Glossary | Unit 3

**Incident Command System:** The organizational arrangement, wherein one person, normally the Fire Chief of the impacted district, is in charge of an integrated, comprehensive emergency response organization and the emergency incident site, and is backed by an Emergency Operations Center staff with resources, information, and advice.

**Ladder of Abstractions:** Illustrates how an order or a message can be made appropriate to the level of knowledge or skill of the receiver.

**Fire Loading:** Refers to the weight of combustibles per square foot of floor area.

**Standard Operating Guidelines (SOGs):** A set of written instructions that document a routine or repetitive activity followed by an organization.

**Standard Operating Procedures (SOPs):** Specific steps taken by companies and fire fighters. They apply both to tasks that have to be performed frequently and to those that have to be performed only from time to time.