

COURSE OVERVIEW HE0691
Emergency Response and Crisis Management

Course Title

Emergency Response and Crisis Management

Course Date/Venue

Session 1: July 21-25, 2024/The Kooh Al Noor Meeting Room, The H Dubai Hotel, Sheikh Zayed Rd - Trade Centre, Dubai, UAE

Session 2: August 18-22, 2024/The Kooh Al Noor 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



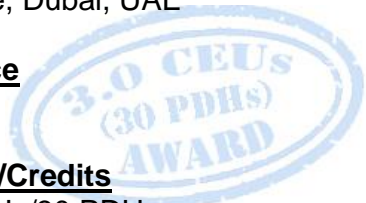
This practical and highly-interactive course includes various practical sessions and exercises. Theory learnt will be applied using our state-of-the-art simulators.



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: -


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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.

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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

Accommodation

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

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. Saad Bedir, BSc, NEBOSH-IGC, NEBOSH-ENV, is a **Senior Fire, Health, Safety & Environment (HSE) Consultant** with over **35 years** of extensive experience in the **Power, Petrochemical and Oil & Gas** industries. He is a **NEBOSH Approved Instructor** for various certification programs. He is well-versed in the areas of **NEBOSH International General Certificate, NEBOSH Certificate in Environmental Management, Health, Fire, Safety, Security & Environmental Codes of Practice, Legislations and Procedures, Security Operations Management, Security Investigations & Criminal Evidence, Security**

Risk Assessment, Supervising Security Operation Team, Industrial Security & Asset Protection, Active and Positive Fire Fighting, Fire & Gas Detection Systems, Fire Fighting Systems, Fire Proofing, ESD, Escape Routes, Mobile Crane Operation, Heavy Lifting Equipments, Scaffolding, Rigging Slings, the implementation of OHSAS 18001, ISO 9001, ISO 14001, QHSE Management Planning, Crisis & Business Continuity Management Planning, Emergency Response & Procedures, Industrial Security Risk Assessment & Management, Environmental Impact Assessment (EIA), Behavioural Safety, Occupation Safety, Incident & Accident Investigation, Integrated EHS Aspects, Risk Assessment & Hazard Identification, Environmental Audits, Chemical Handling, Hazardous & Non-Hazardous Waste Management, Confined Space Safety, SHEMS Principles, Process Safety, Basic & Advanced Construction Safety, Mobile Crane Operations, Rig & Barge Inspection, Lifting & Slings, Scaffolding, Air Quality Management, Safety & Occupational Health Awareness, Loss Control, Marine Pollution Hazards & Control, Ground Contamination & Reclamation Processes, Waste Management & Recycling, Clean Energy & Power Saving, FMEA, HAZMAT/HAZCOM, HAZOP, HAZWOPER, HAZID, HSEIA, QRA, Hazardous Area Classification and Radiation Protection. Further, he is also well-verse in **Performance Standards, Statistical Report Writing, Basic Motivation Management, Performance Assessment & Appraisal, Manpower Planning, Managing & Coordinating Training, Strategic Talent Management, Developing Others, Managing Employees Performance, Performance Evaluation and Human Resource Management.** Presently, he is the **HSE Director** for one of the largest and renowned companies in the Middle East, wherein he takes charge of all HSE and security operations of the company.

Mr. Saad's vast professional experience in directing and managing health, safety and the environment aspects as per **OSHA framework** and guidelines can be traced back to his stint with a few international companies like **Saudi ARAMCO, CONOCO, Kuwait Oil Co. (KOC)**, where he worked as the Field HSE Senior Engineer handling major projects and activities related to the discipline. Through these, Saad gained much experience and knowledge in the implementation and maintenance of international safety standards such as the National Fire Protection Association (**NFPA**), the American Petroleum Institute (**API**), Safety of Life at Sea (**SOLAS**) and Safety for Mobile Offshore Drilling Unit (**MODU**).

