

# BCP

## Business Continuity Plan

### Course Outline



#### TARGET AUDIENCE

The target group for this training include:

- Senior Management such as CEO's, GM, Country Managers etc
- Corporate / Business Support Team members
- Incident / Crisis Management Team members
- Logistics or Administration Section Chiefs
- HSSE Managers or Emergency Procedure custodians
- Anyone involved in the Business Continuity process within a company



#### INTRODUCTION

Business Continuity Planning (BCP) is the process involved in creating a system of prevention and recovery from potential threats to a company. The plan ensures that personnel and assets are protected and are able to function quickly in the event of a disaster or emergency.

Emergencies demand a coordinated response backed by robust procedures to ensure effective support for front line emergency managers and to maintain business continuity. Whilst most companies have in place programs to train their site or field emergency management and response teams, the onshore/offsite and corporate support teams are very often not trained in the specific skills needed to coordinate support for the emergency and, to maintain business continuity during a both during and after a crisis situation.

Upon completion of the training the attendees will be able to:

- Identify the classification and appropriate Team response structure when supporting a crisis
- Identify crisis situations that could occur within a company that would affect Business Continuity
- Identify two types of Crisis Timelines
- Identify common categories of business disruption
- Identify the purpose of a BCP
- Identify key considerations a BCP should include
- Identify a typical process flow for BCP activation
- Explain key definitions associated with the Risk Management process
- Identify typical requirements for testing, maintenance and review of a BCP

Please contact us for additional information, options or a formal quotation.

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**CORONA VIRUS  
(COVID-19)  
AWARENESS TRAINING**

**Is your Workplace and Business Prepared?**

**BE PREPARED,  
NOT SCARED**

**CERTIFIED TRAINING**

**Developed and Delivered by  
Wild Geese Group Sdn Bhd  
Global Emergency Management  
Specialists**

**TRAINING OUTLINE**



**TARGET AUDIENCE**

The course is designed for personnel who are in key positions within a company that may be involved in either the education, prevention or emergency response pertaining to COVID 19, such as:

- HSE Personnel
- Incident Management Team Members
- Crisis Management team Members
- Business Continuity Team Members



**CERTIFICATION**

Attendees are awarded a formal Certificate of Attendance

Registered and Issued by  
Wild Geese Group Sdn Bhd

**Internationally Accredited Training Providers  
of Emergency Management Training**



**INTRODUCTION**

This training helps employees to understand COVID-19 and the proactive preventative measures that should be implemented to minimise risk of exposure and interruptions to Business Continuity.

The training helps businesses identify and close GAPS that likely exist in policy and practices and help prevent potentially crippling major disruptions to business, that could occur if not properly prepared for.

This training is either delivered in a classroom environment or via e-learning

Where possible, this training can also be specifically tailored to YOUR company procedures or policy on COVID-19. This reinforces employee awareness and understanding of any existing company expectations and guidance.

Theory content includes:

- COVID-19 Background and Statistics
- Company policies and procedures
- Risk Reduction and Prevention measures including:
  - Identifying Weak Links
  - Employee Awareness
  - Interfacing with Government and Professionals
  - Managing Public Perception & Media Interest
  - Interfacing with NOK
- Business Continuity Considerations
- Resources and References Available

Please contact us, or visit our facilities, for additional information, options or quotation.

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# CRO ER

## Control Room Operator Emergency Response Course Outline



### TARGET AUDIENCE

The target group for CRO Emergency Response Competence Assessment are personnel who have been deemed ready by their employer to be formally assessed in the role of a CRO during an emergency situation.



### PRACTICAL ASSESSMENT LOCATION

The purpose built OPITO Approved Managed ERSC (MERSC) Training Centre in Kuala Lumpur, Malaysia.

*(OR at our Alliance Partner Centres in Indonesia or Kazakhstan using Wild Geese Group Instructors and Assessors)*

*OR*

Onboard your asset by a WGG Assessor

*OR*

Online as part of the e-learning process using WGG's unique web-based simulation model



### COMPETENCY VERIFICATION

Minimum 2 PRACTICAL ASSESSMENTS



### INTRODUCTION

The aim and objective of the CRO Emergency Response Competence Assessment are to formally assess the candidate in the role of the CRO during emergency situations in a simulated environment.

