Fw: Policy on the Organizational Resilience Management System - signed

Yukio Takasu to: Christian Saunders, Esra Dildar Gardner, Serwaah Acheampong, Christina Calzano 05/02/2015 08:33 AM

1 attachment

ORMS Policy UN System - signed by SG.pdf

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Info Mr. Takasu
cc: Mr. Cutts
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For log-in please.

RC

-----Forwarded by Yukio Takasu/NY/UNO on 02/05/2015 08:33AM -----
From: Remo LALLI <RLALLI@unog.ch>
Date: 02/05/2015 06:40AM
Subject: Policy on the Organizational Resilience Management System - signed

To Members of the HIGH LEVEL COMMITTEE ON MANAGEMENT

Dear Colleagues,

I am pleased to attach herewith a copy, signed by the Secretary General, of the Policy on the Organizational Resilience Management System (ORMS), approved by HLCM on 8 October and subsequently by CEB at its 20 November 2014 session.

The Policy is effective as of 1 December 2014.

With my best regards,

Remo

(See attached file: ORMS Policy UN System - signed by SG.pdf)

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Policy on the Organizational Resilience Management System (ORMS)

Approved by: Chief Executives Board
Effective date: 1 December 2014
Contact: United Nations System, Department of Management, Business Continuity Management Unit
Review date: December 2016

POLICY ON THE ORGANIZATIONAL RESILIENCE MANAGEMENT SYSTEM (ORMS)

A. INTRODUCTION

1. The UN Organizational Resilience Management System (ORMS) was approved by the General Assembly in June 2013, under A/RES/67/254, as the emergency management framework for the Organization. The UN system deals with crises on a daily basis. The ORMS aims to assist UN entities to build resilience by aligning and harmonizing preparedness efforts to enhance the Organization's ability to continuously deliver its mandates.

B. PURPOSE

2. This policy describes the ORMS and prescribes its adoption across the UN System.

C. SCOPE

3. This policy applies to all entities of the United Nations System.

D. RATIONALE

4. This policy gives effect to:
   a) General Assembly Resolution A/RES/67/254 of 7 June 2013; and
   b) Conclusions of the Twenty-seventh and Twenty-eighth Session of the High Level Committee on Management, CEB/2014/3, and CEB/2014/5.

E. Definition of ORMS

5. The UN ORMS is a comprehensive emergency management system, linking actors and activities across preparedness, prevention, response and recovery, to enhance resilience in order to improve the capacity of the Organization to effectively manage the risks of disruptive events.

ORMS PRIORITIES

6. Under ORMS, the UN system response to any event will be flexible and coordinated, reflecting prevailing circumstances and focus on the following priorities: ensure health, safety and security and well-being of personnel; maintain the continuity of critical processes and capacity to implement mandates and programmes; and protect assets.

ORMS PRINCIPLES

7. Applicable to the UN System; founded on an iterative process of continuous learning and improvement; and empowering UN personnel to influence and effect a structured, efficient implementation, the ORMS principles are:

   7.1. **Risk Management Based Planning and Practice**: duty station emergency management plans will be based on a joint assessment of risk;
   7.2. **Flexible Standardization**: the fundamental roles, responsibilities and practice are tailored to reflect the local context, leveraging existing resources and processes;
   7.3. **Harmonized and integrated implementation**: the planning, structures and behavioural change will be implemented in coordination with member states, host country authorities and other key partners; and
   7.4. **Maximized organizational learning**: lessons learned during implementation will be identified, recorded and shared.

ORMS CORE ELEMENTS

8. The core elements of the ORMS are:

   a) Crisis management decision making and operations coordination framework;
   b) Security support and response;
   c) Crisis Communications;
   d) Mass Casualty Incident Response;
   e) IT Disaster Recovery;
   f) Business Continuity; and
   g) Support to Staff, Survivors and their Families.

PROCESS OF IMPLEMENTATION

9. The ORMS comprises integrated decision-making and coordination of operations. It will be implemented across the UN System and in the field. The implementation of ORMS includes the following five areas: policy development, establishment of a governance mechanism, the conduct of a comprehensive risk assessment, the development of the core elements of ORMS, and the implementation of Maintenance, Exercise & Review regime.

10. The Key Performance Indicators (see Annex) include detailed action items that outline how to achieve each of the areas mentioned above. They also include an indication of how to measure progress of implementation.

GOVERNANCE

11. The Chief Executives Board is the policy owner, and can delegate the administration of the policy to any entity they see fit. United Nations System Executive Heads are responsible for the implementation of this policy in their respective organizations.

F. TERMS AND DEFINITIONS

Business Continuity: The capability of the organization to continue delivery of products or services at acceptable predefined levels following a disruptive incident.

