

Preparation, Planning and Execution

**Emergency Response from the Control Room through
to the Boardroom**

18 – 19 August 2008 • Shangri-La Hotel, Kuala Lumpur, Malaysia
1 – 2 December 2008 • Shangri-La Hotel, Kuala Lumpur, Malaysia

Key Reasons For Attending This Course

- Enhance your understanding of planning, preparation and practice
- Acquire underpinning knowledge and put Emergency Response (ER) into a corporate context
- Improve the linkage and touch points between Safety Management, Security Management and Emergency Response
- Link knowledge, skills and attitude in developing ER capability
- Compare and contrast ER systems
- Understand the benefits of succinct plans
- Learn where to invest money to achieve best ER capability
- Experience every aspect of Emergency Response from the Control Room through to the Boardroom
- Gain exposure to leading edge technological tools



Save up to
40% with
Inhouse Training



4 + Delegate
Group Discount

*Only one discount
scheme applies.



All participants
receive a course
Certification

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“For any global multinational organization, the threat of a crisis situation remains an omnipresent reality and having an effective company crisis preparedness plan is a key requirement. There is no better test of its effectiveness in a crisis situation, than putting it into play. The simulation of crisis scenarios developed by Jim, have been extremely valuable training for the crisis management teams in many Shell Companies in honing their crisis preparedness capabilities.”

Priti Devi – Advisor Sustainable Development, Environment, Shell Global Manufacturing

Preparation, Planning and Execution

WHO SHOULD ATTEND

- Anyone involved in Emergency Response (ER) at the Manager and Supervisor level
- Key Duty Holders
- Crisis Champions interested in understanding the sharp end
- Government Regulators, Legislators and Emergency Services in the public sector
- ER Team Leaders interested in broadening their skills
- Safety Engineers seeking insights into ER planning
- Managers responsible for Safety and Security Management Systems and linkages to ER
- HSE Managers with corporate responsibility for ER
- Line Mangers wanting to learn more about Incident Command
- Asset and Facility Managers
- Security managers with ER responsibilities
- HR Managers involved in the selection and identification of people for hazardous tasks
- On Scene Commander and Incident Controllers in the Public and Private Sectors

ABOUT THE WORKSHOP LEADER

Jim Truscott is the CEO and founder of Truscott – Crisis Leaders. Jim guides executives in the art of crisis leadership to develop emergency plans and implement business strategy. His experience in planning strategy in situation rooms and concurrently managing emergencies in operations rooms allows him to advise corporations and businesses across sectors in preparing for and executing emergency operations.

Now as a corporate trauma surgeon, he is involved with fires on gas platforms in the South China Sea, anchor drags on sub-sea pipelines in the Straits of Singapore, kidnappings in Sumatra, insider trading and misuse of market power in Perth, ethical misconduct and double-billing in Melbourne, fires and explosions on platforms in the South China Sea and Gulf of Thailand, bad management decisions and hostile takeovers in Sydney, terrorists in Yemen, threats to gold mining in Kalimantan, activists in Tiananmen square, IT failures in banking process centres, aeroplane crashes all over Australia, landslides in Irian Jaya, train smashes in a remote valley, road tanker accidents throughout

Asia, and ships of shame off the Australian coast to name but a few scenarios.

Tim Allsop is the Principal of Command Solutions Sdn Bhd in Kuala Lumpur. Since leaving the Australian Special Forces has specialized in competency training for the Oil & Gas sector within the SE Asia. Tim understands the requirements and importance of qualified personnel, from his first hand experience at owning and operating his own fuel company in East Timor right through to setting up from conception the only internationally accredited Safety Training Centre for the Offshore Industry in the Vietnam. Tim for the past 5 years has focused on competency training (key management personnel) in the Management of Major Emergencies. This has lead him to designing a customized simulator and incident management software to both facilitate his internationally accredited training courses and support management at the coal face with the recording and response to information gathered during an emergency situation.

