

Training
Course

Emergency Response and Crisis
Management



Course Plan

Introduction

The Oil and Gas industry is identified as one of the most hazardous occupational sectors in the world. Any troublesome event in the industry should be approached with a serious commitment to the safety of infrastructure, workers and processes. Hence, emergency response management in the Oil & Gas industry plays a vital role in corporate integrity and reputation.

This Emergency Response Management In the Oil & Gas Industry offers training in the fundamentals of the emergency planning process, including the rationale behind planning. It will develop your capability for active participation in the all-hazard emergency operations planning process to save lives and protect property threatened by disaster. Participants will understand how to address crisis and emergencies in a way that avoids or minimises loss of life and property. On completion of the course, learners can lay out an emergency management plan in preparation for any potential situation. Also, enable emergency teams to respond effectively to an emergency according to its nature and severity

Course Objectives:

- ✓ Emergencies & Crises Management.
- ✓ Business Continuity Management.
- ✓ Fundamentals of MedEvac.



- ✓ Fundamentals of Media Management
- ✓ Emergency, Crisis, and Business Continuity: Strategies, Plans, Teams, and Resources.

Who Should Attend?

- Managers, supervisors and HSE professionals who may be required to develop emergency or crisis response plans or exercises.

Training Methods:

- ✓ Online Video material.
- ✓ Presentation.
- ✓ Live Interactive sessions.
- ✓ Course presenter will make extensive use of all tools that will be needed for the virtual environment.
- ✓ Questions & Answers

Course Outline:

Day One

- Introduction
- Definition of crisis



- Nature of crisis
- Emergency Versus crisis
- The ultimate goal in handling a crisis
- Evaluate, Mitigate and Responding to Challenges
- Understanding Strategic Crisis Management
- Consider the complete range of risks to your organisation
- CMT and ERT - Roles & Responsibilities
- Issues management, master this before it becomes a Crisis
- Recent global crises – why did they happen?
 - Piper Alpha
 - Exxon Valdez
 - Chernobyl – Long Island
 - Levels of emergencies
- Principles of crisis management and conflict communications
- The risk concept
- How to develop a risk matrix
- What is risk analysis
 - Threats
 - Vulnerabilities
 - Controls
- Types of controls:
 - Deterrent controls
 - Preventative controls
 - Detective controls

- Emergencies & Crisis Management Fundamentals.
- Emergency Management Teams and Crisis Management Teams.
- Targets, Objectives, and Performance Indicators
- The Hierarchy of Risk Control.
- Prevention of Low-Frequency / High Severity Incidents

Day Two

Planning & Security – Who and What Else Should be Considered

- Security Management & Asset Protection
- Case Studies, why some companies fail, and others survive
- Based on the previous module, self-evaluation questionnaire
- Developing, improving & implementing Emergency Response Plans
- Business Continuity Management (BCM) Strategies
- Case Study and Workshop

Emergency Response Process

- Team Briefing
- Facilitator Checklist
- Incident Action Plan
- Brain Storming – Effective meeting management
- Planning Techniques
- Analysis of Information

- Team Briefing
- Occupational Health and Safety
- Radio Protocols
- Using equipment during Critical Incidents

Day Three

Crisis Communications & Incident On-Scene Management

- Incident Command Systems (ICS)
- Emergency Communication Centres, avoiding the ten most common mistakes
- Reputation Management - Managing Social Media
- Command and Control Issues. Operational, Tactical and Strategic
- On Scene Crisis Management, essential elements for success
- Developing and Implementing Emergency Plans
- Crisis Management and Communications. Emergency Centre/s
- Developing and implementing a Business Continuity Management (BCM) strategy

Day Four

Business Continuity Management and Contingency Planning

- Purpose of BCP
- BCP terminology
 - Critical functions
 - Critical records

- Damage assessment
- Disaster recovery
- Calling tree
- Mutual aid agreement
- Business impact analysis, what is it?
 - Management challenges
 - Threat identification
 - Business impact assessment and risk analysis
 - Operating in the crisis zone
 - Perceptions, truth and reality
 - Guarding trust and credibility
 - Working under the spotlight of public scrutiny

Emergency Performance review

- Benchmarking Crisis Management Plans and Results.
- Sceneries for the Media Management Team
- Review and Analysis of real cases from the participant's organization.
- Personal Plans Review
- Discussions and Workshops

Emergency Tools and Reports

- Crisis management – strategic level
- Emergency Management's key features
- Effective and efficient decision-making for prompt response to a crisis
- Resource allocation

- Medical Evacuation (MedEvac) arrangement
- Management of Logistics
- Management of internal and external communication
- Reporting
- Action plan and follow up
- Learned lessons
- Alerts
- Tools to be used
- *Workshop: How are we facing Emergencies, Crises, and Business Continuity with our **HSE Management System?***

Day Five

Creating A Crisis or Incident Plan

- What is Crisis Management?
- Why do you need a plan and what should be in it?
- The Planning Process & Vulnerability Audit
- Alerting Procedures
- Response Structures - A look at putting together the necessary systems, teams and facilities to meet the threat
- Exercise High Roller
- The 20 Most Common Mistakes in Crisis Management - Why do you need a plan?

Crisis Management Plan Testing, Training and Exercising



- Case Studies x 2 with different root cause, are we learning ?
- Exercises: a program of learning and of validating plans and procedures
- How to get advantageous results from an exercise
- Post Incident evaluations, de-briefing skills, managing hot & cold de-briefs
- Critique report writing, executive summaries and key recommendations
- Closing the loop. Implementing recommendations, continuing the process

Training Details

Course Duration	5 Days
Pre-Schedule	23 – 27 June 2024
Venue	London – Hilton Kinsington Hotel
Training Fees Per Person	KWD 1400 (One Thousand Four Hundred Only)
Course Fees Include	<ul style="list-style-type: none"> ✓ Tuition documentation ✓ Curriculum and Training Handout ✓ Five star light snacks ✓ Completion Certificates ✓ Lunch Included