

Course No. 1648

Emergency Preparedness & Response Planning Training Course

**EMERGENCY, CRISIS & DISASTER MANAGEMENT
GOVERNMENT & PUBLIC SECTOR**

DURATION

5 Days

DELIVERY

Classroom

LOCATION

Amman, Jordan

DATES

21 – 25 Sept 2026



Scheduled Event Details

CITY	Amman, Jordan
DATE	21 – 25 Sept 2026
DELIVERY TYPE	Classroom
COURSE FEE	€3,100

Course Overview

The Emergency Preparedness & Response Planning Training Course provides a structured and practical approach to developing, implementing, testing, and continuously improving organizational emergency preparedness and response capabilities. The course focuses on the systems, processes, roles, and decision-making mechanisms required to prepare organizations for emergencies, minimize operational disruption, protect people and critical assets, and support an effective return to normal operations.

Effective emergency preparedness requires more than having emergency procedures documented. Organizations must understand their hazards, identify critical vulnerabilities, establish clear response responsibilities, maintain reliable communication channels, and ensure that personnel can act decisively when an emergency occurs. This training course addresses these requirements through practical emergency planning methodologies, risk-based preparedness techniques, response coordination principles, and scenario-based exercises.

The course is particularly relevant to government entities, ministries, public sector organizations, oil and gas companies, energy operators, industrial facilities, infrastructure organizations, financial institutions, and large corporations where emergencies can affect personnel safety, business operations, production, public services, assets, supply chains, and organizational reputation. Participants will examine how to establish emergency response structures that are aligned with organizational risks and operational priorities.

A strong emphasis is placed on practical emergency response planning, including hazard identification, emergency risk assessment, contingency planning, incident command, escalation procedures, emergency communication, resource coordination, emergency operations centers, and response team responsibilities. Participants will also explore how emergency preparedness connects with business continuity, disaster recovery, operational resilience, occupational safety, and

organizational risk management.

By the end of the Emergency Preparedness & Response Planning Training Course, participants will be equipped with practical tools for reviewing existing preparedness arrangements, identifying response gaps, strengthening emergency plans, and developing realistic improvement actions. The course supports organizations in building a disciplined and coordinated approach to emergency preparedness and response that can be tested, evaluated, and continuously improved.

Objectives

- Analyze the principles of emergency preparedness and response planning and distinguish between routine incidents, emergencies, major incidents, and disasters within the organizational context.
- Assess organizational hazards, threats, vulnerabilities, critical dependencies, and potential consequences to establish emergency preparedness priorities during the course.
- Develop risk-based emergency preparedness strategies that address high-priority scenarios and critical operational requirements.
- Apply structured methodologies for developing emergency response plans, procedures, checklists, escalation protocols, and emergency action requirements.
- Design clear emergency roles, responsibilities, authority levels, reporting lines, and coordination arrangements for response teams and management.
- Improve emergency communication processes covering personnel, management, emergency services, government authorities, contractors, suppliers, customers, and other stakeholders.
- Evaluate the human, technical, logistical, financial, and facility resources required to support effective emergency response operations.
- Strengthen coordination between emergency preparedness, business continuity, disaster recovery, occupational safety, security, risk management, and operational resilience functions.
- Assess the effectiveness of emergency plans through drills, tabletop exercises, simulations, readiness reviews, and performance evaluation techniques.
- Develop practical corrective and preventive actions based on identified preparedness gaps, exercise results, incident reviews, and organizational lessons learned.
- Implement an emergency preparedness improvement action plan with defined priorities, responsibilities, performance measures, and implementation timelines by the end of the course.

Who Should Attend

This training course is designed for professionals responsible for emergency preparedness, emergency response, crisis management, disaster management, business continuity, operational resilience, risk management, health and safety, security, facilities, and critical operations. It is particularly suitable for emergency preparedness managers, emergency response coordinators, incident management professionals, HSE managers and specialists, business continuity managers, risk professionals, security managers, operations managers, facility managers, emergency planning specialists, and members of emergency response teams.

The program is also highly relevant to executives, department heads, senior managers, operations leaders, asset managers, project managers, and decision makers responsible for organizational readiness and continuity. It is especially suitable for professionals working within government entities, ministries, oil and gas organizations, energy companies, refineries, petrochemical facilities, industrial operations, infrastructure providers, financial institutions, transportation organizations, utilities, and large corporations where effective emergency preparedness and response planning is an essential component of operational resilience.