The candidates are assessed during realistic emergency scenarios that expose them to:

- Threat to life
- Threat to environment
- Threat to plant and equipment

The three elements of competency are;

#### 1. Maintain a State of Readiness

This element is about maintaining a state of readiness and having an awareness of the working environment.

#### 2. Control Critical Situations

This element is about identifying critical situations within the working area and reacting appropriately in order to assist with the control of those critical situations.

#### 3. Respond to Emergencies

This element is about the communication required to direct the responses of personnel to emergencies.

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# DPIC

## Designated Person In Charge

### Course Outline



#### TARGET AUDIENCE

Leaders of work teams on Normally Unmanned Installations (NUI's) or Satellite Platforms.



#### AIMS

To give personnel the confidence and leadership tools to be able to lead a work group to help avoid, prepare and manage an emergency that may occur while isolated with a small team on an unmanned satellite.



#### LOCATION for Practical Evaluations

The purpose built OPITO Approved Managed ERSC (MERSC) Training Centre in Kuala Lumpur, Malaysia.

*(OR at our Alliance Partner Centres in the United Arab Emirates, Indonesia, Malta and Kazakhstan using Wild Geese Group Instructors and Assessors)*

#### Global Client Feedback Rating



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#### INTRODUCTION

This course is designed to provide selected personnel chosen within a company to be in charge and lead a work team to a Normally Unattended Installation or "Satellite".

This course aims to prepare the Designated Person In Charge to take his team to a satellite and ensure their safety in the event of any type of incident that may occur whilst on the satellite.

Training focus is on team;

- Preparation
- Briefing
- Emergency Response Procedures
- Expectations in emergency
- The Command and Control process
- Satellite Evacuation Procedures

The emphasis is on awareness that there is very little or no support for a small team on an isolated and unmanned installation therefore leadership and knowledge of how to save the team with what little resources exist starts with the preparation and briefing of the team even before departure.

Should emergency occur the DPIC needs to know the expectations of the OIM back on the mother platform and act and communicate effectively to ensure his team are safe and support is requested immediately.

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# EFFECTIVE EMERGENCY DRILL COORDINATOR COURSE (EEDC)

## Course Outline



### TARGET AUDIENCE

Any personnel involved in the planning, coordination or umpiring of Emergency Drills and Exercises in either an Offshore or Onshore environment. Such as OIM's, HSE Managers, Site Safety Officers, Safety Leaders or Clerks.

### Global Client Feedback Rating



### INTRODUCTION

Drills and exercises provide a company with an opportunity to validate their organisations capability to respond or manage an emergency situation. The frequency in which we conduct Drills and Exercises varies greatly from company to company however one element remains critical to the value obtained from any drill; ARE THEY BEING CONDUCTED AS SAFELY AND EFFECTIVELY AS THEY CAN BE?

This program is designed to provide the Coordinators of these drills with the confidence, skills, tools and understanding of the what is needed to ensure a drills effectiveness such as;

- Planning
- Briefing
- Coordinating
- Umpiring
- Debriefing; and,
- Reporting

This program should give both the facility Manager and HSE Departments the peace of mind that drills are not simply being 'conducted'; but the crews involved are in a continual learning and development process that extends beyond a drills conduct. The concept of 'Mini Drills' is also a key element in achieving this and is covered on course.

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# EMT

## Emergency Management Team

### Course Outline



#### TARGET AUDIENCE

Personnel who are part of an ONSHORE Emergency Management Team (EMT) or Incident Management Team (IMT); Team Leader or Duty Manager of the team, or those who may be expected to fill the top position as a backup.



#### INTRODUCTION

The EMT program is a Practical APPRAISAL program for the onshore Emergency Coordinator, Team Leader or Duty Manager, whose responsibilities include managing the support of an offshore asset or onshore facility should they have an emergency incident.

**The program is based on the principles of the Incident Command System (ICS).** The program provides the delegates in attendance with formal training in the strategy, tactics, command and control, communications and coordination elements used in the support of major emergencies.

#### The Theory Elements of the program include:

1. Major Emergencies & How to Apply the ICS Principles
2. The Emergency Coordinator and other EMT Members
3. The Emergency Command Centre Facilities and Information Management
4. Pre-Planning and Maintaining a State of Readiness
5. Establishing and Maintaining Communications

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## Major Emergency Management

### Initial Response

## Course Outline



#### TARGET AUDIENCE

Personnel who are either designated as being in charge of, are members of, or provide support to an Emergency Management Team in an emergency.



