COURSE OVERVIEW HE0691
Emergency Response and Crisis Management

Course Title
Emergency Response and Crisis Management

Course Date/Venue
February 04-08, 2024/The Mouna Meeting Room, The H Dubai Hotel, Sheikh Zayed Rd - Trade Centre, Dubai, UAE

Course Reference
HE0691

Course Duration/Credits
Five days/3.0 CEUs/30 PDHs

Course Description

This practical and highly-interactive course includes various practical sessions and exercises. Theory learnt will be applied using our state-of-the-art simulators.

This course is designed to provide participants with a detailed and up-to-date overview of emergency response and crisis management plan. It covers the emergency preparedness, planning and response; handling emergency scenarios competently; mitigating the consequences as well as using available resources; and acquiring knowledge, reflexes and behavior specific to crisis management in order to remain operational at any time a crisis occurs.

During this interactive course, participants will learn to develop both the capacity for action and strategic analytical skills for crisis management; effectively manage the flow of information during the phases of a crisis and decide wisely; ensure that decisions and actions in a crisis will be fully defensible; and recognize complex crisis management issues that must be considered, including international travel, regulations and standards in crisis management, and quantifying risk.

Course Objectives

Upon the successful completion of this course, each participant will be able to:-

- Apply proper methodology and gain necessary skills on emergency response and crisis management plan
- Improve emergency preparedness, planning and response
- Handle emergency scenarios competently and mitigate the consequences as well as use available resources
- Acquire knowledge, reflexes and behavior specific to crisis management in order to remain operational at any time a crisis occurs
- Develop both the capacity for action and strategic analytical skills for crisis management
- Effectively manage the flow of information during the phases of a crisis and decide wisely
- Ensure that decisions and actions in a crisis will be fully defensible
- Recognize complex crisis management issues that must be considered, including international travel, regulations and standards in crisis management, and quantifying risk

Exclusive Smart Training Kit - H-STK®

*Participants of this course will receive the exclusive "Haward Smart Training Kit" (**H-STK®**). The **H-STK®** consists of a comprehensive set of technical content which includes **electronic version** of the course materials, sample video clips of the instructor's actual lectures & practical sessions during the course conveniently saved in a **Tablet PC**.*

Who Should Attend

This course provides an overview of all significant aspects and considerations of emergency response and crisis management plan for emergency response teams, technical staff, operations staff, HSE officers & safety inspectors as well as shift in-charge supervisors.

Training Methodology

All our Courses are including **Hands-on Practical Sessions** using equipment, State-of-the-Art Simulators, Drawings, Case Studies, Videos and Exercises. The courses include the following training methodologies as a percentage of the total tuition hours:-

30% Lectures
20% Practical Workshops & Work Presentations
30% Hands-on Practical Exercises & Case Studies
20% Simulators (Hardware & Software) & Videos

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

Course Certificate(s)

Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours.

Certificate Accreditations

Certificates are accredited by the following international accreditation organizations: -

- The International Accreditors for Continuing Education and Training (IACET - USA)

  Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

  Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units** (CEUs) in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

  Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

- British Accreditation Council (BAC)

  Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

Course Fee

US$ 5,500 per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day

Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:

