

Z1600 Emergency and Continuity Management Program – Blueprint for Success

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**CSA
Group**

- About CSA
- CSA's work in emergency management
- Standards development process
- Z1600 content and application to disaster resilience
- Closure

- Provide information related to standards development in Canada
- Provide overview of CSA Z-1600-14 Standard

About CSA



**CSA
Group**

Canadian Standards Association – a division of CSA Group



54

Areas of
technology

3,000

Standards and
codes

7,500

Expert
committee
members

Who we are...

CSA Standards is a private, not-for-profit organization that develops rules and guidelines to help people and business in areas such as health, safety and the environment.



What we do...

Make standards come to life



to help *certify* consistent skill sets

Personnel Certification

to help *set rules*

Standards & Codes

to help *apply* standards

Application Tools

Handbooks
Smart CD
Mobile Publications

Standards-based Solutions

Customized (advisory) Services

to help *implement* best practices

to help *understand* standards

Training

Seminars
eLearning Courses
Customized Training



- Standards are voluntary
 - unless adopted or referenced in legislation
- General duty clause may imply compliance with standards
- Many areas of law already addressing OHS in the workplace
- Mandatory and informative clauses in standards



Why do Organizations Adopt Standards?



- Developed by independent, third party organizations, using balanced consensus based approaches.
- Best practice as defined by the experts in the subject area.
- Adopting and referencing standards in regulation is fiscally responsible (i.e. less expensive, increased flexibility).
- Harmonization internationally in a global market.
- Voluntary standards are able to address risk management objectives without adding to administrative burden to organizations.
- Competitive advantage
- Contractual/legislation/audit requirements
- Stakeholder expectations

What is a Standard?

Stipulates (minimum) requirements for the use, safety and/or performance or design of products, processes and services.