#### PRE-REQUISITES

No Pre-requisites



#### LOCATION for Practical Evaluations

The purpose built OPITO Approved Managed ERSC (MERSC) Training Centre in Kuala Lumpur, Malaysia.

*(OR at our Alliance Partner Centres in the United Arab Emirates, Indonesia, Malta and Kazakhstan using Wild Geese Group Instructors and Assessors)*



#### COMPETENCY EVALUATION

2 x Practical APPRAISALS

*(Conducted in a Simulated Emergency Environment)*

**THIS IS A NO PASS or FAIL COURSE**

#### Global Client Feedback Rating



#### INTRODUCTION

If an incident occurs the first few minutes are critical to prevent escalation and to the successful management of any emergency – whether that be Offshore OR Onshore.

The Emergency Manager (EM) has the primary duty of identifying the problem, determining the correct level of response and managing the process.

Before personnel can go forward for formal assessment in Emergency Management, they first require training in handling Major Emergencies. Emergency Management requires very specific qualities and skills which are very different from those required during routine or daily management.

This training program introduces the Management Principles as the **first stage** of development for Emergency Managers and provides a controlled, stressful, simulated emergency environment that candidates can develop and build **TEAMWORK** and **CONFIDENCE** under Appraisal rather than Assessment conditions. This program is 'non-fail'.

**In addition to the TARGET AUDIENCE**, Emergency Command Centre (ECC) and other Responding personnel such as Emergency Response Team Leaders and Control Room Operators, will find the course invaluable as an introduction to Emergency Response.

More and more facilities are sending their full ECC Teams to attend this program together to build cohesion and teamwork, and also for individuals to gain an understanding of the Manager's options, actions and techniques to improve their contribution to the whole Emergency Management process.

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# MST

## Media Support Team

### Course Outline



#### TARGET AUDIENCE

Personnel who are part of the Onshore Incident or Emergency Team or Media Support Team.



#### LOCATION for Practical Exercises

The purpose built Malaysian ERSC, Kuala Lumpur

OR

At your company's location  
Anywhere in the world

*(OR at our Alliance Partner Centres in the United Arab Emirates or Indonesia using Wild Geese Group Instructors and Assessors)*



#### COMPETENCY VERIFICATION

Practical exercises involving drafting and release of media messages and interaction with media.

THIS IS A NO PASS or FAIL COURSE

#### Global Client Feedback Rating



#### INTRODUCTION

MST Training will be conducted with a flexible approach to ensure that individual abilities are evaluated and developed and to provide a training environment designed to increase knowledge, ability and confidence.

Following completion of the e-learning theory component of this course, practical exercises of some of the generic emergency situations are discussed to prepare the delegates for the practical exercises. The delegates then are required to prepare statements and releases as required based on the emergency scenarios in which they are issued. Finally, they are required to physically deliver a statement under simulated press conference conditions where they will experience the requirement to answer questions from role players acting as members of the media.

Post-exercise debriefings will be held where an appraiser will provide feedback on the strengths and weaknesses of the individual and team performances.

The MST Course can be tailored to the client's operation and the clients Company Emergency Response Procedures. Client company procedures, where possible, will be referenced for the duration of the Course.

The e-learning THEORY includes:

Element 1.1 Overview of Emergency and Crisis Management Structure

Element 1.2 Public Information Officer Media Support Team and Roles using the principles of ICS

Element 1.3 Holding Statements

Element 1.4 Media / Press Releases

Element 1.5 Press Conferences / Interviews

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# OIM CE

## Offshore Installation Manager Controlling Emergencies

### Course Outline



#### TARGET AUDIENCE

Current OIM, Deputy or Potential Duty Holders requiring Official Assessment & Certification in Managing / Controlling Emergencies



#### PRE-REQUISITES

Attendees should be either;

- Current OIM
- OIM's Deputy
- Emergency Deputy or,
- Potential Duty Holders



#### PRACTICAL ASSESSMENT LOCATION

The purpose built OPITO Approved Managed ERSC (MERSC) Training Centre in Kuala Lumpur, Malaysia.

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OR

Onboard your asset by a WGG Assessor

OR

Online as part of the e-learning process using WGG's unique web-based simulation model



#### COMPETENCY VERIFICATION

Minimum 2 PRACTICAL ASSESSMENTS  
(Conducted in a Simulated Emergency Environment)



#### INTRODUCTION

The OIM CE program is a Practical ASSESSMENT program.

