MERCURY

Emergency Response Team Member (ERTM) Training

16 – 20 November 2026
Cape Town (South Africa)



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Emergency Response Team Member (ERTM) Training

Ref: 16303_1070178 **Date:** 16 – 20 November 2026 **Location:** Cape Town (South Africa) **Fees:** 5300 Euro

Introduction:

The Emergency Response Team Member ERTM training course equips participants with the essential knowledge and skills needed to respond effectively during emergencies. This course provides a comprehensive understanding of emergency preparedness, response coordination, and recovery strategies within industrial, commercial, and organizational contexts. It covers a wide range of topics, from theoretical learning to real-world case studies, ensuring participants are well-equipped and knowledgeable in their roles.

Through structured modules, learners gain insights into emergency protocols, safety regulations, and critical decision-making under pressure. The Emergency Response Team Member ERTM program encompasses risk assessment, communication strategies, and leadership in emergencies. It is for individuals who are directly or indirectly responsible for safety and incident response within their organizations. It helps build resilient emergency teams capable of minimizing risks and saving lives.

Targeted Groups:

This Emergency Response Team Member ERTM training targets professionals seeking specialized knowledge and skills:

- Safety officers and coordinators.
- Emergency response team members.
- Fire wardens and safety marshals.
- Health, safety, and environment HSE professionals.
- Facility and operations managers.
- Industrial plant supervisors.
- Security and risk management personnel.
- Occupational health professionals.
- Supervisors are responsible for developing and implementing workplace emergency plans and procedures.
- Employees appointed for internal emergency committees.

Targeted Competencies:

Participants will gain the following competencies during the Emergency Response Team Member ERTM program:

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- Risk identification and hazard assessment.
- Knowledge of emergency response regulations and standards.
- Crisis communication and coordination.
- Decision-making under stress.
- Incident command and leadership.
- Evacuation planning and execution.
- Fire safety awareness and response protocols.
- Business continuity and recovery planning.
- Post-incident reporting and evaluation.

Course Objectives:

Participants will achieve the following objectives by completing the Emergency Response Team Member ERTM course:

- Understand the principles of emergency preparedness and response.
- Identify workplace hazards and accurately assess the associated risks.
- Demonstrate knowledge of emergency response protocols and procedures.
- Develop effective communication and coordination strategies in the event of incidents.
- Analyze potential scenarios and design proactive response plans.
- Apply decision-making skills to manage emergencies under pressure.
- Evaluate the effectiveness of emergency drills and training exercises.
- Implement regulatory compliance and industry best practices in emergency management to ensure optimal operational efficiency and safety.
- Strengthen teamwork and leadership skills for effective crisis management.
- Create and maintain updated emergency plans tailored to your organization's specific needs and requirements.
- Apply theoretical knowledge to enhance organizational resilience in the face of emergencies.
- Foster a proactive safety culture within their workplace.
- Assess post-incident recovery and business continuity measures to ensure effective implementation.
- Develop documentation and reporting skills for emergency incidents.
- Build confidence to take immediate and appropriate actions in critical situations.

Studying Scenarios:

In this Emergency Response Team Member ERTM training, participants will develop their skills through the analysis of the following scenarios:

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- Responding to workplace fires in industrial facilities.
- Managing chemical spills and hazardous material releases.
- Coordinating evacuation during natural disasters.
- Handling medical emergencies and workplace injuries.
- Communication failures during critical incidents.
- Responding to security breaches and workplace violence.
- Business Continuity Challenges After a Major Incident.
- Coordinating with external emergency agencies.
- Post-incident investigations and corrective actions.

Course Content:

Unit 1: Fundamentals of Emergency Response and Preparedness:

- Introduction to emergency management principles.
- Types of Workplace Emergencies and Potential Hazards.
- Roles and responsibilities of emergency response team members.
- Legal and Regulatory Frameworks for Emergency Management.
- Risk identification and assessment techniques.
- Establishing emergency response plans and policies.
- Safety culture and proactive hazard mitigation.
- Case studies on emergency preparedness failures and lessons learned.
- Integration of organizational emergency plans with national standards.

Unit 2: Incident Command and Crisis Leadership:

- Incident command system structure and functions.
- Leadership roles during an emergency.
- Effective communication and coordination during incidents.
- Teamwork and decision-making under high-pressure conditions.
- Incident prioritization and resource allocation.
- Coordinating with fire, police, and medical services.
- Managing panic and maintaining order during evacuations.
- Reporting and Documentation Protocols for Incident Commanders.
- Practical case studies of successful emergency command leadership.

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Unit 3: Emergency Procedures and Response Protocols:

- Fire safety and suppression systems overview.
- Evacuation routes and assembly point planning.
- Responding to hazardous material incidents.
- Medical emergencies and first aid basics.
- Search and rescue procedures for individuals trapped in dangerous situations.
- Communication tools and emergency alert systems.
- Drills and exercises: designing and implementing mock scenarios.
- Incident reporting and follow-up actions.
- Review of workplace-specific emergency protocols.

Unit 4: Business Continuity and Recovery Planning:

- Importance of business continuity management.
- Post-incident damage assessment and recovery.
- Strategies for maintaining critical operations.
- Psychological support for affected employees.
- Incident investigation techniques and corrective actions.
- Business impact analysis and resilience planning.
- Collaboration with stakeholders for recovery efforts.
- Integration of emergency response with risk management.
- Developing continuous improvement plans for future preparedness.

Unit 5: Practical Applications and Case Studies:

- Analysis of historical emergency events and outcomes.
- Lessons learned from industrial disasters.
- Group exercises on emergency simulations.
- Developing site-specific emergency response plans.
- Role-playing incident command scenarios.
- Post-drill evaluations and feedback sessions.
- Legal implications of inadequate emergency response.
- Final assessment and knowledge evaluation.
- Presentation of personalized emergency management improvement plans.

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Final Insights & Key Takeaways:

The Emergency Response Team Member ERTM Training empowers participants with the knowledge and hands-on strategies to manage workplace emergencies effectively. It instills a sense of confidence and readiness, enhancing the leadership capacity of team members responsible for emergency response. Organizations benefit from enhanced preparedness, minimized risks, and improved resilience against disruptions. Completing this program ensures participants are ready to safeguard lives, assets, and operations during any crisis.