



ACP-EU TBT Programme

**090-16 - Training for Regulatory Authorities, Businesses
and Communities in Regulatory Frameworks: Towards a
Better Management of Risks**

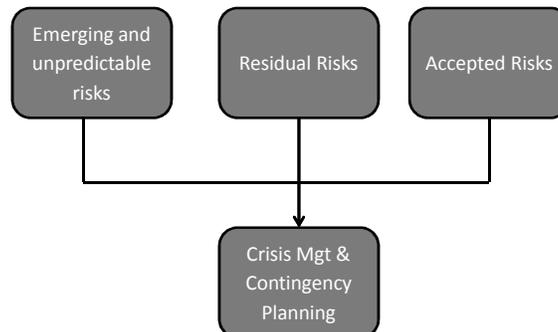
Crisis Management within Regulatory Frameworks

*Ggaba, Kampala, Uganda - EAC
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Crisis Management within Regulatory Frameworks

Purpose of contingency planning is to improve an organization's ability to respond quickly and optimally to events

- Input to crisis management & contingency planning



- Contingency plans should address three major phases of a crisis:
 - Stabilization
 - Continuing critical function
 - Recovery

Crisis Management within Regulatory Frameworks

Basis for integrating Crisis Management in Fisheries Regulatory Framework

- The critical role of technical regulation, conformity assessment and market surveillance
 - in preventing and addressing crises in fisheries sector
- The fact that some risks are impossible to identify and or mitigate
- The common interest of all regulatory stakeholders to develop and apply tools in resolving crises
- The need/struggle to guard against imposing disproportionate regulations to a crisis
- The need for contingency plans that can be applied in times of crises
- The need for effective preparedness and/or response to crises requires systemic management of risks, and vice versa
- The requirement to include international and national standards related to risk management, such as, for example
 - ISO 31000:2009
 - AS/NZS 5050:2010
 - ISO 9001:2008
 - ISO 27001:2005
- The need to promote a culture of responsible management of risks and increased preparedness for crises
 - Including more effective coordination among all parties that can be involved in crises.

Crisis Management within Regulatory Frameworks

- Regulatory authorities should recognize that there are situations which are beyond the capacity of normal organizational structures and processes.
 - This situation can best be managed when sufficient resources are available and prior planning in accordance with available international best practice has been made.
- Regulatory authorities should design and implement crisis management functions as an integral part of the risk management process of a regulatory framework.

Crisis Management within Regulatory Frameworks

- Regulatory authorities, taking into account
 - The internal and external context of a regulatory system,
 - available resources,
 - regulatory objectives,
 - communication technologies,
 - lessons learned, and other factors
 - Should
 - Design the crisis management function so that it provides effective coordination of the actions taken by various stakeholders,
 - Including conformity assessment bodies, market surveillance authorities, economic operators and citizens in a situation of a crisis.
 - With plans to managing the following phases of the crises:
 - Preparation for a crisis
 - Stabilization, continuing critical functions
 - Recovery and follow-up

Crisis Management within Regulatory Frameworks

- Review and integrate crisis management in ample details within the legislation that establishes regulatory practice.
- Plan and earmark the necessary resources for the crisis management unit functioning, which may include:
 - Ready access to emergency funding;
 - People with the required skills, experience and competence;
 - Tools, methods and supporting infrastructure for managing a crisis;
 - Communication systems;
 - Information and knowledge management systems.
- Regulatory authorities as a part of implementation of contingency plans need to organise training for personnel to ensure that:
 - The staff is familiar with the procedures
 - The contingency plans are realistic, complete and uploaded.

Crisis Management within Regulatory Frameworks

- Regulators, in coordination with relevant stakeholders, develop, test and implement:
 - Generic contingency plans with general responses for risks, whether or not they were identified, to allow effective responses to any incidents in the early hours of a crisis;
 - Where appropriate, specific contingency plans for risks identified and processed within the system.
 - Contingency plans should specify:
 - Version, date and issuing authority;
 - Purpose and scope;
 - Activation criteria;
 - Cross-reference and linkages to other plans;
 - Roles, accountabilities and responsibilities;
 - Process descriptions;
 - Details for accessing resources;
 - Communication and consultation requirements;
 - Schedules of critical information including contact lists, maps and plans;
 - Description of possible techniques for:
 - Stabilization;
 - Continuing critical functions;
 - Recovery;
 - Implementation of lessons learned.

Crisis Management within Regulatory Frameworks

- Regulatory authorities prepare communication and consultation processes as a part of crisis management in order to:
 - Build awareness, confidence and understanding of crisis management processes by regulatory system stakeholders;
 - Effectively exchange information and consult with stakeholders in situations of crises, in particular to provide information to stakeholders in early hours after the crisis occurs;
 - Encourage, where appropriate, the use of opportunities provided by alternative media.

Crisis Management within Regulatory Frameworks

- Regulatory authorities ensure that in situation of a crisis
 - appropriate mechanisms are established for, at least, the following:
 - Providing immediate focus on affected individuals;
 - Launching of reliable data collection processes;
 - Activating a crisis management team
 - which may include subject experts, top management, crisis people, affected individuals, etc);
 - Organizing a follow-up to a crisis.

Crisis Management within Regulatory Frameworks

- In organizing a follow-up to a crisis
 - gather the data related to the crisis and analyse the causes of the crisis, as well as effectiveness and relevance of actions taken during the immediate response period.
 - Data related to a crisis constitute an input into regular risk identification performed within a regulatory framework.
 - Adoption and continuation of regulatory measures related to crisis are subject to the normal review processes.

Crisis Management within Regulatory Frameworks

- Regional and international cooperation efforts must be sought
 - Implementing international best practice
- Top priority should about:
 - Capacity-building activities and contingency planning
 - especially in training staff responsible for
 - Technical regulation
 - Conformity assessment
 - Market surveillance activities.



END

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