Company's of attending candidates **must** ensure prior to undergoing Assessments that the candidates already possess understanding of the expected Core Essential Knowledge areas of;

- Procedures (ERP's and Safety Case etc)
- Hardware (Installation layout & Systems etc)
- Information (Cause & Effect, Potential for Escalation etc)
- Human Factors (Stress, Decision Making & Adversity etc)

And an Asset Type Knowledge of the facility they are currently on, before undergoing the Practical Assessments.

The Practical Assessments expose the candidates to a controlled, stressful, simulated emergency environment where they are required to meet performance criteria under the following Elements;

- Assess The Situation & Take Effective Action
- Maintain Communications
- Delegate Authority to Act
- Manage Individual & Team Performance
- Deal with Stress in Self & Others

The Emergency Procedures of the Candidates facility are to be provided in advance of the Assessments.

**The Assessment Process can be delivered either onboard the company asset by a WGG Assessor, within a WGG Alliance Training Provider centre or online .**

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# PM/IC

## Plant Manager / Incident Commander

### Initial Response

## Course Outline



#### TARGET AUDIENCE

Personnel who are either designated as being in charge of, are members of, or provide support to an Incident Management Team at an onshore plant in an emergency.



#### PRE-REQUISITES

No Pre-Requisites



#### LOCATION for practical

The purpose built OPITO Approved Managed ERSC (MERSC) Training Centre in Kuala Lumpur, Malaysia

*(OR at our Alliance Partner Centres in the United Arab Emirates or Indonesia using Wild Geese Group Instructors and Assessors)*



#### COMPETENCY VERIFICATION

2 x Practical APPRAISALS

*(Conducted in a Simulated Emergency Environment)*

**THIS IS A NO PASS or FAIL COURSE**



#### GLOBAL CLIENT FEEDBACK RATING



#### INTRODUCTION

No matter what he or she is called, an Incident Commander (IC) has the primary duty of identifying the problem, determining the correct level of response and ensuring that this response is implemented. Events need to be anticipated, a plan formulated and the Incident Management Team (IMT) must support the manager's decisions and act accordingly.

Incident Commanders require training in handling major emergencies at the scene and an appraisal of their capabilities under duress. Emergency incident management also requires specific qualities and skills, which are essentially different from those demanded by daily routine.

The Plant Manager/Incident Commander Initial Response Training will introduce management principles as the first stage of development for Incident Commanders. This training program introduces the Management Principles for Emergency Managers and builds confidence using a no pass or fail APPRAISAL process.

Command centre and other responding personnel will find this course invaluable as an introduction to emergency incident response. They will gain an understanding of the manager's options and actions plus techniques to improve confidence in performing their own duties in the event of a major incident.

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# RRT

## Relative Response Team

### Course Outline



#### TARGET AUDIENCE

Personnel who are part of the Onshore Relative Response Team or any personnel that may be required to interact with the Next of Kin or Emergency Contacts of Company Employees in the event of an emergency.



#### LOCATION for Practical Exercises

The purpose built Malaysian ERSC, Kuala Lumpur

OR

At your company's location  
Anywhere in the world

*(OR at our Alliance Partner Centres in the United Arab Emirates or Indonesia using Wild Geese Group Instructors and Assessors)*



#### COMPETENCY VERIFICATION

Multiple Practical scenario simulations involving actual verbal interaction with Next of Kin and external contact role players

THIS IS A NO PASS or FAIL COURSE

#### Global Client Feedback Rating



#### INTRODUCTION

The individuals involved in interacting with Relatives, Next of Kin or designated Emergency Contacts in the event of employee injury during emergency is arguably the most stressful and difficult role of anyone involved in Emergency Response. Unfortunately, it is typical that these individuals, who are generally thrust reluctantly into the role, are given very little or no training.

This program is designed to give them the skills, tools and CONFIDENCE that will at least help and prepare them should they ever be needed to interact and need to be the bearer of bad news to the family and loved ones of the company's most important asset – their PEOPLE.

A small investment in the preparedness of these people BEFORE they are required to pick up the telephone to loved ones, has the potential to save a lot more in reputational damage of a company should exposure to this delicate and stressful process be overlooked. Through both theory and practical simulations, this training prepares them with skills to break bad news, face the inevitable difficult questions from distressed loved ones and also help ensure they fulfil their responsibilities whilst adhering to the company's aims and priorities throughout the response process.

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