Standards Development Process



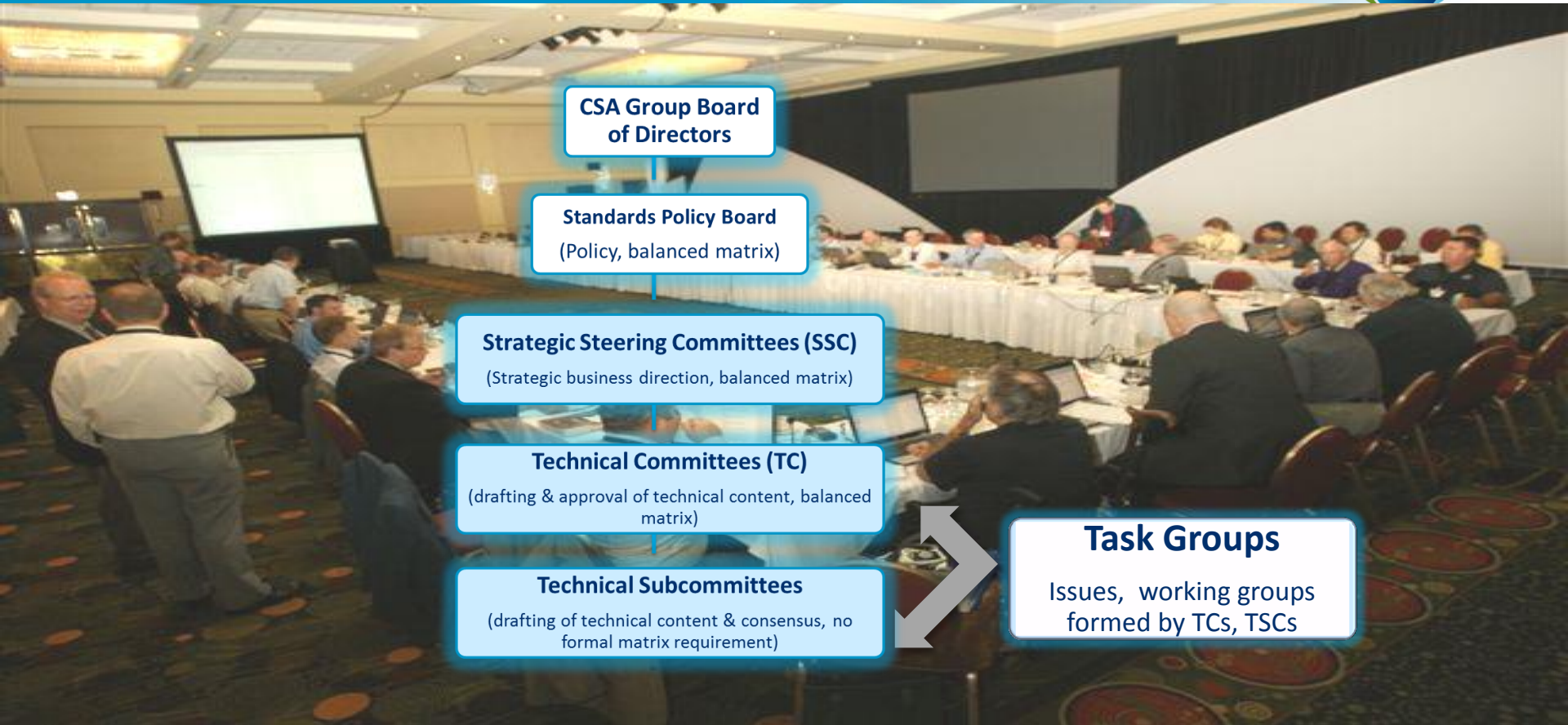
**CSA
Group**

Key elements of the CSA Consensus Process



- **National** approach
- **Multi-stakeholder** participation – volunteer experts develop the standard – CSA staff facilitate the process
- **Consensus-based** decision-making - no one interest can dominate
- **Open/Transparency** – public notice and public review
- **Training** for members and Chairs
- **Responsive** - ongoing review at least every 5 years
- **Sustainable** – CSA maintains the standards
- **Harmonization** – to meet stakeholder needs
- **Recognized Accredited** process – SCC audits
- **Due Diligence/Rigour** – document control, quality review

Committee Hierarchy



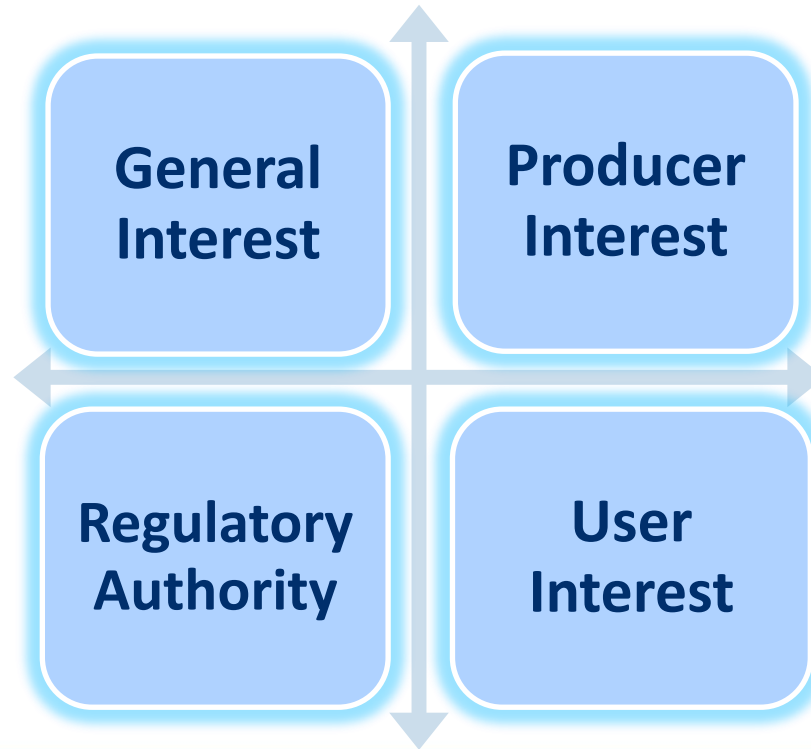
- Any individual who has technical expertise or interest, and is able to actively participate in committee activities shall be eligible for appointment.
- Not restricted to Canadians.
- Relevant stakeholder groups will be represented in the matrix.
- Committee size is determined so that all necessary interests are represented in a balanced fashion, yet effective functioning is possible.