Mr. Saad has **NEBOSH** certificate which includes health & safety measures including:

- Fire fighting management system
- Rescue mechanisms (Escaping routes, Rope rescue, and emergency evacuation Plan)
- Machinery Safety requirement
- Occupational health measures & requirement

Mr. Saad has a **Bachelor's** degree in **Chemistry**. Further, he is a **Certified Instructor/Trainer**, an **Approved Tutor** in **NEBOSH International General Certificate**, an **Approved Tutor** in **NEBOSH Certificate in Environmental Management**, a **Certified Lead Auditor** for **OHSAS 18001, ISO 9001, ISO 14001** and a **member** of the **Egyptian Syndicate & Scientific Professions**. His passion for development and acquiring new skills and knowledge has taken him all over the Middle East to attend and share his expertise in numerous trainings and workshops.

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

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

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

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 <i>The Main Challenges Facing Managers at a Time of Crisis • Guidelines for Managing Crisis Stress</i>
1230 – 1245	Break
1245 – 1420	Crisis Management (cont'd) <i>Reasons for Determining the Real Crisis • Reasons for Focusing During a Crisis</i>
1420 – 1430	Recap <i>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</i>
1430	Lunch & End of Day Three

Day 4

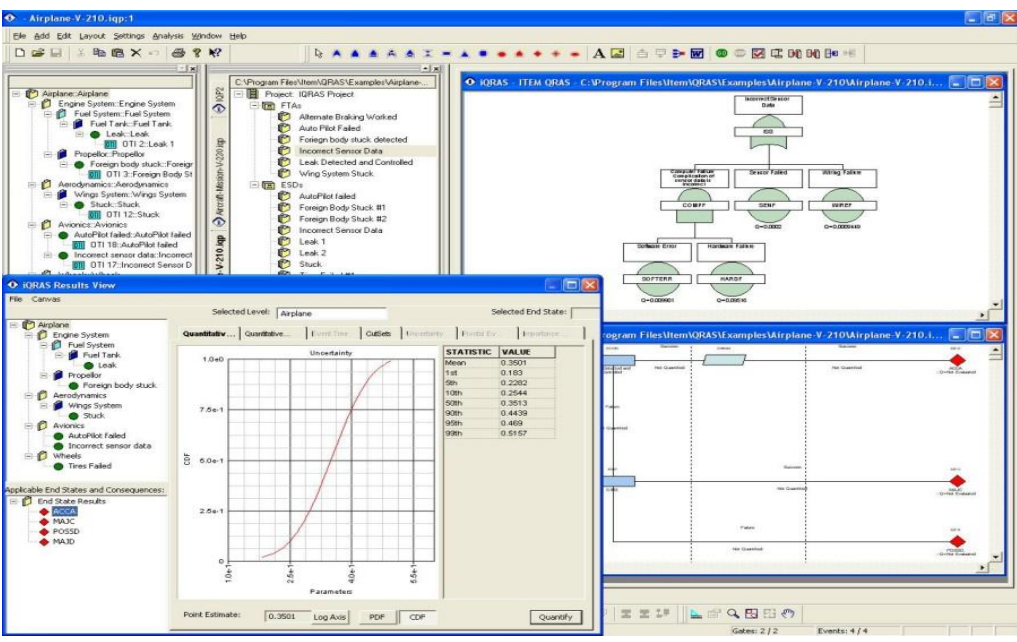
0730 – 0930	Crisis Management (cont'd) <i>The Purposes of a Five-Minute Audit • The Immediate Concerns of an Organization When a Crisis Occurs</i>
0930 – 0945	Break
0945 – 1100	Crisis Management (cont'd) <i>The Tasks You Should Perform When a Crisis Arises • Guidelines for Ensuring Recovery From a Crisis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

Day 5

0730 – 0930	Crisis Communication & Responses (cont'd) <i>Guidelines for Effective Decision Making</i>
0930 – 0945	Break
0945 – 1030	Crisis Communication & Responses (cont'd) <i>Characteristics of an Effective Leader</i>
1030 – 1230	Crisis Communication & Responses (cont'd) <i>Legal Challenges that Can Arise During a Crisis Situation</i>
1230 – 1245	Break
1245 – 1345	Crisis Communication & Responses (cont'd) <i>Guidelines For Dealing with Legalities</i>
1345 – 1400	Course Conclusion <i>Using this Course Overview, the Instructor(s) will Brief Participants about the Course Topics that were Covered During the Course</i>
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”, “Visio”, “Mindview” and “Workplace Risk Assessment” simulators.