Crisis: An incident or situation, whether natural or man-made that: 1) presents an exceptional risk to the safety and security of UN personnel, premises and assets; 2) presents an exceptional threat to the effective functioning of a UN mission or other field presence; 3) presents an exceptional threat to the effective implementation of the mandate of

a UN mission or other field presence; 4) may have a significantly negative humanitarian impact; or 5) may give rise to serious violations of international human rights or humanitarian law.[1]

Crisis communications: Internal communications (to UN staff and other UN offices/ duty stations) and external communications (to Member States, donors, cooperating partners and the media and the public at large) during a crisis.

Crisis management: Decision making in support of the identification, prioritization, coordination and execution of crisis response activities.

Crisis response: The spectrum of activities undertaken to respond to a crisis situation.

Emergency Management: The discipline of dealing with and avoiding both natural and manmade disasters, through preparedness, prevention, response and recovery.

Information Technology Disaster Recovery: The recovery of IT elements to support critical business processes to an acceptable level within a predetermined period of time following a disruption.

Maintenance, Exercise & Review (ME&R) regime: A structured regime designed to elicit the change necessary to ensure the Organization incorporates resilience measures into its day-to-day activities and that staff possess the requisite skills to execute their responsibilities in an emergency.

Mass Casualty Incident Response: The planned response to an incident in which medical resources – personnel, equipment and procedures – are overwhelmed by the number and severity of casualties.

Reconstitution: The return of business processes to a state of normal operations.

Resilience: The ability to anticipate, absorb, accommodate, and recover from the effects of a shock or stress in a timely and efficient manner.

Risk: The likelihood (possibility) of harm from a threat or hazard and the impact (extent) of this harm.[2]

Security: The condition of being protected against hazards, threats, risks, or loss.[3]

Situational awareness: Knowledge and understanding of the environment to anticipate potential crisis situations, enabled by information and analysis.

Support to Staff, Survivors and Families (formerly Staff & Victim Support): The provision of essential human resources support for Staff, Survivors and Families, comprising a multitude of services for those affected by malicious acts, natural disasters or other critical incidents.

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[1] Working definition under consideration in the interagency and interdepartmental development process on crisis management.

[2] Working definition under consideration by the IASMN in developing a revised policy on security risk management.

[3] From ASIS International

G. REFERENCES

Normative or Superior References

A/66/516 (14 Oct 2011): Report of the Secretary–General - Revised estimates relating to the proposed programme budget for the biennium 2012-2013 under section 29D, Office of Central Support Services, and section 30, Office of Information and Communications Technology, related to the organizational resilience management system: emergency management framework;

A/66/7/Add.10 (9 November 2011): Revised estimates relating to the proposed programme budget for the biennium 2012-2013 under section 29D, Office of Central Support Services, and section 30, Office of Information and Communications Technology, related to the organizational resilience management system: emergency management framework – Eleventh report of the Advisory Committee on Administrative and Budgetary Questions on the proposed programme budget for the biennium 2012-2013

A/67/266 (7 Aug 2012): Report of the Secretary-General: Organizational resilience management system: emergency management framework;

A/67/608 (3 Dec 2012): Report of the Advisory Committee on Administrative and Budgetary Questions – Organizational resilience management system: emergency management framework;

A/RES/67/254 (7 June 2013): Resolution adopted by the General Assembly on the report of the Fifth Committee (A/67/677/Add.1): Organizational resilience management system: emergency management framework.

Related Policies

United Nations System Programme Criticality Framework

H. MONITORING AND COMPLIANCE

Compliance with this policy is mandatory. The High Level Committee on Management (HLCM) will monitor compliance with this policy on behalf of the Chief Executives Board. All organizations in the United Nations System will provide an annual implementation update to the HLCM.

United Nations System entities shall adjust relevant internal policies and procedures to ensure implementation, and report accordingly to their respective governance bodies.

I. CONTACT

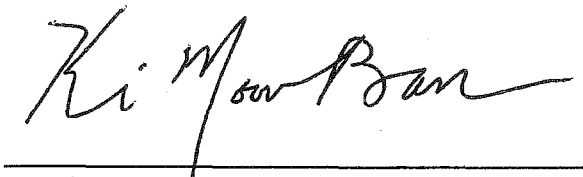
The point of contact for this policy is the United Nations Secretariat Department of Management.

J. HISTORY

This policy was approved on 20 November 2014. It shall be reviewed no later than 31 December 2016.

Approved by the United Nations System Chief Executives Board for Coordination (CEB)
20 November 2014

APPROVAL SIGNATURE:



BAN Ki-moon
Secretary-General, United Nations
Chair, United Nations System Chief Executives Board for Coordination