

# Emergency Planning & Crisis Management

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## Energy Milestones Corporation Advancing Professionals to the next level

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# Emergency Planning & Crisis Management

## Overview

Emergency response situations in industry are fast-moving, often dangerous and can be chaotic. The range of potential incidents and emergencies which could affect, disrupt, or stress production is 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 organisation, will have serious consequences for the company, the company's stakeholders, the country and the reputation of all those involved in the response. This course will teach you that meeting the commitment involves more than just being fully prepared.

## Course Objectives

At the end of this course, the participants will be able to

- Understand the differences between Incidents, Emergencies, and Crises in the industry.
- Develop methods for avoiding unnecessary escalation & how to design the CA command & control responses to each scenario.
- Learn how to enhance on-scene leadership capabilities and techniques
- Apply best practice in organizing the Emergency Communications Centre (ECC), and
- Practice Emergency Response (ERT) and Crisis Management Teams (CMT) to the best of their ability.



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## Course Content

1. 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 organise your teams for each scenario
  - Cross border Political influences, cyber hacking and War
  - Checklists, the essentials of Crisis Management and Leadership behaviours
  - Emergency Plans – levels of planning and weaknesses to be avoided
  - Program evaluation concept – Internal and External Audits
  
2. 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 “smouldering” 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
  
3. 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



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## Course Content

### 4. 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, Facebook) 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

### 5. Crisis Management Plan Testing, Training and Exercise Simulations and potential problems:

- The safety policy and procedures were in place.
- Benefits of exercising and selecting the correct 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.





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## Targeted Audience

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

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

## Course Methodology

Facilitated by an experienced professional trainer, this training course will be conducted as a highly interactive workshop session. A variety of training methodologies and facilitation techniques will be used before and during the course whenever applicable. These methods are aimed at enhancing individual and group interaction while maximizing learning. Some of these methods are:

- Online Pre-post Test
- Colorful Visual Aids
- Gamification
- Self-Assessment Instruments
- Simulations
- Case Studies
- Videos
- Group Exercises & Discussions
- Role-plays
- Indoor & Outdoor games

