
**Societal security — Emergency
management — Requirements for
incident response**

*Sécurité sociétale — Gestion des urgences — Exigences relatives aux
réponses aux incidents*



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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.

International Standards are drafted in accordance with the rules given in the ISO/IEC Directives, Part 2.

The main task of technical committees is to prepare International Standards. Draft International Standards adopted by the technical committees are circulated to the member bodies for voting. Publication as an International Standard requires approval by at least 75 % of the member bodies casting a vote.

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.

ISO 22320 was prepared by Technical Committee ISO/TC 223, *Societal security*.

Introduction

In recent years there have been many disasters, terrorist attacks and other major incidents which have shown the importance of effective incident response in order to save lives, mitigate harm and damage, and to ensure a base level of continuity of essential societal functions. Such functions include health and rescue services, water and food supply, and electricity and fuel delivery. While in the past the focus of incident response 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 is a result of worldwide governmental, non-governmental, commercial and industrial relationships and dependencies.

This International Standard enables public and private incident response organizations to improve their capabilities in handling all types of emergencies (for example, crisis, disruptions and disasters). The multiple functions of incident response are shared between organizations and agencies, with the private sector and the government having different levels of responsibility. Thus there is a need to guide all involved parties in how to prepare and implement effective incident responses. This International Standard will, based on minimum requirements, enable organizations involved to operate with joint optimum efficiency.

Effective incident response needs structured command and control, and coordination and cooperation, in order to establish coordination and cooperation, carry out command processes and facilitate information flow amongst the involved organizations, agencies and other parties.

Cross-organization, -region or -border assistance during incident response is expected to be appropriate to the needs of the affected population and also to be culturally acceptable. Therefore community participation in the development and implementation of incident response measures is essential. Involved organizations require the ability to share a common approach across geographical and organizational boundaries.

Information requirements, as well as requirements pertaining to the information management process and structure, may enable industry to develop technical solutions which will provide maximal interoperability according to information and communication exchange needs during incident response.

An effective incident preparedness and operational continuity management programme can be implemented using ISO/PAS 22399, and by conducting regular multi-organizational exercises.

This International Standard can be used alone or together with the other standards developed by ISO/TC 223.

Societal security — Emergency management — Requirements for incident response

1 Scope

This International Standard specifies minimum requirements for effective incident response and provides the basics for command and control, operational information, coordination and cooperation within an incident response organization. It includes command and control organizational structures and procedures, decision support, traceability, information management, and interoperability.

It establishes requirements for operational information for incident response which specifies processes, systems of work, data capture and management in order to produce timely, relevant and accurate information. It supports the process of command and control as well as coordination and cooperation, internally within the organization and externally with other involved parties, and specifies requirements for coordination and cooperation between organizations.

This International Standard is applicable to any organization (private, public, governmental or non-profit) involved in preparing or responding to incidents at the international, national, regional or local levels, including organizations

- a) responsible for, and participating in, incident prevention and resilience preparations,
- b) offering guidance and direction in incident response,
- c) developing regulations and plans for command and control,
- d) developing multi-agency/multi-organizational coordination and cooperation for incident response,
- e) developing information and communication systems for incident response,
- f) researching in the field of incident response, information and communication and data interoperability models,
- g) researching in the field of human factors in incident response,
- h) responsible for communication and interaction with the public.

2 Normative references

The following referenced documents are indispensable for the application of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO 22300, *Societal security — Vocabulary*¹⁾

3 Terms and definitions

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

1) To be published.