1. **Committee Chair**
2. **Project Manager/
Committee Secretary**
3. **Voting & Non-voting
Committee Members**
4. **Observers/Guests**



Committee – Balanced Matrix

- Total membership of the Committee maintained in terms of categories, not affiliations.
Typical interest categories include:

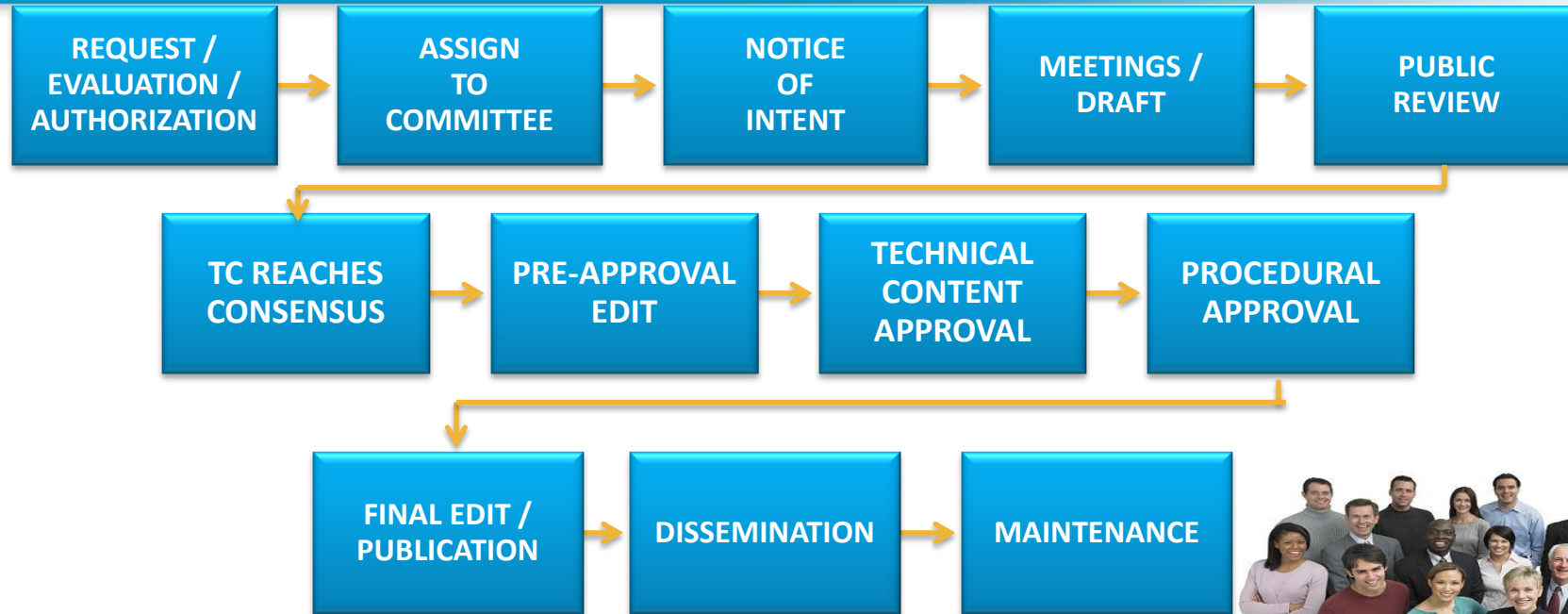


Committee - Definition of Consensus



***“Consensus* - Substantial agreement. .. more than a simple majority, but not necessarily unanimity.”**

Standards Development Process



New standard, revise existing/new edition, amendment, formal interpretations, withdrawals, reaffirmations



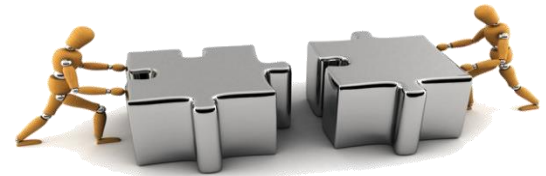
CSA Z-1600 Standard



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- 1st edition developed in conjunction with Public Safety Canada and other stakeholders
- Based on the NFPA 1600 Standard; harmonization
- First Canadian standard to include emergency management **and** business continuity planning for public and private organizations of all sizes.

Canada



What is Z1600 about?



- **Prevention** to keep an emergency from occurring.
- **Development of plans**
 - to **respond** to what occurs;
 - to **mitigate** to the impact of what can not be prevented;
 - to **resume** essential operations quickly.

