

## Emergency Response Planning and Crisis Management

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| <b>Course Title</b> | <b>Emergency Response Planning and Crisis Management</b> |
| <b>Country</b>      | <b>London</b>                                            |
| <b>Location</b>     | <b>4-5 Star Hotel</b>                                    |
| <b>Time</b>         | <b>8AM - 2PM</b>                                         |
| <b>Date</b>         | <b>2026 - 2027</b>                                       |

### Course Introduction

Effective emergency response and crisis management are crucial for ensuring safety, minimizing risks, and safeguarding assets in dynamic and hazardous environments. This training is designed to equip participants with comprehensive skills in planning, coordination, leadership, and control to handle incidents, emergencies, and crises effectively. Through a blend of theory, practical exercises, and case studies, participants will learn to design and implement robust emergency response frameworks.

### Learning Objectives

By the end of this course, participants will be able to:

1. Differentiate between incidents, emergencies, and crisis situations.
2. Implement methods to prevent escalation and manage complex scenarios effectively.
3. Strengthen on-scene leadership and decision-making abilities.
4. Organize and operate Emergency Control Centers (ECCs), Emergency Response Teams (ERTs), and Crisis Management Teams (CRTs).

5. Address human factors, including psychological readiness, resource allocation, and team discipline during emergencies.

## Target Audience

**This course is ideal for:**

- Professionals managing safety, emergency, or crisis management across industries.
- Team leaders, managers, and responsible parties from organizations, divisions, or municipalities with emergency response obligations.
- Fire, safety, and security professionals, including high-rise safety managers and risk or insurance professionals.
- Line managers and supervisors looking to enhance their emergency response knowledge and skills.

## Course Modules

### Day 1: Foundations of Emergency Planning

- Principles of hazard action prevention.
- Conducting vulnerability analyses and risk assessments for hazardous materials.
- Development and structure of a crisis management manual.

### Day 2: Designing Emergency Response Plans

- Writing comprehensive emergency response plans.
- Identifying critical contents and procedures.
- Emergency organization and resource assessment.
- Plan implementation, employee training, and continuous updates.

### Day 3: Organizing Control Structures

- Establishing and operating Emergency Control Centers (ECCs).
- Equipment, communication, and resources for ECCs.
- Roles and functions of Emergency Response Teams (ERTs) and Crisis Management Teams (CRTs).

#### **Day 4: Incident Command and Control**

- Forward Incident Control (FIC) and control point coordination.
- Emergency action procedures: evacuation, medical, fire, explosion, and hazardous materials response.

#### **Day 5: Case Studies and Practical Applications**

- Bhopal Gas Tragedy (1984, India), Grenfell Tower Fire (2017, UK), Deepwater Horizon Oil Spill (2010, Gulf of Mexico)
- Regional-based scenarios and lessons learned.
- Developing media communication strategies during crises.