



PRO.D.I.G.Y

Promoting Disability Inclusion
in emergency response
in the World of Work

2022-1-PL01-KA220-ADU-000085484

Workplace Emergency Preparedness Framework TOOLBOX



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About PRO.D.I.G.Y	
Action type	KA220-VET Cooperation partnerships in vocational education and training
Priority	<p><i>HORIZONTAL: Addressing digital transformation through development of digital readiness, resilience and capacity</i></p> <p><i>VET: Increasing the flexibility of opportunities in vocational education and training</i></p>
<p><i>The general objective of the PRO.D.I.G.Y project is to promote the use and adoption of AR/VR solutions to assist disabled people, first responders and companies during workplace emergencies to increase the safety of people with disabilities. Acquired Emergency Preparedness Training would offer people and companies ways to prepare and be protected during unexpected workplace emergencies.</i></p> <p><i>Further to the general objective, there are five strongly related specific objectives that intend to:</i></p> <ul style="list-style-type: none"> ▪ <i>Assist companies in assessing their level of disability inclusion in their emergency response plans</i> ▪ <i>Develop a methodological framework to support target group in achieving disability inclusion in their emergency response plans</i> ▪ <i>Provide companies with all necessary tools to promote disability inclusion in their emergency response plans and appropriately train employees with disabilities in emergencies situations</i> ▪ <i>Equip individuals (company employees, disabled people, first responders) with necessary knowledge on disability inclusion and training in emergencies</i> ▪ <i>Raise awareness regarding the necessity of disability inclusion and training in emergency situations.</i> <p><i>The concrete results that will be produced and delivered by the projects' activities are the following:</i></p> <ul style="list-style-type: none"> ▪ <i>A Workplace Emergency Preparedness Methodology, a methodological step-by-step framework to promote workplace emergency planning with disability inclusion.</i> ▪ <i>A Workplace Emergency Preparedness Self-Assessment Tool, a self-assessment tool to help companies to identify gap sin their workplace emergency planning and training (including training disabled people).</i> ▪ <i>A Workplace Emergency Preparedness Training Course, an educational package with interactive material including videos, gamification, quizzes, AR/VR tools etc.</i> ▪ <i>The PRO.D.I.G.Y Online Training Platform, an online interactive platform that will host all the produced results.</i> <p><i>The PRO.D.I.G.Y project will provide individuals and companies, a user-friendly and interactive online platform that would allow users to utilize its innovative material based on a robust methodology and supported by an online educational package. The synopsis of the PRO.D.I.G.Y project objectives is that through its results, it will leverage the ability of target group to respond effectively during emergency situations, thus reducing the probability and impact on the safety of employees, especially employees with disabilities. One of the main objectives of the project is to present to target group personnel a guided pathway to educate themselves quickly and effectively on emergency preparedness, enhancing their skills and their contribution to the welfare of their organisation and its people.</i></p>	

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1 Introduction

Workplace emergencies can strike quickly and without warning, forcing people to evacuate quickly or make quick choices to protect themselves. For the millions of people with disabilities, workplace emergencies are a real challenge. Evidence shows that people with disabilities are often forgotten when companies design their emergency response plans. The inclusion of people with disabilities in workplace emergency response is essential for their safety and the realisation of their employment rights, including through combating discrimination and creating equal opportunities. In this context, the PRO.D.I.G.Y. project aims to train people with disabilities in emergency response through the use of augmented and virtual reality exercises.

The overall objective of the PRO.D.I.G.Y. project is the promotion of the use and adoption of AR/VR solutions to support people with disabilities, first responders and companies during workplace emergencies in order to increase the safety of people with disabilities. The acquired emergency preparedness training will provide people and companies with ways to prepare and protect themselves during unexpected workplace emergencies.

In addition to the overall objective, the first project result intends to provide a methodological framework to support the target group in achieving the inclusion of disability in their emergency response plans. In particular, the Workplace Emergency Preparedness Methodology provides **a methodological step-by-step** framework to promote workplace emergency planning with disability inclusion.

The current document is the workplace emergency preparedness Framework TOOLBOX with all Required tools including templates, methods, bibliography, and charts that can be used by the target group enhance their workplace emergency plans.

2 Company's culture

One of the key elements of a successful company is its culture. A company's culture reflects its identity, purpose, and values. It also influences how employees behave, communicate, and collaborate. A company that wants to ensure its security and resilience in the face of emergencies needs to foster a culture of preparedness. This means that the company's mission, vision, and values should align with its security goals and strategies. A culture of preparedness encourages employees to be proactive, vigilant, and adaptable. It also promotes a sense of responsibility, accountability, and teamwork. A company that has a culture of preparedness is more likely to prevent, mitigate, and recover from emergencies.

