



This programme will develop the core skills needed to assess and react instinctively to a serious incident. The training is both practical and realistic, with the best chance of success, when the unexpected happens.

The enclosed information is a general overview of the course we offer. However each course can be tailored to suit individual client needs. The type of scenario training and resources utilised is dependent upon environmental, legal and geographical constraints. Before any scenario training is conducted, 360 BSI will discuss your individual requirements to ensure that outcome expectations are met.

Greatest Port Disaster



On 16 April 1947, at the port of Texas City, **failure to deal correctly with a small fire** on board a vessel loaded with fertiliser led to the explosion of an ammunition ship. The resultant fires and devastation caused the **deaths of 750 people and \$100,000,000 worth of damage.**

In any Response planning, the first thing to ask is **“what possible critical incidents could we face?”**

The second is **“what resources do we have, or need to obtain, to deal with each of these possible scenarios?”**

“All things can be forgiven if we can progress”

Cat Stevens

“360BSI is very focused and committed in delivering not only the best practices, but new strategies in business information and solutions. You can be assured that all our programmes are of the highest quality.

Adrian was rated 10/10 in all his past trainings.”

See you on-board!
Samsudin, Director 360 BSI

“We deliver professional quality training that cover all aspects, but we will not teach you something that you will not use in your everyday role. I guarantee you will walk away from the course with an increased knowledge and understand of both the technical and practical aspects of Emergency Response.”

Regards,
Adrian Francis, Principal Director ASSI



INTRODUCTION/ COURSE OVERVIEW

The Certificate in Emergency Response Management is a formally recognized academic qualification and is also recognized at higher education level. The units contained within the certification are endorsed by the Australian Government.

This course demonstrates Response Management procedures that are both practical and flexible as well as being easy to understand. A critical incident is usually unforeseen and most often has to be dealt with using limited, or inadequate, resources.

“ **Amateurs train until they get it right, Professionals train until they cannot get it wrong** ”

Most Companies already have plans in place to deal with a critical incident however it is common that when an actual critical incident occurs, nobody knows how the plan should be implemented. A Response Management Plan can sometimes sadly be a document that simply sits on a shelf in an office.

Whilst most companies use theory based training, the 360 BSI & Australian School of Security and Investigations uses true to life training scenarios that require course participants to make decisions under difficult and stressful conditions whilst under the guidance of our professional and experienced instructors.

COVERAGE

- Regulatory Environments
- Communications: Problems and Solutions
- Failure to Identify Hazards
- What is Operator error
- Handling Stress in a Response
- FEMA Threat
- Vulnerability Assessment
- Risk Analysis
- Occupational health and safety
- Response Management Plans
- Designing Reporting Systems
- Critical Incident Staff Selection
- Media Management

PREVIOUS PARTICIPANTS

- Dept of Corrections
- Westpac Banking Group
- Australian Federal Police
- State Police Services
- Protective Services (Sky Marshalls)
- City West Water, Royal Mail
- Chevron Oil
- Rouse and Co - Asia
- Dept of Consumer Protection
- NSW Treasury, Customs
- Emirates Airlines
- Australian Investigation Agencies
- NSW Health Department
- Quarantine Inspection Service
- PETRONAS
- PetroRabigh
- ServeU
- QatarGas
- Emarat
- Abu Dhabi Terminals

THE TESTIMONIALS

- 1 “Excellent Instructor, well rounded materials, excellent information from other industry viewpoints” – Carl Ash, Emergency Response Plan Coordinator, Petro Rabigh Co
- 2 “Adrian (trainer) scores 10/10 in his training courses” – Anthony, Parkson Malaysia
- 3 “A very good workshop & scope on response on incidents, control & procedures” – David A. Earley, Mobilization Manager, ServeU LLC
- 4 “This is a good course to assess security threats and mitigations” – Sanjay, ER & Fire Protection Specialist, Petronas
- 5 “I have come away from the course with an increased knowledge and understand of both the technical and practical aspects of professional level of Emergency Response. Once again thank you for an enjoyable, practical and most importantly fun few days.” – Michael Owens, Manager Security Operations, Energy Australia
- 6 For anyone that involve in the Emergency Response Management, I will recommend this course, it makes you realize and respect what is involved. I'm looking forward to the next workshop by Adrian



YOUR INTERNATIONAL COURSE FACILITATOR



“ *We train your staff, not teach them* ”

Adrian Francis

Dip.Sec.Man., Grad.Cert.Man., Dip.Gov.Inv.

