Oil and Gas Crisis Management and Emergency Response Training Course

22 - 26 Nov 2026

Amman

3800 € (Per Person)

Ref: #OG7055_225320

Course Introduction / Overview:

The oil and gas industry operates at the intersection of high technology and high risk, where a minor incident can escalate into a major crisis with devastating consequences for people, the environment, and corporate reputation. This intensive training course is meticulously designed to equip professionals with the critical competencies needed to navigate this complex landscape. Drawing on established principles of process safety and organizational reliability, the program provides a comprehensive framework for both proactive risk mitigation and effective reactive response. We will explore concepts detailed by leading thinkers like Dr. Andrew Hopkins in his analyses of industrial accidents, such as in his book "Lessons from Longford". This course moves beyond mere procedural compliance, focusing on developing a deep understanding of incident causality, human factors, and the leadership imperatives during high-stress situations. BIG BEN Training Center has developed this program to build robust organizational resilience, ensuring that participants can lead the development, implementation, and continuous improvement of integrated crisis management and emergency response systems tailored to the unique challenges of oil and gas facilities.

Target Audience / This training course is suitable for:

- Emergency Response Team Leaders and Members.
- Health, Safety, and Environment (HSE) Managers and Advisors.
- Operations Managers, Supervisors, and Team Leaders.
- Facility and Plant Managers.
- Corporate Crisis Management Team Members.
- Risk Management and Business Continuity Professionals.
- Security Managers and Personnel.
- Project and Engineering Managers.
- Corporate Communications and Public Relations Specialists.
- Regulatory Compliance Officers.

Target Sectors and Industries:

- Upstream Oil and Gas (Exploration and Production).
- Midstream Oil and Gas (Pipeline, Transport, and Storage).
- Downstream Oil and Gas (Refining and Petrochemicals).
- Offshore and Onshore Drilling Contractors.
- Oil and Gas Service and Equipment Companies.
- Liquefied Natural Gas (LNG) Facilities.
- Governmental bodies and regulatory agencies.

Target Organizations Departments:

- Health, Safety, and Environment (HSE) Department.
- Operations and Production Department.
- Engineering and Maintenance Department.
- Corporate Risk Management Department.
- Security and Asset Protection Department.
- Corporate Communications and Public Affairs Department.
- Logistics and Supply Chain Management.
- Human Resources and Training Department.
- Legal and Compliance Department.

Course Offerings:

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

- Develop and implement a comprehensive Emergency Response Plan (ERP) specific to oil and gas hazards.
- Apply the principles of the Incident Command System (ICS) to manage emergencies effectively.
- Conduct thorough risk assessments using methodologies like HAZID and HAZOP.
- Lead and coordinate multi-agency response efforts during a large-scale incident.
- Develop and execute a strategic crisis communications plan to manage stakeholders and media.
- Investigate incidents using root cause analysis to derive actionable lessons learned.
- Design and facilitate effective emergency drills and exercises to test preparedness.
- Integrate business continuity planning with crisis management protocols.
- Understand the critical role of human factors and leadership in crisis situations.
- Ensure regulatory compliance with international and local emergency response standards.

Course Methodology:

The training methodology at BIG BEN Training Center is designed for maximum engagement and practical application. This course eschews a purely theoretical approach in favor of an immersive learning experience that mirrors the pressures of a real-world crisis. The program is built upon a foundation of expert-led instruction, interactive presentations, and dynamic group discussions that encourage the sharing of experiences and best practices. A significant portion of the training is dedicated to hands-on learning through complex case studies of major industry incidents, allowing participants to analyze failures and successes in a controlled environment. Tabletop exercises and simulation scenarios will be used extensively to challenge participants' decision-making skills under pressure, forcing them to apply the principles of the Incident Command System and crisis communication strategies in real-time. Participants will work in teams to develop response plans and present their strategies, receiving constructive feedback from the instructor and peers. This blended approach ensures that participants not only understand the concepts but also build the confidence and competence to apply them effectively in their own operational contexts.

Course Agenda (Course Units):

Unit One: Foundations of Crisis and Emergency Management in Oil and Gas

- Introduction to the unique risk landscape of the oil and gas industry.
- Distinguishing between an incident, an emergency, and a crisis.
- International standards and regulatory frameworks (API, IOGP, NFPA).
- The financial, environmental, and reputational costs of failure.
- Understanding the tiered response model (Tier 1, 2, and 3).
- Key components of an effective Emergency Response Plan (ERP).
- The role of safety culture in preventing and managing crises.

Unit Two: Risk Assessment and Hazard Identification

- Proactive vs. reactive risk management strategies.
- Hazard Identification (HAZID) and Hazard and Operability (HAZOP) studies.
- Bow-Tie analysis for visualizing and managing threats.
- Process Safety Management (PSM) and its role in incident prevention.
- Scenario planning for credible emergency events (e.g., blowouts, spills, fires).
- Assessing environmental sensitivities and impacts.
- Integrating cybersecurity threats into emergency planning.

Unit Three: The Incident Command System (ICS) and Tactical Response

- Principles and structure of the Incident Command System (ICS).
- Roles and responsibilities within the ICS framework (Incident Commander, Operations, Planning, Logistics, Finance).
- Establishing an effective command post and communication protocols.
- Resource management and mobilization during an emergency.
- Managing tactical operations for specific scenarios like fire, gas leaks, and oil spills.
- Coordination with external agencies (fire departments, coast guard, regulators).
- Safe shutdown procedures and facility stabilization techniques.

Unit Four: Strategic Crisis Management and Communications

- Transitioning from emergency response to corporate crisis management.
- Forming and activating the Crisis Management Team (CMT).
- Developing a strategic crisis management plan.
- Stakeholder mapping and management (employees, community, investors, government).
- Principles of effective crisis communication and media handling.
- The role of the spokesperson and managing press conferences.
- Utilizing social media and digital channels during a crisis.

Unit Five: Drills, Post-Incident Learning, and Continuous Improvement

- Designing and executing effective emergency drills and exercises (tabletop, functional, full-scale).
- Techniques for evaluating drill performance and identifying gaps.
- Post-incident investigation and root cause analysis methodologies.
- The importance of learning from near misses and minor incidents.
- Implementing lessons learned and updating response plans.
- Building long-term organizational resilience.
- Final simulation exercise integrating all course concepts.

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:

How can an organization's safety culture be the determining factor between a minor incident and a catastrophic crisis, regardless of the technical systems in place?

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

This course distinguishes itself by holistically integrating the technical, tactical aspects of emergency response with the strategic, high-level demands of corporate crisis management. While many programs focus solely on procedural adherence to the Incident Command System, this training delves deeper into the human factors and leadership qualities that are critical under extreme pressure. We move beyond checklists to explore the cognitive biases and decision-making challenges that emerge during a crisis, preparing leaders to be adaptable and effective. The curriculum is heavily rooted in the analysis of real-world oil and gas case studies, providing participants with profound insights into the anatomy of both catastrophic failures and successful interventions. Furthermore, the course places a strong emphasis on the seamless transition from on-site incident command to the corporate crisis management team, ensuring that communication, strategy, and stakeholder management are aligned. This dual focus on operational response and corporate resilience provides a far more comprehensive and practical skill set, preparing participants not just to manage an emergency, but to lead their organization through the entire lifecycle of a crisis.