2.1 Mission of the Company

A clear statement that focuses on what the company does in the time being and how it is working towards achieving its objectives. Questions to ask can be:

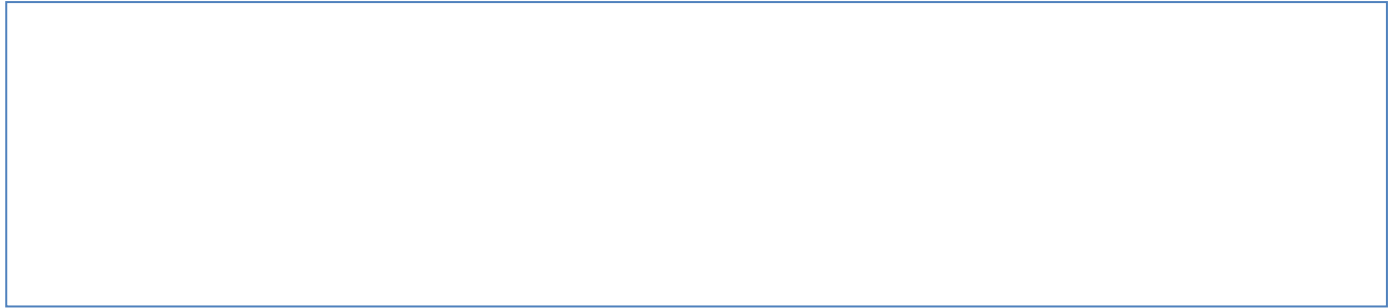
- a. What is the fundamental purpose that drives our collective work?
- b. Why do we exist, and what motivates us to work together?

2.2 Vision of the Company

A clear statement that focuses on what the organisation wants to achieve in the future. The question "What do we aspire to achieve collectively?" can help in determining the vision of the company.

2.3 Values of the Company

Values represent the moral compass of the organization, reflecting the ethical standards upheld by its members and ensuring accountability. A question to consider when listing your company's values is "Which core principles will guide our collaborative efforts and interactions with colleagues and clients?".



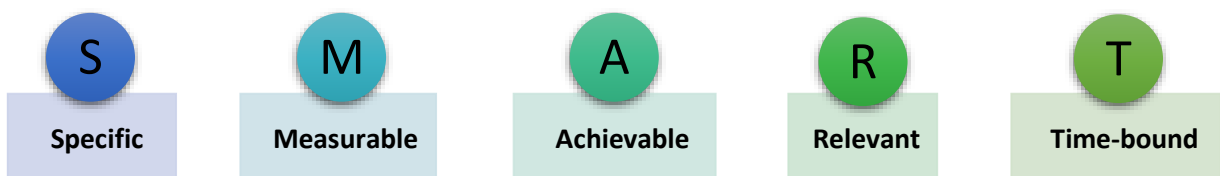
3 Setting Strategic Goals/Objectives:

Companies should shape their business strategy in alignment with their vision and mission statements. This necessitates a comprehension of the challenges, prospects, and hazards inherent in their industry.

Constructing a business strategy involves a thorough process that translates the company's mission and vision into tangible steps and strategic plans. These plans provide the necessary support for the company's endeavours to attain its desired outcomes.

The business strategy should consist of practical actions and a well-defined roadmap complete with timeframes and milestones. This roadmap serves as the guiding framework for the company's pursuit of both immediate and long-term goals. Essentially, the business strategy lends substance to the company's overarching vision and mission.

In the process of setting goals, the SMART principle proves beneficial. This principle ensures that objectives are Specific, Measurable, Achievable, Relevant, and Time-bound. To achieve a "strategic fit" for these goals, insights from the analysis of the business environment, competition, and opportunities are vital.



S

What the objective is about specifically. Objectives should be clear and concise.

M

Quantifiable (percentage, number etc.). Ability to measure progress and set milestones

A

Objectives possible to accomplish, attainable, within scope.

R

Aligned and adapted to the company's' business plan.

T

Objectives should have deadlines, a time frame or an end date linked to deliverables and their overall completion.

