



Emergency Response and Crisis Management Services

Global reach, local focus

“Petrofac Training Services offers customers access to a very wide and deep pool of knowledge and skills. Our emergency response and crisis management service is informed by the expertise of both our own people and our far-reaching network of associates.

We draw upon the operational experience and ‘best practice’ of our skilled professional staff, and just as important is the research of leading academics specialising in resilience and crisis management.”

David Evans Global Head of ERCM



Real life training by the experts

In high-risk industries such as oil & gas, an emergency situation can quickly escalate into a disaster.

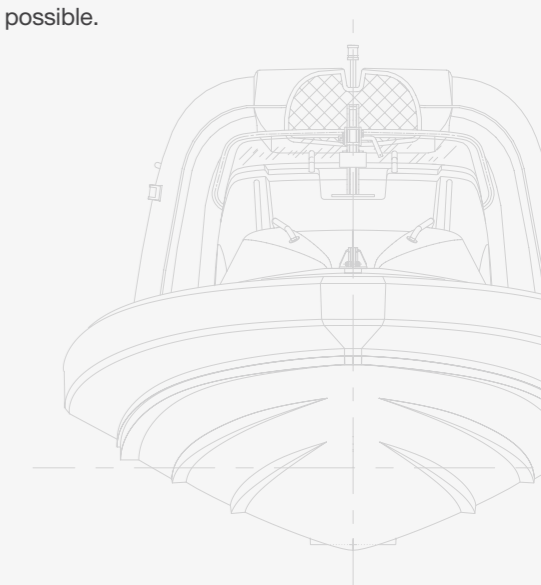


Personnel and civilian lives may be at stake if trouble hits an asset, and poor decisions can lead to long-lasting environmental damage. There’s no room for second-guessing; a full scope, first-rate emergency response and crisis management service is what’s needed.

Helping customers to handle urgent situations effectively is a specialist focus for Petrofac Training Services. Our emergency response and crisis management (ERCM) team has worked with customers the world over for more than 20 years.

Partnering closely with in-house personnel, we put in place the strategies and skills required for customer organisations to raise the alarm and respond successfully to difficulties. Then we help to ensure that the new, safer status quo is sustained.

Competence consultancy, development and assurance shape all that we do. Your priority may be solely ERCM, or you may want us to take a wider look at your organisation. Either way, our aim is the same: to reduce risk and enhance performance wherever possible.



Experts in ERCM

Uniquely, Petrofac Training Services can offer customers an end-to-end ERCM solution. Our specialists will take care of every last detail, leaving you to concentrate efforts on your core business.



After analysing current arrangements to protect people and the environment, we'll prepare emergency response plans and deliver all appropriate training and assessment. We can then maintain your 'best in class' ERCM solution on an ongoing basis.

Potential disaster scenarios faced by organisations are specific to their sector and business operations. It's the reason why we tailor every solution to a customer's exact needs. Our ERCM experts come from a wide range of backgrounds and can advise customers from all industries on the threats that might jeopardise business continuity.

Responding swiftly and minimising disruption if a crisis does occur is critical. No matter how prepared your own personnel, it can be reassuring to know that additional expertise is always at hand. So we also offer customers the support of a dedicated emergency response service centre (ERSC).

Operating 24/7 out of Aberdeen, UK, the ERSC provides a complete emergency response solution for customers operating worldwide. In its first five years, the ERSC answered more than 700 calls for assistance. Live mobilisations of the Incident Management team resulted in over 25 cases.

A proactive service

Since 2002, we've provided a range of ERCM services to Hess Ltd, including emergency response facilities and training and exercise coordination services. The principal aim is to help Hess achieve consistency, connectivity and continuity in maintaining effective emergency response preparedness.

Our experts:

- ▶ Lead Hess on all emergency response and crisis management processes and competence development
- ▶ Ensure that capability is robust and proportionate to the response demands of the organisation
- ▶ Ensure that capability aligns with corporate policy

To achieve our aims we conduct competence based training and exercises, and test response systems delivered at all three levels – operational, tactical and strategic – within Hess.

Our input is targeted at Hess operations in Europe and North Africa, and we also provide support in the Americas and Russia. All of our tailored training is delivered at Hess premises.



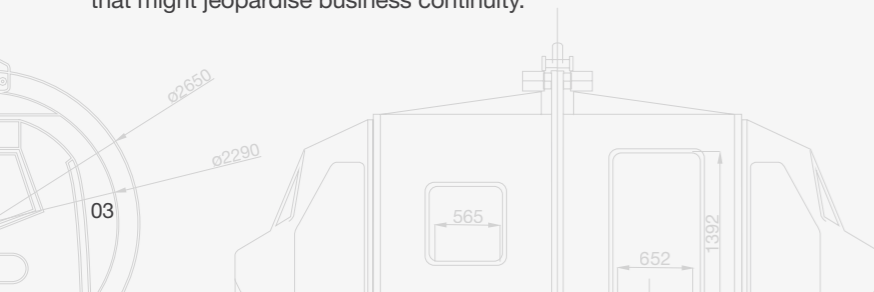
Consulting at national level

In 2011, our ERCM team played an integral role in overseeing and observing the development and delivery of a two-day National Contingency Plan (NCP) exercise. Exercise SULA aimed to test the UK's ability to react to a major incident threatening our offshore and shoreline environment.