Director Operations/Training

Australian School of Security & Investigations
Integracom Management Group Pty Ltd,
Australia.

ADRIAN FRANCIS PROFILE

• Consultant for government and private sector on investigator training and development • New South Wales Police Rescue Squad Course • Drug Enforcement Agency Crime Scene Investigators • Australian Federal Police Surveillance Detective • Advanced Certificate in Criminal Investigations • Arson Investigators Certificate • Advanced Diploma in Risk Management • Certificate IV in Government (Fraud Control & Investigations)

- 1 Over 20 years experience as an Investigator in both law enforcement and general investigation environment.
- 2 Extensive experience in investigations targeting all levels of crime.
- 3 Accredited trainer and Director of Registered Training Organization with strong background in investigator training and risk management.
- 4 Key skills in technical based investigations, evidentiary, identification, evaluation, deployment of restricted surveillance and security equipment including GPS and RF tracking equipment and other related equipments.
- 5 Consultant for corporate clients for risk management, security procedures, surveillance, investigation techniques local and international.
- 6 Extensive knowledge and experience in investigation of crime and serious corruption in the Government & Organizations.
- 7 Promote, contribute and instruct in safe working practices (OH&S)
- 8 Check and evaluate all briefs of evidence where specialist investigative services are involved.

COURSE CONTENT

DAY1 RESPONSE MANAGEMENT

THEORY AND PRACTICAL BASED SESSION WHICH COVER

- Response Management – What is it?
- Regulatory Environments – The role of Regulators
- Hazard Identification
- Staff Selection and Training
- Staff Training
- Response Management Plans



EXCLUSIVE CASE STUDY

The Australian Longford Esso Gas Plant Explosion

DAY2 EFFECTIVE COMMUNICATIONS

THEORY AND PRACTICAL BASED SESSION WHICH COVER

- Effective Communications
- Planning Techniques
- Analysis of Information
- Team Briefing
- Occupational Health and Safety
- Radio Protocols
- Using equipment during Critical Incidents
- How to manage the Media

DAY3 REAL LIFE PRACTICAL EXERCISES

THEORY AND PRACTICAL BASED SESSION WHICH COVER

- Full day practical exercise involving the setup of a realistic scenario involving a pre-arranged incident that is relevant to the participant's workplace.
- This exercise will require course participants to be actively involved and work as a team in relation to managing a critical incident that has occurred.
- Participants will be under pressure and be making split second decisions under the watchful eye of Adrian Francis.

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The 1998 Esso Longford (Australian) gas explosion was a catastrophic industrial accident, killing two workers and injuring eight.

Gas supplies to the state of Victoria were severely affected for two weeks. The fire at the plant was not extinguished until two days later. The sudden crisis was devastating to Victoria's economy, crippling industry and the commercial sector (in particular, the hospitality industry which relied on natural gas for cooking).

Loss to industry during the crisis was estimated at around AUD\$1.3 billion.

"Sharjah Police confirmed the fire started at 2.30am at the Emirates Oil Refining Company (ERCO) and was contained at 11.30am. Police rushed to isolate the premises and remove nearby workers, boats and machinery in order to limit the damage." (*Ahmed Ramzan/Gulf News*)

"Lieutenant General Saif Bin Zayed Al Nahyan, Minister of Interior, said coordination by officials and quick response by the rescue and ambulance department officials helped save lives and in reopening the road at the earliest"

The Death Toll From Aramco Pipeline Blast in the Eastern Province Jumps to 40 (*Faiz Al-Mazrouei, Arab News*)

case study for discussion



WHY THIS COURSE

The Certificate in Emergency Response Management course is designed and delivered for any industry where there is a potential risk to their employees or infrastructure from internal and external threats.