Forthcoming related IMA Events

**Managing and Motivating
Virtual and Distance Teams** 23-24 Jun 2008 • KL, Malaysia
26-27 June 2008 • Singapore
www.ibc-asia.com/distanceteams

**Certified International
Project Manager** 11-13 Jun 2008 • KL, Malaysia
3-5 Sep 2008 • Singapore
3-5 Dec 2008 • KL, Malaysia
www.ibc-asia.com/internationalproject

**Leadership Skills for
Leaders of Tomorrow** 14-15 Jul 2008 • Singapore
www.ibc-asia.com/leadtomorrow

**Master Project Manager
(MPM)** 6-8 Aug 2008 • KL, Malaysia
15-17 Sep 2008 • Indonesia
12-14 Nov 2008 • Singapore
17-19 Nov 2008 • HCM, Vietnam
www.ibc-asia.com/masterproject

Please visit the IMA website for more information on our wide range of available courses:
www.ibc-asia.com/ima-training or call our Customer Service Hotline at (65) 6514 3180

About IMA – International Management Academy

IMA is the Asian training division of IBC Asia, part of the Informa Group and a public listed company in the UK. Informa's main business is in the specialist information providing for global markets. We operate in 70 countries, 150 offices worldwide with over 7000 employees.

We have over 25 years experience in providing innovative, focused and high quality business information and training products designed to help you improve the way your business is managed.

About Group Discounts

4 + Delegate Group Discount Pricing for groups of 4 or more delegates registering for the same workshop. *Only one discount scheme applies.

About Inhouse Training Solutions

Make use of IMA's expertise in the training industry and have this course customised to your organisation – at a venue of your choice – at a time convenient to you – at a cost attractive to you. Savings can be significant!

For more information on IMA's in-house training programme please call Miki Kong at +65 6835 5154 or email miki.kong@ibcasia.com.sg

REGISTER TODAY!

Tel: (65) 6514 3180

Fax back to: (65) 6733 5087

Preparation, Planning and Execution Course Outline

Course Timings: Registration starts at 8.00 am on Day One. Course commences from 9.00 am to 5.00 pm for all days. There will be lunch, mid-morning and mid-afternoon refreshments served each day.

DAY 1 (AM)

Theory – Preparing to sit in the Hot Seat

What is Emergency Response (ER)?

- ER in the context of Emergency, Crisis and Business Continuity Management.
- The language of ER
- What does a corporate ER System or framework look like?
- The critical role of the First Responder and On Scene Commander
- The Combat Appreciation



Preparation and Planning

- ER and Combat Philosophies
- What is a safety case and do you need one for effective ER?
- How ER meshes with security
- What should be in plans?
- The Incident Command System and design of ER Teams and Emergency Management Teams
- EMT and ERT skill sets – Knowledge Skill & Attitude
- ER Facilities and Communications on and offshore
- Competency Based Training and Exercises
- Auditing ER capability

DAY 1 (PM)

Employing Supporting Teams in the ER System

- **Call Centre, Radio Rooms & Telephone Response**
Understand the operation of a Call Centre to handle overwhelming and emotional inquiries from media, clients, next of kin, and any other stakeholder.
- **Media Support to ER and the role of the Spokesperson in ER**
Learn how to monitor and analyze media, prepare media releases, optimize media coverage and make use of websites.
- **HR Support to ER**
Experience how to respond to relatives and friends of affected people, and in managing employees, contractors and ER personnel involved, including Employee Assistance Program service providers.



Crisis



Emergency



Emergency Response

- Reactive Management
- Management of Issues arising

DAY 2

Five Very Practical and Hands-On Exercises – Sitting in the Hot Seat all Day!

Participants will be grouped as Management Teams at all levels of a Corporate ER System. Some will be tasked as actors and observers in a sequence of exercises from the Field through to the Head Office.

• Team Building – Problem Management

The training involves problem-solving and decision-making with neutral scenarios requiring participants to follow a common process and work as a team under unified direction.

• Control Room Computer-Aided Simulation

Experience what it is like to be an Offshore Installation Manager (OIM) with the responsible of rapid-decision making.