Mr. Ashraf Mohamed is a **Senior HSE Consultant & Radiation Protection Expert** with **35 years** of practical and industrial experience within the **Oil & Gas**, **Refinery** and **Petrochemical** industry. He is a **NEBOSH Approved Instructor** for various certification programs. His expertise lies extensively in the areas of **Radiation** Safety & Protection, **Radioactive Waste** Management, **Radiation Protection** Instrumentation, **Nuclear & Radiological** Safety, **Radiation Protection** Design, **Radioactive Sources** Protection, **Radioisotopes & Protection** Application, **Ionizing Radiation**, **NEBOSH** Fire Safety & Risk Management International Certificate, **NEBOSH** International General Certificate, **Firefighting** Techniques, **Fire** & **Gas** Detection System, **Fire Fighter & Fire** Rescue, **Fire Risk** Assessment, **HSE** Policy & Strategy, **HSEMS** Development & Implementation, **Risk** Assessment & Management, **HSE Performance** Measurement & Monitoring Systems, **HSE & Fire** Inspection, **HAZOP & HAZID**, **HAZMAT & HAZCOM**, As Low as Reasonably Practicable (**ALARP**), Process Hazard Analysis (**PHA**), Process Safety Management (**PSM**), **Accident/Incident** Investigation, **Risk** Management, **Hazard & Effect** Management Process, **ALARP** System, **Isotopes** Application & Protection, Safety Induction, **PTW**, **Gas Testing**, **Lock Out/Tag Out**, **Confined Space**, **H_2S**, **Working at Heights**, **Lifting** Operations, **Scaffolding**, **Rigging & Slinging**, **Incidents** Investigations, **First Aid & CPR**, **Crane** Inspection, **Risk** Evaluation, **Emergency Response** Plan, **Defensive Driving**, Safety Supervision, **Environment Management** System, **Environmental Impact & Life Cycle Assessment**, **Pesticide** Assessment & Environemntal Control, **Behavioural Based Safety**, **Work Management** System and various international codes and standards such as the ISO 9001, OHSAS 18001 and ISO 14001. He is currently the **Acting Senior HSE Engineer** wherein he develops and manages the implementation of fire, safety and environment programs for all the employees and contractors.

During his career life, Mr. Ashraf has gained his practical and field experience through his various significant positions as the **Safety & Fire Manager**, **HSE Manager**, **Safety & Fire Instructor**, **Senior HSE & Fire Instructor**, **Safety Training Instructor**, **Safety Construction Manager** and **Safety Section Head** from various companies such as the ADNOC, Eprome, Foster Wheeler-MIDOR Refinery, Amyria Petroleum Refining Company and Egyptian Refinery Company.

Mr. Ashraf has a **Bachelor's** degree in **Geology**. Further, he is a **Certified Instructor/Trainer** and a member of Society of Petroleum Engineers and Egyptian Society for Safety. He has further held various Radiation Certifications like the **Radiation Protection & Peaceful Uses** of **Radioactive Sources** and the **Applications** of **Radioisotopes & Protection** from **Ionizing Radiations** from the Egyptian Atomic Energy Authority and has delivered numerous courses, trainings, seminars, workshops and conferences globally.

Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

Course Program

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

Day 1: ***Sunday, 04th of February 2024***

0730 – 0745	*Registration & Coffee*
0745 – 0800	*Welcome & Introduction*
0800 – 0815	***PRE-TEST***
0815 – 0930	***Emergency Preparedness, Planning & Response*** *Regulatory Requirements ● On-Site Emergency Planning*
0930 – 0945	*Break*
0945 – 1130	***Emergency Preparedness, Planning & Response (cont'd)*** *External Authorities & Services ● Work Emergency Plan ● Communications & Control System*
1130 – 1230	***Emergency Preparedness, Planning & Response (cont'd)*** *Essential Functions & Nominated Personnel ● Co-Operative Planning, Training & Exercises*
1230 – 1245	*Break*
1245 – 1420	***Emergency Preparedness, Planning & Response (cont'd)*** *Off-Site Emergency Planning ● Transport Emergency Planning*
1420 – 1430	***Recap***
1430	*Lunch & End of Day One*

Day 2: ***Monday, 05th of February 2024***

0730 – 0930	***How to Handle an Emergency & Mitigate Consequences*** *Emergency Incidents ● Declaration & Communication of the Emergency*
0930 – 0945	*Break*
0945 – 1100	***How to Handle an Emergency & Mitigate Consequences (cont'd)*** *Works Emergency Procedures ● Public Relations*
1100 – 1230	***How to Handle an Emergency & Mitigate Consequences (cont'd)*** *Practical Implementation ● Provision of Information*
1230 – 1245	*Break*
1245 – 1420	***How to Handle an Emergency & Mitigate Consequences (cont'd)*** *Safety Case Guidance ● Evacuation & Shelter*
1420 – 1430	***Recap***
1430	*Lunch & End of Day Two*