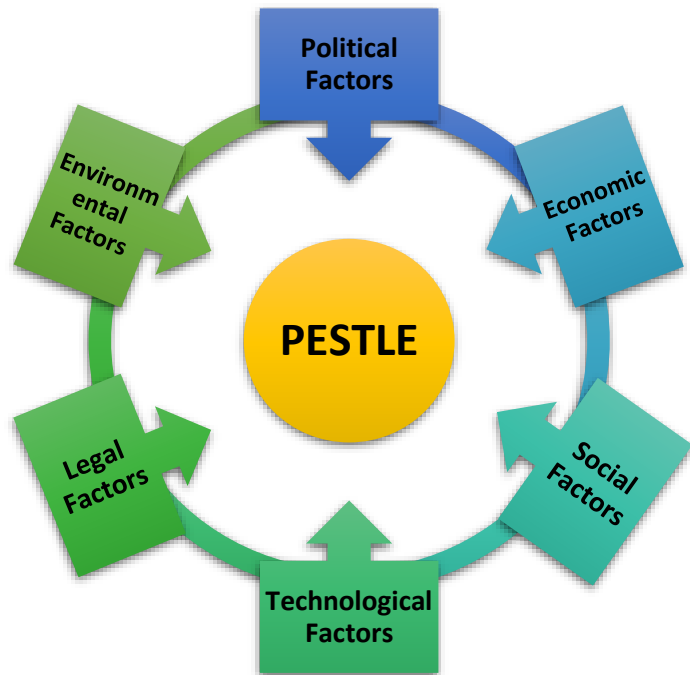
ID	Description 	Specific 	Measurable 	Achievable 	Relevant 	Time-bound 
1						
2						
3						
4						
5						
6						
7						
8						

4 PESTLE Analysis

The PESTLE analysis is an internationally recognised method used for strategy formation, marketing planning, and business and product development. This analysis centres on the environment in which a company is active by identifying relevant *external* factors and ascertaining the impact these could have on the company achieving its goals.

These external factors are divided into six categories:

- Political
- Economic
- Social
- Technological
- Legal
- Environmental



P

What is the political climate in the environment in which we operate?
Are there any political changes that could impact our business?

E

What is the current state of the economy?
Are there any economic trends that could impact our business?

S

What are the social and cultural trends that are relevant to our business? Are there any changes to these trends that could impact our business?

T

What are the latest technological developments that could impact our business?

L

What are the current laws and regulations that govern our industry?
Are there any changes to legislation that could impact our business?

E

What are the ecological and environmental issues that are relevant to our business?
Are there any changes to these issues that could impact our business?

Implementation guidelines

To effectively carry out a PESTLE analysis, it is advisable to employ concise workshops or brainstorming sessions involving your workforce, or a portion of it. However, during the initial phase, there is also the

option to conduct the analysis independently. Nevertheless, gathering a wide range of ideas and viewpoints from within your company is a valuable approach.

Practical steps for conducting the analysis:

1. Thoroughly investigate and document the primary impacts of each factor on your company.
2. Assess the significance of these impacts for your company using a scale of 1 to 5 (where 1 signifies insignificance and 5 signifies critical importance).
3. Gauge the likelihood of these impacts occurring in your company on a scale of 1 to 5 (where 1 indicates unlikelihood and 5 indicates high certainty).
4. Multiply the importance score by the likelihood score for each key factor.

This approach allows for a comprehensive analysis by considering both the potential significance and probability of impacts, while also promoting inclusion and diverse input from the company's stakeholders.

Factor's Type	External Factors	Internal Factors affected	Importance	Likelihood of the impact occurring
Choose one option.	Factor 1	Impact 1	Choose one option.	Choose one option.
Choose one option.	Factor 2	Impact 2	Choose one option.	Choose one option.
Choose one option.	Factor 3	Impact 3	Choose one option.	Choose one option.
Choose one option.	Factor 4	Impact 4	Choose one option.	Choose one option.
Choose one option.	Factor 5	Impact 5	Choose one option.	Choose one option.
Choose one option.	Factor 6	Impact 6	Choose one option.	Choose one option.

5 SWOT Analysis

The SWOT analysis is a planning technique used to evaluate the **strengths, weaknesses, opportunities, and threats** of an organization or system. It provides a structured approach to assess the current state and future possibilities, aiding in informed decision-making and strategy development.

This technique is designed for use in the preliminary stages of decision-making processes and can be used as a tool for evaluation of the strategic position of an organization. It is intended to specify the objectives of the business venture or project and identify the internal and external factors that are favourable and unfavourable to achieving those objectives.

Implementation guidelines

Incorporating perspectives from various critical areas of your company is beneficial when conducting a SWOT analysis, as it tends to yield superior outcomes. Nonetheless, during the initial phase, conducting the analysis independently is an option but it's highly beneficial to perform the SWOT analysis as a collaborative effort.

