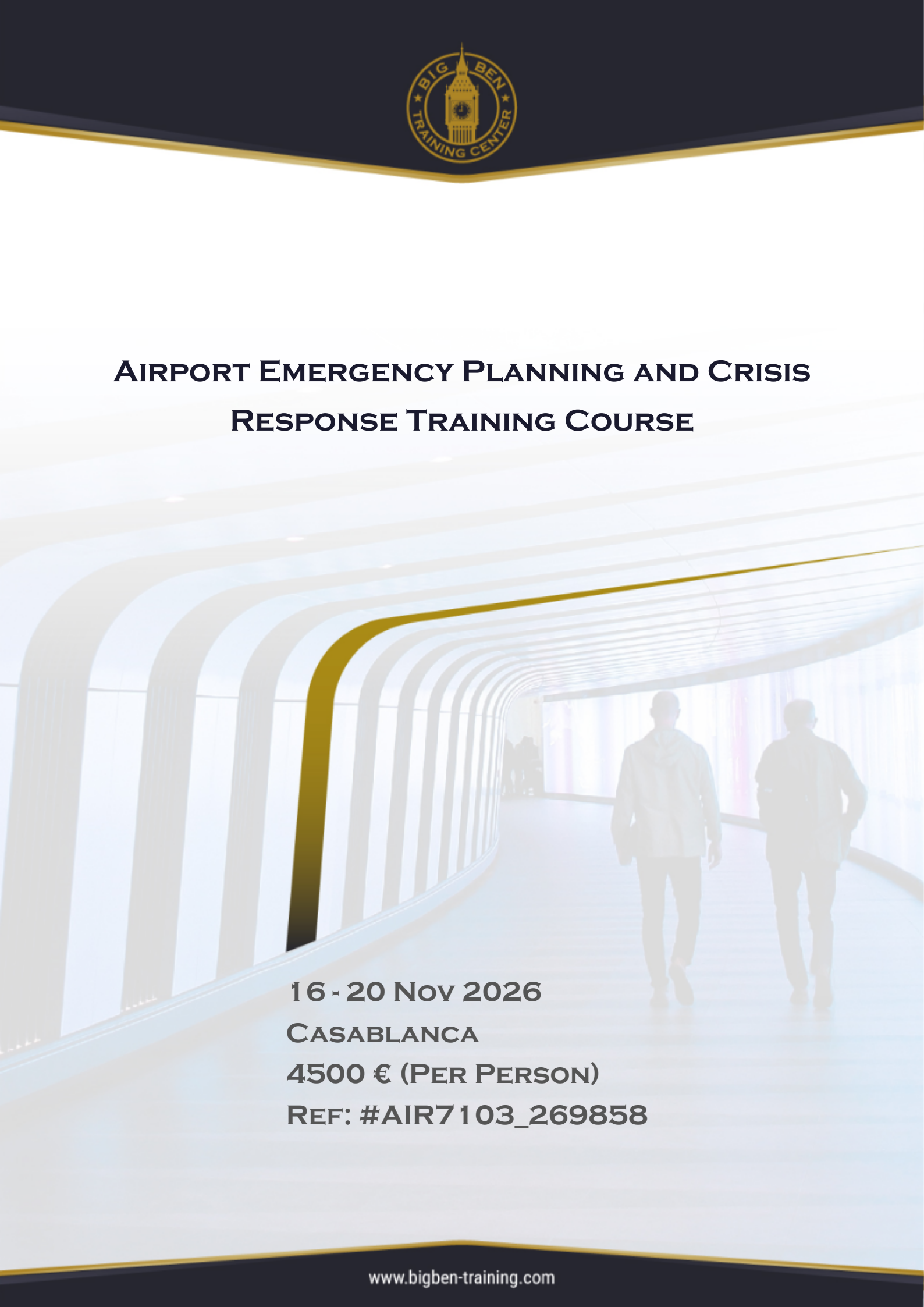
# Airport Emergency Planning and Crisis Response Training Course



