

Crisis Management and Emergency Response Planning – 3 Days

Introduction

The focus of this 3 Day training is to ensure that the organisation is able to demonstrate compliance with both ICAO SARP's and IATA ISARP's.

The course focuses on the fundamental importance of managing the organisation process for planning for any emergency situations. To ensure that correct control is enabled and that the organisation is able to manage all activities during a crisis situation.

Consideration is given to understanding the international obligations and requirements of an Emergency Plan, how the nominated spokesperson should manage social media, the press and media in crucial situations.

Delegates will consider the challenge of delivering family and victim support.

Additional subjects covered include the potential outcomes following high jacking and terrorism.

Extensive use is made of case studies.

Who is the course for?

This training is suitable for Nominated Persons and Post holders, Directors & Airline Operations Managers, Emergency Response Managers and other Airline ERP Stake Holders. Quality & Safety Managers and Auditors.

What is the Benefit of this Training – What will I learn?

- ✓ Understand how to engage with the Emergency Response Process
- ✓ Be Able to Gap Analyse your Organization's emergency planning function
- ✓ To consider all Phases of the ERP Process
- ✓ How to develop and Manager Emergency Preparedness Documentation
- ✓ Consider Roles & Responsibilities within the Crises Management Centre
- ✓ Gain an Awareness regarding which areas require an emergency response checklist
- ✓ Consider ERP Co-ordination across the business

tel + 359 2 821 08 06
email team@sassofia.com

www.sassofia.com

Date

Category

Personal Development

Venue

Level

Price

Detailed Content / Topics - The following Subjects will be addressed

Day 1

- General Introduction & Challenges
- Abbreviations & Definitions
- Performing a current assessment GAP analysis of your Organisations ERP / Crises Management Process
- Operational Lessons from Recent Aviation Emergency Response Failures (2014–2024)
- Airline Emergency Response Plan – Key Considerations
- Developing and Managing an SMS Risk Register – ERP Elements
- Emergency Response Program Best Practices
- Developing ERP Policy
- EASA Regulatory Drivers for ERP
- Considering the Legal Requirements for Incident Investigation and Reporting
- ICAO SARP & SMS Drivers related to ERP

Day 2

- IATA IOSA requirements for ERP / Crises Management
- Selecting and Managing Personnel in respect of ERP
- Building an Emergency Response Program
- Aviation Emergency Response Plan – Considering Crises Control Centre Facilities
- Using Emergency Response Exercises
- Developing an Airline Emergency Response Manual
- Key Components of a Crisis Communication Plan
- Crises Management Fundamentals – lessons learned
- Aviation Emergency Response Plan – Communication with Stakeholders
- Aviation Emergency Response (ERP) Go Team Considerations
- Aircraft Recovery

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DAY 3

- Legal and Financial Requirements Obligations & Issues
- Dealing with Social Media and the Press
- Ethics in Crisis Communication - Discussing the Ethical Boundaries in Crisis Communication.
- Balancing Transparency with Privacy Concerns, Especially Regarding Victims and their Families
- What Technical Aviation Documentation needs to be Collected & Protected following an Incident or Accident I.A.W the Emergency Response Plan (ERP)
- Aviation Terrorism and Aircraft Hijacking
- Airline Emergency Response Training and Simulation Program
- Developing Checklists
- Combined ERP Exercise
- Debrief

Target Groups

Nominated Persons and Post holders, Directors & Airline Operations Managers,

Emergency Response Managers and other Airline ERP Stake Holders. Quality & Safety Managers and Auditors.

Pre-Requisites?

A broad range of aviation exposures will typically be found in attendees to this training. The course is highly practical and significant and active participation will be expected.

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Learning Objectives

After Completion Delegates will understand:

- All essential roles with the ERP Process;
- Be able to identify and focus on the need for best practices in Crises Management;
- Understand the need for Tools and Checklists to ensure realisation of plans and procedures.

What do People Say about Sofema Aviation Services Training?

"The content of the course will be very useful for my future practices."

"All my expectations are met."

"The course really contributed to expanding my knowledge in that area."

"The instructor really added up to me understanding the topic."

"The presentation made the material so much more comprehensible."

Duration

3 Days – To commence at 09.00 and finish at 17.00, with appropriate refreshment breaks.

To register for this training, please email team@sassofia.com or Call +359 28210806



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