



**MAESTRO**  
CONSULTANTS

# **EMERGENCY RESPONSE AND CRISIS MANAGEMENT IN SEVERE SITUATIONS**

## **COURSE OUTLINE 2024**

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**TRAINING TITLE**

EMERGENCY RESPONSE AND CRISIS MANAGEMENT IN SEVERE SITUATIONS

**VENUE**

Dubai, UAE

**DURATION**

5 Days

**DATES**

19 - 23 FEBRUARY 2024

**PRICE**

\$5,250 per attendee including training material/handouts, morning/afternoon coffee breaks and Lunch buffet.

**TRAINING INTRODUCTION**

Emergency Response and Crisis Management in Severe Situations. In an increasingly unpredictable world, the ability to effectively respond to emergencies and manage crises is a critical skill set. This course is designed to equip you with advanced knowledge and strategies to navigate the complexities of severe situations, ensuring the safety and well-being of individuals, communities, and organizations.

Throughout this course, you will delve into the intricacies of crisis preparedness, response coordination, and recovery efforts. You will gain insights into identifying potential risks, assessing vulnerabilities, and developing comprehensive crisis scenarios to simulate real-world challenges. By understanding the Incident Command System (ICS) and establishing clear chains of command, you will learn to orchestrate seamless response operations.

Effective communication lies at the heart of crisis management. You will explore advanced communication strategies, both internally and externally, to disseminate accurate information, manage public perception, and maintain stakeholder trust. Additionally, you will master the art of resource management and logistical planning, ensuring the efficient allocation of personnel, equipment, and supplies during critical moments.

As crises often test leadership under pressure, this course will delve into crisis leadership qualities and decision-making techniques. You will uncover the ethical considerations that arise during crisis management and develop the skills to provide psychological first aid and support to affected individuals and responders.

Transitioning from response to recovery, you will learn how to develop business continuity plans and evaluate the effectiveness of response efforts. Through simulation exercises and case studies, you will apply theoretical knowledge to practical scenarios, honing your abilities to make informed decisions and adapt strategies in

real-time.

In an interconnected world, cross-cultural considerations and international collaboration are paramount. This course will explore the challenges of managing crises across borders and cultural boundaries and highlight global best practices that can be adapted to diverse contexts.

By the end of this course, you will not only have a comprehensive understanding of emergency response and crisis management but also the confidence to lead effectively during times of uncertainty. Your expertise will contribute to building resilient systems that can withstand the toughest challenges, ensuring the safety and well-being of individuals and communities alike. Get ready to embark on a journey of advanced learning and skill development in the field of Emergency Response and Crisis Management in Severe Situations.

### **TRAINING OBJECTIVES**

After completing the training, the employee will:

Overview of implementing effective Business Continuity Plans and programs in severe crises. Develop effective and efficient guidelines and procedures for emergency response and rescue plans.

**Module 1:** BCP Programs Develop effective Business Continuity plans and programs to be followed in crises based on leading practices in the O&G industry. Assess the effectiveness and efficiency of company BCP programs as a result of lessons learned from emergency response scenarios. Integrate risk and hazard measures to be considered as part of the BCP Plans.

**Module 2:** Compliance Investigation Assess procedural compliance to BCP plan, Rescue plan, and emergency response plans in crises. Identify success factors and performance measures for assessing the implementation of BCP plan, rescue plan, and emergency response plans.

**Module 3:** Crisis Management -Root Cause Analysis and Action Planning  
Derive conclusions from incident/ crisis root cause analysis. The draft report outlining implementation guidelines based on performance improvement gap analysis and action planning outcomes.

### **TRAINING AUDIENCE**

The advanced nature of this training course will prove to be beneficial to the Oil and gas industry, particularly those with responsibility for either planning for or responding to incidents, emergencies, and crises across the complete management spectrum.

This training course is suitable for a wide range of professionals but will greatly benefit:

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

## **TRAINING OUTLINE**

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

- HIRA, HAZCHEM, HAZMAT, HAZWOPER
- Relevant Clauses of ISO 14001 EMS and ISO 45001 OHSMS
- Evaluate and mitigate each of the risks facing the oil and gas industry.
- Incidents, Emergencies, Crises - how to organize your teams for each scenario.
- Checklists, the essentials of Crisis Management and Leadership behaviors
- Emergency Plans – levels of planning and weaknesses to be avoided.
- Program evaluation – Internal and External Audits

### **Day Two: Crisis Communications & Incident On-Scene Command**

- Emergency Communication Centre (ECC) configuration, Information Flow & and how to avoid common mistakes.
- Team roles and responsibilities, Extract the best from your team.
- Manage the on-site potential “smoldering” 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 has to be achieved in that first 60 minutes.

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

#### **Module 1: BCP Programs**

- Develop effective Business Continuity plans and programs to be followed in crises based on leading practices in the O&G industry.
- Assess the effectiveness and efficiency of company BCP programs because of lessons learned from emergency response scenarios.
- Integrate risk and hazard measures to be considered as part of the BCP Plans.
- How does BCM fit into Oil & Gas Crisis Management
- Plans and Business Impact Analysis

- Critical elements of corporate Command and Control
- Review of International Incident Command Systems
- International Standards for BCM, ICS, Spills, Crisis / Environmental Planning / Response

## **Day Four: Media and Reputation Management**

### **Module 2: Compliance Investigation**

- Assess procedural compliance with the BCP plan,
- Rescue plans and emergency response plans in crises.
- Identify success factors and performance measures for assessing the implementation of BCP plan, rescue plan, and emergency response plans.
- Strategies to communicate with all stakeholders at all levels - Government, Public, Media, Staff
- Case Study. Managing the media response.
- Tools to manage social media - 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.

## **Day Five: Crisis Management Plan Testing, Training, and Exercise Simulations and Potential Problems**

### **Module 3: Crisis Management**

- Root Cause Analysis and Action Planning
- Derive conclusions from incident/crisis root cause analysis.
- Draft report outlining implementation guidelines based on performance improvement gap analysis and action planning outcomes.
- "The safety policy and procedures were in place – the practice was deficient" Piper Alpha Report
- 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, how and in what format
- Psychological and potential problems for you and your team after a traumatic experience

## **TRAINING CERTIFICATE**

**MAESTRO CONSULTANTS** Certificate of Completion for delegates who attend and

complete the training course

### **METHODOLOGY**

Our courses are highly interactive, typically taking a case study approach that we have found to be an effective method of fostering discussions and transferring knowledge. Participants will learn by active participation during the program through the use of individual exercises, questionnaires, team exercises, training videos and discussions of “real life” issues in their organizations. The material has been designed to enable delegates to apply all of the material with immediate effect back in the workplace.