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Advanced Skill Certificate in Loss Prevention and Asset Protection

# Emergency Response and Crisis Management

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## Emergency Response and Crisis Management Glossary

### A

**Active Shooter:** An individual who is engaged in killing or attempting to kill people in a confined and populated area, typically with a firearm.

**Asset Protection:** Measures taken to protect assets from harm or loss, including physical, informational, and financial assets.

**Acronyms:** Abbreviations formed from the initial components of a phrase or a word, such as FEMA (Federal Emergency Management Agency) or CPR (Cardiopulmonary Resuscitation).

### B

**Business Continuity:** The planning and preparation undertaken to ensure that an organization can continue to operate in case of a disaster or crisis.

### C

**Command Center:** A centralized location where emergency response and crisis management activities are coordinated and managed.

**Communication Plan:** A detailed strategy outlining how information will be disseminated during an emergency or crisis to ensure clear and effective communication.

**Crisis Management:** The process of preparing for, responding to, and recovering from a crisis or emergency situation in a structured and coordinated manner.

### D

**Disaster Recovery:** The process of restoring an organization's operations and infrastructure to normal after a disaster or crisis has occurred.

**Emergency Response:** The immediate actions taken to address and manage an emergency situation to protect life, property, and the environment.

### E

**Evacuation Plan:** A plan that outlines procedures for safely and efficiently evacuating a building or area in the event of an emergency.

**Emergency Operations Center (EOC):** A designated facility where key personnel gather to coordinate and manage emergency response and crisis management activities.

## F

**First Responder:** An individual who is among the first to arrive and provide assistance at the scene of an emergency or crisis.

**Fire Safety Plan:** A plan that outlines procedures for preventing, responding to, and evacuating in case of a fire emergency.

## G

**Incident Command System (ICS):** A standardized management system used to coordinate and manage emergency response and crisis management activities.

## H

**Hazard Vulnerability Analysis (HVA):** A systematic approach to identifying and prioritizing potential hazards and vulnerabilities that could impact an organization.

## I

**Incident Response:** The actions taken immediately following an incident to assess the situation, contain the damage, and begin the recovery process.

## J

**Joint Information Center (JIC):** A location where public information officials from multiple agencies or organizations coordinate and disseminate information during a crisis.

## K

**Known Threats:** Potential risks or hazards that are identified and understood before they occur, allowing for pre-planned responses and mitigation strategies.

## L

**Loss Prevention:** The practice of reducing the risk of loss or harm to people, property, or assets through proactive measures and strategies.

## M

Mass Casualty Incident (MCI): An incident in which a large number of casualties require medical attention, often overwhelming local resources.

## N

National Incident Management System (NIMS): A comprehensive, national approach to incident management that provides a framework for coordinating and integrating emergency response efforts.

## O

Occupational Safety and Health Administration (OSHA): A federal agency that sets and enforces standards to ensure safe and healthy working conditions.

## P

Personal Protective Equipment (PPE): Equipment worn to minimize exposure to hazards that can cause injuries or illnesses, such as gloves, helmets, and goggles.

## Q

Quick Response: The swift and efficient response to an emergency or crisis to minimize damage, prevent further harm, and facilitate recovery.

## R

Risk Assessment: The process of identifying, analyzing, and evaluating potential risks or hazards to determine their impact and likelihood of occurrence.

## S

Situation Report (SITREP): A brief summary of the current status and developments of an incident or emergency situation, often used to communicate information to key stakeholders.

Security Measures: Precautions and practices implemented to protect people, property, or assets from harm, theft, or damage.

## T

Threat Assessment: The process of identifying, evaluating, and addressing potential threats to an organization's security, operations, or personnel.

## U

Unified Command: A coordinated approach to incident management in which multiple agencies or organizations work together under a single command structure.

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V

**Vulnerability Analysis:** The process of identifying weaknesses in an organization's security, operations, or infrastructure that could be exploited by threats or hazards.

W

**Warning Systems:** Systems and procedures put in place to alert individuals of potential threats or hazards, such as sirens, alarms, or notifications.

X

**Xenophobia:** A fear or hatred of strangers or foreigners, which can lead to discrimination, prejudice, or violence in emergency or crisis situations.

Y

**Yellow Command:** A condition indicating that a hazardous situation exists and that emergency response and crisis management measures are being implemented to address the threat.

Z

**Zero Day Attack:** A cyber attack that exploits a previously unknown vulnerability in a computer system or software, posing a significant threat to data security and operations.