



COURSE OVERVIEW HE1068

Incident Management Team, Crisis Management Team & Group Crisis Team

Course Title

Incident Management Team, Crisis Management Team & Group Crisis Team

Course Date/Venue

September 09-13, 2024/Fujairah Meeting Room, Grand Millennium Al Wahda Hotel, Abu Dhabi, UAE

Course Reference

HE1068

Course Duration/Credits

Five days/3.0 CEUs/30 PDHs



Course Description



This hands-on, 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 a detailed and up-to-date overview of crisis management, incident command system and emergency response. It covers the emergency preparedness, planning and response comprising of regulatory requirements, on-site emergency planning, external authorities and services, work emergency plan and communications and control system; the essential functions and nominated personnel; the co-operative planning, off-site emergency planning and transport emergency planning; and the emergency and mitigation consequences including emergency incidents, declaration and communication of the emergency, work emergency procedures and public relations.



Further, this course will also discuss the practical implementation, provision of information, safety case guidance and evacuation and shelter; the emergency scenarios and available resources; the crisis management, guidelines for managing crisis stress; the reasons for determining the real crisis and the guidelines for ensuring recovery from a crisis; and the crisis communication and responses covering guidelines for communicating information, guidelines for practicing open communication and factors that can reduce the quality of decision making at a time of crisis.





During this interactive course, participants will learn the characteristics of an effective leader, the legal challenges that can arise during a crisis situation and the guidelines for dealing with legalities; the risk assessment and its role in HSE; the risk management process, techniques for risk analysis, risk reduction measures and risk mitigation & control; the incident command system (ICS) including the types of incidents, five functions of ICS and ICS features; the ICS implementation and incident action plan and the common terminology, personnel accountability, integrated communications, resources management and incident action plan; the ICS structure including common responsibilities for all incident personnel unified command system (UCS), preparedness and emergency action plan; and the incident facilities organizational components and incident command system structure.

Course Objectives

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

- Apply and gain an in-depth knowledge on crisis management, incident command system and emergency respond
- Discuss emergency preparedness, planning and response covering regulatory requirements, on-site emergency planning, external authorities and services, work emergency plan and communications and control system
- Identify essential functions and nominated personnel as well as carryout co-operative planning, off-site emergency planning and transport emergency planning
- Handle emergency and mitigate consequences including emergency incidents, declaration and communication of the emergency, works emergency procedures and public relations
- Apply practical implementation, provision of information, safety case guidance, and evacuation and shelter
- Explain emergency scenarios and use available resources
- Discuss crisis management, guidelines for managing crisis stress, reasons for determining the real crisis and the guidelines for ensuring recovery from a crisis
- Recognize crisis communication and responses covering guidelines for communicating information, guidelines for practicing open communication and factors that can reduce the quality of decision making at a time of crisis
- Describe the characteristics of an effective leader, the legal challenges that can arise during a crisis situation and the guidelines for dealing with legalities
- Identify risk assessment and its role in HSE as well as illustrate risk management process, techniques for risk analysis, risk reduction measures and risk mitigation and control
- Explain incident command system (ICS) including the types of incidents, five functions of ICS and ICS features
- Recognize the features of ICS comprising of five primary functions, joint emergency operations, unity and chain of command, etc
- Implement ICS and incident action plan and discuss common terminology, personnel accountability, integrated communications, resources management and incident action plan
- Describe ICS structure and discuss the common responsibilities for all incident personnel unified command system (UCS), preparedness and emergency action plan, incident facilities organizational components and incident command system structure



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 **online virtual PC**.

Who Should Attend

This course provides an overview of all significant aspects and considerations of crisis management, incident command system and emergency response for emergency response teams, technical 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.

Accommodation

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

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 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.

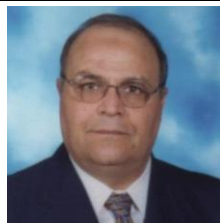
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British Accreditation Council (BAC)

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 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. Ahmed Mady is a **Senior HSE Consultant** with over **40 years** of field experience in teaching/training and hands-on experience within the **Oil & Gas** industries. He is well-versed in the areas of **Environmental Management System (EMS)**, **Management System Auditing**, Occupational Health, Safety & Environment (**HSE**), **Environmental & Waste Management**, Environmental Management & Technology (**EMT**), **Environmental Pollution & Control**, Environmental Impact Assessment (**EIA**), **Waste Management & Environmental Protection**, **HAZMAT**, **HAZCOM**, **Accident & Incident Investigation**, **Emergency Response**, **Hazard Recognition**, **Hazard Assessment**, **Risk Control**, **Risk Monitoring Techniques**, **Radioactive Chemicals**, **Emergency Procedures**, **First Aid & PPE**, **MSDS**, **Chemical Hazards**, **Chemical Monitoring & Protection**, **Chemical Spill Clean Up**, **Strategic Planning**, **Security Management**, **Crisis Management**, **Environmental Awareness**, **Search & Rescue Operations**, **HSE Management**, **Risk Analysis Evaluation & Management**, **Security Operations Management**, **Investigation & Security Surveying**, **Security Crisis Management**, **Corporate Security Planning**, **Strategic Analysis**, **Strategy Selection & Implementation**, **Security Policies & Procedures**, **Logistics Management**, **Systems Analysis & Design and Organization Procedure Evaluation & Auditing**.

