

# GSN 3: Emergency Planning and Crisis Management

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## Global Safety Network Diploma

Delivery: Classroom

Duration: 5 days

This course investigates the importance of planning for emergency situations and of properly managing activities in crisis situations. It introduces the international requirements of an Emergency Plan, discusses how to manage the press and media in crucial situations, how to support victims and how to rebuild liability after an incident. Current topics such as aircraft hijacking and terrorism are discussed. Case studies provide key insights into the current world climate.

## Learning Objectives

Upon completing this course, participants will be able to:

Explain the key role of emergency planning.

Describe best practices in crisis management.

Apply relevant tools and advice to implement emergency plans and procedures.

## Target Audience

Airport Operations Directors, Managers, Officers and Staff

Airport Emergency Managers, Officers and Staff

Airport Safety Managers, Officers and Staff

Airport Public Affairs and Communications, Directors, Managers and Staff

Airline Officials

Security Organizations

Civil Aviation Authority Officials

Local Police, Emergency Health and Fire Department Officials

## Course Content

The international SARP's of an Airport Emergency Plan

Crisis Management

Rescue and Fire Fighting Service

Aircraft Recovery

Media Management

Victim Support

Aviation Terrorism and Aircraft Hijacking

Airport Liability

Crisis Control Centres