Practical steps for conducting the analysis:

1. Categorize External Factors:

Start by classifying the outcomes of your PESTLE analysis (external factors spanning the six PESTLE areas) into two groups: opportunities and threats. Begin by pinpointing positive impacts from external factors that garner a score of 12 or higher. These are the opportunities already identified. Similarly, identify negative impacts from external factors that score 12 or higher—these are the threats identified. Additionally, ponder whether there are overlooked opportunities or threats.

Some questions to consider when creating a SWOT analysis are listed in the table below:

Strengths	Weaknesses
<ul style="list-style-type: none"> – What sets our company apart from competitors? – What constitutes our unique selling proposition? – What dynamic competencies define our company? – How favourably do our employees regard the company? 	<ul style="list-style-type: none"> – In which areas are we performing below industry norms? – Which domains lack essential expertise? – Are there understaffed departments, teams or roles? – What recurring errors have been made in the past that should have been prevented?
Opportunities	Threats
<ul style="list-style-type: none"> – What emerging market opportunities align with our company objectives? – What prevailing and future trends are discernible? – Which legal and political contexts align with our core business? 	<ul style="list-style-type: none"> – Which market threats could jeopardize our company objectives? – What trends are receiving inadequate attention within our company? – Which trends pose a risk to our competitive edge? – What political and legal decisions or developments might adversely affect our business? –

2. Comparative Analysis:

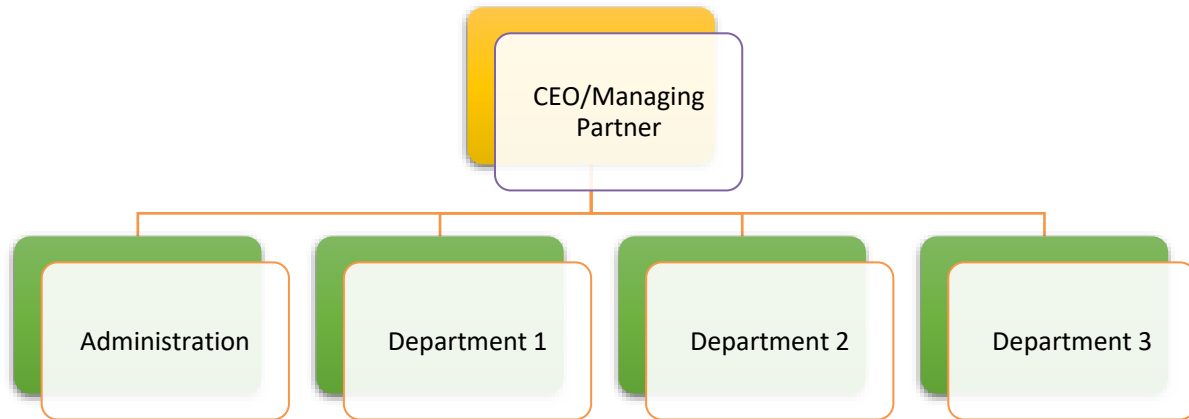
Align the four segments—Strengths, Weaknesses, Opportunities, and Threats—against each other and compare them. Utilize this analysis to decide on the best strategy for implementation.

[SWOT template](#)

I n t e r n a l	Strengths	Weaknesses
E x t e r n a l	Opportunities	Threats

6 Organizational Chart

Organizational charts are visual representations of an organization's structure, designed to illustrate its hierarchy and chain of command. Typically, these charts use boxes or circles to display employee names, titles, or job roles and connect them with lines to show relationships between employees and departments. By perusing the organizational chart, individuals can swiftly grasp the organization's layout, hierarchy levels, and the placement of each employee within the structure. Provided here is a template for a standard Organizational Chart, which can be customized to align with a company's specific organizational structure if it varies.



7 Roles and Responsibilities

After setting the organizational chart, you can easily define the Roles and Responsibilities of your company. You can use the below Roles (if relevant) or create new ones that correspond to the needs of your company.

ID	Roles	Responsibilities	Name/Surname
1	Emergency Manager	<ul style="list-style-type: none"> - Responsible for developing, implementing, and maintaining the emergency plan, - Coordinating the emergency response team, - Liaising with external agencies and authorities, - Update the emergency contact list, - Communicate with the local fire department. 	
2	Emergency Response Team	<ul style="list-style-type: none"> - Responsible for executing the emergency plan, - Performing specific actions according to their assigned roles, - Reporting to the emergency manager. 	
3	Employees	<ul style="list-style-type: none"> - responsible for following the emergency procedures, - complying with the instructions of the emergency response team, - ensuring their own safety and that of others with disabilities. (For example, employees may evacuate the building, assemble at a designated area, and inform the emergency response team of any missing or injured colleagues). 	