During his service, he had been tasked as the **Chief Information Directorate** of the **Ministry of Civil Aviation** and the **Chief Engineering Analyst, On-Scene Commander (OSC) & Incident Commander (IC)** in the **Air Force** and was responsible for a team of engineers supporting all engineering studies, modifications, aging studies and maintenance analysis. Being a **Board Member** of the **Aviation Information Technology Center**, he holds control of the overall strategies and procedures for the ministry, contracting for major IT projects, supervising all IS activities in the aviation sector and ensuring quality and success of delivery. He had likewise served as the **Commander** of the **Air Force** and had worked closely with the **Logistics Computer Center** wherein he gave out direction on **Operational & Tactical Logistics Planning** and **Strategic Military Logistics** to numerous high ranking officials, and at the same time **commanding flying Air Force maintenance squadron logistics field activities**. Mr. Ahmed retired in the service as a **Major General**.

Earlier in his career, Mr. Ahmed had occupied several challenging roles with several large Logistics companies as their **General Manager**, **Maintenance Engineer**, **Systems Analyst**, **Training Branch Chief**, **Systems & Communication Engineer**, **Computer Programmer** and **Logistic Instructor**. Moreover, he has worked as the **Project Manager** contracted by **KNPC** for the year 2014-2016 in delivering **Certified Programs** for **Kuwaiti Contractor Employee** (Electrical, Mechanical & Pipefitting, Welding & Fabrication, Process Operator, Instrumentation & Control). Further, he has travelled all over Europe, Asia and the Americas joining numerous conferences and workshops with the **Ministry of Foreign Affairs** and international companies such as **IBM**, **System Science Corporation (SSC)** and **International Air Transport Association (IATA)**.

Mr. Ahmed has a **Bachelor** degree in **Mechanical Engineering**. Further, he has gained **Diplomas** on **Civil Aviation Engineering**, **Islamic Studies** and **Information Systems & Technology**. Moreover, he is a **Certified Internal Verifier** by **City & Guilds Level 4 Certificate** in **Leading the Internal Quality Assurance of Assessment Processes & Practice** and **Certified Assessor** in **Level 3 Certificate in Assessing Vocational Achievement** under the **TAQA Qualification (Training, Assessment & Quality Assurance)**, a **Certified Internal Verifier Level 2 & 3 NVQ Processing Operations: Hydrocarbons** by the **British City & Guilds**, a **Certified Internal Verifier/Trainer/Assessor** by the **British Institute of Leadership & Management (ILM)** and a **Certified Instructor/Trainer**. Further, he has delivered various trainings, workshops and conferences worldwide.





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, 09th of September 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, 10th of September 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, 11th of September 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 • Reasons for Determining the Real Crisis • Reasons for Focusing During a Crisis





1230 – 1245	Break
1245 – 1420	Crisis Management (cont'd) 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
1420 – 1430	Recap
1430	Lunch & End of Day Three

Day 4: Wednesday, 12th of September 2024

0730 – 0930	Crisis Communication & Responses 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
0930 – 0945	Break
0945 – 1100	Crisis Communication & Responses (cont'd) Characteristics of an Effective Leader • Legal Challenges That Can Arise During a Crisis Situation • Guidelines For Dealing with Legalities
1100 – 1230	Know What is Risk Assessment & its Role in HSE Risk Concepts, How to Estimate Risk & Evaluate its Acceptability • The Risk Management Process
1230 – 1245	Break
1245 – 1420	Know What is Risk Assessment & its Role in HSE (cont'd) Techniques for Risk Analysis • Risk Reduction Measures • Risk Mitigation & Control
1420 – 1430	Recap
1430	Lunch & End of Day Four

Day 5: Thursday, 13th of September 2024

0730 – 0930	Introduction to Incident Command System (ICS) Introduction, Definition • ICS History • Types of Incidents • Five Functions of ICS and ICS Features
0930 – 0945	Break
0945 – 1100	Features of ICS Five Primary Functions • Joint Emergency Operations (JAMA'A) • Unity & Chain of Command • Transfer of Command • Organizational Flexibility • Unified Command • Span of Control
1100 – 1230	ICS & Incident Action Plan Common Terminology • Personnel Accountability • Integrated Communications • Resources Management • Incident Action Plan
1230 – 1245	Break
1245 – 1345	ICS Structure Common Responsibilities for All Incident Personnel Unified Command System (UCS) • Preparedness and Emergency Action Plan • Incident Facilities ICS Organizational Components • Incident Command System ICS Structure • On Scene Incident Commander • Who is the On-Scene Commander?
1345 – 1400	Course Conclusion
1400 – 1415	POST-TEST
1415 – 1430	Presentation of Course Certificates
1430	Lunch & End of Course



Practical Sessions

This hands-on, highly-interactive course includes the following real-life case studies:-



Course Coordinator

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