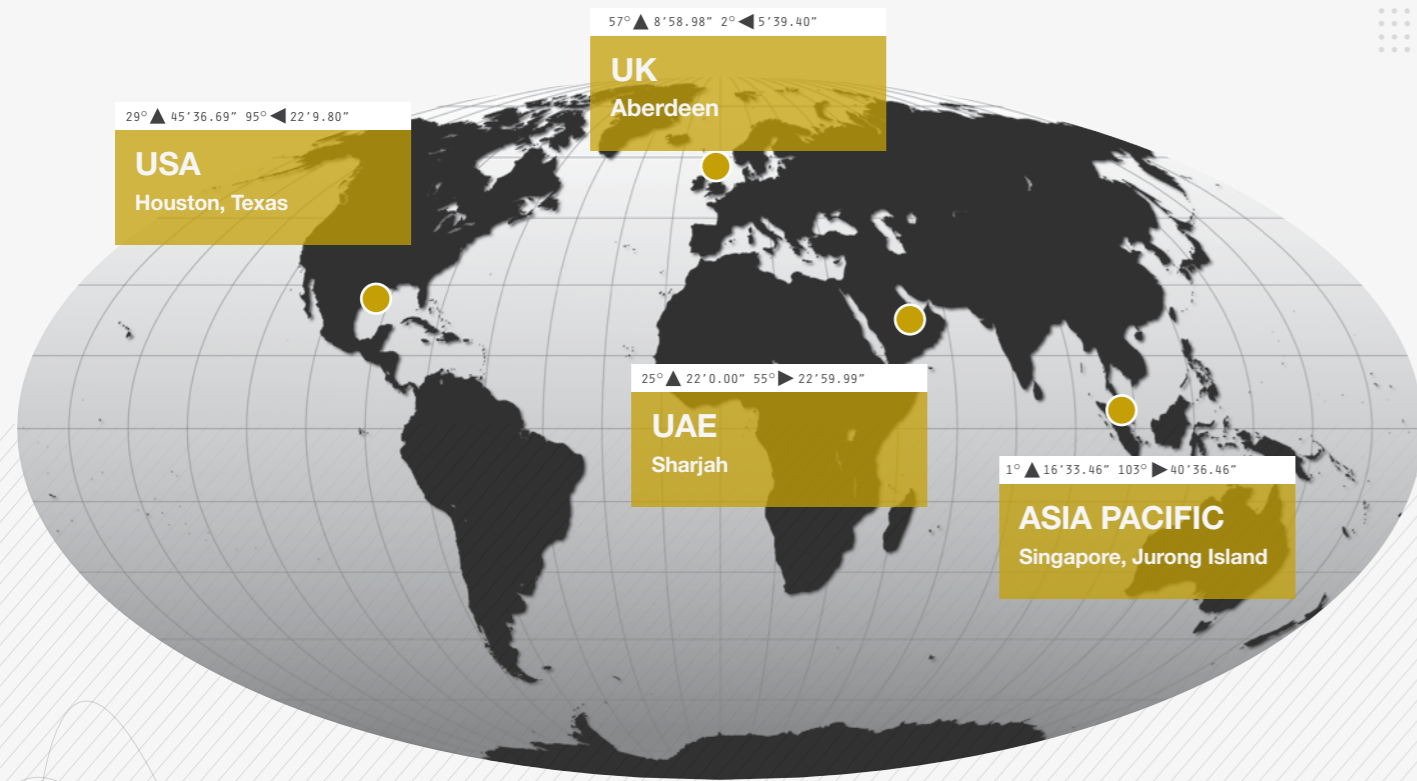
Exercise Sula initially simulated a major oil spill to allow the UK's existing NCP to be tested in real time. A second day of activity was introduced to determine the long-term response to an incident.

Our ERCM team:

- ▶ Worked with Exercise Sula directors to ensure successful delivery of the exercise
- ▶ Compiled all exercise documentation
- ▶ Developed the scenario on which the exercise was based
- ▶ Provided exercise controllers and directory staff to monitor delivery and co-ordinate exercise flow
- ▶ Briefed exercise stakeholders and assisted in the facilitation of pre-exercise preparatory workshops
- ▶ De-briefed participants at the end of the exercise



