

საქართველოს სტანდარტი

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უსაფრთხოება და მდგრადობა - საგანგებო სიტუაციების მართვა -
ინციდენტების მართვის სახელმძღვანელოები

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Contents

Page

Foreword	iv
Introduction	v
1 Scope	1
2 Normative references	1
3 Terms and definitions	1
4 Principles	1
4.1 General.....	1
4.2 Ethics.....	1
4.3 Unity of command.....	1
4.4 Working together.....	2
4.5 All-hazards approach.....	2
4.6 Risk management.....	2
4.7 Preparedness.....	2
4.8 Information sharing.....	2
4.9 Safety.....	2
4.10 Flexibility.....	2
4.11 Human and cultural factors.....	2
4.12 Continual improvement.....	2
5 Incident management	2
5.1 General.....	2
5.2 Incident management process.....	3
5.2.1 General.....	3
5.2.2 Different perspectives.....	4
5.2.3 Understanding the importance of time.....	4
5.2.4 Being proactive.....	5
5.3 Incident management structure.....	5
5.3.1 General.....	5
5.3.2 Roles and responsibilities.....	6
5.3.3 Incident management tasks.....	6
5.3.4 Incident management resources.....	7
6 Working together	7
6.1 General.....	7
6.2 Prerequisites for achieving coordination and cooperation.....	8
6.2.1 Sharing the same incident management process.....	8
6.2.2 Seeing the whole picture.....	8
6.2.3 Common operational picture.....	8
6.2.4 Establishing communication.....	9
6.2.5 Establishing joint decisions.....	9
6.3 Developing and implementing methods for working together.....	9
6.3.1 General.....	9
6.3.2 Agreements.....	9
6.3.3 Technical equipment.....	10
Annex A (informative) Additional guidance on working together	11
Annex B (informative) Additional guidance on incident management structure	14
Annex C (informative) Examples of incident management tasks	16
Annex D (informative) Incident management planning	18
Bibliography	20

Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

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For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see www.iso.org/iso/foreword.html.

This document was prepared by Technical Committee ISO/TC 292, *Security and resilience*.

This second edition cancels and replaces the first edition (ISO 22320:2011), which has been technically revised.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

საინფორმაციო ტექნოლოგიების საერთაშორისო ორგანიზაცია

Introduction

In recent years, there have been many disasters, both natural and human-induced, and other major incidents which have shown the importance of incident management in order to save lives, reduce harm and damage, and to ensure an appropriate level of continuity of essential societal functions.

Such functions include health, telecommunication, water and food supply, and access to electricity and fuel. While in the past the focus of incident management has been national, regional or within single organizations, today and for the future there is a need for a multinational and multi-organizational approach. This need is driven by relationships and interdependencies between governments, non-governmental organizations (NGO), civil society organizations (CSO) and the private sector internationally.

Factors such as increased urbanization, critical infrastructure dependencies and interdependencies, socio-economic dynamics, environmental change, animal and human diseases and the heightened movement of people and goods around the world have increased the potential for disruptions and disasters that transcend geographic and political boundaries and impact the incident management capability.

This document provides guidance for organizations to improve their handling of all types of incidents (for example, emergencies, crisis, disruptions and disasters). The multiple incident management activities are often shared between organizations and agencies, with the private sector, regional organizations, and governments, have different levels of jurisdiction. Thus, there is a need to guide all involved parties in how to prepare and implement incident management.

Cross-organization-region or -border assistance during incident management is expected to be appropriate to the needs of the affected population and to be culturally sensitive. Therefore, multi-stakeholder participation, which focuses on community involvement in the development and implementation of incident management, is desirable where appropriate. Involved organizations require the ability to share a common approach across geographical, political and organizational boundaries.

This document is applicable to any organization responsible for preparing for or responding to incidents at the local, regional, national and, possibly, international level, including those who

- a) are responsible for, and participating in, incident preparation,
- b) offer guidance and direction in incident management,
- c) are responsible for communication and interaction with the public, and
- d) do research in the field of incident management.

Organizations benefit from using a common approach for incident management as this enables collaborative work and ensures more coherent and complementary actions among organizations.

Most incidents are local in nature and are managed at the local, municipal, regional, state or provincial level.