Z1600 Emergency and Continuity Management Program – Blueprint for Success

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Agenda

• About CSA
• CSA’s work in emergency management
• Standards development process
• Z1600 content and application to disaster resilience
• Closure
Objectives

• Provide information related to standards development in Canada

• Provide overview of CSA Z-1600-14 Standard
About CSA
Canadian Standards Association – a division of CSA Group

- **54** Areas of technology
- **3,000** Standards and codes
- **7,500** Expert committee members
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

to help implement best practices

to help understand standards

to help set rules

to help apply standards

Personnel Certification
Standards & Codes
Customized (advisory) Services
Training
   Seminars
   eLearning Courses
   Customized Training
Application Tools
   Handbooks
   Smart CD
   Mobile Publications
Standards vs. Law

• 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
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

CSA Group Board of Directors

Standards Policy Board
(Policy, balanced matrix)

Strategic Steering Committees (SSC)
(Strategic business direction, balanced matrix)

Technical Committees (TC)
(drafting & approval of technical content, balanced matrix)

Technical Subcommittees
(drafting of technical content & consensus, no formal matrix requirement)

Task Groups
Issues, working groups formed by TCs, TSCs
Committee Participation

• 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.
The Committee Players

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:

  - General Interest
  - Producer Interest
  - Regulatory Authority
  - User Interest
“Consensus - Substantial agreement. .. more than a simple majority, but not necessarily unanimity.”
Standards Development Process

REQUEST / EVALUATION / AUTHORIZATION

ASSIGN TO COMMITTEE

NOTICE OF INTENT

MEETINGS / DRAFT

PUBLIC REVIEW

TC REACHES CONSENSUS

PRE-APPROVAL EDIT

TECHNICAL CONTENT APPROVAL

PROCEDURAL APPROVAL

FINAL EDIT / PUBLICATION

DISSEMINATION

MAINTENANCE

New standard, revise existing/new edition, amendment, formal interpretations, withdrawals, reaffirmations
CSA Z-1600 Standard
CSA Z1600 Standard

- 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.
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
Consistent with National Guidelines

• *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
• 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 United States of America Standard on Disaster/Emergency Management and Business Continuity Programs
• 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
Content of Z1600-14

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
6. Implementation – Operational level prevention, mitigation, preparedness, response, business continuity, recovery
7. Exercises, evaluations, and corrective action
8. Management Review
Format

• 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.
Clause 1.4 - Terminology

• 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

<table>
<thead>
<tr>
<th>CSA Z1600 program element</th>
<th>Conforming</th>
<th>Partially conforming</th>
<th>Nonconforming</th>
<th>Comments</th>
</tr>
</thead>
</table>

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
Updated Sections and Guidance

• 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
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

**Program management and planning:**
- Leadership and commitment
- Program coordinator and committee
- Program administration
- Laws and authorities
- Financial management
- Planning process
  - Common plan requirements
  - Risk assessment
  - Impact analysis
  - Strategy development

**Program evaluation:**
- Evaluation
- Exercises and tests
- Audit and review
- Corrective action
- Internal audits

**Implementation:**
- Implement strategies and plans
- Incident management system
- Communication and warning
- Resource management
- Training
- Operational procedures
- Facilities

**Management review:**
- Senior management review
- Continual improvement
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


**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
Part 3 - Definitions
Emergency Management

An ongoing process to:

• prevent,
• mitigate,
• prepare for,
• respond to, and
• recover from an incident.
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.
Part 3 – Definitions
Prevention, Mitigation and Preparedness

• **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**.
• **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.
Developing a New Edition of Z1600

Document Review

- Z1600 – 08 & 14
- NFPA 1600 – 2013
- 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
Thank you

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