Day 3: ***Tuesday, 06th of February 2024***

0730 – 0930	***Emergency Scenarios & How to Use Available Resources*** *Emergency Scenarios ● Real-Time Aids ● Computer Aids ● Transport Emergency Arrangements ● Company Resources*
0930 – 0945	*Break*
0945 – 1100	***Emergency Scenarios & How to Use Available Resources (cont'd)*** *Governmental Resources ● Facility & Location Information ● Notification ● Response Management System ● Disaster Recovery & Business Resumption*

1100 – 1230	***Crisis Management*** *The Main Challenges Facing Managers at a Time of Crisis ● Guidelines for Managing Crisis Stress*
1230 – 1245	*Break*
1245 – 1420	***Crisis Management (cont'd)*** *Reasons for Determining the Real Crisis ● Reasons for Focusing During a Crisis*
1420 – 1430	***Recap*** *Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow*
1430	*Lunch & End of Day Three*

Day 4: ***Wednesday, 07th of February 2024***

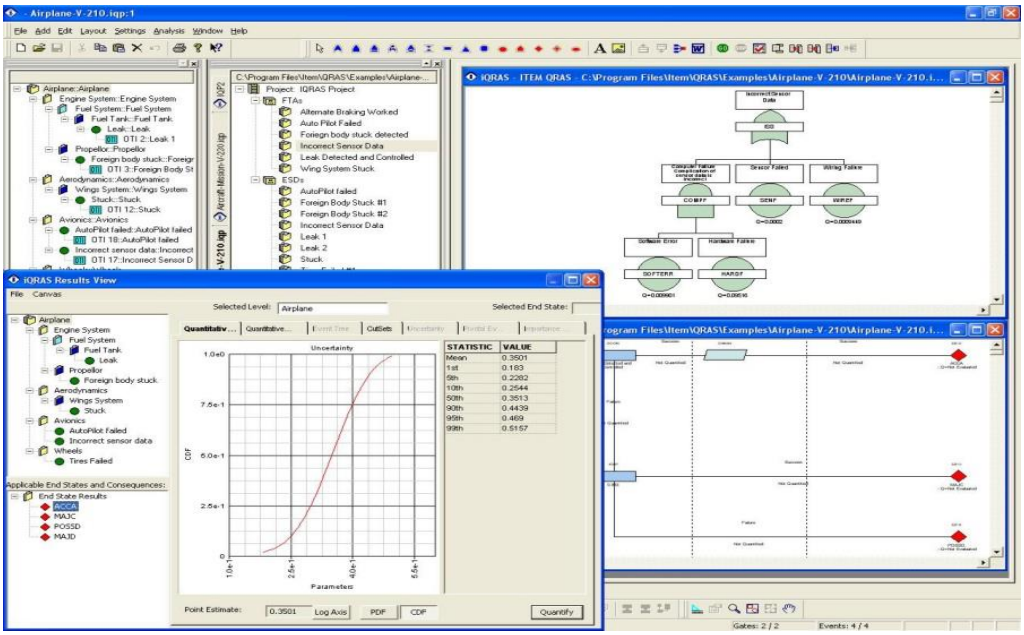
0730 – 0930	***Crisis Management (cont'd)*** *The Purposes of a Five-Minute Audit ● The Immediate Concerns of an Organization When a Crisis Occurs*
0930 – 0945	*Break*
0945 – 1100	***Crisis Management (cont'd)*** *The Tasks You Should Perform When a Crisis Arises ● Guidelines for Ensuring Recovery From a Crisis*
1100 – 1230	***Crisis Communication & Responses*** *Guidelines for Communicating Information ● Guidelines for Practicing Open Communication*
1230 – 1245	*Break*
1345 – 1420	***Crisis Communication & Responses (cont'd)*** *Factors that Can Reduce the Quality of Decision Making at a Time of Crisis*
1420 – 1430	***Recap***
1430	*Lunch & End of Day Four*

