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COURSE BROCHURE

Crisis Management and Contingency Planning Training Course

1 – 5 March 2027
Vienna

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Registered in the United Kingdom and Saudi Arabia

Crisis Management and Contingency Planning Training Course

Ref: 188_5666 **Date:** 1 – 5 March 2027 **Location:** Vienna **Fees:** 5900 GBP

Crisis Management and Contingency Planning is a 1-week training course for operations managers, emergency coordinators and contingency planners, built around a site contingency plan that each participant drafts and tests with colleagues. Supply interruptions, extreme weather and equipment failures now reach operations with little warning, so sites need prepared actions rather than improvised reactions. Jupiter Prime Training offers Crisis Management and Contingency Planning for those who keep operations running when normal methods fail.

Why Crisis Management and Contingency Planning Matter Now

Three pressures shape contingency work today: tighter operating margins that leave little spare capacity, contractors and partners who share sites and must act together, and customers who expect service to continue through disruption. A port terminal hit by a crane failure or a manufacturing plant facing a chemical release depends on supervisors who know their first ten actions without searching for instructions. Sites with tested action cards and clear triggers respond in minutes; sites with untested binders lose valuable time. The course draws on ISO 22361, the international guideline for crisis management, to connect site contingencies with the wider crisis response.

Who Gains Most from Crisis Management and Contingency Planning

- Managers accountable for keeping site operations running during disruption
- Coordinators who organise emergency response teams, drills and call-outs
- Planners who write and maintain contingency documents for sites and functions
- Supervisors who would lead the first actions on shift when an event occurs
- Safety and security officers who connect hazards with response arrangements

An operations site gains most when its manager, its emergency coordinator and a shift supervisor attend together and agree who acts first.

Crisis Management and Contingency Planning Capabilities

Participants leave able to turn a list of hazards into short, tested instructions that people on shift can follow.

- Assess hazards and rank scenarios for detailed contingency planning — site leadership
- Design contingency plans and action cards for priority roles — shift supervisors and responders
- Specify activation triggers and call-out procedures — emergency coordinators
- Build resource inventories and mutual aid arrangements — partners and neighbouring sites
- Test arrangements through tabletop and field drills — assurance for operations managers

Key Crisis Management and Contingency Planning Terms

- Contingency plan — a prepared set of actions, roles and resources for responding to a specific disruptive scenario.
- Action card — a one-page instruction telling a named role exactly what to do in the first minutes of an event.
- Activation trigger — an observable condition that tells staff to put a contingency plan into effect.
- Mutual aid — an agreement in which neighbouring organisations share people or equipment during emergencies.
- Tabletop drill — a discussion-based test in which participants talk through their response to a scenario.
- Command post — a temporary coordination point near the incident from which responders are directed.

Crisis Management and Contingency Planning Day by Day

Day 1: Hazards and Contingency Foundations

- Hazard and Threat Inventory — Listing Natural, Technical and Human-Caused Events
- Scenario Severity Ranking — Choosing Which Contingencies Receive Detailed Plans
- ISO 22361 Crisis Concepts — Linking Site Contingencies to Crisis Response
- Contingency Roles Matrix — Clarifying Who Plans, Activates and Executes
- Port and Manufacturing Case Lessons — Tracing Gaps in Past Arrangements

Day 2: Contingency Plan Design

- Contingency Plan Template — Structuring Purpose, Scope, Actions and Contacts
- Action Card Design — Giving Responders Short, Role-Specific Instructions
- Escalation Decision Trees — Guiding Supervisors Through Unfamiliar Events
- Alternative Operating Modes — Defining Workarounds When Normal Methods Fail
- Plan Interface Mapping — Linking Site, Corporate and External Plans

Day 3: Resource Mobilisation and Activation

- Resource Inventory — Listing Equipment, Supplies, Vehicles and Specialist Skills
- Mutual Aid Arrangements — Securing Support From Neighbours and Partners
- Activation Trigger Setting — Defining Observable Conditions That Start the Plan
- Call-Out and Assembly Procedures — Mobilising Responders Within Set Times
- Command Post Set-Up — Establishing a Coordination Point Near the Incident

Day 4: Drills and Plan Testing

- Drill Type Selection — Choosing Notification, Functional or Field Drills
- Tabletop Discussion Drills — Testing Decisions Without Moving Resources
- Drill Objectives and Scoring — Measuring Response Against Expected Times
- Observer Checklists — Capturing Strengths and Gaps During Drills
- Continuous Improvement Log — Turning Test Findings Into Plan Revisions

Day 5: Practising the Site Contingency Plan

- Case Site Scenario Selection — Applying Severity Ranking to Priority Hazards
- Action Card Drafting — Applying Templates to Priority Roles
- Tabletop Drill Run — Testing Activation Triggers and Mobilisation
- Peer Critique of Plans — Refining Interfaces and Resource Assumptions
- Site Contingency Plan — Assembling Scenarios, Actions, Resources and Test Schedule

Applying Crisis Management and Contingency Planning After the Course

- Lead a review of the three highest-ranked hazard scenarios and replace long procedures with role-specific action cards.
- Run a tabletop drill with one shift team and record findings in the continuous improvement log.

Crisis Management and Contingency Planning Questions FAQ

What is crisis management and contingency planning and why does it matter now?

Crisis management and contingency planning is preparing actions, roles and resources so a site can respond quickly when disruption strikes. It matters now because tight margins and shared sites leave little time to improvise when equipment fails or hazards emerge.

Which roles gain most from crisis management and contingency planning?

Operations managers, emergency coordinators, contingency planners and shift supervisors gain most. You benefit if you write site plans, organise drills or would lead the first response on shift.

How does crisis management and contingency planning differ from an advanced crisis leadership course?

Crisis management and contingency planning works at site level on hazards, action cards, triggers and drills. An advanced crisis leadership course addresses executive judgement and command, while this one equips the people who act first on the ground.

What do you bring back from crisis management and contingency planning training?

You bring back a site contingency plan with ranked scenarios, action cards, resource lists, activation triggers and a drill schedule. It is ready to test with your shift teams in the following weeks.

Crisis Management and Contingency Planning: The Way Forward

The site contingency plan gives an operations team prepared first actions for its most likely disruptions. Its first use is confirming which conditions trigger activation on each shift. Managers, coordinators and supervisors use it together. After the first drill, the resource inventory deserves another look, since tests often reveal equipment that is missing, stored elsewhere or out of service.