Some areas could include:

- Plants, Refinery, Chemical Storage, Power Station – Bombing, Leakage, Explosion, others Railways, underground rails, Airports, Ports - Plane crash, Terrorist Incident, Accident with numerous people
- Fun/Theme Parks, Hotels, Shopping Complexes, Tourist Attractions - Bomb, Accident on Ride, Crazy Person, major Contamination, Bomb, Gas explosion, terrorist Incident, Major Incident, structural collapse.
- Water Authorities, Government Building – Contamination of Water Supply, Threat to water supply, Terrorism, Major Incident, Collapse, and more.



WHO SHOULD ATTEND

- Security Heads & Managers
- Building Managers, Owners
- Risk Management Team
- Facility Managers, Officers
- Plant Security Head, Managers, Officers
- Security vendors and houses
- Emergency Response Team
- Others

COURSE SCHEDULE

| | |
|---------------|---------------------------|
| 8.30 | Registration & Coffee/Tea |
| 9.00 | Workshop commences |
| 10.40 - 11.00 | Morning coffee/tea |
| 12.30 - 13.30 | Lunch |
| 15.00 - 15.20 | Afternoon coffee/tea |
| 17.00 | End of day |

BOOKING FORM

CERTIFICATE IN EMERGENCY RESPONSE MANAGEMENT

IN-HOUSE TRAINING



BOOK NOW!

Fax: +603 9205 7788

Tel: +603 9205 7771

Mobile: +6016 3327 360

Email: events@360bsi.com

CLIENT DETAILS

Organization : _____

Address : _____

State : _____ Postcode: _____

Nature of Business : _____

AUTHORIZATION (This form is invalid without a signature)

Name : _____

Job Title : _____

Email : _____

Tel : () _____ Fax: () _____

Signature : _____ Date: / /

| No. of Days | Total Investment Fee (USD) |
|------------------|------------------------------|
| THREE (3) | |

No. of participants: _____

Proposed dates: 1) _____ 2) _____

Proposed Venue: _____

Name of team leader: _____

Email : _____

Tel : () _____ Mobile: () _____

FEES

CONTACT US FOR A QUOTATION!

Ideal class size of 20-25 Participants

10% off - for second workshop **

The fee does not include any taxes (withholding or otherwise). In case of any taxes applicable the client has to ensure that the taxes are paid on top of the investment fee paid for the course. Compliance with the local tax laws is the responsibility of the client.

* Applicable for 2 & 3 day training courses on proposed dates only.

** Applicable for back-to-back workshops only.

THE CERTIFICATES

Participants will be awarded a Certificate of Completion from the Australian School of Security and Investigations and an Australian Nationally Accredited Statement of Attainment for the units:

CPPSEC1005A Apply Critical Infrastructure Protection Procedures

CPPSEC1001A Identify and Report Security Risk Situations

CPPSEC2003A Work Effectively in the Security Industry

Note:

Completion of this certified course will enable the candidate to pursue higher level qualifications, i.e.

1. Diploma program
2. Professional Security Intelligence Course (Australia)

OTHER IN-HOUSE COURSES

Certification courses in:

- Security & Investigation
- Security & Risk Management
- Ports & Maritime Security
- Critical Infrastructure Security
- Warehouse & Distribution Security
- Advanced Covert Surveillance
- Loss Prevention & Investigation
- Comprehensive Team Building

Training Venue:

To be arranged by client.

Terms & Conditions

- 1 By signing this form, the client undertakes to pay 360 BSI the amount as specified.
- 2 The Trainer & the Training Dates will be confirmed, subject to payment being received.
- 3 After receipt of payment, 360 BSI undertakes to conduct the training with the aforementioned facilitator, at the above mentioned venue and at the above mentioned dates & time.
- 4 Booking must be made at least 5 weeks prior to the training date.
- 5 The investment fee covers course preparation, materials, bespoke manuals, trainer fees, travel expenses and accommodation.
- 6 Training venue, AV equipment, lunch & refreshments to be borne by the client.

PAYMENT DETAILS

Payment is required within 5 days upon receipt of the invoice.

Bank transfer:

360 BSI (M) Sdn Bhd

HSBC Bank Malaysia Berhad

Bukit Bintang Branch, Kuala Lumpur, Malaysia

Account No: 203-371059-725

Swift No: HBMBMYKL

All payments must be received prior to the event date