

Emergency Response & Crisis Management for HSE Professionals

Course general description:

This course provides a **comprehensive understanding of safety management and risk control in construction sites**. It covers **hazard identification, risk assessment, regulatory compliance, accident prevention strategies, and control measures**. Participants will explore **best practices for site safety management, contractor safety, emergency preparedness, and incident investigation** to ensure a **safe and compliant construction environment**.

Audience:

This course is intended for:

- Construction Safety Managers
- Site Engineers & Project Managers
- HSE Professionals in Construction
- Contractors & Subcontractors
- Risk Managers & Compliance Officers
- Safety Officers & Supervisors
- Government & Regulatory Inspectors

Course objectives:

By the end of this course, participants will:

- **Identify and assess emergency risks in various industries.**
- **Develop and implement emergency response plans (ERPs).**
- **Apply crisis management strategies to mitigate disasters.**
- **Coordinate emergency response teams using the Incident Command System (ICS).**
- **Implement effective crisis communication during an emergency.**
- **Ensure business continuity and disaster recovery post-crisis.**
- **Conduct post-incident investigations and lessons learned reviews.**

Course duration:

5 days

Course location:

Cairo-Dubai-Istanbul

Course contents:

Day 1: Emergency Preparedness & Risk Assessment

- Pretest
- **Introduction to Emergency & Crisis Management**
 - Definitions: Emergency vs. Disaster vs. Crisis
 - The role of HSE in emergency preparedness
 - Case studies of major industrial & corporate crises
- **Risk Identification & Emergency Planning**
 - Hazard and risk assessment techniques (HIRA, Bowtie, FMEA)
 - High-risk scenarios (fires, explosions, chemical spills, pandemics, natural disasters)
 - Emergency response planning (ERP) fundamentals
- **Regulatory Framework & Compliance**
 - OSHA 1910.38 (Emergency Action Plans)
 - ISO 22301 (Business Continuity Management)

- NFPA 1600 (Disaster/Emergency Management & Business Continuity)
- **Practical Exercise:** Conducting an emergency risk assessment

Day 2: Emergency Response Planning & Incident Command System (ICS)

- **Key Elements of an Emergency Response Plan (ERP)**
 - Roles & responsibilities in emergency response
 - Activation & escalation of emergency levels
 - Evacuation & shelter-in-place procedures
- **Incident Command System (ICS) & Coordination**
 - ICS structure & roles (Incident Commander, Operations, Logistics)
 - Command & control principles in emergency response
 - Unified command for multi-agency response
- **Emergency Drills, Simulations & Tabletop Exercises**
 - Types of emergency drills (full-scale, functional, tabletop)
 - Scenario-based emergency planning
 - Evaluating and improving ERP effectiveness
- **Practical Exercise:** Developing an ICS-based emergency response plan

Day 3: Crisis Communication & Media Management

- **Effective Crisis Communication Strategies**
 - Internal vs. external crisis communication
 - Managing rumors & misinformation
 - Using social media & digital tools in crisis response
- **Stakeholder & Public Relations Management**
 - Communicating with employees, the public, and authorities
 - Coordination with government agencies & first responders
 - Press conferences & handling media inquiries
- **Psychological Aspects of Crisis Management**
 - Managing stress & decision-making under pressure
 - Psychological first aid & trauma management
 - Leadership & team coordination in high-stress situations
- **Practical Exercise:** Conducting a mock crisis communication drill

Day 4: Business Continuity & Disaster Recovery

- **Business Continuity Management (BCM) Principles**
 - Developing & implementing a Business Continuity Plan (BCP)
 - Identifying critical operations & continuity measures
 - Backup systems & redundancy planning
- **Emergency Resource Management & Logistics**
 - Supply chain resilience in crisis situations
 - Managing emergency supplies & equipment
 - Medical & first aid response during disasters
- **Crisis Leadership & Decision-Making**
 - Rapid decision-making frameworks
 - Adaptive leadership in dynamic crisis scenarios
 - Case studies on successful crisis leadership
- **Practical Exercise:** Developing a business continuity plan (BCP)

Day 5: Post-Emergency Recovery & Lessons Learned

- **Incident Investigation & Root Cause Analysis (RCA)**
 - Techniques: 5 Whys, Fishbone Diagram, Bowtie Analysis
 - Legal & regulatory reporting requirements
 - Documentation & post-incident debriefing
- **Rebuilding & Strengthening Safety Culture Post-Crisis**
 - Corrective & preventive actions (CAPA)
 - Continuous improvement in emergency planning
 - Employee re-engagement & training after incidents
- **Final Emergency Response Simulation Exercise**
 - Participants apply knowledge in a real-time emergency scenario
 - Debriefing session & action planning for future improvements

Methodology:

- 50% lectures & concepts
- 10% Videos
- 10% Case studies
- 10% Exercises
- 10% Discussions
- 10% Software (if applicable or examples)

Assessment and Certification:

Upon successful completion, participants will receive a **Certificate in Emergency Response & Crisis Management for HSE Professionals**, demonstrating their expertise in **emergency planning, crisis leadership, and risk mitigation.**

Course code: (THSE008)