Day 5: ***Thursday, 08th of February 2024***

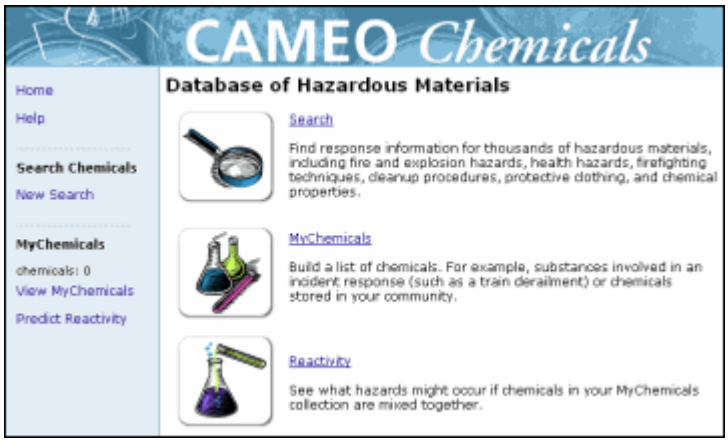
0730 – 0930	***Crisis Communication & Responses (cont'd)*** *Guidelines for Effective Decision Making*
0930 – 0945	*Break*
0945 – 1030	***Crisis Communication & Responses (cont'd)*** *Characteristics of an Effective Leader*
1030 – 1230	***Crisis Communication & Responses (cont'd)*** *Legal Challenges that Can Arise During a Crisis Situation*
1230 – 1245	*Break*
1245 – 1345	***Crisis Communication & Responses (cont'd)*** *Guidelines For Dealing with Legalities*
1345 – 1400	***Course Conclusion*** *Using this Course Overview, the Instructor(s) will Brief Participants about the Course Topics that were Covered During the Course*
1400 – 1415	***POST-TEST***
1415 – 1430	*Presentation of Course Certificates*
1430	*Lunch & End of Course*

Simulator (Hands-on Practical Sessions)

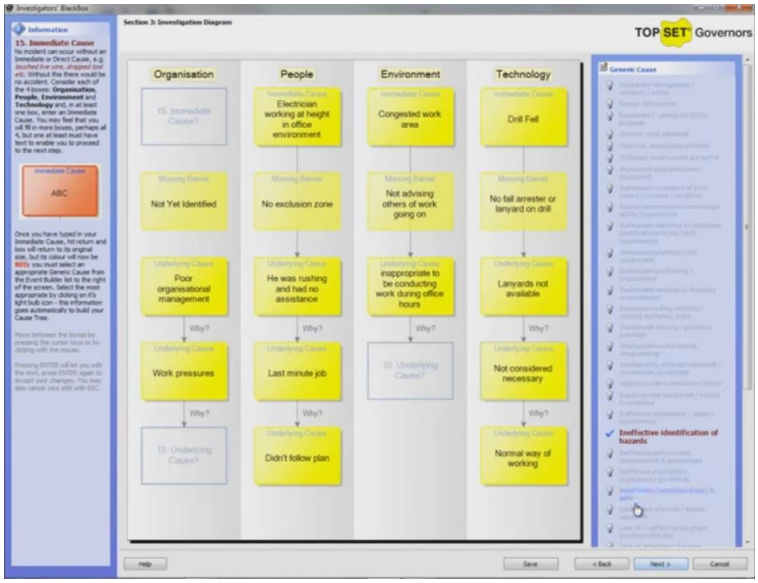
Practical sessions will be organized during the course for delegates to practice the theory learnt. Delegates will be provided with an opportunity to carryout various exercises using our state-of-the-art "QRA", "CAMEO", "BlackBox" and "Workplace Risk Assessment" simulators.