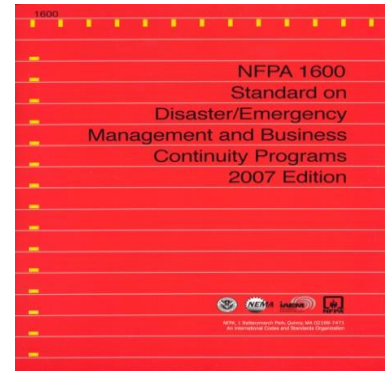
What else is Z1600 about?



- **Exercise** and **test** the plan.
- Conduct post-incident **analyses**.
- **Evaluate** the program.
- Take **corrective action** to address gaps or deficiencies.

Why Harmonize with NFPA 1600?

- NFPA 1600 is a program-based standard
- Integrates emergency management and business continuity
- Built on a risk based – all hazards approach
- Provides for a common language
- NFPA standards already widely accepted in Canada
- Strong Canadian representation on NFPA 1600
- Harmonized approach will facilitate acceptance
- NFPA 1600 has become hemispheric standard



- *An Emergency Management Framework for Canada, Second Edition*
 - An overview of the principles and general policy concepts of emergency management in a Canadian context agreed on by the federal, provincial, and territorial ministers responsible for emergency management.
- *NFPA 1600, Standard on Disaster/Emergency Management and Business Continuity Programs, 2013 Edition*
 - The US Standard on Disaster/Emergency Management and Business Continuity Programs

Driving Factors for the Z1600 Standard

- History of disasters, their impacts and implications
- Increasing frequency
- Scale of vulnerability
- Industry need for information and guidance around EM/BC
- Gaps in existing standards
- Ability to leverage existing expertise



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 - The United States of America Standard on Disaster/Emergency Management and Business Continuity Programs



Z1600-14

- Comprehensive/integrated approach
- All Hazards - Risk Based
- Provides the **BENCHMARK** to assess existing and develop new programs
- Reflects the convergence seen over the past 10 years of public and private sector planning efforts
- Designed around the management system/continuous improvement model

Emergency and continuity management program



Normative requirements are specified in the main body of the Standard. These are requirements that an organization needs to meet in order to demonstrate conformance with this Standard.

- 1. Scope**
- 2. Reference Publications** – some key resources
- 3. Definitions**
- 4. Program Management** – Leadership and Administration
- 5. Planning** – Hazard I.D., Risk Assessment, Impact Analysis, Planning Process
- 6. Implementation** – Operational level prevention, mitigation, preparedness, response, business continuity, recovery
- 7. Exercises, evaluations, and corrective action**
- 8. Management Review**

- Normative requirements are specified in the main body of the Standard.
 - These are requirements that an organization needs to meet in order to demonstrate conformance with this Standard.
- Annexes provides informative guidance material that is intended to assist users in complying with the Standard.
 - Includes both the normative requirements (in text boxes) and the corresponding guidance information is given below the text boxes to which it applies.

- Wording in CSA standards:
 - “Shall” is used to express a requirement that must be met to conform to the standard
 - “Should” is used to express a recommendation, which is “advised, but not required.”
 - “May” is used to express an option
 - “Can” is used to express a possibility or capability
 - Notes with clauses are explanatory, but not requirements
 - Notes with tables and figures are part of the table or figure and they are considered requirements
 - Legends to equations and figures are considered requirements

A (informative) – Commentary

Includes both the normative requirements (in text boxes) and the corresponding guidance information is given below the text boxes to which it applies.

B (informative) - Conformity Assessment Tool

CSA Z1600 program element	Conforming	Partially conforming	Nonconforming	Comments
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Simple 5 column table for self-assessment tool. Used to indicate:

- Conformity,
- Partial conformity, or
- Nonconformity

Evidence of conformity, corrective actions, task assignments, or other relevant information can be included in the comments column.

