

COURSE OVERVIEW OE0038
Emergency Response & Crisis Management

Course Title

Emergency Response & Crisis Management

Course Date/Venue

Session 1: August 06-10, 2023/Venue 1
 Meeting Room, Sheraton Cairo
 Hotel & Casino, Cairo, Egypt
 Session 2: February 18-22, 2024/Boardroom 1,
 Elite Byblos Hotel Al Barsha, Sheikh
 Zayed Road, Dubai, UAE



Course Reference

OE0038

Course Duration

Five days/3.0 CEUs/30 PDHs



Course Description



This practical and highly-interactive course includes real-life case studies and exercises where participants will be engaged in a series of interactive small groups and class workshops.



This course is designed to provide participants with a detailed and up-to-date overview of port terminals strategic crisis management & major emergency response. It covers the onshore/offshore oil and gas marine terminal including the basic properties of hydrocarbons and types of cargoes; the regulations and requirements for the oil and gas marine terminals; the vessel operations for oil tankers – crude and product and gas carriers LNG/LPG; the Planning oil tanker stowage and cargo transfer handling; and the vessel stability and structural integrity considerations; the loading, discharging, ballasting, tank cleaning and re-liquefaction.



During this interactive course, participants will learn the terminal management, support operations and safe operations in oil and gas terminals; the emergency preparedness, planning and response as well as handle emergency scenario and mitigate consequences and use available resources in a professional manner; the crisis management, communication and responses; and the risk assessment and its role in port management.

Course Objectives

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

- Apply and gain an in-depth knowledge on port terminals strategic crisis management and major emergency response
- Discuss onshore/offshore oil and gas marine terminal including the basic properties of hydrocarbons and types of cargoes
- Implement the regulations and requirements for the oil and gas marine terminals
- Carryout vessel operations for oil tankers – crude and product and gas carriers LNG/LPG
- Plan oil tanker stowage and cargo transfer handling
- Recognize vessel stability and structural integrity considerations
- Employ loading, discharging, ballasting, tank cleaning and re-liquefaction
- Apply terminal management, support operations and safe operations in oil and gas terminals
- Implement emergency preparedness, planning and response as well as handle emergency scenario and mitigate consequences and use available resources in a professional manner
- Carryout crisis management, communication and responses
- Develop risk assessment and identify its role in port management

Who Should Attend

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

Training Methodology

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:-

- 30% Lectures
- 20% Workshops & Work Presentations
- 20% Case Studies & Practical Exercises
- 30% Videos, Software & Simulators

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

Course Fee

Egypt	US\$ 8,000 per Delegate + VAT . This rate includes Participants Pack (Folder, Manual, Hand-outs, etc.), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
Dubai	US\$ 8,000 per Delegate + VAT . This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.



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.

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. Luis Manuel is a **Senior Marine Offshore Engineer** with over **35 years** of extensive and practical experience within the **Oil, Gas, Petrochemical** and **Petroleum** industries. His expertise includes **Crisis** Communication & Responses, **Crisis** Management, **Emergency** Preparedness, Planning & Response, Transport **Emergency** Planning, **Pipelines & Piping** Design, **International Ship and Port Facility Security Code (ISPS) Code**, Inspection & Maintenance (**ASME B31, API 579 & API 580**), **Offshore Structure** Engineering, Risk-Based Inspection (**RBI**), Integrity Assessment, Forensic Analysis, Structural Analysis, Design & Engineering, Naval Architecture, Regulatory Compliance Inspections, **Stress & Fatigue Analysis** using **SACS, StruCad, Caesar II** and **Finite Element Analysis** simulators. He was the **Technical Advisor** and **Engineering Manager** of a leading international engineering firm where he led all Inspections, Structural Engineering and Pipeline Projects for **Total-ELF, Shell** and **Mobil**.

During his career life, Mr. Manuel has gained his thorough practical experience in **multiple engineering disciplines** that includes pipeline/piping inspection and engineering, naval engineering, container cargo lashing, aerospace engineering and offshore structural engineering (oil and gas exploration platforms) through several challenging positions such as the **Senior Pipelines Engineer, Senior Piping Engineer, Senior & Lead Structural Engineer, Staff Engineer, Naval Architect** and **Applications Engineer** for various international companies including **Chevron, ExxonMobil, Addax Petroleum, ZAGOC, NASSCO, DWC, Point Engineering, US ARMY, W.S. & Atkins, Atlas Engineering, Heerema Offshore, Casbarian Engineering Associates (CEA), Textron Marine, Ingalls Shipbuilding and Peck & Hale**. Further, he has been heavily involved in the development of fabrication and erection drawings for offshore structures including installation and rigging as well as in the instruction materials as authorized by EDI (**Engineering Dynamic Incorporated**) for the training of engineers on the Structural Analysis Computer System (**SACS**) software.