Global capability



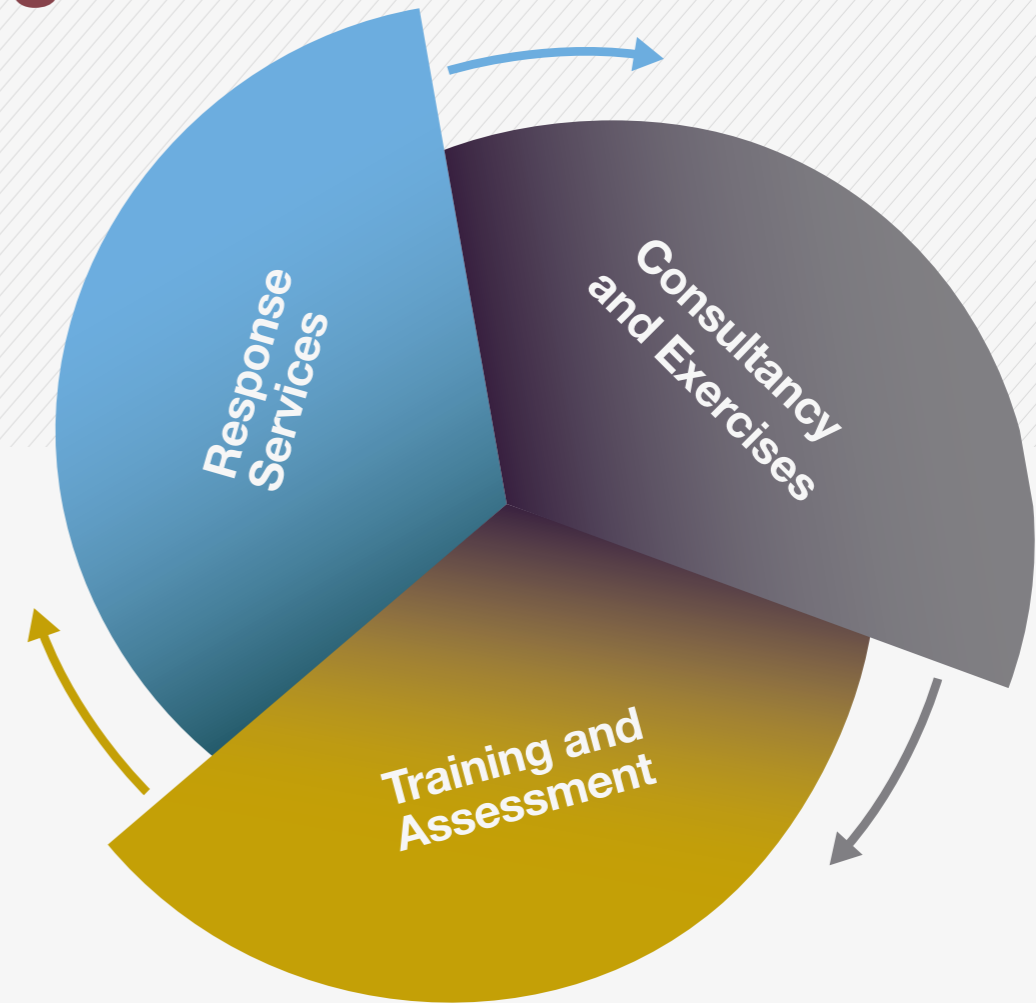
24/7

Petrofac Training Services is a global concern. Yet when we deliver our services, your immediate local needs are centre of attention. We will work with you anywhere that you require our expertise, always ensuring that our solutions meet your needs on the ground.

We own and manage training centres in Europe, the Americas, the Middle East and Asia-Pacific. Further facilities are in development to meet the growing demand for our expert instruction. Our global personnel comprises more than 500 skilled technical staff. Together they benefited some 56,000 delegates last year.

If your workforce development needs are significant and ongoing, we can design and operate a state-of-the-art training facility on your behalf. We can also deliver training at the point of use or wherever else best suits your operational and risk mitigation needs.

ERCM services at a glance



Consultancy and Exercises

A comprehensive ERCM solution will involve the development, implementation and exercise of plans and processes to respond to unexpected events.

Working with you, we will:

- ▶ Assess current arrangements
- ▶ Deliver business continuity programmes
- ▶ Conduct a gap analysis
- ▶ Develop crisis, business recovery and emergency plans
- ▶ Prepare oil spill plans
- ▶ Deliver active learning using exercises – from routine drills to full scale, real time exercises
- ▶ Build capability and monitor effectiveness

Training and Assessment

Our global network of training centres underpins our ERCM capability. Our highly experienced, multilingual team of instructors and safety professionals will partner with you to train and assess in-house response teams.

Our expertise includes:

- ▶ Individual and team based training
- ▶ Offshore Major Emergency Response training to OPITO standards
- ▶ Training and assessment for Offshore Installation Managers (OIMs) and Control Room Operators (CROs)
- ▶ Oil spill response training
- ▶ Media team training
- ▶ Relative response training and HR best practice

Response Services

Petrofac pioneered the concept of the integrated Emergency Response Service Centre (ERSC). Our Aberdeen ERSC is in a constant state of readiness, and can initiate and co-ordinate a response to any international incident.

We offer customers who subscribe to the ERSC:

- ▶ Telephone assistance 24 hours a day, 7 days a week
- ▶ Guidance, facilitation and support during an emergency
- ▶ Full service support
- ▶ Media response support
- ▶ Family support
- ▶ An off-site, dedicated emergency control room

Contact



24/7

To find out more about how partnering with us can benefit your business, speak to us today. We'll be delighted to receive your call.

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