

H S E

HEALTH

SAFETY

ENVIRONMENT



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Crisis Management and Emergency Response Planning

Duration: 5 Days



Introduction:

The sheer range of potential incidents and emergencies that can disrupt or even stop production are increasing. If managed correctly then not all of these incidents will become critical or be classed as a crisis, but those that result in increased losses or put increased demand upon the organization will have serious consequences for the company, the

shareholders and stakeholders or the country itself badly damaging the reputation of all those involved in the response. This course will teach you that meeting this commitment involves more than just being fully prepared.

Course Methodology:

This course will enhance your leadership capabilities through assessment, syndicate role play, group discussions. You will enhance your crisis communication skills and develop team problem solving techniques and methods through various challenges. Participants will be given a full student manual with industry standards, audits, plans and checklists which are easily adapted to your own site specific needs, and a full electronic Crisis Response Manual and a video of how to use it.

Who Should Attend?

Leaders or responsible parties in charge of safety, emergency, or crisis management, for an organization, division, or municipality. These include, but are not limited to: ministry or government regulators; fire, safety and security professionals; risk, marketing and insurance professionals; designated incident, emergency and crisis response professionals; local fire and emergency response members; and other emergency response professionals. This course is also critical for line managers and supervisors wishing to appraise their comprehension of emergency response best practices

Target Competencies:

- Designing appropriate response plans
- Organizing Emergency Control Centers
- Controlling Emergency Response Teams
- Analyzing incidents and allocating duties
- Developing crisis management strategies

Course Objectives:

By the end of this course delegates will be able to:

- Recognize the attributes between incidents, emergencies and crisis situations
- Develop methods to avoid unnecessary escalation, and how to design, command and control response to each scenario
- Enhance on-scene leadership capabilities and techniques
- Apply best practice in organizing Emergency Control Centers (ECC), Emergency Response Teams (ERT) and Crisis Management Teams (CRT) to assist the Forward Incident Control (FIC)
- Analyze human factor and allocate duties with regards to psychological readiness, resource allocation, deployment, discipline, leadership and welfare

Course Outline:

Hazard action prevention

- Overview of prevention methods
- Vulnerability analysis
- Risk assessment of hazardous materials
- Developing the crisis management manual
- Developing procedures

Crisis management – control models

- Command and control systems
- Crisis management – emergency planning
 - International laws
 - Local regulations

Writing the emergency response plan

- Contents critical to the emergency response plan
 - ❖ Emergency organization
 - ❖ Emergency procedures
- Assessment of available resources
- Plan implementation
- Training employees
- Distribution of emergency plan
- Updating the plan

Organizing incident control

- Emergency Control Centers (ECC)
 - ❖ Communication at the ECC
 - ❖ Equipment needed
 - ❖ Resources needed

Emergency Response Teams (ERT)

- Health and safety
- Crisis Management Teams (CRT)
- Forward Incident Control (FIC)
- Control points
- Emergency action procedures
- Response and media
- Emergency action procedures
- Evacuation procedures
- Medical emergencies
- Fire procedure
- Explosion procedure

- Hazardous materials
- Environmental hazards

Emergency response model

- Media relations and recovery
- Flixborough case
- Texas BP Refinery case
- BIG Spring Refinery case
- Regional based cases