Mr. Manuel has a **Bachelor's** degree in **Structural & Marine Engineering** from the **State University of New York**. Further, he is a **Certified Internal Verifier/Trainer/Assessor** by the **Institute of Leadership & Management (ILM)**, a **Certified Instructor/Trainer** and the **author** of the book "**Offshore Platforms Design**" and the "**SACS Software Training Module**".

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 – 0800	Registration & Coffee
0800 – 0815	Welcome & Introduction
0815 – 0830	PRE-TEST
0830 – 0930	The Onshore/Offshore Oil & Gas Marine Terminal Introduction of Director & Course Participants – Alignment of Expectations • Introduction to the Course with Outline of Course Objectives (Pre-Reads) • Definitions to be Used in the Course & in Line with Terminal Practice (Pre-Reads) • Basic Properties of Hydrocarbons & Types of Cargoes – Why the Terminal? • Historical Developments
0930 – 0945	Break
0945 – 1100	Oil & Gas Marine Terminal: Regulations & Requirements Regulations for Terminals & for Vessels while at Terminals (International, National, Local Port, Terminal)
1100 – 1230	Oil & Gas Marine Terminal: Regulations & Requirements (cont'd) Major Terminal Management Concerns (Fire, Weather, Pollution, Ship Stability & Integrity, Communications, Documentation, Adequacy of Emergency Response Plans, Adequately Trained Terminal & Vessel Personnel)
1230 – 1245	Break
1245 – 1420	Vessel Operations (Oil Tankers – Crude & Product) Planning Oil Tanker Stowage & Cargo Transfer Handling • Vessel Stability & Structural Integrity Considerations • Loading • Discharging • Ballasting • Tank Cleaning
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 One

Day 2

0730 – 0930	Vessel Operations (Gas Carriers – LNG/LPG) Planning Gas Carrier Stowage & Cargo Transfer Handling • Vessel Stability & Structural Integrity Considerations • Loading • Discharging • Ballasting • Re-Liquefaction • Cool Down
0930 – 0945	Break
0945 – 1100	Terminal Management & Support Operations Management & Supervision • Terminal Support Operations • Safety & Security in the Marine Terminal • Maintenance & Repair
1100 – 1230	Safe Operations in Oil & Gas Terminals Safety & Safety Culture • Weather Considerations • Hazardous Cargoes
1230 – 1245	Break



1245 – 1420	Safe Operations in Oil & Gas Terminals (cont'd) Topping Off Considerations & Procedures • Fire Prevention & Containment • Fire Fighting Systems & Procedures
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 Two

Day 3

0730 – 0830	Emergency Preparedness, Planning & Response Regulatory Requirements • On-Site Emergency Planning • External Authorities & Services • Work Emergency Plan • Communications & Control System
0830 - 0945	Break
0945 – 1030	Emergency Preparedness, Planning & Response (cont'd) Essential Functions & Nominated Personnel • Co-Operative Planning, Training & Exercises • Off-Site Emergency Planning • Transport Emergency Planning
1030 – 1215	How to Handle an Emergency & Mitigate Consequences Emergency Incidents • Declaration & Communication of the Emergency • Works Emergency Procedures • Public Relations • Practical Implementation
1215 – 1230	Break
1230 - 1420	How to Handle an Emergency & Mitigate Consequences (cont'd) Provision of Information • Safety Case Guidance • Evacuation & Shelter
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

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 • Reasons for Determining the Real Crisis • Reasons for Focusing During a Crisis





1230 - 1245	Break
1245 - 1420	Crisis Management (cont'd) <i>The Purposes of a Five-Minute Audit • The Immediate Concerns of an Organization When a Crisis Occurs • The Tasks You Should Perform When a Crisis Arises • Guidelines for Ensuring Recovery From 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 Four

Day 5

0730 - 0930	Crisis Communication & Responses <i>Guidelines For Communicating Information • Guidelines For Practicing Open Communication • Factors That Can Reduce the Quality of Decision Making at a Time of Crisis • Guidelines For Effective Decision Making</i>
0930 - 0945	Break
0945 - 1100	Crisis Communication & Responses (cont'd) <i>Characteristics of an Effective Leader • Legal Challenges That Can Arise During a Crisis Situation • Guidelines For Dealing with Legalities</i>
1100 - 1215	Know What is Risk Assessment & its Role in Port Management <i>Risk Concepts, How to Estimate Risk & Evaluate its Acceptability • The Risk Management Process</i>
1215 - 1230	Break
1230 - 1345	Know What is Risk Assessment & its Role in Port Management (cont'd) <i>Techniques for Risk Analysis • Risk Reduction Measures • Risk Mitigation & Control</i>
1345 - 1400	Course Conclusion
1400 - 1415	POST-TEST
1415 - 1430	<i>Presentation of Course Certificates</i>
1430	Lunch & End of Course



Practical Sessions

This practical and highly-interactive course includes real-life case studies and exercises: -



Course Coordinator

Kamel Ghanem, Tel: +971 2 30 91 714, Fax: +971 2 30 91 716, Email: kamel@haward.org