Scope of CSA Z1600



- **Establishes a common set of criteria for Emergency and Continuity Management Programs**
- **Provides the requirements to:**
 - Develop
 - Implement
 - Maintain
 - Evaluate, and Continuously Improve
- **Emergency and continuity management program functions of:**
 - Prevention and Mitigation
 - Preparedness
 - Response
 - Recovery
- **Voluntary standard that applies to both public and private sector programs**
 - Important to have a consistent, harmonized approach

Key Changes



- Strengthened Technical Committee Membership
- Revised Terms and Definitions
 - Harmonize to PSC, ISO, NFPA
- Realignment of 5 Pillars/Functions
 - Prevention/Mitigation, Preparedness, Response, Recovery
- Strengthened Continuity Management throughout the standard, providing additional guidance
- More information on recovery functions, including restoration of functions
- Add audit and review section

- Risk Assessment/Impact Analysis
- All-hazards approach
- Communication Systems - Public Awareness
 - Guidance on the use of Social Media
- Incident Management Systems
- Exercises and tests
- Business Continuity Management

“An integrated process involving the development and implementation of activities that provides for the continuation and/or recovery of critical service delivery and business operations in the event of a disruption”

- Formerly “Business Continuity Management”
- Stakeholder feedback shows this area has been a challenge/barrier to adopting Z1600
- Removed “Business” to focus on:
 - Identifying the impacts of a loss, interruption or disruption of critical activities on an organization.
 - Develop plans/strategies to mitigate those impacts
 - Quicker recovery
 - Service restoration

Utilizing an OHSMS structure for Z1600



- Z1600 uses a common set of management system elements:
 - Development
 - Implementation, and
 - Continual Improvement

These continual improvement elements include:

- Program management
- Planning
- Implementation
- Program evaluation
- Management review

Z1600 Emergency and Continuity Management



1.1 Scope

This Standard establishes criteria for an **emergency and continuity management** programs, hereinafter referred to as “the program.”

The Standard applies to public and private organizations (Clause 1.3)

1.2 This standard provides the requirements to:

- develop
- implement
- evaluate
- maintain, and
- continuously improve

an emergency and continuity management program for prevention and mitigation, preparedness, response, and recovery.

2. Reference Publications

- References relevant to the Canadian context.
- CSA/CAN-ISO 31000-10
Risk management: Principles and guidelines
- Useful when conducting Risk Assessments required by Clause 5.3 of the Standard

2. Reference Publications

Government of Canada An Emergency Management Framework for Canada, Second Edition, Emergency Management Policy Directorate, Public Safety and Emergency Preparedness Canada, 2011 The Canadian Disaster Database, Public Safety Canada

Canadian Association for Public Alerting and Notification (CAPAN) The Canadian Profile of the Common Alerting Protocol (CAP-CP)

NFPA (National Fire Protection Association)

NFPA 1561-2008 Standard on Emergency Services Incident Management System

NFPA 1600-2013 Standard on Disaster /Emergency Management and Business Continuity Programs

An **ongoing process** to:

- prevent,
- mitigate,
- prepare for,
- respond to, and
- recover from an incident.

Part 3 – Definitions

Continuity Management



An **integrated process** involving the development and implementation of activities that provides for the continuation and/or recovery of critical service delivery and business operations in the event of a disruption.

- **Prevention:** the measures taken in advance of an incident **to avoid an incident or stop it** from occurring.
- **Mitigation:** the actions taken to **reduce the risks and impacts** posed by incidents
- **Preparedness:** the measures taken in advance of an incident **to ensure an effective response and recovery.**

Part 3 – Definitions

Response and Recovery



- **Response:** the actions taken during, immediately before, or after an incident **to manage its consequences.**
- **Recovery:** the activities and programs designed to **return conditions** to a level that is acceptable to the organization **following an incident.**

Document Review

- Z1600 – 08 & 14
- NFPA 1600 – 2013
- ISO TC 223/292 – Societal Security Standards (Business continuity management systems – Requirements, Terminology, Emergency management – Incident response)
- N-1600/Z246.2/Z731
- Standards from other countries (e.g. BSI)
- Documents from EM & BCP Organizations/Associations
- Federal/Provincial/Territorial Government Regulations and Publications
- Industry Sector Documents/Best Practices
- Survey data/Working group activity

Why is Z1600 important?



- It is a resource to help develop, implement and continually improve the quality of an Emergency and Continuity Management Program
- It is a yardstick against which a program may be evaluated if it fails to perform as expected
- It reflects the continuing evolution of emergency and continuity management over the past several years

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