

MAJOR EMERGENCY & CRISIS MANAGEMENT TRAINING AND EXERCISES

An essential part of any operational Company's management system is to ensure fast, effective Emergency Response at sites and likewise, fast effective Emergency Management from regional bases and company headquarters. And an essential part of that is to ensure the training of the personnel and teams involved.

CWI's Emergency Management Training incorporates best international practices but also places great emphasis on tailoring this for their Clients' own system, situation and emergency response needs

Site Emergency Team Training:

- Site Emergency Team Training – 1 day - For site emergency command teams – to train them in the application of their own procedures (or industry standardised site emergency procedures) – ideally at their own site, and using the site for familiarisation, even a simple field exercise
- Field Exercises for further team development and system development – complete with debriefing for team, report on lessons learnt – Can generally be run in half a day with a day prep before and allowing rest of second day for reporting.

On Scene Commander Training & Assessments:

- Basic On Scene Commander Training – 1 day – Initial Briefing, Basic Tools and Techniques and Issues – Classroom / Conference room based, up to 10 OSCs per course
- Advanced On Scene Commander Training – 3 days – Scenario driven simulation exercises – Simulation Rooms* based, up to 8 OSCs per course
- On Scene Commander Competency Assessments – 2 days – Simulator Room based with 1 warm-up, 3 assessment exercises – D32/33 Assessors to assess against Company own or OPITO Competency Standard
- Field Exercises for further OSC development – complete with debriefing for OSC and team, report on lessons learnt – Can generally be run in half a day with a day prep before and allowing rest of second day for reporting.

Regional Base Emergency Control Centre Training:

- Regional Base Emergency Control Centre Team Training – 1.5 days - Initial Briefing, Basic Tools and Techniques and Issues – Classroom then Simulation Room* based, followed by two scenario driven simulation exercises - up to 10 Team members per course.
- Exercises for further team development and system development - Desktop (using simulation rooms) or live (also involving site, support resources)

Regional Base Incident Commander Training:

- Incident Commander (Regional Base Team Leader) Training – 3 days – Simulation Room* based – Principles of Command and Control, Team Leadership practiced thru up to 8 scenario driven simulation exercises - up to 8 Team Leaders per course. Needs Simulation Rooms*.
- Incident Commander (Regional Base Team Leader) Assessments – 2 days – Simulator Room based with 1 warm-up, 3 assessment exercises – D32/33 Assessors to assess against Company own or OPITO Competency Standard – 1 candidate per assessment, needs full team too.

**Simulation Rooms – CWI Associates Training Centre may be used or can be setup at Clients offices or base - Need the Emergency Centre of interest (or a room set up to simulate it) and then a second (role player) room nearby with at least two telephones, and to which a video cable can be led so that camera in Emergency Centre can be viewed using CWI projector in Role Player room*



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Company HQ Emergency Management Team Training:

- Company Emergency Management Team Training - 1 day – Introduction to Company Emergency Management System, Team and Individual Roles and Responsibilities – with two simple desktop exercises – Emergency Management Room and Support Room based – 8-10 participants per course.
- Advanced Company Emergency Management Team Training – Some tools and techniques of Emergency Management – practiced and developed through 3 Scenario Driven Simulation Exercises – 1 day - 8-10 participants per course.

Personnel and Community Support Team Training:

- Personnel and Community Support Team Training – 1 day – Presentations, Skills development exercises and Role play practice – by phone, at the site, at the hospitals – Ideally Company Management Room and Personnel Support Team Room.

Media Support Team Training:

- Media Support Team Training – 1 day – Briefings, Skills development exercises and Role play practice – by phone, face to face, various media events – Ideally Company Management Room and Media Support Team Room.

Major Incident Management (Incident Command System) Training:

- Incident Command System Introduction - ½ day - Briefing on the “Incident Command System(s)” practiced by Governments and Major International Support organisations how Company fits into these – at site, at regional bases and at HQ.

Crisis Management Training:

- Crisis Management Training – 1 day – Briefing on the Company’s Major Emergency and Crisis Management System, and Presentation, discussion of Key Principles of Major Emergency & Crisis Management with focus on Team and Stakeholder Roles and Responsibilities
- Crisis Management Issue and Stakeholder Workshop – 1 day Interactive, development workshop analysing two potential crisis scenarios, the issues that might arise and the stakeholders that might be interested and the appropriate crisis management strategies

Exercise, Exercise, Exercise: The best way to test, practice and develop an Organisation’s Emergency Preparedness is through Exercises – exercises with very clear, specific objectives and targets. And at all levels of the Organisation – separately and then together :

- Field Exercises – at site – to practice and develop Command and Control in Site Teams – Exercise for about 45-60mins – For consultants - 2 days for simple preparation, execution and simple report (plus travel time)
- Emergency Coordination and Management Exercises – at area base and/or HQ management team level – Exercise for 1.5 to 3 hours depending on scope and objectives – For consultants 5-10 days for preparation, execution, debriefing and reporting dependent on scale and participants
- Crisis Management Exercises – at Board Room level – Full time, ½ to 1 day or part-time 2-3 days depending on exercise mechanism in turn dependent on objectives and scenario.
- Business Continuity Exercises – Cross company or discipline specific - Full time, ½ to 1 day or part-time 2-3 days depending on exercise mechanism in turn dependent on objectives and scenario.



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