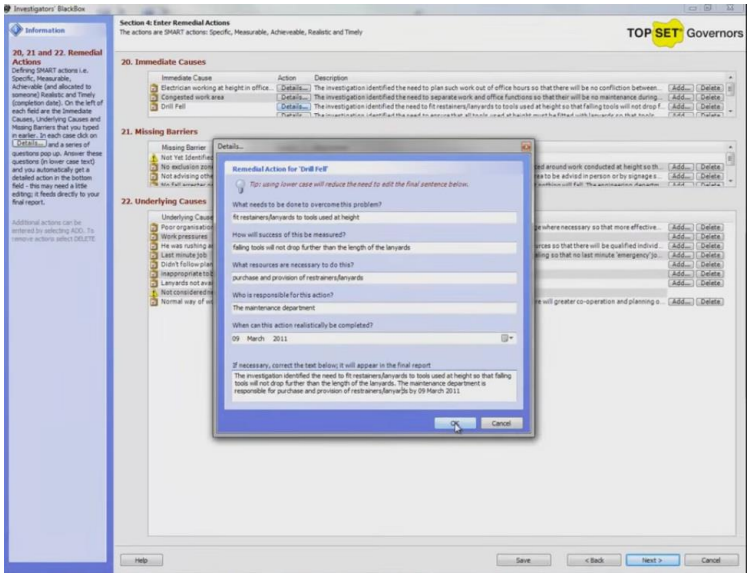


QRA System Simulator

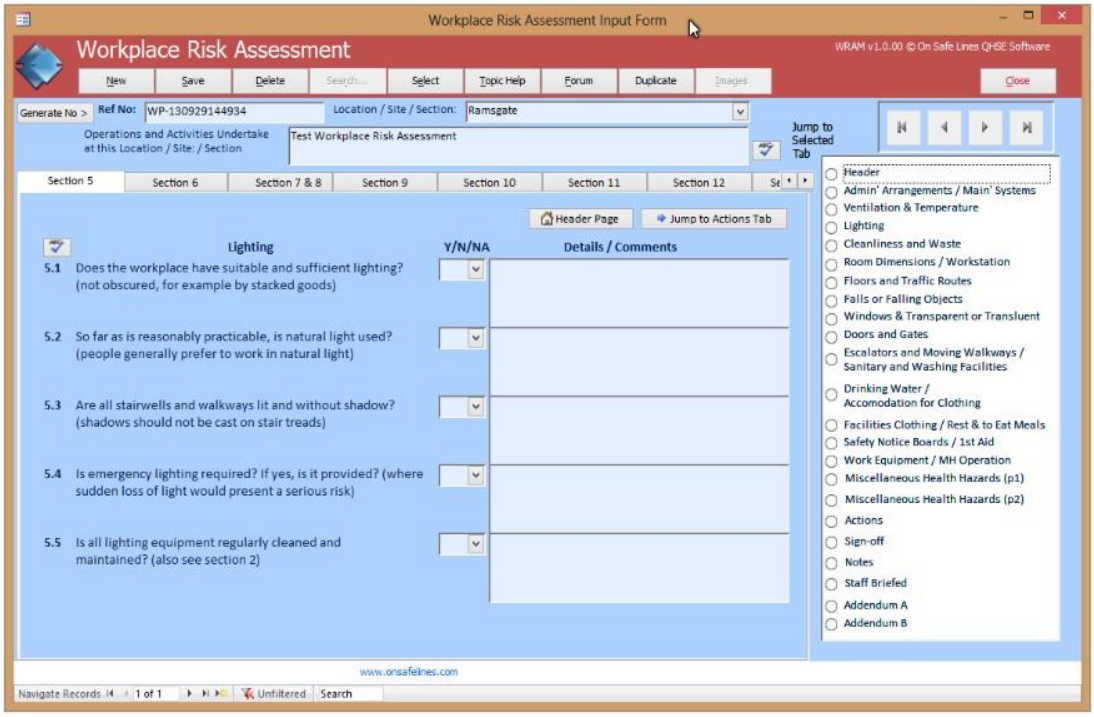


CAMEO Chemicals Suite Simulator





BlackBox Software Tool



Workplace Risk Assessment

Course Coordinator

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