## 1. Course Details:

**Course Code** : HSEM-011
**Course Title** : Certified Emergency and Crisis Management
**Course Duration** : 5 Days

## 2. Course Overview

- Emergency response situations often dangerous and can be chaotic. To avoid the latter, attendance on this Crisis Management training course is essential.The range of potential incidents and emergencies which could affect, disrupt, or stress production are increasing. If managed correctly then not all these incidents will be critical or could be classed as a crisis, but those which result in significant losses, or put increased demand on the or generation will have serious consequences for the company, the company's stakeholders, the country and the reputation of all those involved in the response. This training course will teach you that meeting the commitment involves more than just being fully prepared.

## 3. Learning Outcomes:

- Understand the attributes between Incidents, Emergencies and Crisis in the industry
- Develop methods on how to avoid unnecessary escalation & how to design command & control response to each scenario
- Learn how to enhance on-scene leadership capabilities and techniques
- Apply best practice in organizing Emergency Communications Centre (ECC), Emergency Response (ERT) and Crisis Management Teams (CMT) to their best advantage
- Analyze the importance of human factor, the means to ensure the best psychological readiness, resource allocation, deployment, discipline and leadership.

## 4. Course Contents:

**Increase your Ability to Evaluate, Mitigate and Respond to Industry Challenges:**

- Evaluate and mitigate each of the risks facing the oil and gas industry
- Incidents, Emergencies, Crises - how to organize your teams for each scenario
- Cross border Political influences, cyber hacking and War
- Checklists, the essentials of Crisis Management and Leadership behaviors
- Emergency Plans – levels of planning and weaknesses to be avoided
- Program evaluation concept – Internal and External Audits

**Crisis Communications & Incident On-Scene Command:**

- Emergency Communication Centre (ECC) configuration, Information Flow & how to avoid common mistakes
- Team roles and responsibilities, extract the best from your team
- Manage the on-site potential Issue before it becomes a Crisis
- Incident Commander and On-scene management. All the essential elements for success
- Investigate the importance of ''The Golden Hour'', what must be achieved in that first 60 minutes

**Business Continuity Management (BCM) and Incident Command Systems (ICS):**

- How does BCM fit into Oil & Gas Crisis Management?
- Plans and Business Impact Analysis, formats, examples and templates
- Case Study and BCM Exercise
- Critical elements of corporate Command and Control
- Review of International Incident Command Systems
- International Standards for BCM, ICS, Spills, Crisis / Environmental Planning / Response

**Media and Reputation Management:**

- Strategies to communicate with all stakeholders at all levels - Government, Public, Media, Staff
- Case Study. Managing the media response.
- Tools to manage social media (blogs, twitter, face book) so you are always one step ahead
- Protect your reputation and brand with your stakeholders
- Media management template handout lists - Do's and Don'ts for Conferences and TV Interviews
- Syndicate Exercise

**Crisis Management Plan Testing, Training and Exercise Simulations and potential Problems:**

- The safety policy and procedures were in place – the practice was deficient
- Benefits of exercising and selecting the right type of exercise for the asset/scenario
- What functions need to be tested, what will the outcomes be for the participants and You
- Conducting Post-Incident/Exercise debriefings with checklists
- Evaluations, key recommendations and follow-up, when, how and in what format
- Psychological and potential problems for you and your team after a traumatic experience

## 5. Our Methodology:

- Make coaching and monitoring innovative and using modern
- Media training also using on the go training by using interactive means and focusing on
- The exercises, practical applications and real situations study.

- Live delivery method, instructor-led training.
- Experienced consultant, trainers, and professional.
- Qualified trainer with high-level experience

## 6. Attendance Reports:

- Send daily attendance reports to trainingdep
- Send full attendance report to training dep. by the end of thecourse
- Attend 100 % from the course days also providedaily
- Issue attendance certificate for participant who attend minimum 80% from the course duration

## 7. Pre/Post Reports:

- Pre- assessment before starting training.
- Post assessment after finish training
- Full report for the deferent between Pre-& Post assessment

## 8. Who Should Attend?

- Ministry or Government Regulators
- Fire, Safety and Security Professionals
- Operation, Asset and Facility Professionals
- Risk, Marketing and Insurance Professionals
- Designated Incident, Emergency and Crisis Response Professionals
- Line Managers and Supervisors and other professionals wishing to appraise their comprehension of Emergency Response