• ‘Beach’, Management Team Simulation

Experience what it is like to be the middleman on the beach pulled between the demands of the Field and the requirements of the head office. Practice multi-tasking and coordination of resources. Employ Customized Incident Management Software (CIMS)

• Head office Management Team & Support Team Simulation

Understand the pressures that are on senior management to regain control of perilous business situations with a strong focus on saving life, protecting property and minimizing damage to the environment.

• Virtual Emergency Management Simulation

This simulation uses modern electronic technology to show the power of different-time and different-space. We will focus on the role of the CMT in Emergency Response and practice different-time and different-space collaboration across the globe with www.missionmode.com.



If undelivered, please return to:



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Preparation, Planning and Execution



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RESERVE YOUR PLACE TODAY!

Yes! I/We will attend **Preparation, Planning and Execution** 18 – 19 August 2008, Shangri-La Hotel, Kuala Lumpur, Malaysia
 1 – 2 December 2008, Shangri-La Hotel, Kuala Lumpur, Malaysia

1st delegate

Name: Dr/Mr/Ms _____
E-Mail _____
Job Title _____
Mobile no _____
Department _____
Company _____
Address _____
Post Code _____ Country _____
Tel _____ Fax _____
Name & Title of Approving Manager _____ E-Mail _____
Name & Title of Training _____ E-Mail _____
Main Business/Activity _____

2nd delegate

Name: Dr/Mr/Ms _____
E-Mail _____
Job Title _____
Mobile no _____
Department _____
Company _____
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31403 / 31464

2-Day Workshop	EARLY BIRD RATE	NORMAL RATE
	Price	Price
Fee Per Delegate (Individuals)	SGD 2195	SGD 2395
Fee Per Delegate (4 + Delegates Group Discount)	SGD 1995	

EARLY BIRD DATES
Register & pay on or before these dates to enjoy our Early Bird Rates
August Course Date: 4 July 2008 December Course Date: 17 October 2008

* 4 + Delegates Group Discount pricing is applicable to groups of 4 or more delegates registering for the same workshop. Fee stated is the discounted price PER DELEGATE. Only one discount scheme applies.

Fee includes luncheons, refreshments and complete set of documentation. It does not include the cost of accommodation and travel.

CANCELLATIONS SUBSTITUTION

If you are unable to attend, a substitute delegate will be very welcome in your place. If this is not suitable, a 10% service charge will be payable. Registrations cancelled less than seven days before the event must be paid in full.

HOTEL INFORMATION

**Shangri-La Hotel,
Kuala Lumpur, Malaysia**
11 Jalan Sultan Ismail
Wilayah Persekutuan
50250 Kuala Lumpur, Malaysia
Tel: (603) 2032 2388
Fax: (603) 2070 1514
Contact: Lindsay Sue Paulus
Email: lindsay.suepaulus@shangri-la.com

5 EASY WAYS TO REGISTER

Mail the attached registration form with your cheque to **IBC Asia (S) Pte Ltd**
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Fax: (65) 6733 5087

E-mail:
register@ibcasia.com.sg

Web:
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PAYMENT

All payments should be made in Singapore dollars

- Payments by S\$ bank draft or cheque should be made in favour of "IBC Asia (S) Pte Ltd" payable in Singapore.
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IMPORTANT NOTE:

Please quote the name of the delegate, event title and invoice number on the advice when remitting payment. Bank charges are to be deducted from participating organisations own accounts. Please fax your payment details (copy of remittance advice, cheque or draft to (65) 6733 5087.

Attendance will only be permitted upon receipt of full payment. Participants wishing to register at the door are responsible to ensure all details are as published. IBC Asia will not be responsible for any event re-scheduled or cancelled.

DATA PROTECTION

The personal information entered during your registration/order, or provided by you, will be held on a database and may be shared with companies in the Informa Group in the UK and internationally. Sometimes your details may be obtained from or shared with external companies for marketing purposes. If you do not wish your details to be used for this purpose, please contact the Database Manager Catherine Shen on catherine.shen@ibcasia.com.sg
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