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**Security and resilience — Emergency  
management — Guidelines for  
capability assessment**

*Sécurité et résilience — Gestion des situations d'urgence — Lignes  
directrices pour l'évaluation de la capacité*



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## 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](http://www.iso.org/directives)).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see [www.iso.org/patents](http://www.iso.org/patents)).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation on 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 the following URL: [www.iso.org/iso/foreword.html](http://www.iso.org/iso/foreword.html).

The committee responsible for this document is Technical Committee ISO/TC 292, *Security and resilience*.

## Introduction

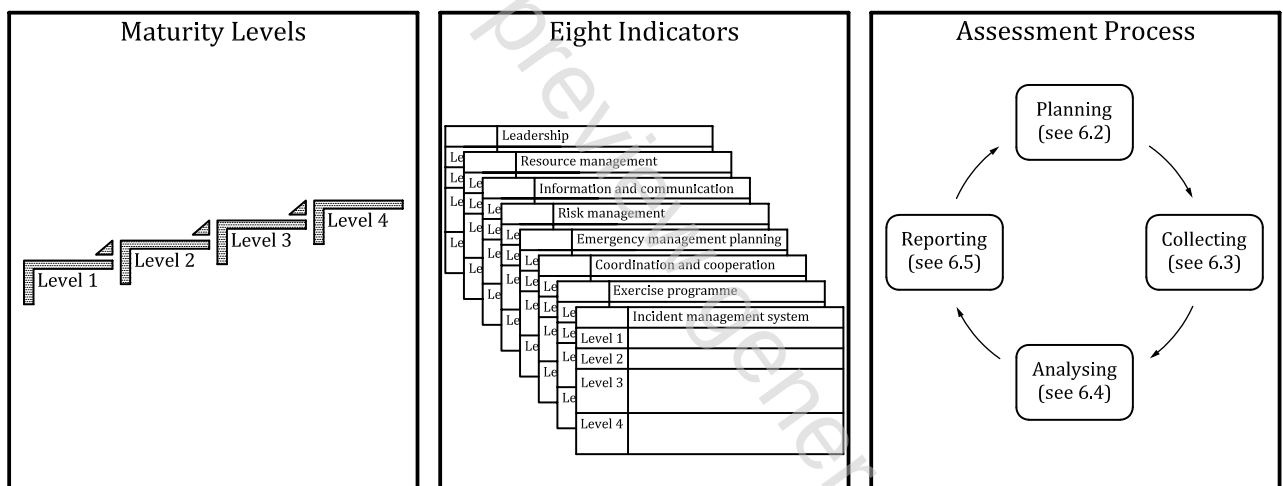
This document provides guidelines for an organization in assessing its emergency management capability by using four maturity levels, eight indicators and an assessment process (see [Figure 1](#)).

A capability assessment can be used to:

- ensure regulatory compliance, reduce risk and meet the safety expectations of the population;
- improve organizational processes;
- enhance partnership, coordination and cooperation within an organization and with other agencies and sectors;
- share best practices;
- promote continual improvement.

A capability assessment can be performed by the organization itself or by an external organization.

Organizations can define their context to allow for an appropriate assessment of its emergency management capability. This context can be expressed through identifying appropriate activities in relation to prevention, mitigation, preparedness, response and recovery. While most organizations deliver all emergency management functions, some organizations can be responsible for only a single function so not all the indicators will apply.



**Figure 1 — Emergency capability assessment**



# Security and resilience — Emergency management — Guidelines for capability assessment

## 1 Scope

This document provides guidelines for an organization in assessing its emergency management capability. It includes

- an assessment model with a hierarchy of four levels;
- eight indicators;
- an assessment process, explaining how to plan, collect, analyse and report.

This document is intended to be used by organizations responsible and accountable for emergency management. Each organization's context can involve a mix of prevention, mitigation, preparedness, response and recovery activities.

## 2 Normative references

There are no normative references in this document.

## 3 Terms and definitions

For the purposes of this document, the terms and definitions given in ISO 22300 apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

- ISO Online browsing platform: available at <http://www.iso.org/obp>
- IEC Electropedia: available at <http://www.electropedia.org/>

### 3.1 context

external and internal factors to be taken into account when undertaking a capability assessment

Note 1 to entry: External context includes the following:

- cultural, social, political, legal, regulatory, financial, technological, economic, natural and competitive environment, whether international, national, regional or local;
- key drivers and trends having impact on the objectives of the organizations;
- relationships with, and perceptions and values of external stakeholders.

Note 2 to entry: Internal context includes

- the organization's mandate,
- business sensitivity,
- governance, organizational structure, roles and accountabilities,
- resources and knowledge (e.g. capital, time, people, processes, systems and technologies), and
- organizational culture.