16 - 20 Nov 2026

Casablanca

4500 € (Per Person)

Ref: #AIR7103_269858

## Course Introduction / Overview:

In the high-stakes environment of modern aviation, the ability to respond effectively to emergencies is not just a regulatory requirement but a fundamental pillar of public trust and operational resilience. This course provides a comprehensive framework for developing, implementing, and managing a robust Airport Emergency Plan (AEP) and crisis response strategy. It delves into the intricate processes of risk assessment, multi-agency coordination, and decisive incident command. As detailed in seminal works like "Airport Planning & Management" by Alexander T. Wells, effective emergency management is a complex system of integrated components. This program, offered by BIG BEN Training Center, moves beyond theoretical knowledge to instill practical, life-saving skills. Participants will explore the entire lifecycle of a crisis, from initial preparedness and mitigation to immediate response, stakeholder communication, and long-term recovery. The curriculum is designed to empower aviation professionals with the confidence and competence to lead during an airport's most challenging moments, ensuring the safety of passengers, staff, and the community while safeguarding critical infrastructure and maintaining operational continuity. This training is essential for building a proactive culture of safety and preparedness within any airport ecosystem.

## Target Audience / This training course is suitable for:

- Airport Directors and Executive Management.
- Airport Operations Managers and Supervisors.
- Airport Safety and Security Managers.
- Emergency Response Team Leaders and Members.
- Airline Station Managers and Ground Operations Staff.
- Air Traffic Control Personnel.
- Representatives from Police, Fire, and Emergency Medical Services.
- Public Information Officers and Corporate Communications Staff.
- Government and Civil Aviation Authority Officials.
- Airport Risk and Compliance Officers.

## Target Sectors and Industries:

- Aviation and Aerospace Industry.
- Air Transportation and Logistics.
- National and International Airports.
- Governmental and Regulatory Bodies.
- Public Safety and Emergency Services.
- Private Security Firms.
- Ground Handling and Fixed-Base Operators (FBOs).
- Consulting Firms Specializing in Aviation Safety.

## Target Organizations Departments:

- Airport Operations Department.
- Safety and Security Division.
- Emergency Management and Planning Department.
- Corporate Communications and Public Relations.
- Human Resources and Training.
- Airline and Tenant Relations.
- Risk Management and Compliance.
- Facilities and Infrastructure Management.

## Course Offerings:

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

- Develop and evaluate a comprehensive Airport Emergency Plan (AEP) compliant with ICAO and national regulations.
- Apply the principles of the Incident Command System (ICS) within an airport environment.
- Conduct thorough risk assessments to identify and mitigate potential airport-specific hazards.
- Coordinate a seamless multi-agency response involving internal and external stakeholders.
- Manage crisis communications effectively with the media, public, and affected families.
- Design and facilitate effective airport emergency exercises, from tabletop to full-scale drills.
- Implement strategies for business continuity and post-incident operational recovery.
- Lead and make critical decisions under the high-stress conditions of an emergency.
- Establish and manage an effective Emergency Operations Center (EOC).
- Integrate human factors and psychological first aid principles into crisis response protocols.

## Course Methodology:

The training methodology employed by BIG BEN Training Center is designed to be highly interactive and experiential, ensuring that participants not only learn the theory but can also apply it in practice. We believe that adult learning is most effective when it is engaging, relevant, and directly applicable to real-world challenges. The course combines expert-led presentations with dynamic group discussions, allowing participants to share experiences and learn from their peers. A significant portion of the training is dedicated to practical application through realistic case studies of past airport incidents, which are analyzed to extract key lessons. Participants will engage in hands-on tabletop exercises and simulated crisis scenarios that challenge their decision-making, communication, and coordination skills in a controlled environment. These activities are designed to replicate the pressures of an actual emergency. Continuous feedback is provided by the instructor and peers throughout the course, fostering a supportive learning atmosphere. This blended approach ensures that participants leave with both the knowledge and the confidence to effectively manage airport emergencies and crises.