4	Contractors and Suppliers	<ul style="list-style-type: none">- Responsible for adhering to the company's emergency policies,- providing necessary resources or services,- communicating with the emergency manager or the emergency response team (for example, contractors and suppliers may deliver backup generators, repair damaged equipment, or restore essential utilities).	
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8 Regulatory & Legal framework analysis

The regulatory and legal framework of a business serves to safeguard your services or products, ensuring legality, protection, and adaptability to changing circumstances within your team. This task is particularly critical for emerging enterprises or those venturing into novel business domains, geographic regions, or introducing fresh product/service lines.

The following table is designed to assist your company in illustrating and monitoring all pertinent laws and regulations. The company should document the Laws/Regulations applicable and elucidate the connection between each Law/Regulation and the company. In the "Compliance Check" column, you have the option to indicate "Comply," "Not Comply," or "In Progress" if the compliance process has been initiated but remains unfinished.

Id	Legislation	Issue date	Relationship with the company	Compliance check	Notes
1	Regulation (EU) 2022/2371 (example)	23.11.2022	9 Preparedness and response planning	Choose one option.	
2					
3					
4					
5					
6					

10 Project Management

Project management entails the utilization of processes, methodologies, expertise, knowledge, and practical experience to attain precise project objectives in alignment with established project acceptance criteria and within defined parameters. Given the intricacies of projects and their involvement of multiple stakeholders, the presence of a project manager to guide the endeavour and ensure cohesive efforts is pivotal for achieving project success. Furthermore, supplementary specifics concerning the project, such as commencement and culmination dates, budget allocation, and completion progress, can be documented. Incorporating these attributes aids the company in vigilant monitoring of these factors, thus enabling the relevant teams to concentrate on appropriate tasks at suitable intervals and adapt as circumstances warrant.

Id	Project description	Project manager	Project sponsor	Budget	Start of the project	End of the project	Completion percentage	Notes
1	Emergency Preparedness Planning	Emergency Preparedness Manager	?	€ -	December 2023	December 2025	25%	
2								
3								
4								
5								
6								

11 Stakeholder Analysis

Stakeholder analysis is the systematic procedure of recognizing individuals or groups who possess the potential to exert either favourable or unfavourable impact on a company's endeavours or undertakings concerning the Governance, Risk Management, and Compliance (GRC) Framework. This process encompasses pinpointing the degrees of engagement, interest, and sway held by each stakeholder. Subsequently, it involves formulating strategies to effectively engage and communicate with these stakeholders throughout the relevant activities or projects.

ID	Stakeholder Name	Interests	Influence	Engagement
1	Partners	Choose one option	Choose one option	e.g. Monthly reporting, Compliance meetings
2	Owner	Choose one option	Choose one option	e.g. Regular updates, Quarterly reviews
3	IT Department	Choose one option	Choose one option	Weekly progress updates, Collaborative sessions
4	Employees	Choose one option	Choose one option	
5	Customers	Choose one option	Choose one option	
6	Suppliers	Choose one option	Choose one option	

12 Registry with Company's Policies and Procedures

In the following table, you will find suggested Policies and Procedures that a SME can consider implementing to align with Governance, Risk Management, and Compliance (GRC) principles. You can utilize the provided Policies or tailor them to suit the specific requirements of your SMEs (if applicable) or adopt new ones that correspond to the needs of your SME. Feel free to adapt, customize, or expand these Policies and Procedures to match the unique requirements and circumstances of your SME.

ID	Policy	Content	Policy owner	Issue date	Review date
1	Access Control Policy	<ul style="list-style-type: none"> - Physical Security - Access to Electronic Systems - Clear Desk Policy - Clear Screen Policy - Wireless Network - Remote Access 		<i>Click to add date</i>	<i>Click to add date</i>
2	Back up Policy	<ul style="list-style-type: none"> - Backup Requirements - Backup Plan - Backup Restoration 		<i>Click to add date</i>	<i>Click to add date</i>
3	Information Security Policy	<ul style="list-style-type: none"> - Information Classification & Labelling - Information Security in Project Management - Incident Management - Compliance - Information Owners and Users - Third Parties 		<i>Click to add date</i>	<i>Click to add date</i>
4	Risk Management Policy	<ul style="list-style-type: none"> - Outlines processes for identifying, assessing, and managing risks. 		<i>Click to add date</i>	<i>Click to add date</i>
5	Business Continuity Plan	<ul style="list-style-type: none"> - Maps out strategies to ensure business operations during crises. 		<i>Click to add date</i>	<i>Click to add date</i>
6	Acceptable Use of Assets	<ul style="list-style-type: none"> - User Equipment - Internet Usage - Email Usage - Mobile Devices 		<i>Click to add date</i>	<i>Click to add date</i>