QRA System Simulator

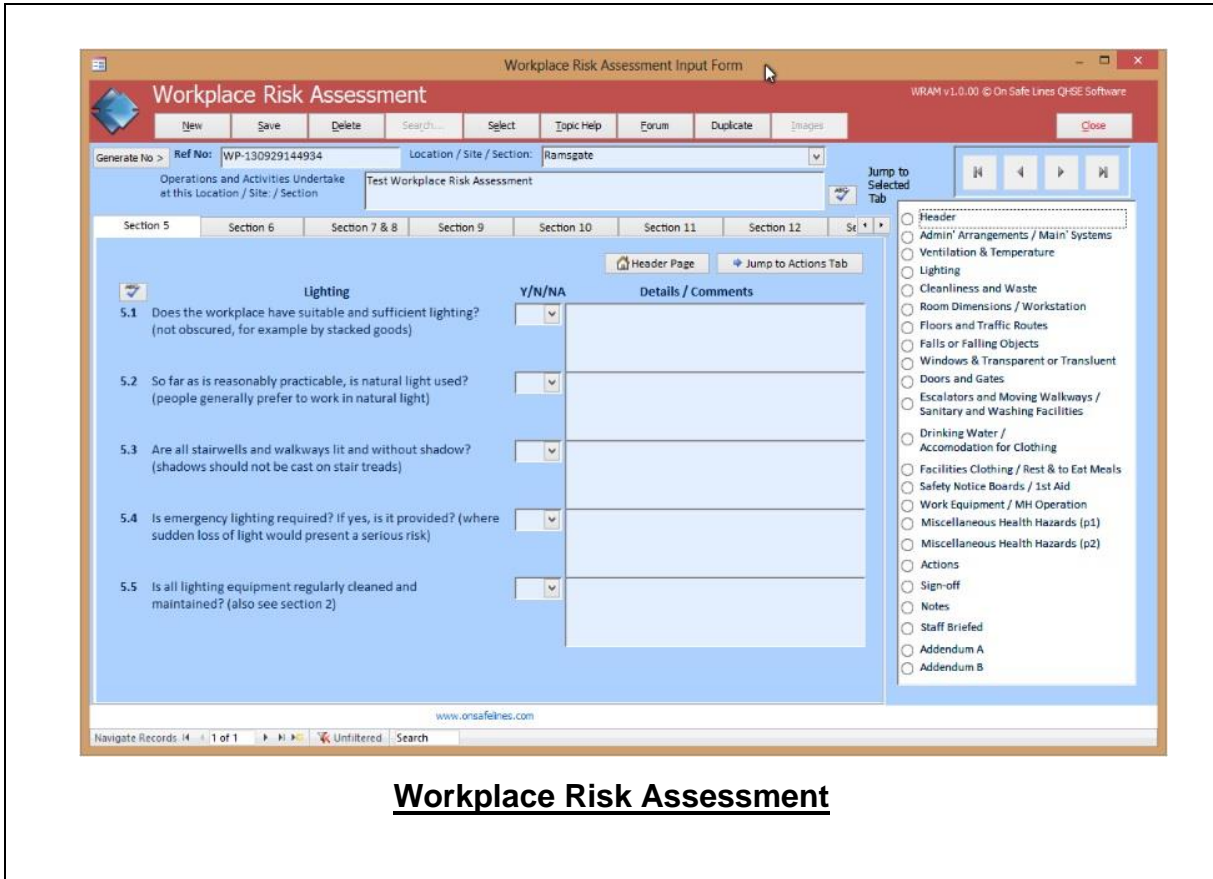


CAMEO Chemicals Suite Simulator



Visio Software

Mindview Software



Course Coordinator

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