Learning Outcomes

- Identify and classify organizational emergency scenarios according to their potential likelihood, severity, operational impact, and response requirements.
- Conduct a structured emergency risk assessment covering hazards, vulnerabilities, critical assets, people, processes, facilities, and operational dependencies.
- Develop practical emergency preparedness plans that reflect organizational priorities, available resources, and realistic emergency scenarios.
- Establish appropriate emergency response structures, including command, control, coordination, escalation, and reporting arrangements.
- Define roles and responsibilities for emergency response teams, management, support functions, contractors, and external stakeholders.
- Develop emergency response procedures, action checklists, communication protocols, and escalation mechanisms for priority scenarios.
- Evaluate the resources, facilities, equipment, personnel, information, and logistical support required for emergency response.
- Apply effective emergency communication principles to maintain accurate, timely, and

coordinated information during critical events.

- Integrate emergency response planning with business continuity, disaster recovery, operational resilience, health and safety, and risk management arrangements.
- Design tabletop exercises, drills, and simulations that realistically test emergency preparedness and response capabilities.
- Evaluate emergency exercise and response performance using structured observations, readiness indicators, lessons learned, and corrective action processes.
- Prepare an actionable emergency preparedness improvement plan that supports continuous organizational readiness and response capability.

Course Outline

DAY 01

Emergency Preparedness Principles, Risk Context & Organizational Readiness

- Fundamentals and strategic importance of emergency preparedness and response planning
- Understanding incidents, emergencies, major incidents, crises, and disasters
- Emergency management principles and the preparedness, response, recovery, and improvement cycle
- Identifying hazards, threats, vulnerabilities, critical assets, and operational dependencies

PRACTICAL APPLICATION

Assess an organizational emergency scenario and identify priority hazards, potential consequences, critical functions, and preparedness requirements

DAY 02

Emergency Risk Assessment & Response Plan Development

- Emergency risk identification, analysis, evaluation, and prioritization
- Hazard assessment, vulnerability analysis, consequence assessment, and scenario development
- Defining emergency planning assumptions, objectives, priorities, and response strategies

DAY 02 — CONTINUED

- Developing emergency response plans, procedures, checklists, escalation criteria, and decision requirements

PRACTICAL APPLICATION

Develop a scenario-based emergency response plan for a selected organizational emergency

DAY 03

Emergency Response Organization, Command & Resource Coordination

- Emergency command, control, coordination, and incident management structures
- Defining roles, responsibilities, authority, accountability, and escalation procedures
- Emergency operations centers and situational awareness requirements
- Resource management covering personnel, equipment, facilities, logistics, communications, and external support

PRACTICAL APPLICATION

Conduct a multi-stage emergency response simulation involving command decisions, escalation, resource allocation, communication, and cross-functional coordination

DAY 04

Emergency Communication, Business Continuity & Operational Resilience

- Emergency communication principles and information management during critical events
- Internal communication with employees, management, emergency teams, and operational departments
- External communication with authorities, emergency services, contractors, suppliers, customers, and other stakeholders
- Integration of emergency preparedness with business continuity, disaster recovery, operational resilience, and organizational risk management

DAY 04 — CONTINUED

PRACTICAL APPLICATION

Develop an emergency communication framework and align response priorities with business continuity and recovery requirements

DAY 05

Emergency Exercises, Plan Validation & Continuous Improvement

- Designing tabletop exercises, drills, simulations, and scenario-based emergency preparedness tests
- Measuring emergency readiness, response effectiveness, coordination, communication, and decision-making performance
- Conducting post-exercise and post-incident reviews to identify strengths, weaknesses, and improvement opportunities
- Developing corrective actions, lessons learned, preparedness improvements, and management reporting mechanisms

FINAL WORKSHOP

Develop a comprehensive Emergency Preparedness & Response Improvement Plan covering priority scenarios, response capabilities, responsibilities, resources, performance indicators, testing requirements, and implementation actions

Register or Request More Information

Course page: <https://quest-training.com/courses/emergency-preparedness-response-planning-training-course>

Website: <https://quest-training.com>

Email: info@quest-training.com

Phone: +905016771440