identified in Standards 4.7.1, 4.7.2, and 4.7.3 and the procedures identified in Standard 4.7.5.

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 hazards identified in Standard 4.1.1.

4.8.2   The Emergency Management Program has tested procedures for activation, operation, and deactivation of primary and alternate facilities.

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

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 composed of training needs assessment, curriculum, course evaluations, and records of training. The training needs assessment addresses all personnel with responsibilities in the Emergency Management Program, including key public officials. The Emergency Management Program has a method and schedule for evaluation, maintenance, and revision of its training needs assessment and training program.

4.9.2 Training is regularly scheduled and conducted in conjunction with the overall goals and objectives of the training program. Training is based on the training needs assessment, internal and external requirements and mandates, and addresses deficiencies identified in the corrective action process.

4.9.3 Emergency personnel receive and maintain training consistent with their current and potential responsibilities. Specialized training related to the hazards identified in Standard 4.1.1 is included in the training program.

4.9.4 Records are maintained for the training program, including names of those who received training and the types of training planned and conducted. The length of time training records will be maintained is specified in the training program.

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 program based on the hazards identified in Standard 4.1.1. The exercise program regularly exercises:
    (1)   personnel;
    (2)   plans;
    (3)   procedures;
    (4)   equipment; and
    (5)   facilities.

4.10.2 The Emergency Management Program evaluates plans, procedures, and capabilities through periodic reviews, testing, post-incident reports, lessons learned, performance evaluations, exercises, and real-world events. The products of these evaluations are documented and disseminated within the Emergency Management Program, including stakeholders and selected partners.

4.10.3 A process for corrective actions is established and implemented to prioritize and track 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 the Program responds to.

4.11.1 The Emergency Management Program has a plan for its crisis communications, public information and education function. 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 procedures that include:
   (1) identification of a central contact for the media;
   (2) trained spokespersons designated to deliver the Emergency Management Program's message, appropriate to hazard and audience;
   (3) pre-scripted information bulletins about hazards, preparedness measures, and protective actions;
   (4) coordinating and authorizing information for release;
   (5) a method to communicate with at-risk populations;
   (6) interfacing with public officials/VIPs; and
   (7) responding to public inquiries and providing rumor control.

4.11.3 Procedures to support a joint information system and center are in place and tested.

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

4.11.5 The Emergency Management Program has a method and schedule for evaluation, maintenance, and revision of the plan and procedures identified in Standards 4.11.1, 4.11.2, and 4.11.3.

Appendix A[3]

Standards Review Cycle and Appeal Process

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

Year 1	Procedures
January	EMAP begins the new three-year review cycle.
February	EMAP submits the PINS Form notifying ANSI of the initiation of the revised Standard.
March-August	EMAP collects suggestions for revisions to the Standard from the Commission, Technical Committee, Standards Subcommittee, and Standard Workgroup members.
September-December	Standards Subcommittee develops a proposed revised Standard for consideration by the Technical Committee.

Year 2	Procedures
January	Technical Committee votes on the proposed revised Standard.
February	EMAP submits the BSR-8 Form notifying ANSI of the proposed revised Standard.
March-September	ANSI publishes the EMAP proposed revised Standard for public comments. EMAP compiles all public comments on the proposed revised Standard for consideration by the Standards Subcommittee.
October-December	Standards Subcommittee votes on the proposed revised Standard public comments and compiles recommendations for Technical Committee consideration.

Year 3	Procedures
January-March	Technical Committee votes on the Standards Subcommittee recommendations on the proposed revised Standard.
April-June	EMAP responds to all proposed revised Standard public comments. Standards Subcommittee drafts revised Standard for Technical Committee consideration.
July-September	Technical Committee votes on the proposed revised *Emergency Management Standard*.
October	EMAP submits the BSR-9 Form to ANSI announcing the new *Emergency Management Standard*.
November-December	EMAP publishes the new *Emergency Management Standard*.

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[3] The Appendices are not part of the *Emergency Management Standard.*

Appendix B[4]

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 twelve (12) 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 two (2) additional members as International and Federal Agency representatives. Each member's term is three (3) years.

EMAP Program Review Committee

The Program Review Committee is responsible for considering programs applying for Accreditation, reviewing assessment reports prepared by assessment teams, and making recommendations regarding accreditation status.

EMAP Technical Committee

The Technical Committee comprise the Standards Subcommittee and the Training Focus Group. The Technical Committee serves as the "consensus body" for the purpose of documenting consensus on all American National Standards proposed by EMAP.

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

- The Standards Subcommittee is responsible for continual review, revision and maintenance of the *Emergency Management Standard* by EMAP, and for providing appropriate recommendations to the Technical Committee.

EMAP International Committee

The International Committee is responsible for identifying and, as directed by the EMAP Commission, initiating contact with potential international partners, exploring new opportunities to use EMAP standards and assessment process in other nations around the world. The Committee partners with individuals and organizations to encourage international understanding of and involvement of EMAP.

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