
Operational Crisis and Emergency Management

18 – 22 January 2027
Milan





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Ref: 1909_6903 **Date:** 18 – 22 January 2027 **Location:** Milan **Fees:** 5500 GBP

Programme Summary

Operational crisis and emergency management demands rigorous tactical control, disciplined incident command workflows, and decisive containment procedures to protect workforce safety and secure physical infrastructure. This one-week course establishes operational protocols for immediate site mobilization, dynamic threat evaluation, and multi-tiered response coordination during high-consequence workplace events. Participants work through incident command systems, hazard containment methods, and real-time operational communications to stabilize severe industrial and facility interruptions. This operational masterclass is delivered by Mars Training Centre UK.

The Business Case

Uncoordinated operational responses compound physical damage, prolong facility downtime, and endanger front-line teams during sudden operational emergencies. Establishing structured incident command frameworks ensures immediate operational containment, standardizes tactical communication between response teams, and accelerates site recovery following high-impact disruptions.

- **Containment Velocity:** Accelerates the deployment of site containment protocols to restrict operational hazard propagation.
- **Command Clarity:** Minimizes procedural confusion through clear operational roles defined by standardized incident command systems.
- **Inter-Agency Alignment:** Streamlines tactical liaison with statutory first responders and mutual aid taskforces.
- **Asset Protection:** Mitigates secondary structural, environmental, and equipment losses during active emergency scenarios.

Principles and Evidence Base

- **ISO 22320:2018:** Informs principles for incident command systems, operational information sharing, and multi-party emergency management coordination.
- **Incident Command System ICS Operational Doctrine:** Defines standardized on-scene command hierarchies, span-of-control parameters, and modular field operations.
- **ISO 22301:2019:** Underpins the operational transition mechanisms connecting emergency mitigation to rapid business continuity and site recovery.



Intended Participants

- HSE specialists and environmental safety officers managing facility risk, life safety systems, and compliance audits.
- Incident commanders, site wardens, and emergency operations centre team members handling operational containment.
- Plant managers, operations superintendents, and terminal supervisors directing site containment protocols.
- Security managers, infrastructure controllers, and logistics dispatchers overseeing emergency services liaison.

The curriculum directly supports HSE management professionals across processing plants, manufacturing installations, energy hubs, transport depots, and critical infrastructure.

Learning Outcomes

1. Participants will be able to activate incident command systems and execute site containment protocols during operational disruptions.
2. Participants will be able to classify incident severity tiers and deploy tactical containment resources systematically.
3. Participants will be able to operate an emergency operations centre to manage field intelligence and asset allocation.
4. Participants will be able to execute dynamic hazard mitigation tactics to safeguard front-line response teams.
5. Participants will be able to coordinate tactical handover routines with external civil protection and mutual aid units.
6. Participants will be able to lead structured post-incident debriefings and draft operational corrective action registers.

Programme Structure

Day 1: Incident Command Systems and Emergency Activation Protocols

How do operational teams transition from normal site operations to standardized incident command structures?

- Incident Command System hierarchy, roles, and span of control
- Initial hazard appraisal, scene perimeter establishment, and safety zoning
- Activation triggers for on-site emergency response teams and support squads
- Notification cascades for internal duty teams and statutory authorities
- Field command post setup and situational briefing rituals

Day 2: Site Containment and Hazard Mitigation Tactics

What immediate operational containment measures isolate active industrial and site hazards?



- Deployment of site containment protocols for leaks, fires, and process failures
- Dynamic risk assessment and safe standoff distance calculation
- Hazard mitigation tactics for hazardous materials and structural compromise
- Personnel muster accountability, evacuation pathways, and refuge chambers
- Casualty triage staging and medical evacuation handover routines

Day 3: Emergency Operations Centre Coordination and Information Flow

How does the emergency operations centre maintain tactical overview and resource support?

- Emergency operations centre facility layout, technology, and role assignments
- Information collation, incident logging, and tactical display tracking
- Resource requisitioning, equipment deployment, and contractor mobilization
- Logistical sustainment for extended operational response shifts
- Threat escalation thresholds and strategic tier notification interfaces

Day 4: Multi-Agency Liaison and Field Operational Communications

How do facility response units integrate with external emergency responders?

- Interoperability with public emergency services and municipal taskforces
- Joint command interfaces, unified briefing cycles, and radio discipline
- Field operational communications protocols under degraded infrastructure
- Emergency stakeholder holding notifications and community safety messaging
- Site access governance, staging area logistics, and perimeter cordons

Day 5: Tactical Containment Exercises and Post-Incident Recovery

How do operational teams confirm site stabilization and transition into recovery?

- Multi-stage operational containment simulation under time-critical injects
- Site stabilization criteria, air monitoring, and structural clearance audits
- Tactical stand-down protocols and site handover to investigation units
- Structured operational post-incident debriefing and evidence preservation
- Drafting the remedial action register to upgrade site emergency readiness

Methodology

The course applies an operational workshop structure incorporating tabletop incident drills, incident log analysis, and tactical command simulation. Participants engage directly with site layouts, hazardous inventory registers, and scenario injects to practice containment decision-making.



- Suggested activity: Formulating a primary incident action plan for a simulated multi-point facility hazard.
- Suggested activity: Conducting an emergency operations centre tactical review under degraded telemetry data.
- Suggested activity: Chairing a multi-agency coordination briefing to align site teams with external responders.

Capstone Output

Each participant constructs a functional operational emergency response pack, including an incident command chart, site containment checklist, and operational handover rubric. This operational template can be transferred directly to sponsor installations to reinforce site emergency containment procedures.

Frequently Asked Questions

What incident command standards underpin this training?

The programme reflects the core coordination principles set out in ISO 22320:2018 alongside established modular incident command structures, emphasizing practical field application.

Is this course suitable for non-industrial facilities?

Yes. The incident command workflows, containment protocols, and emergency operations centre procedures adapt readily to corporate offices, logistics hubs, and educational infrastructure.

How are tactical emergency exercises conducted?

Training exercises use simulated incident injects, chronological scenario updates, and realistic site constraint logs to exercise prompt tactical containment decisions without field hazards.

Can site-specific emergency response checklists be directly integrated?

Participants are encouraged to bring their facility site plans and incident notification templates to audit and adapt them during practical workshop sessions.