# Course Agenda (Course Units):

## Unit One: Foundations of Airport Emergency Planning

- Introduction to Airport Emergency Management.
- International and National Regulatory Frameworks (ICAO Annex 14, FAA Part 139).
- The Core Components of an Airport Emergency Plan (AEP).
- Understanding the Airport Ecosystem and Stakeholder Mapping.
- Hazard Identification and Risk Assessment Methodologies.
- The Role of Safety Management Systems (SMS) in Emergency Planning.
- Legal and Financial Implications of Airport Emergencies.

## Unit Two: Developing the Plan and Building Capability

- Step-by-Step Guide to Writing and Updating the AEP.
- Establishing Command, Control, and Communication (C3) Structures.
- Implementing the Incident Command System (ICS) for Airports.
- Resource Management and Logistics in Emergency Response.
- Designing and Planning Airport Emergency Drills and Exercises.
- Types of Exercises: Tabletop, Functional, and Full-Scale.
- Training and Competency Development for Emergency Personnel.

## Unit Three: Crisis Response Operations and Coordination

- Activating the Airport Emergency Plan and Emergency Operations Center (EOC).
- Initial Response Priorities: Life Safety, Incident Stabilization, and Property Preservation.
- Coordination with Aircraft Rescue and Fire Fighting (ARFF) Services.
- Managing Specific Scenarios: Aircraft Accidents, Security Threats, and Bomb Threats.
- Responding to Hazardous Materials (HAZMAT) and CBRN Incidents.
- Handling Natural Disasters and Severe Weather Events at Airports.
- Inter-agency Collaboration with Police, EMS, and Government Authorities.

## Unit Four: Crisis Communication and Human Factors

- Principles of Effective Crisis Communication.
- Role of the Public Information Officer (PIO).
- Managing Media Relations and Social Media during a Crisis.
- Internal Communication with Airport Staff and Tenants.
- Family Assistance and Survivor Support Programs.
- Managing Human Factors: Stress, Fatigue, and Decision-Making under Pressure.
- Psychological First Aid for Passengers, Staff, and Responders.

## Unit Five: Post-Incident Recovery and Continuous Improvement

- Transitioning from Response to Recovery Operations.
- Airport Business Continuity and Operational Resumption.
- Damage Assessment and Infrastructure Restoration.
- Supporting Post-Incident Investigations (NTSB, AAIB).
- Conducting Post-Incident Debriefings and After-Action Reviews.
- Analyzing Lessons Learned to Drive Continuous Improvement.
- Maintaining a Culture of Preparedness and Resilience.

# FAQ:

### Qualifications required for registering to this course?

There are no requirements.

### How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

## Something to think about:

Beyond regulatory compliance, how can an Airport Emergency Plan be transformed from a static document into a dynamic, living culture of preparedness that permeates every level of airport staff and stakeholders?

## What unique qualities does this course offer compared to other courses?

This training course distinguishes itself by adopting a holistic and integrated perspective on airport emergency management. While many programs focus narrowly on regulatory compliance or specific response tactics, this course synthesizes these elements into a comprehensive leadership framework. Its unique quality lies in the deep emphasis on the interconnectedness of planning, multi-agency coordination, crisis communication, and post-incident recovery. We move beyond the procedural checklist to explore the complex human dynamics of a crisis, dedicating significant time to decision-making under pressure, stakeholder management, and the critical importance of family assistance programs. The curriculum is built upon a foundation of real-world case studies, allowing participants to analyze the successes and failures of past events to derive actionable insights. Rather than simply presenting information, the course methodology forces active engagement through high-fidelity simulations and tabletop exercises that build practical muscle memory for crisis leadership. It is designed not just to create planners, but to cultivate resilient and adaptive crisis managers who can lead with confidence and compassion through an airport's most challenging events.