7	Non-Disclosure Agreement	<ul style="list-style-type: none"> - Data Confidentiality - Data Breach Protection 		<i>Click to add date</i>	<i>Click to add date</i>
8	Retention Policy	<ul style="list-style-type: none"> - Determines the retention and disposal of business records. 		<i>Click to add date</i>	<i>Click to add date</i>
9	Crisis Communication Plan	<ul style="list-style-type: none"> - Guides communication during emergencies for consistency. 		<i>Click to add date</i>	<i>Click to add date</i>
10	Internal Audit Policy	<ul style="list-style-type: none"> - Defines the scope and objectives of internal auditing activities. 		<i>Click to add date</i>	<i>Click to add date</i>

13 Risk Management

The comprehensive integration of risk identification and management should permeate all aspects of a company's operations. Embracing risk management empowers a company to ready itself for the uncertainties of the future and deviations from anticipated outcomes. This is achieved by recognizing, evaluating, and alleviating threats that could potentially impact a company's profitability and sustainability. It involves the establishment of a risk management framework and a clear understanding of the company's risk appetite.

Initially, the company should identify both internal and external positive and negative risks. This process necessitates a holistic approach, encompassing not only operational and hazard risks, but also strategic, financial, reputational, compliance, environmental, human capital and technology, market, and supply chain risks.

A Risk Register serves as a pivotal instrument for documenting risks and the corresponding actions to effectively manage each risk. To complete the table, follow these steps:

1. Conduct thorough research and document the most significant threats that could potentially affect your company.
2. Record the vulnerabilities and craft Impact Scenarios for each potential threat.
3. Evaluate the likelihood of each threat occurring within your company on a scale of 1 to 5 (where 1 signifies unlikely and 5 denotes certain).
4. Gauge the impact of each threat on your company on a scale of 1 to 5 (where 1 represents insignificant and 5 signifies critical).
5. Multiply the 'Likelihood' score by the 'Impact' score for each threat and populate the resultant value in the 'Risk Score' column.
6. Devise targeted measures and remedies to mitigate your company's exposure to identified risks. Decide upon the implementation of these measures and treatments.
7. Reevaluate the 'Risk Score' after the application of Mitigation Measures.

Through this systematic approach, a company enhances its capacity to handle risks, minimize potential losses, and fortify its overall resilience.

ID	Threat	Vulnerabilities	Impact scenarios	Likelihood	Impact	Risk score	Risk mitigation measures	Risk score (new)	Business continuity plan
1	Fire	Physical assets, equipment, data and personnel	Loss of assets, equipment, data and personnel	3	5 (critical)	6	Store flammable materials in safe containers Back up important data Train employees	3	Choose one option.

Upon completion of risk identification and assessment, senior management holds the responsibility of devising suitable responses. Management can opt to evade the risk, alleviate it through specific measures, shift it to another party, or embrace it. Regardless of the chosen response, the residual risk must remain within the enterprise's tolerable limits. The subsequent table illustrates the Risk Rating for identified threats.

A prevailing risk treatment strategy commonly embraced by companies entails:

- **High Risks:** These are deemed unacceptable and necessitate mandatory treatment.
- **Medium-High Risks:** Treatment is required, particularly for high-impact risks. Risks with lower impact within this category might warrant treatment.
- **Medium-Low Risks with an impact rating of 3:** Treatment is imperative for high-impact cases. Risks with lower impact within this category might be considered acceptable.
- **Low Risks:** Generally, these risks are deemed acceptable under standard circumstances.

Nonetheless, it rests with the company to make the determination regarding the risks/threats that demand treatment and those that can be accepted. This discretion allows companies to tailor their approach according to their specific circumstances and risk appetite.

Risk Assessment Matrix					Risk Rating
Likelihood	4	8	12	16	High
	3	6	9	12	Medium - High
	2	4	6	8	Medium - Low
	1	2	3	4	Low
Impact					



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